**Changes to Fare-Paying Passenger and Denominational Scheme FAQ’s**

**Why have these changes been made?**

* The Council currently has an annual budget of £4.2m per annum for School Transport. The budget in the current financial year is projected to overspend by £500,000. The proposed increase to the fare-paying charge will help reduce this overspend.
* The charge has not increased since September 2012. The increase in charge will bring us in line with the prices set by neighbouring Local Authorities.
* Customer feedback has shown that direct debit is a popular method of payment: this spreads the cost over a number of months and, once in place, no further contact is required, unless there are a change of circumstances.

**What are the new charges?**

* £480 per child per academic year paid by direct debit or payment upfront by debit/credit card once an invoice has been issued by B&NES Council. A direct debit form is included with the application form. The mandate must be completed & signed in order to process your application.
* The full termly charge is payable regardless of the number of journeys required per week
* We will review the charge annually: any increases will be agreed through the Council’s budget setting process.
* 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.

**Are there any discounts?**

* All new applications for any pupil not previously travelling in 2016/2017 will incur the full charge of £480, regardless of siblings.
* Full termly payment will be required if a pupil is allocated a seat mid-term.
* Existing customers currently 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.

**Pricing structure based on when you apply:**

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| **Term** | **Fee (per child)** | **Application Deadline** |
| Term 1 | £480 | 30/06/17 |
| Term 2 | £400 | 06/10/17 |
| Term 3 | £320 | 08/12/17 |
| Term 4 | £240 | 26/01/18 |
| Term 5 | £160 | 16/03/18 |
| Term 6 | £ 80 | 11/05/18 |

**How do I apply?**

* Applications will be sent out automatically to any pupils that are eligible for denominational transport and starting in Year 7 or Reception from September 2017
  + Complete the application form & direct debit mandate, then scan and email to [passenger\_transport@bathnes.gov.uk](mailto:passenger_transport@bathnes.gov.uk)
* For any other pupils in existing year groups, applications will be sent out automatically to any pupils that are eligible for denominational transport.
  + Complete the application form & direct debit mandate, then scan and email to [passenger\_transport@bathnes.gov.uk](mailto:passenger_transport@bathnes.gov.uk)

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

* 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 you are not entitled to offer a seat, we will destroy the direct debit mandate - no payment will be requested from your bank. If a seat is offered you will receive an invoice either by post or email
* If you wish to pay the full yearly amount upfront, then tick “yes” on the application form

**What if I’m not entitled to Denominational transport?**

* Children not entitled to denominational transport to 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.

**When do I pay?**

If you wish to pay the full yearly amount upfront, then tick “yes” on the application form. You will receive an invoice either by post or email. Information on how to make 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 5th October and thereafter on the 5th of each month. **Failure to pay will result in the right to travel being withdrawn.**

If you do not have a bank account that supports direct debit please contact Passenger Transport.

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

Any failed payment must be paid as soon as you are aware, as this will affect your right to the seat. Missed payments can be made using your invoice number.

**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.

If a refund is due you will only be refunded for the remaining full-terms. If you cancel transport mid-term, any payment made for the current term will not be refunded. You should also cancel the direct debit with your bank.

**How to contact the Council about these changes:**

You can comment on these changes using the Council’s feedback form via the B&NES website.

The Council has followed the democratic process in order to make these changes, however, if you wish to make a formal complaint, please contact the Ombudsman using this link: <http://www.lgo.org.uk/make-a-complaint>



