

Young Person's Travel Pass

**Must-know information for
parents and students**

For the academic year 2018/19

If you pay for a YPTP you can apply online at:
www.kent.gov.uk/YoungPersonsTravelPass



What is the Kent Young Person's Travel Pass?

The Young Person's Travel Pass (YPTP) provides unlimited access to the Kent public bus network for young people Monday to Friday between 6am and 7pm, available to use from the start of term until 31 July. The scheme has been developed by Kent County Council (KCC) to make bus travel to and from school easier and more affordable for young people. The scheme is discretionary and KCC is therefore free to determine all of the arrangements – the most important information is included in this leaflet. Full details of the scheme, including the formal Terms and Conditions, are available on the scheme website –

www.kent.gov.uk/YoungPersonsTravelPass.

The YPTP scheme continues to be one of the most generous travel passes of its kind outside of London and, apart from the application fee, is wholly funded by KCC.

Who is eligible to apply?

To apply for a YPTP **every** applicant must fulfil the following requirement at all times during their participation of the scheme:

- A resident of Kent within KCC's administrative area (i.e. whose parent/carer pays Council Tax to a Kent district council for KCC services).

For the avoidance of doubt, residents of Medway Council and London boroughs with a Kent postal address (e.g. Bromley and Bexley) are not eligible to apply and should contact their own council to access schemes in those areas.

Any pupil who lives within the boundary of Kent County Council, whether they go to school in the county or outside, is eligible to apply. All schools in England are covered, whether they are state or independent schools, but they have to be accepted on to the list of recognised institutions.

How much does it cost?

Depending upon circumstances, pupils in academic year 7–11* at a school or other recognised institution, will be eligible to apply for a pass by payment of one of the following fees:

*Children who by age would ordinarily be in year 11, but have been put forward into year 12, are also eligible

- **A standard fee of £290** for a full year pass, for use from the start of the academic year until 31 July 2019
- **A reduced fee of £100** for a full year pass, if in receipt of Free School Meals, for use from the start of the academic year until 31 July 2019
- **A standard fee of £145** for the first half year pass, for use from the start of the academic year until 1 March 2019 (terms 1-3)
- **A reduced fee of £50** if in receipt of Free School Meals, for the first half year pass, for use from the start of the academic year until 1 March 2019 (terms 1-3)
- **A standard fee of £145** for the second half year pass, for use from 25 February 2019 until 31 July 2019 (terms 4-6)
- **A reduced fee of £50** if in receipt of Free School Meals, for the second half year pass, for use from 25 February 2019 until 31 July 2019 (terms 4-6)
- **Buy 2 and get the others for free** if you are paying full price for your pass. Please see further details below.
- **£0 (free)** A Young Carer or a Young Person in Care or a Care Leaver (please refer to our website for precise definitions – www.kent.gov.uk/YoungPersonsTravelPass).

In order to apply at either of the reduced fees, you must provide the requisite proof of fulfilling the relevant criteria at the time of your application. If you apply for a YPTP and subsequently qualify for a lower fee you will not receive any refund, even if you were eligible but did not indicate this at the time of your application.

The required proof when applying is:

- **Free School Meals** – your application will need to identify that you are applying for a reduced fee product. No other details are required in addition to the completed personal details, as these will be checked against the records of the Awards Section of KCC.
- **Young Carer, Young Person in Care or Care Leaver** – the application will need to be pre-endorsed by a relevant support worker, or by the Young Carers Organisation, details of which are specified on the website – www.kent.gov.uk/YoungPersonsTravelPass.
- **Educated at Home** – the application form should state this. No other details are required in addition to the completed personal details.

Buy two full cost passes and get others for free!

To help households with more than two children eligible for YPTPs, KCC is offering parents the third and fourth pass for free.

To take advantage of this offer, you will need to complete an application form which is available on the website or from your school. **You cannot apply online.** You will need to send all the forms together and tick the box on each form to indicate that you have more than two children.

You can then deduct the cost of the third and fourth pass from your cheque or postal order i.e. the cost of two, three or four passes would be £580 for the year.

This offer is not available if any of the passes are applied for using the reduced fee for free school meals, free pass criteria or if you are entitled to free school transport.

Why are there different fees?

KCC's Medium Term Plan, "Bold Steps For Kent", outlines that one of the Council's key priorities is to tackle disadvantage. By making the YPTP more readily available to those young people who the Council know qualify for support for other reasons, KCC can make sure that the fee is not a barrier to accessing the scheme.

