



Department  
for Transport

Bus Service Operators Grant  
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## **IMPORTANT CHANGES TO THE BUS SERVICE OPERATORS GRANT – COVID-19**

I am writing to you to provide information relating to the Bus Service Operators Grant following the outbreak of COVID-19.

The Department has been engaging with bus trade organisations and operators to monitor the impact of COVID-19 on the bus industry. In particular, the ability of bus operators to continue to run services due to the availability of drivers and other staff, as well as passengers' willingness to use the bus following the Government's advice for the public to avoid any non-essential travel and to work from home where possible.

As part of our support to the sector at this difficult time, Ministers have agreed that BSOG will continue to be paid to bus and community transport operators for BSOG eligible services that were not operated due to COVID-19. This is effective from 17<sup>th</sup> March and will be subject to regular reviews. Further details on how we will manage your claims are attached.

### **Other COVID-19 measures**

This is part of a wider discussion we are having with the sector about how we can support operators at this time and how the sector can continue to provide core services. Please see the attached letter from the Secretary of Transport to the Confederation of Passenger Transport (CPT). A similar letter has also been sent to the Association of Local Bus Company Managers (ALBUM).

As you will note in the letter, we are also writing to every English local transport authority outside London to urge them to continue payments for tendered bus services and concessionary fares reimbursement at levels based on the position before the coronavirus outbreak.

We are happy to answer your questions about BSOG claims. Please email the BSOG team at [BSOG@dft.gov.uk](mailto:BSOG@dft.gov.uk)

For any wider enquiries I suggest you contact your trade group as appropriate. For CPT members the contact number is 020 7240 3131; Community Transport Association (CTA) can be contacted on 0161 351 1475 and ALBUM on 0115 976 6701.

Yours sincerely

Bus Service Operators Grant

## **Changes to BSOG claims – COVID-19**

The following outlines more detail for each type of claim. **Please note: claims submitted to the Department will still be subjected to checks to ensure the rules of the scheme are being adhered to.**

### **Estimated claims**

Estimated claims (PSV310) already submitted to the Department will continue to be paid on the information already provided. This includes school services open to the general public. Service(s) that are temporarily suspended due to COVID-19 but plan to be re-instated at a later date, will continue to receive the grant and no amendments or revised claims will be required.

Where a service(s) is cancelled with no intention for re-instatement after COVID-19, or where a licence / permit is revoked, the Department will suspend estimated claims and action accordingly.

### **Certified claims**

Certified claims (PSV311) covering a period of time affected by COVID-19 should be submitted as if the service(s) would have operated. If the service(s) was cancelled or withdrawn due to other operational reasons the kilometres claimed should be for the period it was operated for only.

### **Community transport claimants**

For community transport operations affected by COVID-19, a claim (PSV452) should still be completed as if the service(s) had been operated. If services were withdrawn for any other reason they should only be claimed for the period they were in operation for.

### **Distribution & return of BSOG claim forms**

From now, the BSOG team will issue all correspondence to claimants via email addresses held. This will include payment letters and future claim forms. If you have changed your email address, please advise the team via email [BSOG@dft.gov.uk](mailto:BSOG@dft.gov.uk)

Until further notice all correspondence from operators should be returned to the Department by email to [BSOG@dft.gov.uk](mailto:BSOG@dft.gov.uk). This includes claim forms which should ideally be in a PDF format.

If you should have any queries regarding the above, please do not hesitate to contact us either via email [BSOG@dft.gov.uk](mailto:BSOG@dft.gov.uk) or by phone on 0207 944 8588.