Office Use Only, insert amount details for invoice/DD

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| Denominational School Transport  Application form for September 2017  **Closing date for on-time applications is 30th June 2017** | | | | | | | | | | |
| Using BLOCK CAPITALS please **COMPLETE and RETURN THIS FORM to the postal address of**:  Passenger Transport, Lewis House, Manvers Street, Bath, BA1 1JG  Or scan & email to [passenger\_transport@bathnes.gov.uk](mailto:passenger_transport@bathnes.gov.uk)  NB: Please read all terms and conditions before submitting this application.  DO NOT send any money with your application. | | | | | | | | | | |
| I wish to apply for my child(ren) under the terms of the Denominational Transport Scheme. | | | | | | | | | | |
| |  |  |  |  |  | | --- | --- | --- | --- | --- | |  | Child’s Surname | First Name | DOB | School | | 1. |  |  |  |  | | 2. |  |  |  |  | | 3. |  |  |  |  | | | | | | | | | | | |
| Address: |  | | | | | | | | | |
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| Day time Tel No: |  | | | | Email address: | | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | |
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| 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 I undertake to pay the appropriate fare. I understand that if this fare is not paid, permission to ride will be withdrawn**.** | | | | | | | | | | |
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| Signature of Parent/Carer: | |  | | | | |  | | Date: |  |
| Name of Parent/Carer | |  | | | | |  | | | |
| I have attached and signed the Direct Debit mandate: **Yes**  **No**  I wish to make payment in full: **Yes**  **No** | | | | | | | | | | |

**Exemption of charges**

All pupils in Reception, Year 1 and Year 2 in state funded schools in England qualify for Universal Free School Meals. An exemption of the charges will only be made for children from low income families ie those who are in receipt of a qualifying benefit.

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| **Exemption of the charge/ type of benefit** | | | **Evidence required with this application (if any)** | | | |
| *Category A*  - Maximum Level of Working Tax Credit ( **with no reduction due to income)** | | | Inland Revenue Tax Credit Award Notice (**Form TC602**) to confirm that you are entitled– please note you must supply the **full** copy of your current (2016/17) Tax Credit Award notice (**Form TC602**) | | | |
| *Category B -* Eligible by Benefits Based Free School Meals (**Not** Universal Free School Meals) | | | As you are already in receipt of Benefit based free school meals for your child(ren) you will already have submitted necessary documentary evidence and it is therefore not necessary to send in any further copies of your benefits as our existing records will checked. | | | |
| *Category C* – Applying for consideration on basis of:-  Income Support,  Income Based only Job Seekers Allowance or  Income Related only Employment Support Allowance | | | **The Local Authority will check eligible benefits on your behalf**. 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. **Your National Insurance Number and Date of Birth must be completed clearly and accurately on the form** 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 | | | |
| *Category C* -Applying for consideration on basis of:-  Child Tax Credit (**without any Working Tax Credit)** and your **annual household income** (as assessed by HMRC) is **below £16,190.** | | | Provide **all** pages of your most recent Tax Credit Award Notice (Form TC602). | | | |
| *Category C* -Applying for consideration on basis of:-  Pension Credit (Guarantee Element only) | | | Provide your most recent Pension Credit (M1000) | | | |
| *Category C* -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 | | | |
| *Category C* -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** | | | | | | |
|  | **Surname** | **First Name** | | **Date of Birth** | **National Insurance Number(see notes)** |
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| **Parent 1** |  |  | |  |  |
| **Parent 2** |  |  | |  |  |
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**CONFIRMATION OF BENEFITS**

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

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

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|  |  | 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** |

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| Passenger Transport  Bath and North East Somerset Council  Lewis House  Manvers Street  BATH  BA1 1JG | | | | | | | | | | | | | | | | | | |  | **7** | **6** | **0** | **5** | **8** | **6** |  |  |  |
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|  | FOR BATH & NORTH EAST SOMERSET COUNCIL OFFICIAL USE ONLY  This is not part of the instruction to your bank or building society. | | | | | | | | |
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| **Name(s) of account holder(s)** | | | | | | | | | | | | | | | | | | |  |
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| **Bank/building society account number** | | | | | | | | | | | | | | | | | | |  |
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| **Branch sort code** | | | | | | | | | | | | | | | | | | |  | **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. | | | | | | | | |
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| **Name and full postal address of your bank or building society** | | | | | | | | | | | | | | | | | | |  |
| To: The Manager | | | | | | | | | Bank/building society | | | | | | | | | |  |
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| Address | | | | | | | | | | | | | | | | | | |  | Signature(s) | | | | | | | | |
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| Banks and building societies may not accept Direct Debit Instructions for some types of account  DDI1 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

This guarantee should be detached and retained by the payer.

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| DdlogolThe  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.Ddlogol |
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