When can I apply?

Application for full year and for the first half year pass

Applications for passes valid from the start of the academic year 2018/19 can be made from **Monday 4 June 2018**. To be sure of having your pass available at the start of the new academic year, and irrespective of category of eligibility and method of application, your application must be received by **Friday 13 July 2018**. **Passes for applications received after this date are unlikely to be at school on the first day of term and you will have to pay your own non-refundable bus fares until your pass is ready.**

Applications for these passes can be made until the closing date of **Friday 30 November 2018**.

Application for the second half year pass

Applications for passes valid from 25 February 2019 until 31 July 2019 can be made from **Monday 19 November 2018**. To be sure of having your pass available from the start of term 4, and irrespective of category of eligibility and method of application, your application must be received by **Friday 4 January 2019**.

Passes for applications received after this date are unlikely to be at school on the first day of term 4 and you will have to pay your own non-refundable bus fares until your pass is ready.

Applications for second half year passes can be made at any time after Monday Monday 19 November 2018 until the closing date of **Friday 24 May 2019**.

All dates are referenced from when the application is received at the Young Person's Travel Pass office. Please note that receipts for applications are not given due to the high volume of applications received – if you wish to find out if your postal application has been received or not, please either use Recorded Delivery or check your bank statement to see that your that your account has been debited.

How long will my pass last for?

If you applied for the first half year pass (terms 1-3), the YPTP will expire on 1 March 2019.

If you applied for a full year pass or a second half year pass (terms 4-6), the YPTP will expire on 31 July 2019.

The relevant application fee applies regardless of when the application is made.

Can I get a refund?

No – the YPTP has been set up to be simple to administer, with the majority of the cost of the scheme as a whole being met by KCC. As refunds are not given you must consider carefully whether you want a pass or not before applying. If you change your mind before receiving the pass, you can have your application fee returned, subject to an administration fee of £10.

How do I apply for the first time?

As long as you are not applying for a free pass then you can apply online at **www.kent.gov.uk/YoungPersonsTravelPass**.

If you qualify for a free pass or do not have a credit or debit card, you can apply by downloading an application form from **www.kent.gov.uk/YoungPersonsTravelPass** or you can collect an application form from your participating school.

You will also need to supply a passport-sized photograph and payment at the same time, however you apply.

How do I renew my pass?

Your YPTP will not be renewed automatically from your previous pass.

You can renew your previous pass online at **www.kent.gov.uk/YoungPersonsTravelPass** if:

- you **do not** qualify for a free pass
- none of your personal details have changed (if your details have changed please email any changes to **youngpersonstravelpass@kent.gov.uk** and the team will then notify you how to proceed)
- you have previously supplied a valid email address
- you are not taking advantage of the buy 2 and get the 3rd free offer

If you qualify for a free pass or do not have a credit or debit card, please complete an application form and tick the 'renewal' box at the top. You do not need to send a new photograph. Your new YPTP will be sent to your school for the start of the academic year and exchanged for your expired pass.

Do I need to know anything else about applying?

If you apply online at **www.kent.gov.uk/YoungPersonsTravelPass**, you will be reassured that your application has been received and will avoid any postal delay. It is simple, quick and easy to do and there is a handy guide in case you need any help. Please note that photographs supplied online have to be in .jpeg format and KCC's payment processor is WorldPay.

YPTP's are distributed via your school. You will receive an email or letter to notify you that your application has been processed and that your YPTP will be available to collect shortly. If you hold a KCC home to school bus pass you must exchange this when you collect your YPTP. Please refer to the panel overleaf for further details.

When can I use my YPTP?

The YPTP is valid between 6am and 7pm (by boarding time), Monday to Friday. The full year pass will be valid from the start of the academic year until **31 July 2019**. The first half year pass for terms 1-3 will be valid from the start of the academic year until **1 March 2019**. The second half year pass for terms 4 -6 will be valid from **25 February 2019** until **31 July 2019**.

Passes can be used during school breaks but cannot be used in August.

Can I use the pass at any other times?

Certain bus operators offer additional travel to pass holders outside the 6am to 7pm, Monday to Friday limit:

Stagecoach

Stagecoach allow for the pass to be accepted at all times of the year and on all evenings and at the weekends. For further information regarding the additional services and reduced fares offered by Stagecoach, please contact them directly:

Telephone: **03456 00 22 99**

Email: **southeast.enquiries@stagecoachbus.com**

Arriva

From the May 2018, Arriva have extend the validity of the YPTP to include evenings and weekends. Pass holders will therefore be able to travel 7 days a week on the majority of Arriva services in Kent.

