



## **Guide for Parents 2021–22**

*Please read these notes in full as they may have changed from previous versions.*

### **Concessionary Seats**

Durham County Council provides transport for pupils entitled to free travel from home to school. Pupils not entitled to free transport may pay for spare seats on suitable school buses if they are available. These are called Concessionary Seats.

Concessionary Seats are available on the school bus 891 (contract 3177), operating to Teesdale School from Butterknowle, Copley, Woodland and Kinnivie. Teesdale School has made a special arrangement with Durham County Council to extend this service to Hamsterley, and will pay part of the cost of these seats. Tickets may also be bought for other areas on the route.

Durham County Council's standard Concessionary Seat scheme is operating on other school buses. Please contact Passenger Transport on 03000 264444 (option 3) or visit the website [www.durham.gov.uk/concessionaryseats](http://www.durham.gov.uk/concessionaryseats) for details. Tickets to travel on Arriva service buses can be purchased from Arriva directly by calling 0344 800 44 11 or by visiting their website [www.arrivabus.co.uk](http://www.arrivabus.co.uk).

### **Summary of costs**

From Hamsterley, the charge is **£330.00** for a full school year.

From other areas on the route, the charge is **£285.00** for a full school year. You may also instead buy daily tickets from the driver.

If you apply after the start of the school year, the cost of the seat will be calculated at a rate of £1.74 or £1.50 per day (depending on area) for the number of days remaining in the school year.

You may make your payments in monthly instalments.

Pupils who qualify for Free School Meals and for whom the school receives the pupil premium, will receive a free bus pass from Teesdale School. You still need to apply to receive this.

### **How to apply**

The best way to apply is online at [www.durham.gov.uk/concessionaryseats](http://www.durham.gov.uk/concessionaryseats).

You can also apply by completing a postal application. Please contact us by telephone on 03000 264444 (option 3) or by email at [passengertransport@durham.gov.uk](mailto:passengertransport@durham.gov.uk) for a copy.

### **Timeline**

You can apply for a seat for the 2022-23 school year from July 2022 onwards. To be certain of being considered for a seat for the start of the school year, we will need to receive your application by **15<sup>th</sup> July 2022**.

If a seat is available, we will send you an invoice for the 2022-23 school year in late July 2022.

For later applications, we will write to you within three weeks of receiving your application.

### ***Invoice***

Applications must be made by an adult who confirms they will be responsible for paying for any seat we offer.

We will send you an invoice for the total cost for the school year. This will include a monthly payment plan.

*You should pay the first instalment immediately.* Once we receive this payment, we will issue a bus pass for one term.

Your monthly payment plan will show the date you need to make your payment by (usually 15<sup>th</sup> of each month). This is the **latest** date to make each payment, and you may wish to pay earlier. Payments can take several days to reach us.

### ***Ways to Pay***

There are several ways to make your payments.

- **Direct Debit** is the easiest way to pay. Both online and paper application forms have space for you to give us your Direct Debit details. If you have paid by Direct Debit in the last year, we can continue to take payments this way, provided your payments are kept up to date.
- You can also pay by other means, including by telephone, cheque, online, at your local Paypoint or by standing order. Details are shown on the back of your invoice.

### ***Payments falling behind***

If your payments are not kept up to date, we will not issue bus passes for future school terms. You will receive payment reminders from us. Eventually the seat will be withdrawn and may be given to another pupil on the waiting list.

### ***Leaving the scheme early***

If you no longer need a Concessionary Seat, please tell us as soon as possible. We will ask you to return your bus pass.

If you leave the scheme early (because you no longer want a seat or your seat is withdrawn), we will calculate how much was due for the period of travel using the daily rate above, and cancel the balance of your invoice.

You may still have a further payment to make for the period of travel, or we may owe you a refund if you have paid more than this amount.

### ***Behaviour***

Travel is subject to Durham County Council's Behavioural policy (available at [www.durham.gov.uk/schooltransport](http://www.durham.gov.uk/schooltransport)). Any seat may be withdrawn if a pupil does not behave appropriately on the vehicle.

### ***Debt***

If you have a debt that remains outstanding, this may ultimately be passed to our debt collection process to pursue.

Payment for one school year must be completed before any bus passes for another school year are issued. We may transfer payments you make between school years to pay off outstanding debts.

We may offset overpayments for Concessionary Seats against any other debts you may have with Durham County Council.

If you are having difficulty paying or need more information on your payments, please get in touch with us as soon as possible.

### ***Future Years***

We are currently planning for applications for the 2022-23 school year to continue automatically until the pupil leaves school. This means you will not need to re-apply for transport each year.

