

Kent **16+** Travel Card

Must-know information for
parents and students

For the academic year 2018/19

What is the Kent 16+ Travel Card?

The Kent 16+ Travel Card (K16+TC) is part of KCC's post 16 education transport policy, which aims to fulfil the Authority's responsibility to ensure full participation in education and training for students up to the age of 18. The scheme is discretionary and was introduced in September 2012 after the removal of the Education Maintenance Allowance (EMA) and introduction of the Government's new 16-19 Bursary scheme, which is paid directly to schools and colleges.

The scheme was reviewed by KCC in light of changes to national legislation which demands that children remain in some form of learning beyond year 11. As a consequence, from September 2014, the cost of the pass was reduced to £400 from the previous cost of £520.

Kent County Council subsidises the K16+TC to enable the holder to access unlimited bus travel in Kent (and on direct bus services crossing the county boundary e.g. to Medway and East Sussex) at any time including evenings, weekends and holidays.

The cost of an annual bus service season ticket, if purchased directly from a bus company, can be more than £750 a year and would normally be valid on that company's services only. The K16+TC is valid on most participating bus company services. The maximum cost to a learner is £400 but participating learning providers can use 16-19 Bursary Funding and other learner support funds to help learners with the cost of the pass (see below).

Who is eligible to apply?

To apply for a K16+TC for the period 1 September 2018 – 31 August 2019, every applicant must fulfil the following requirements:

- Be 16-19 years old and in academic years 12-14 (to be eligible your date of birth must be between 01/09/1999 and 31/08/2002)
- A resident of Kent (i.e. whose household pays Council Tax to a Kent district council for KCC services)
- Attending a participating school, college, work-based learning provider or apprenticeship provider.

Residents of Medway Council and London boroughs which have 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 student who lives within the boundary of Kent County Council, whether their provider is based in the county or outside, is eligible to apply.

How much does it cost?

The standard full-year cost of a pass is £400, or you can choose to split the cost and buy a first half year and second half year pass separately for £200 each. Learning providers may offer help with the cost of the pass, depending on the circumstances of individual learners. Please contact your learning provider for further information of their policy:

- a student with a travel need and whose household income is £20,818 per annum or above will pay £400 for a full year
- a student with a travel need and whose household income is between £16,191 and £20,817 per annum can benefit from a contribution to the cost payable from, and at the discretion of, their learning provider or employer, so that their K16+TC costs between £200 and £400 for a full year
- a student with a travel need and whose household income is less than £16,190 per annum (equivalent to KCC's Free School Meals criteria) can benefit from a contribution to the cost payable from, and at the discretion of, their learning provider or employer, so that their K16+TC costs no more than £200 for a full year
- an employed 16 - 19 year old apprentice who can demonstrate hardship caused by travel-to-learn and travel-to-work pressures, can benefit from a contribution to the cost payable from, and at the discretion of, their employer, so that their K16+TC costs them between £200 and £400 for a full year
- students who have received the full Vulnerable Learner Bursary Payment will pay £400 for a full year.

Summary table

16+ Travel Card Pass Type	Duration	Cost
1st Half Year Pass	01/09/2018 to 01/03/2019	£200
2nd Half Year Pass	25/02/2019 to 31/08/2019	£200
Full Year Pass	01/09/2018 to 31/08/2019	£400

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 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 nonrefundable 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 August 2019 can be made from **Monday 19 November 2018**. To be sure of having your pass available from the start of term 4 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 19 November 2018 until the closing date of **Friday 24 May 2019**.

All dates are referenced from when the application is received at the Kent 16+ Travel Card 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 payment has been debited.

How do I apply and when do I pay for the pass?

Following consultation on KCC's Post 16 Transport Policy and feedback from schools and colleges, from June 2018 the application and payment process for the Kent 16+ Travel Card is changing. Applications and payment are now made direct to KCC and payment is needed at the time of making your application.