Chalkwell

Offer a flat fare of £1 to pass holders at evening and at weekends but not between 31 July and the beginning of the September school term.

These offers are provided voluntarily by Chalkwell and Stagecoach who are not paid by KCC for them. We try to encourage other operators to make similar offers to pass holders but cannot demand that they all do.

Which services accept the YPTP?

The YPTP allows free travel at the point of use on virtually all **public** bus services in Kent operated by participating operators. A list of operators, and the most important service exceptions, is available at **www.kent.gov.uk/youngpersonstravelpass**. You can travel over the county boundary provided that no change of service is made, and you can return on any direct service into Kent. For the avoidance of doubt, you can travel from Kent into Medway (and vice versa) but you **cannot travel wholly within Medway**. As noted above, you are ineligible for a YPTP if you live in Medway, even if you go to school in Kent.

Please note that Transport for London bus and rail services do not accept the YPTP but young people can travel for free if they have an Oyster® Card.

Are there any exceptions?

You cannot use the YPTP on any service that is not a **public** bus. This includes private bus services and coaches, often arranged by schools or Kent County Council. These services are not available to the general public and do not accept fares of any kind. Some services which are tailored to schools are designated as "special services" within the scheme and there is an additional cost to travel on these services, further details of which are available at **www.kent.gov.uk/youngpersonstravelpass**.

You should check that the service(s) you wish to use are part of the scheme by contacting the bus operator prior to applying.

Furthermore, there is no automatic entitlement to a pass or to a seat on a bus, so, before you apply for a pass, please consider all of the information in this booklet very carefully as the scheme does not make any guarantee that there are bus services which meet all of an individual's travel needs.

Please also note that bus services in the UK operate in a deregulated environment and can therefore be subject to change. As such, KCC cannot guarantee that services or journeys will not be subject to change or withdrawal.

How do I find out the times and routes of buses?

Public transport information is available online at **www.kent.gov.uk/publictransport** and more detailed information by school is provided at **www.11-19travel.info**. Each local bus company will be able to provide timetables for their public services. Additionally, schools often hold copies of relevant timetables. A journey planning facility, **www.traveline.info**, holds details of all public bus and rail services across the county.

Plan your sustainable journey with Kent Connected

Our ambition is to improve your journey in Kent. We are passionate about making your journey easier, saving you time and money while reducing congestion and pollution. There are so many ways we can get there together, all while improving your health and the environment through sustainable and active travel choices.

For more information, visit **kentconnected.org**.



I already receive free home to school transport – how does this affect me?

Your entitlement to free transport is unaffected by the YPTP scheme. You may still apply for a YPTP but are advised to consider the use you will make of it against the fee.

If you already receive free home to school transport, the details you give on your YPTP application form will be checked against your last recorded address. If the addresses are different we may need to contact you and your application is likely to be delayed. If you have moved address since you were granted free home to school transport and have not informed KCC, your application will be delayed and your entitlement will be reconsidered by KCC's Admissions and Transport office. If you decide not to apply for the YPTP scheme your free travel arrangements will be renewed as normal.

When will my pass be ready?

Application for full year and for the first half year pass

In order for your pass to be available for the start of the academic year, your correctly completed application with a suitable photograph (unless renewing) and the appropriate payment must be received no later than **Friday 13 July 2018**.

Application for the second half year pass

In order for your pass to be available for 25 February 2019, your correctly completed application with a suitable photograph (unless renewing) and the appropriate payment must be received no later than **Friday 4 January 2019**.

If you applied on time your YPTP will be sent to your school for collection on the first day of term.

If your application is received after these dates you will be liable for any cost incurred until your pass is ready.

Applications received after the deadline can take up to 28 working days to process and you are liable for all transport costs while your application is being processed.

Passes will not be provided until the applicant is attending a recognised institution. If your pass is either not available for collection on the first day of term when you have applied by the deadlines provided or is not received within 28 working days of the application being received, it is your responsibility to contact the Young Person's Travel Pass office after checking with your school first.

How do I get to school on the first day of term?

If you have one, you should use your old pass to travel on the first day of term and swap this for your new one at the school. If you do not have an old pass, do not worry, KCC has an agreement with bus operators to let any child travel for the first few days of term to allow them to collect their new passes.

