

I am not exempt but cannot afford the charge either, is there any other help available?

If you are unable to pay the charge but you are not exempt, help may be available from other sources. You should speak to the school's head teacher who may be able to offer advice and provide solutions to the problems that you are facing.

8. If my application is successful, what sort of transport will be arranged for me?

Most students will be allocated a place on a school contract bus. On occasions where there is not a suitable school contract bus, we may issue passes for use on public bus services or (in exceptional circumstances) on trains or taxis. In some cases, where appropriate, we may utilise any spare capacity on our Special Educational Needs transport to accommodate mainstream students.

In circumstances where none of the above options are available we may pay a small mileage allowance for travel by private car. This allowance will be paid in arrears at the end of each term. For further advice on the availability of mileage allowances please contact our **Customer Service Centre** on **0116 305 0002**.

In all cases, we will decide which transport option is the most appropriate to make the best use of the resources available to us. If you indicate a preferred route we will try to meet your requirement but cannot guarantee your preference if there is a lower cost alternative.

Please note that whilst we will endeavour to allocate transport from the nearest pick up point to home, this may not always be possible and we can expect a student to walk up to a mile to their nearest pick up point (accompanied as necessary). The earlier we receive your application the better chance you

will have of securing a place on your preferred contract bus, but this cannot be guaranteed.

All applicants should check all alternative costs including those of public bus operators' passes for use on local services, to ensure that they are purchasing the best value transport before completing and submitting a transport application form.

If you would like more information about public bus or train services in your area, please contact **Traveline East Midlands** on **0871 200 2233**, or visit their website at: www.travelineeastmidlands.co.uk.

You may also refer to individual bus operators' websites where you will find information about the availability of multi-journey or season passes for use on their services.

9. What if I am not entitled?

Once we have your application form, we will determine whether or not you are entitled to assisted transport. If you are not entitled we will send you a letter explaining why and if you have opted to pay by Direct Debit we will not process the payment, but it is also suggested that you cancel the arrangement directly with your bank.

10. When can I use my pass?*

When you receive your pass (if applicable) you will need to seal a recent passport-sized photograph of yourself (student) into it to validate it for use.

*Pupils attending primary school are not usually issued with a pass unless the contract bus they are allocated to is also used by secondary school pupils. Primary school pupils will receive a confirmation timetable. School Contract bus passes are valid only on the named contract route and at the times stated on the timetable that will be sent with your pass.

Public service bus passes are valid for one return journey per day (during term time) between the points specified on the pass and on journeys operated by the bus company specified on the pass.

School passes **cannot be used** outside of term time or at weekends.

Please note we **do not** provide transport for **induction days**, for **work placements** or for **after school activities**. We also cannot cater for **individual variation in timetables**.

11. What if I lose my pass?

If you lose your pass, please contact your school / college or our **Customer Service Centre** on **0116 305 0002** for further advice. You may also download a 'Lost Pass Application Form' from our website at: www.leics.gov.uk/school_college_transport.

There is a £10 charge for replacement bus passes.

12. What happens if the transport is no longer needed?

If you no longer require transport, you should notify us immediately as we may be able to offer a refund. If you have been issued with a bus pass you must return it to us with a covering letter as any refund will only be calculated from the date that we receive the pass. **Please note we will not offer any refund unless you return the pass to us. If you cancel any payment plan, but fail to notify us (in writing) that transport is not required we will continue to seek payment.**

Refunds will not be considered for passes returned after the end of February 2012.

13. What happens if my circumstances change?

If you have changed address / school you must let us know as soon as possible as this will

affect your eligibility to assisted transport.

If you are claiming exemption from the charge and your circumstances change e.g. you no longer qualify for Free School Meals or the maximum level of Working Tax Credit you must inform us immediately.

Please note that we may contact other sources as applicable to verify any initial or ongoing entitlement to Free School Meals or maximum level Working Tax Credit.

14. What if I need more advice?

For general advice, contact our **Customer Service Centre** on **0116 305 0002** (Monday - Friday 8am - 6pm).

