

Kent **16+** Travel Card

Must-know information for
parents and students

For the academic year 2017/18

kent.gov.uk/post16travel



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 contribute further and reduce the final cost to individual learners (see below).

Who is eligible to apply?

To apply for a K16+TC for the period 1 September 2017 – 31 August 2018, 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 01/09/1998 and 31/08/2001)
- 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. Learning providers may offer an additional contribution 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.

What if I apply after the start of the academic year?

The cost of part-year travel cards, based on the date of receipt of the application at KCC, would be:

Cost

A card valid for the start of	Cost	Application Deadline (for pass to be ready for the start of term)
Term 1 (4 September 2017)	£400	14 July 2017
Term 2 (30 October 2017)	£340	29 September 2017
Term 3 (4 January 2018)	£280	1 December 2017
Term 4 (19 February 2018)	£210	5 January 2018
Term 5 (16 April 2018)	£140	16 March 2018
Term 6 (4 June 2018)	£70	11 May 2018

Learning providers must not charge their student an administration fee for the processing of an application, therefore the maximum amount paid will be £400.

Why are there different fees?

KCC is targeting its support, along with the financial support which the Government is making available, to those young people who have a limited income, so that the cost of travel is not a barrier to choice in post-16 education.

How do I apply?

Applications for the Kent 16+ Travel Card scheme can be made directly to Kent County Council however, payment for the pass needs to be made to your School/College/Learning Provider and is subject to local arrangements.**

DO NOT SEND PAYMENT TO KENT COUNTY COUNCIL DIRECTLY.

Applications can be made online at kent.gov.uk/post16travel. You will need a passport style photograph stored in the appropriate format to do so. Alternatively, complete this form and return it with a passport style photograph to Kent 16+ Travel Card, Public Transport, Kent County Council, PO Box 441, Aylesford, ME6 9HJ.**

****Applications for students attending Canterbury College, including Swale Campus, should be made directly to the College through the Student Information Centre and NOT to Kent County Council. Please see <http://www.canterburycollege.ac.uk/student-information/advice-guidance/> for details. Deadlines are still valid so please apply as early as possible to avoid delays.****

KCC will check with your learning provider that you are eligible for a pass. Passes will be sent to your learning provider for collection. Payment will be taken by your learning provider, normally in exchange for the pass but subject to any local arrangement.

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.

When can I apply?

Applications for passes valid from September 2017 can be made from **Monday 5 June 2017**. Applications must be received by KCC, Public Transport by **Friday 14 July 2017**, in order that the passes will be available at the start of the new academic year. Passes for applications received after this date are unlikely to be available on the first day of term and KCC will not refund bus fares which are payable until your pass is ready. Applications can take up to 28 working days to process at busy times of the year.

How long will my pass last for?

All K16+TCs issued during the scheme year 2017/18 will expire on 31 August 2018, irrespective of the date of application. The fees and the replacement fee of £10 apply to all applicants until 31 August 2018.

Can I get a refund?

Refunds can be arranged through your school, college or work-based learning provider for K16+TCs returned to KCC before **Friday 25 May 2018**. Refunds will be calculated based upon the number of terms remaining. However these will be subject to an administration fee of £50 by KCC and will also depend upon any terms and conditions which your education or work-based learning provider has set.

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 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 14 July 2017** to ensure that the pass is available at the start of the new academic year.

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 5 June 2017 but your application must be received by KCC, Public Transport by Friday 14 July 2017 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.

K16+TCs will not be provided until the applicant is attending the recognised education or work-based learning provider. If either your pass is 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 your education or work-based learning provider.

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 2017.