- For pupils in Years 7-11, applications will continue until the end of Year 11.
- For pupils in Sixth Form, applications will continue until the end of Year 13.

If you do wish to apply for one year only, please note this on your application.

We will write to you each year in June to confirm if a seat is available. If the Concessionary Seat scheme changes from year to year, we will inform you of this. You can tell us at any time if you wish to cancel your application. We will send you a new invoice each year if a seat is available.

If you leave the scheme early at any time and later wish to re-join, you must re-apply as if it were a new application.

## ***Frequently Asked Questions***

### ***I have more than one child. How do I apply?***

You should complete an application for each pupil. We will treat each application separately. The same charge will apply for all pupils.

If you are only interested in seats if all your children can be allocated, please make a note of this on your applications.

If a seat is withdrawn for one child, the other children may usually continue to travel.

### ***Can I apply for a Concessionary Seat on a school taxi?***

Yes, but seats may not be available and will depend on the nature of the route and the needs of other passengers. Seats will only be available from existing pick-up points.

If we allocate a seat, you may speak to the taxi operator directly about the route. We will provide contact details.

We do not usually issue passes for taxis, but you must still keep up to date with your payments or the seat will be withdrawn.

### ***Who will you contact?***

Correspondence regarding payments will be sent to the adult named on the application. If this is not the pupil's main Parent / Carer, you will be responsible for sharing any information with them.

Bus passes and letters about seat allocation details, behavioural issues and general transport information will be sent to the pupil's home address.

### ***What happens if I move address?***

You must get in touch with us immediately.

- If you wish to keep your seat on the same bus, you can do so.
- If you wish to apply for a seat on a different bus, we will handle this like a new application. A seat will be allocated if one is available.

In both cases, we will need to cancel your invoice and send a new one to your new address. This will contain a new payment schedule. You will need to use the new invoice reference for your payments.

### ***Can I pay for my child to travel only on particular days?***

Although you may only need travel on certain days of the week, we will still charge the same amount as it means we are unable to offer the seat to another pupil.

### ***The bus did not operate one day due to bad weather or a breakdown. Will I get a refund?***

We issue termly passes, and we will not normally make adjustments for one-off or unforeseen failures to operate.

***My child will be absent from school for a period. Will I get a discount?***

We issue termly passes, and we will not normally make adjustments for one-off absences. However, in special circumstances we may apply a discount and keep seats available if there is reasonable evidence to support it (for instance, in cases of a hospital admittance). We will assess this on a case-by-case basis.

You should inform us of any special circumstances as soon as possible. We will calculate any adjustment as the daily rate of the scheme multiplied by the number of days of absence.

***What will happen if my child forgets their bus pass?***

Pupils without a pass will usually be taken to school if there are seats available. The driver will give the child a slip which tells the pupil they cannot travel home without a pass. It will direct the pupil to the school office, where a temporary pass may be issued if the pupil is authorised to travel.

Repeated failures to present a valid bus pass will result in removal of the Concessionary Seat.

***What should I do if I lose my bus pass?***

Replacement bus passes cost £6.50. You can apply and pay by credit or debit card by calling 03000 264444 (option 3).

Alternatively, you can send a cheque or postal order for £6.50, made payable to 'Durham County Council', to:

Passenger Transport  
Durham County Council  
County Hall  
Durham  
DH1 5UQ

Please include the pupil's name and address.

***How do I find out about local bus services?***

If no school buses are available, a local bus services may be available instead. Local bus services are available on our website at [www.durham.gov.uk/busmap](http://www.durham.gov.uk/busmap). You can also get details from the national Traveline service at [www.traveline.info](http://www.traveline.info) or 0871 200 22 33.

Some bus operators offer season tickets which may provide best value. You should speak to bus operators directly about these.

***General Data Protection Regulation***

You can view our GDPR Privacy Notice at [www.durham.gov.uk/dataprivacy](http://www.durham.gov.uk/dataprivacy). (in the section 'Roads and Transport', click the link to the PDF 'Privacy notice - Integrated Passenger Transport.pdf').

This includes information on how and why we collect and use your data, and our data retention and sharing policy. It also explains what your rights are regarding your data.

***Contact Details***

Passenger Transport  
Telephone 03000 264444 (option 3)  
Email [passengertransport@durham.gov.uk](mailto:passengertransport@durham.gov.uk)

Teesdale School  
Telephone 01833 638166  
Email [office@teesdaleschool.co.uk](mailto:office@teesdaleschool.co.uk)