For advice on entitlement to transport assistance, Leicestershire County residents can contact: **The Children and Young People's Service** on **0116 305 6630**. Our Entitlement Policy for School Transport can also be found on our website at:

www.leics.gov.uk/school_college_transport.

If you live in the **City of Leicester**, please contact: Children and Young People's Services at **Leicester City Council** on **0116 252 7802**.

15. Guideline leaflets in this series

This leaflet aims to give advice and information to students, parents, schools, colleges and bus operators who use and deliver transport services provided by Leicestershire County Council.

Other leaflets in this series are available on request by calling our **Customer Service Centre** on **0116 305 0002**, or may be downloaded from our website at: www.leics.gov.uk/school_college_transport.

Also available

- Assisted Transport for 16 - 19 year old students
- Farepaying Places on School Buses
- Anti Social Behaviour on School Buses
- Guidelines for School Staff
- Bus Passes - Frequently Asked Questions
- Guidelines for Parents and Students
- Guidelines for Drivers
- Guidelines for Parents: Special Educational Needs Transport
- Guidelines for Parents of Primary School Children
- Guidelines of Safe Working Practices for the Protection of Children and Staff

If you have any comments about this leaflet or the services it relates to or if you require information contained in this leaflet in an alternative version, e.g. large print, Braille, tape or an alternative language please telephone:

0116 305 0002

or write to:

Customer Service Centre (E&T),
Leicestershire County Council,
County Hall, Glenfield, Leicestershire LE3 8SR

Email: customerservices@leics.gov.uk

or visit our website:

www.leics.gov.uk/school_college_transport

Leicestershire School and College Transport

Assisted Transport for Leicestershire Pupils (Under 16) Attending Voluntary Aided Schools



Guidance Notes

Please note that the information in this guidance note is also available on our website: www.leics.gov.uk/school_college_transport.

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1. Introduction - What is Voluntary Aided Transport?

Where a pupil of statutory school age attends a voluntary aided school on denominational grounds Leicestershire County Council will provide transport provided that certain eligibility criteria are met (please see section 2). Please note that there is no legal requirement for the County Council to fund Voluntary Aided School transport, but we do so in return for a parental

contribution towards the cost of their child's transport.

2. How do I qualify?

You can apply for Voluntary Aided transport assistance if your child meets all of the following criteria:

- They attend a voluntary aided school on denominational grounds and are of the same denomination.
- They live more than walking distance from the school (2 miles for primary age & 3 miles for secondary age), and the school is the designated voluntary aided school for their address.
- They will be **under 16** on the 1st September 2011.
If you are unsure about eligibility you should contact Leicestershire County Council's Children & Young People's Service on **0116 305 6630** for further details.

You should **NOT** apply under this scheme if:

- **You live in the City of Leicester** - please contact Leicester City Council Children & Young People's Services Team on 0116 252 7802 for further advice. Or visit their website at: www.leicester.gov.uk/education/transport.
- **Your child will be 16 or over on the 1st September 2011** - they may be eligible for Post 16 transport assistance. Please see Section 3 for further details.

3. What other transport schemes are available?

There are three transport options on the application form - 'Farepaying', '16 - 19 Year Old Students' and 'Voluntary Aided Schools'.

Below is a brief outline of the other two schemes to help you decide which option to tick. In some cases you may wish to tick more

than one scheme, but please note **16 - 19 year old students can not apply under the Voluntary Aided Transport scheme.**

NB if your child received Voluntary Aided Transport last year and there has been no change of address and / or school, you only need to select the 'Voluntary Aided' scheme option.

Further details for each scheme are available to download from our website or you may call our Customer Service Centre for a copy.

Please see section 15 for further details.

Farepaying Transport

This is a discretionary scheme whereby any spare seats on contracted school / college contract buses may be made available (in return for a fee) to non-eligible students. If you are uncertain whether you are eligible for assisted transport under the Voluntary Aided Transport scheme, you may also tick the 'farepaying' box on the application form.

