

Horsley CoE (VA) Primary School
The Street
Horsley
Gloucestershire
GL6 0PU
01453 833625

admin@horsley.gloucs.sch.uk www.horsley.gloucs.sch.uk

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Dear Parents/Carers

I am told the children had a fantastic time at the Bristol Zoo Project today. It was a lovely experience and a great day was had by all.

However, there was a hurdle this morning and I thought it would be appropriate to keep you informed. Shortly after the coach left Horsley, the driver appeared to look unwell. The coach was stopped and it was decided that it would be appropriate to call an ambulance. An ambulance arrived, within 20 minutes, and took the driver to hospital. Within that time, KB Coaches replaced the driver. So, in fact, the children were not waiting long. Having arrived at the scene to lend support, I have to say, the staff and children were absolutely phenomenal. KB were excellent in their response and support. Staff managed the situation in a way that ensured minimal anxiety for the children; in fact, they would have been largely unaware of what was happening around them. The arrival of an ambulance was placed in the context of previous learning related to superheroes. And then they went to the zoo!

I hopeful this information is helpful. If you have any concerns, do not hesitate to make contact.

Yours faithfully,

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