

Tanfield School

Concessionary Seat

Go North East 836 service

Guide for Parents 2019–20



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

Concessionary Seats

Go North East operate a bus service from Burnopfield to Tanfield School, service 836. Tanfield School has made a special arrangement with Go North East to buy special tickets for this bus at a discounted rate. Tanfield School will apply a further discount to the cost that you have to pay for a seat. Durham County Council will invoice you for the cost of the seat, which you may pay for in monthly instalments.

Areas Covered

Concessionary Seats are available on the service 836 which operates from Burnopfield to the school.

Crookgate Bank Top	0811
Crookgate Pack Horse	0813
Burnopfield Post Office	0814
Leazes Albion Inn	0821
Tantobie Road Ends	0826
Tanfield Lea, Park	0828
Tanfield School	0830

An alternative Concessionary Seat scheme is operating on the school bus which serves the Flint Hill, Dipton, Harelaw, Catchgate, Annfield Plain, New Kyo and Oxhill areas. Please ask at the school for details, or visit our website at www.durham.gov.uk/concessionaryseats.

Summary of costs

The normal charge for a full school year is **£209.00**, which equals £1.10 per day. You may pay in monthly instalments.

For pupils in Year 11, the charge for a full school year will be **£187.00**. This is because their Summer Term is typically 20 days shorter than usual.

If you apply after the start of the school year, we will charge you at a rate equal to £1.10 per day for the days left in the school year.

How to apply

The best way to apply is online at www.durham.gov.uk/concessionaryseats.

You can also apply by completing a postal application and sending it to Transport Services, County Hall, Durham, DH1 5UQ.

Timeline

You can apply for a seat for the 2019-20 school year from May 2019 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 **3rd June 2019**.

If a seat is available, we will send you an invoice for the 2019-20 school year in late July 2019.

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 15th 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). 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 2019-20 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.

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.

Can I apply for a Concessionary Seat on a vehicle to a different school?

In some cases, pupils at one school may ask for a seat on a bus to a nearby school. We will try to accommodate these requests. Transport will only be available on days when the main school is open.

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 £5.00. You can apply and pay by credit or debit card by calling 03000 264444 (option 4). Alternatively, you can send a cheque or postal order for £5.00, made payable to 'Durham County Council', to:

Transport Services
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. You can also get details from the national Traveline service at 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. (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

Durham County Council Passenger Transport
Telephone 03000 264444 (option 3)
Email passengertransport@durham.gov.uk

Tanfield School
Telephone 01207 232 881
Email enquiries@tanfieldschool.co.uk