

Frequently Asked Questions for Zero Fare Bus Pass (ZFBP)

How do I apply for a free bus pass for my child to travel to school?

You will need to complete the online application form:

www.rotherham.gov.uk/forms/form/1129/en/apply_for_or_renew_a_zero_fare_bus_pass

Please note before you start the online application form you need to have extra information available. You will be required to upload your child's photograph and also, if applicable, low income criteria evidence eg free school meals or maximum working tax credit. Without this, you will not be able to complete your form.

How long will it take for my child to be assessed once I have completed the online application form?

This will usually take 28 days for you to receive an outline decision and this will be done by email.

My child is starting at secondary school in June/July. When will he/she receive their ZFBP?

ZFBP are only issued for the start of the new academic year in September. Pupils will be able to access public transport during transitions but they will be charged the concessionary fare of 80p per journey.

<https://www.travelsouthyorkshire.com/childpasses/#section1>

Which bus will my child need to travel on when he/she transfers to secondary school?

A Journey Planner or bus timetables are available from Travel South Yorkshire:

<https://www.travelsouthyorkshire.com/>

My child has been assessed as qualifying so when will they receive their new ZFBP?

If your child is assessed during their final year in primary school and they are due to transfer to their secondary school in September, their pass will be posted out during August by SYPTE.

If your child has a mid-year school transfer or there is a change in their circumstances, a new ZFBP assessment will usually be processed within 28 days.

My child has lost his/her bus pass. How do I get another one?

Replacement passes are available from Travel South Yorkshire at a cost of £7.00. Telephone 0114 2211419 - to pay over the telephone by credit or debit card or you can pay by cheque or postal order. More details can be found on the Travel South Yorkshire website:

<https://www.travelsouthyorkshire.com/zerofarepass/>

My child doesn't qualify for a free bus pass. What other options are there?

Pupils not qualifying for a ZFBP can travel at the concessionary fare, but need to obtain a Mega Travel Pass obtained from Travel South Yorkshire:

<http://www.travelsouthyorkshire.com/childpasses/#section>

Zero Fare Bus Passes may also be purchased and paid for by monthly instalments – email zerofares@sypte.co.uk or telephone 0114 2211419 for more details.

What if I disagree with the Council's decision not to issue a ZFBP?

You have the right to appeal if you feel there are exceptional circumstances which have not been taken into consideration. You must submit your application for appeal within 20 working days of the original decision. A two stage appeal process will then be considered.

How do I appeal?

You will be given details explaining how to appeal against the assessment outcome and will need to submit this online once you have been notified of the decision.

My child is staying on at 6th form. Will he/she still be entitled to a ZFBP?

There is no statutory duty to provide ZFBP for students aged over 16. However, full-time students may be entitled to a 16-18 Travel Pass which enables them to travel at the concessionary fare.

16-18 student passes are available from Travel South Yorkshire:

<http://www.travelsouthyorkshire.com/16to18studentpass/>

General Enquiries

If you have a general enquiry about assessments and applications, please email our generic mailbox of education.transport@rotherham.gov.uk