However, farepaying transport attracts a higher charge than Post 16 or Voluntary Aided transport, so you should only tick this option if you are willing to pay for farepaying transport in the event that you are not eligible. Contact details for eligibility enquiries can be found in section 14 of this leaflet.

Please note that farepaying places are strictly limited, are not available at all schools / colleges and are not available on public service buses.

Assisted Transport for 16 - 19 Year Old Students

If you are 16 or over you should apply under this scheme. The Voluntary Aided Transport scheme is only available to students who are under 16. There is no automatic entitlement to free home to school / college transport once a student is over 16. However, we will provide

transport assistance for students who meet certain eligibility criteria.

4. When should I apply for Voluntary Aided transport assistance?

The application form should be completed and returned to us by no later than 30th June 2011. A new application form (with proof of exemption etc. if applicable) must be submitted for every academic year.

This year you can opt to submit your transport application online. Please note this facility is currently only open to customers who wish to pay by Credit/Debit Card. You can find the online application form at: www.leics.gov.uk/school_college_transport.

5. What happens if I apply late?

Applications received after the closing date stated above will be treated as late and there is no guarantee that transport will be arranged before the start of the autumn term.

Forms received late, particularly in August and September, could mean up to an 8 week wait for transport to be arranged. If this happens, you should be prepared to arrange and pay for your own transport initially. No refund of fares, expenses incurred or pro rata reduction of charges will be made for late applications.

6. What is the charge and how do I pay it?

The charge for the academic year 2011 / 2012 is **£240.00**.

Failure to complete payments for transport fees can result in pupils being excluded from school / college transport and from making any further transport applications.

Any applications from applicants with an outstanding debt from a previous academic year will not be accepted until the previous debt is cleared.

Please note the school transport charge is calculated on an annual basis and there will be no reduction for any periods when transport isn't required e.g. exam leave or sickness, or for any occasion when due to unforeseen circumstances transport is not available e.g. snow days, vehicle breakdowns / lateness.

There will also be no reduction for any occasions when a student is excluded from transport temporarily as a result of their misbehaviour.

Payment by Direct Debit

If you wish to pay by Direct Debit, please complete the Direct Debit form on the reverse of the transport application form. We will begin to collect Direct Debit payments after transport has been allocated - usually September / October for Autumn term applicants. Payment will be split into a maximum of 6 monthly instalments and must be completed by the end of February 2012. We will notify you separately when instalments are due to commence.

Please note that the number of instalments available will be reduced if the application is received after the end of September 2011.

The closing date for payment by Direct Debit is the 31st January 2012. After this date we will only accept payment by credit/debit card.

Payment by Credit/Debit Card

If your preferred method of payment is credit/debit card we will contact you for payment once transport has been allocated. If you elect to pay by credit/debit card you cannot request to transfer to Direct Debit at a later stage. If you want to pay by instalments you must complete the Direct Debit form on the reverse of the application form **at the time of applying. Please do NOT send cash.**

7. Are there are any exemptions from the charge?

Third Child Exemption

Parents will not have to pay for any more than two pupils of compulsory school age. This will mean that if three eligible children, in the same family and of compulsory school age, are in attendance at school, the family will only pay a maximum of **£480. Students who are 16 years old or older are not of compulsory school age and therefore will not count towards this exemption.**

Income Based Exemption

You will be exempt from the charge if you are in receipt of **the maximum level of Working Tax Credit** or if your child receives Free School Meals.

If you feel that you are exempt from the charge please tick the 'Exempt' box on the application form and attach copies of your current Free School Meals notification letter and / or tax credit award notice form TC602(A) issued by H.M.Customs and Excise.

The information used to determine exemption is usually found on page 3 of form TC602(A) in a section called Working Tax Credit Entitlement. In all cases the entry against the line "**Reduction due to your income**" should be £0.00. If there is any value in here, however small, you will not be exempt from the transport charge.

Please note that if the exemption details are incorrect, or incomplete we will return your application form to you and this will delay the application process. All exemption claims will be checked for validity. If an invalid claim is submitted, or if you cease to qualify for exemption, we will seek to recover any monies owed to us.

Non-payment may result in your child being excluded from transport.