

# Fare-Paying Passenger and Denominational Scheme FAQ's

## What are the charges?

- £480 per child per academic year paid by direct debit or payment in full upfront once an invoice has been issued by B&NES Council. A direct debit mandate is included with the application form. The mandate must be completed & signed by hand – electronic copies will not be accepted.
- **The price per term is £80, based on 6 terms. If paying by direct debit this charge will be split over 8 monthly instalments of £60.**
- No discount is available regardless of the number of journeys required per week.
- An exemption of the charges will only be made for children from low income families i.e. those who are in receipt of a qualifying benefit. A full list of the qualifying benefits and the evidence required are listed on the application form.
- We will review the charge annually: any increases will be agreed through the Council's budget setting process.

## Are there any discounts?

- All new applications for any pupil not previously travelling under these schemes prior to 2016/2017 will incur the full charge of £480, regardless of any siblings.
- Full termly payment will be required if a pupil is allocated a seat mid-term.
- Existing customers who were paying for travel during the 2016/17 academic year will retain the 50% discount for the second and third child, until those children complete the current phase of their education (either primary or secondary).

Example - for families with one child in a primary school and two children in a secondary school (all paying):

- If one of the pupils in secondary school no longer requires transport, a discount will still apply for one of the two remaining pupils.
- If the remaining secondary school pupil no longer requires transport prior to the primary school pupil finishing, the discount would no longer be applicable. The full charge would be applied to the remaining child.
- The discount will no longer apply when a pupil moves from primary to secondary school.
- If a child moves school, a discount will no longer be applicable.

## How do I apply?

Applications will be sent out automatically to any fare-paying passengers and year 11s currently on transport.

You must select one of the payment options or your application will be rejected.

We are no longer accepting emailed applications as the direct debit mandate cannot be a scanned image. Complete the application form & direct debit mandate and post to:

Passenger Transport  
Bath & North East Somerset Council  
Lewis House  
Manvers Street  
Bath BA1 1JG

### **When do I need to apply by?**

- All application forms must be received by Passenger Transport by the 29<sup>th</sup> June 2018 to be considered for a spare seat for the start of the academic year. If your application is late you will only be considered for a seat after all on time applications have been allocated.
- Applications can be received throughout the year for consideration. The timing for allocation is at the discretion of the allocating Transport Officer: this could take up to 4 weeks.
- If we are unable to offer a seat, we will destroy the direct debit mandate - no payment will be requested from your bank. For on time applications, if a seat is offered you will receive notification by 31<sup>st</sup> August 2018.

### **When do I pay?**

If a seat is offered you will receive an invoice either by post or email by 31<sup>st</sup> August 2018. Information regarding payment will be on the invoice.

If paying by direct debit we will automatically make the request for payment to your bank for 8 monthly instalments, starting 5<sup>th</sup> October and thereafter on the 5<sup>th</sup> of each month. **Failure to pay will result in the right to travel being withdrawn.**

The direct debit payment reference on your bank statement will be listed as B&NES or Bath & North East Somerset Council.

### **What if a direct debit payment fails during a given month?**

A second attempt will not be made for any failed payments; it is your responsibility to bring payments up to date as soon as you are aware any have failed. Missed payments can be made using the instructions on your invoice.

### **What if I change my bank account?**

Your new bank should transfer this direct debit to your new account and will notify us of the changes

### **What if I no longer want my seat?**

Contact [passenger\\_transport@bathnes.gov.uk](mailto:passenger_transport@bathnes.gov.uk) to advise an end date. You will be required to return your child's bus pass before any cancellation can be made. Do not cancel your direct debit until instructed by Passenger Transport. If you cancel transport mid-term, any payment made for the current term will not be refunded.

## **Fare-Paying Passenger Scheme Terms and Conditions** (PLEASE KEEP FOR YOUR RECORDS)

Children not entitled to free transport between home and school may be able to travel on a paying basis under Bath & North East Somerset Council's Fare-Paying Passenger Scheme. Families are able to apply for any spare seats available on hired vehicles arranged for entitled passengers.

**It is important to note that a new application form must be completed for each new academic year** if you wish your child/children to be reconsidered for seats under the Fare-Paying Passenger Scheme.