Will there be any new bus services provided?

No additional services will be provided as part of the YPTP scheme. Where a capacity problem arises, KCC has made funds available to local bus companies in order to provide larger or additional vehicles on existing routes. Should you wish to discuss the availability of services in your area please contact your local bus operator(s) in the first instance.

My YPTP is lost/stolen/damaged. How can I replace it?

You can get a replacement pass and a £10 administration fee applies. To pay by credit or debit card please call **03000 418484**. Alternatively, please send a cheque or postal order, payable to Kent County Council, to the address below, along with a covering note. If you lose the replacement you can get two further replacements each school year (at a cost of £10 each) before you have to make a further application to join the scheme (and pay the application fee again).

**Young Person's Travel Pass (Replacement), Kent County Council,
Public Transport, PO Box 441, Aylesford, ME6 9HJ.**

The bus driver won't accept my YPTP. What can I do?

You need to check that the service is one on which the YPTP is valid. YPTP's will generally be issued as "smartcards", which means they have a chip in them; therefore your YPTP should be looked after carefully by **not** bending, biting, bashing or breaking it. If the card becomes damaged then it will no longer record electronically on the ticket machine on the bus. Passes which are damaged in this way need to be replaced, as do those where the photograph, name or KCC logo is not clear or any other aspect which gives legitimate rise to concern about the validity of the pass. KCC is not liable for any costs incurred by students when the pass is not deemed to be valid by the operator. The standard replacement charge applies in **all** such circumstances. We will issue a temporary replacement to your home address within ten working days and the permanent replacement will be sent to your school shortly after. To replace your YPTP call 03000 41 84 84.

Abuse It – Lose It

All passengers, including YPTP holders, are responsible for their own behaviour whilst travelling and YPTP holders are expected to follow the YPTP Code of Conduct at all times. Additionally, passengers who breach the Conditions of Carriage, which are published by each bus operator, may be refused travel or have their passes confiscated. In serious circumstances, the bus company may involve the Police or ban a passenger from their services.

In addition to the behaviour standards in the Code of Conduct, YPTP's used fraudulently will be withdrawn and YPTP holders who make and/or allow fraudulent travel will be banned from the scheme.

Please note that your pass will also be confiscated with immediate effect if you are found to be living outside of Kent and that no refund will be offered if your pass is withdrawn for that reason.

I have a statement of special educational needs – what arrangements are in place to help me?

As with any child who receives free home to school transport from Kent County Council, your existing arrangements will continue unchanged, whether you apply for a YPTP or not.

If you are in receipt of the Higher Rate Mobility Component of the Disability Living Allowance, fulfil one of 7 statutory categories of disability, or can provide recent evidence that you receive Personal Independence Payment (PIP) with a score of at least 8 points on the 'moving around' activities, you can apply for an English National Concessionary Travel Pass, which gives you free off-peak local bus travel anywhere in England. These are issued free of charge – more details are available from **www.kent.gov.uk/buspass**.

KCC also issues discretionary companion passes, which enable disabled pass holders to take someone with them when they travel, however this does not affect eligibility for the YPTP as there are no companion passes for YPTP. Equally, possession of a YPTP does not affect eligibility to a national bus pass, which is not restricted to use on journeys that begin within Kent.

It remains a parental responsibility to ensure that a child using a YPTP is able to access public bus services on their own, or to accompany the child if necessary, even if the child is provided with an escort by KCC for their home to school travel.

What else do I need to know?

KCC does not have overall control over bus services or bus operators. The YPTP does not entitle any student to travel on a particular service, does not guarantee space on any vehicle and cannot be accountable for problems with the vehicle reliability. Problems regarding the bus services should be directed to the relevant bus operator.

All YPTP's remain the property of Kent County Council and must be shown or surrendered on request.

How do I get further information?

This leaflet provides the basic information which you need to consider before making an application, as the fees are non-refundable after you have received your pass. Please note that by proceeding with the application you confirm that you have read and understood the information.

Full terms and conditions, and further information about schools and participating operators, are available at **www.kent.gov.uk/YoungPersonsTravelPass** or by written request to the address below.

If you still have a query, you can contact us in the following ways:

Phone: **03000 41 84 84** Text Relay: **18001 03000 41 84 84**

Kent County Council, Public Transport, PO Box 441, Aylesford, ME6 9HJ.

This leaflet is available in alternative formats. Please contact **03000 41 84 84**.

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