By changing the process in this way we are able to ensure that students / parents can apply throughout the summer and not be reliant on staff being present at schools and colleges. This makes it easier to apply on time and get your pass for the start of the year. It also means that we are able to offer students / parents the opportunity to split the cost of the pass by buying two half year passes instead of having to buy a full years travel in one go. The fact that these changes mean that the scheme is easier to administer also means that we can reduce the administration fee that we have to charge for refunds.

Applications can be made on line at kent.gov.uk/post16travel. You will need to have all of the student's information (including details of the establishment that they are going to attend), a passport style photo in the appropriate format and a credit or debit card for payment. Alternatively print off an application form from the website and complete and return it with a passport photo and cheque or postal order (payable to Kent County Council) and send it to; Kent 16+ Travel card, Kent County Council, PO Box 441, Aylesford, ME6 9HJ.

KCC will check with your learning provider that you are eligible for a pass. Passes will be sent to your learning provider for collection.

Applications can take up to 28 working days to process at busy times of the year. Learners will be responsible for the full costs of travel during this time. Please see the website for details of when to apply to be sure of having your pass for the start of term.

How long will my pass last for?

If you applied for the first half year pass (terms 1-3), the Kent 16+ Travel Card will expire on **1 March 2019**. If you applied for a full year pass or a second half year pass (terms 4-6), the Kent 16+ Travel Card will expire on **31 August 2019**. The relevant application fee applies regardless of when the application is made.

Can I get a refund?

Refund requests can be made to KCC as long as your pass is returned to us by Friday 24th May. The amount due to be refunded will be calculated based on the number of full academic terms remaining minus a £10 administration fee. Passes returned to us before the start of the year or not collected for free can get a full refund minus the £10 fee.

A term is calculated as having a value of £66.67 based upon the £400 annual cost divided by the 6 school terms. For example, a pass returned to KCC for a refund during term 3 would have 3 full terms remaining and the refund due would be calculated as follows;

$£66.67 \times 3 = £200.01$ minus £10 = £190.01 TOTAL REFUND DUE.

The summary table below applies:

Passes returned in Term (between dates) :	Refund Value Due
Not collected or returned before the start of the year	£390.00
Term 1 (3rd September 2018 and 19th October 2018)	£323.35
Term 2 (22nd October 2018 and 19th December 2018)	£256.68
Term 3 (20th December 2018 and 15th February 2019)	£190.01
Term 4 (18th February 2019 and 5th April 2019)	£123.34
Term 5 (8th April 2019 and 24th May 2019)	£56.67
Term 6 (No full terms remaining)	£0.00

Do I need to know anything else about applying?

If you qualify for a contribution from your education or work-based learning provider to reduce the normal cost of £400, you will probably need to provide them with evidence – **please do not send any of those details to KCC.**

K16+TCs are distributed via your education or work-based learning provider. You will be sent an email or a letter to let you know that your K16+TC is ready to collect.

Your application for your K16+TC must be received by KCC, Public Transport by **Friday 13 July 2018** to ensure that the pass is available at the start of the new academic year.

The information you provide on this form is collected and dealt with in compliance with the General Data Protection Regulation. We are relying on the lawful bases of public task and that the individual has given clear consent for us to process their personal data for a specific purpose. The purpose of the processing is to facilitate your access to the concessionary travel scheme. It will be used by Kent County Council to administer, arrange and manage the transport or scheme for which you are applying. It may be shared third parties (such as transport providers or travel card manufacturers) only for the purposes of enabling individuals to access the schemes. Data may be subject to automatic processing and will be securely stored for the period of the benefit for travel plus 1 year. Kent County Council Public Transport is the data controller and the data protection officer is **dpo@kent.gov.uk**. You have various rights in relation to the data and how it is processed and the right to lodge a complaint with the ICO. If you do not provide the required data, we will be unable to provide a service to you. A full copy of the Public Transport Privacy Notice setting out your rights in relation to your personal data is available at **kent.gov.uk** or by emailing; **public.transport@kent.gov.uk**.

When can I use my Kent 16+TC?

The K16+TC is valid at any time of day on any day of the year, including evenings, weekends and school holidays. There are no restrictions on the number of journeys you can make.