### **No guarantee basis**

- **Before making your application it is of vital importance that you understand that seats may not be available at all or, once offered, can be withdrawn at short notice if:**
  - A child entitled to free transport requires a seat on the vehicle.
  - It becomes possible to reduce the size of the vehicle provided for passengers entitled to free transport or the vehicle is re-routed.
  - The vehicle is no longer required for passengers entitled to free transport and the service is withdrawn altogether.

**It is essential that you have contingency plans for alternative home/school travel arrangements should the seats not be available or the seat be withdrawn at short notice.**

- For on-time applications, you will be notified by 31<sup>st</sup> August 2018 whether your child has been allocated a seat. Please do not contact Passenger Transport prior to this date.

### **Priority of allocation**

Late applications will not be considered until all on time applications have been dealt with. If spare seats are available on a vehicle, priority will be given in the following order:

1. Sixth formers who live in the Area of Prime Responsibility (APR) of the school and received free transport in year 11.
  2. Children who live in the APR of the school.
  3. Children outside the APR of the school who live farthest from the school as measured in a direct line distance between the home address and the school.
- Please note, if any of the above categories result in oversubscription, priority will be given to those children who live farthest from the school as measured in a direct line distance between the home address and school.
  - On any given day there may appear to be spare seats as children may be absent from the bus owing to sickness or other temporary reasons. It may also be necessary to 'hold back' a number of seats on a vehicle, in the knowledge that some students who are entitled to free transport have not been allocated a seat yet.

## Conditions of use

- Parents must ensure they can get their child to and from an existing pick up or set down point. The route cannot be diverted or any additional stop added.
- Any bus pass issued is valid only for the route printed on the pass.
- A bus pass must be available for inspection at all times of travel. Pupils unable to show a valid pass will be refused travel.
- The Council's transport behaviour code must be adhered to while using transport. Misbehaviour will result in the offer of a Fare-Paying Passenger seat being withdrawn.
- If a pass is lost or damaged it must be replaced. A temporary pass (valid for up to two weeks) can be obtained from school and this will give instructions on how to get a new pass. Damaged passes will be replaced for free (upon receipt of the damaged pass) and there is a £10 fee for replacing a lost pass.
- No reimbursement will be given in cases where transport is not provided owing to vehicle breakdown, adverse weather or non-attendance due to additional holidays, sickness or study leave.

**Fare-Paying Passenger Scheme**

Application form for 2018/19 academic year

**Closing date for on-time applications for September start is 29<sup>th</sup> June 2018**

Using BLOCK CAPITALS please **COMPLETE and RETURN THIS FORM** to the postal address of:  
Passenger Transport, Lewis House, Manvers Street, Bath, BA1 1JG

Please read all terms and conditions before submitting this application and note the full yearly charge is £480 per child.

I wish to apply for my child(ren) to travel as fare-paying passengers on a school vehicle under the conditions of the Fare-Paying Passenger Scheme.

	<u>Child's Surname</u>	<u>First Name</u>	<u>DOB</u>	<u>School</u>
1.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3.	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Address:

Postcode:

Day time Tel No (mandatory):  Email address:

Requested Boarding Point:

If you are in receipt of a qualifying benefit you may be entitled to an exemption

Please tick the box if applicable: I am in receipt of a qualifying benefit:   
(please also complete the form overleaf)

I certify that the information given on this form is, to the best of my knowledge & belief, correct. I have read the terms and conditions and know that completion of this form does not guarantee a seat being offered. If the application is granted, I undertake to pay the appropriate fare. I understand that if this fare is not paid, permission to travel will be withdrawn. I also understand that permission to travel may be withdrawn by the Council at short notice at any time and that should this be necessary, a proportional refund of fares for that term may be made.

Signature of Parent/Carer:  Date:

Name of Parent/Carer

Please select one of the following two payment options:

Payment by Direct Debit (mandate must be included): **Yes**  **No**

Pay full yearly charge upfront: **Yes**  **No**

## Exemption of charges

Exemption of the charge/ type of benefit	Evidence required with this application (if any)
<b>Category A</b> - Maximum Level of Working Tax Credit ( <b>with no reduction due to income</b> )	Inland Revenue Tax Credit Award Notice ( <b>Form TC602</b> ) to confirm that you are entitled– please note you must supply the <b>full</b> copy of your current (2018/19) Tax Credit Award notice ( <b>Form TC602</b> )
<b>Category B</b> - Eligible by Benefits Based Free School Meals ( <b>Not</b> Universal Free School Meals)	As you are <u>already in receipt</u> of Benefit based free school meals for your child(ren) you will already have submitted necessary documentary evidence and it is therefore <u>not</u> necessary to send in any further copies of your benefits as our existing records will checked.
<b>Category C</b> – Applying for consideration on basis of:-  Income Support, Income Based only Job Seekers Allowance or Income Related only Employment Support Allowance	<b>The Local Authority will check eligible benefits on your behalf.</b> No paper proof of benefit is usually required unless you have made a recent claim. If this is the case and you have paper evidence please forward this with the completed form to speed up your application. <b>Your National Insurance Number and Date of Birth must be completed clearly and accurately on the form</b> as incorrect data will lead to proof of benefit being refused. Alternatively if you prefer you can arrange for an officer of B&NES Council Connect, Job Centre or Benefit Agency to confirm entitlement in the section at the bottom of the previous page
<b>Category C</b> -Applying for consideration on basis of:-  Child Tax Credit ( <b>without any Working Tax Credit</b> ) and your <b>annual household income</b> (as assessed by HMRC) is <b>below £16,190</b> .	Provide <b>all</b> pages of your most recent Tax Credit Award Notice (Form TC602).
<b>Category C</b> -Applying for consideration on basis of:- Pension Credit (Guarantee Element only)	Provide your most recent Pension Credit (M1000)
<b>Category C</b> -Applying for consideration on basis of:- Asylum Seeker	Provide a letter from the National Asylum Support Service that confirms that you are receiving support under part V1 of the Immigration and Asylum Act 1999
<b>Category C</b> -Applying for consideration on basis of:- Universal Credit	Provide paper proof

### Under which category of the fare-paying passenger scheme are you are making this application?

**Exemption of Termly Charges** (Please tick either Category A, B or C as appropriate)

(A) I am in receipt of Maximum Working Tax Credit (with no reduction due to income). I enclose the requested documentation as mentioned above

(B) I am currently in receipt of Benefit Based Free School Meals (no documents needed but existing records will be checked )

(C) I do not currently receive Benefit Based Free School Meals but I believe I am eligible as I am in receipt of the following benefits. I have read the notes above and am enclosing any requested documentation as appropriate:-  
**Income Support**  **Income Based only Job Seekers Allowance**  **Income Related only Employment Support Allowance**

**Child Tax Credit (but without any working tax credit)**  **Pension Credit**  **Support under part VI of the Immigration & Asylum Act 1999**  **Working Tax Credit run on**  **Universal Credit**

	<u>Surname</u>	<u>First Name</u>	<u>Date of Birth</u>	<u>National Insurance Number(see note</u>
Parent 1	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Parent 2	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

### CONFIRMATION OF BENEFITS

This Certificate must **only** be completed by an officer of B&NES Council Connect, Job Centre or Benefit Agency

I certify that the above named person is receiving <b>Income Support OR Income Based Job Seekers Allowance OR Income Related Employment Support Allowance</b>	<b>OFFICIAL STAMP</b> of B&NES Council Connect, Job Centre or Benefit Agency
Name: Signed: Contact Telephone Number:	<b>Do not use this section to confirm Child Tax Credit or Pension Credit</b>

# Bath & North East Somerset Council



## Instruction to your bank or building society to pay by Direct Debit

Please fill in the whole form including official use box using a ball point pen and send it to:

Service user number

Passenger Transport  
 Bath and North East Somerset Council  
 Lewis House  
 Manvers Street  
 BATH  
 BA1 1JG

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Name(s) of account holder(s)


FOR BATH & NORTH EAST SOMERSET COUNCIL OFFICIAL USE ONLY  
 This is not part of the instruction to your bank or building society.

Bank/building society account number

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Branch sort code

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Name and full postal address of your bank or building society

To: The Manager Bank/building society

Address

Postcode

**Instruction to your bank or building society**  
 Please pay Bath & North East Somerset Council Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Bath & North East Somerset Council and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date

Reference

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Banks and building societies may not accept Direct Debit Instructions for some types of account

DD11

This guarantee should be detached and retained by the payer.

## The Direct Debit Guarantee



- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits
- If there are any changes to the amount, date or frequency of your Direct Debit Bath & North East Somerset Council will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Bath and North East Somerset Council to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Bath & North East Somerset Council or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society
  - If you receive a refund you are not entitled to, you must pay it back when Bath & North East Somerset Council asks you to
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.