Which services accept the Kent 16+TC?

The K16+TC 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/post16travel**. 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, even if your school, college or work-based learning provider is based in Medway. As noted above, you are not eligible for a K16+TC if you live in Medway, even if your school, college or work-based learning provider is based in Kent.

Please note that Transport for London bus services do not accept the Kent 16+ Travel Card but young people can travel at reduced fares if they have an Oyster® Card.

Are there any exceptions?

You cannot use the K16+TC 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.

Where space is available on KCC private bus services and coaches they can sometimes be made available to children who are not entitled to free transport to school through KCC's Vacant Seat Payment Scheme. More information about this and other assistance with post 16 transport is available at **www.kent.gov.uk/education-and-children/schools**.

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/post16travel**.

Services are operated at the discretion of the operator. KCC cannot guarantee that bus routes will not be altered or maintained by operators.

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 a seat on a bus so before you apply for a pass, please consider all of the information in this leaflet very carefully as the scheme does not guarantee that there are bus services which meet all of an individual's travel needs.

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/college is provided at **www.11-19travel.info**. Each local bus company will be able to provide timetables for their public services. Additionally, schools and colleges often hold copies of relevant timetables. A journey planning facility, **www.traveline.org.uk** (0871 200 22 33), 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.



When will my Kent 16+TC be ready?

An application can be made at any time after Monday 4 June 2018 but your application must be received by KCC, Public Transport by Friday 13 July 2018 to be sure of having your K16+TC ready for the start of the new academic year in September.

Applications made after this deadline can take up to 28 working days to process and KCC will not reimburse transport costs while your application is being processed.

KCC will no longer issue letters that are valid for travel. Instead, 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 not, 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 Kent 16+ Travel Card 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 Kent 16+TC has been lost/stolen/damaged.

How can I replace it?

Replacement passes are available subject to a £10 administration fee. To order a replacement with payment by credit or debit card please call **03000 41 84 84**. 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 another application fee).

Kent 16+ Travel Card (Replacement), Kent County Council, Public Transport, PO Box 441, Aylesford, Kent ME6 9HJ.

The bus driver won't accept my Kent 16+TC. What can I do?

You need to check that the service is one on which the K16+TC is valid. K16+TCs will generally be issued as "smartcards", which means they have a chip in them; therefore your K16+TC 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 bus ticket machine. K16+TCs 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 that gives legitimate rise to concern about the validity of the pass. The standard replacement charge applies in **all** such circumstances. We will issue a temporary replacement to your home address within ten working days of payment. A permanent replacement will be sent to your school. To replace your pass call **03000 41 84 84**.

Abuse it – lose it

All passengers, including Kent 16+ Travel Card holders, are responsible for their own behaviour when travelling and K16+TC holders are expected to follow the K16+TC Code of Conduct at all times. Additionally, passengers who breach the operator's Conditions of Carriage, which are published by each bus company, 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, K16+TCs used fraudulently will be withdrawn and K16+TC holders who make and/or allow fraudulent travel will be banned from the scheme with no refund being applicable.

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

If you have a statement of special educational needs and have been assessed as eligible for support with home to school transport from KCC until the end of year 11), you may be able to continue to access this in 2017/18 or benefit from Independent Travel Training to enable access to the scheme. More information about all post 16 transport options is available at www.kent.gov.uk/education-and-children/schools.

What else do I need to know?

KCC do not control bus services or operators. The Kent 16+ Travel Card does not entitle any student to travel on a particular service and does not guarantee space on any vehicle or vehicle reliability. Problems regarding bus services should be directed to the relevant bus operator.

All Kent 16+TCs 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. Full terms and conditions, and further information about schools and participating operators, are available at www.kent.gov.uk/post16travel or by written request to the address below.

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

Email: kent16plustravelcard@kent.gov.uk

Phone: **03000 41 84 84**

Minicom: **18001 03000 41 84 84**

Kent 16+ Travel Card, Kent County Council, Public Transport, PO Box 441, Aylesford, Kent ME6 9HJ.

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

All information correct at time of going to print: June 2018.

