



Department  
for Transport

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To: BSOG commercial operators  
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## **IMPORTANT CHANGES TO THE BUS SERVICE OPERATORS GRANT – COVID-19 – GUIDANCE TO COMMERCIAL OPERATORS FOR COMPLETION OF THE PSV311E**

I am writing to provide you information relating to the Bus Service Operators Grant (BSOG) during the ongoing COVID-19 pandemic.

As part of its support to the transport sector at this unprecedented time, the Government committed to continue to pay existing funding under BSOG as normal even though not all services may have operated during this time. This applies to BSOG claims for eligible services operated under Public Service Vehicles (PSV) Licences and Section 22 permits and is subject to regular reviews. Details on how we will manage your claims are shown below.

### **Completion of the PSV311E**

In line with previous guidance the department will treat all certified claims for BSOG on the “no better, no worse” basis. However, we will still require claims to show the actual kilometres travelled for each individual service or nil if the service did not run. Operators will need to provide this information as usual on Section 5 of the PSV311E claim form.

The level of BSOG payments for eligible services which operated before the start of the Covid outbreak (i.e. before 23<sup>rd</sup> March 2020) will be calculated as usual on the basis of actual kilometres run as set out in your claim. If a service was cancelled or withdrawn due to other operational reasons irrespective of Covid-19 the kilometres claimed should be the actual kilometres run and for the period the service was operated for only.

The level of BSOG payments for eligible services affected by Covid-19 which operated from the start of the Covid outbreak (i.e. from 23<sup>rd</sup> March 2020) to the end of the claim period will be calculated as an estimate on the basis of the actual kilometres run in the normal period of service of your claim (from the start of the period claim to 22<sup>nd</sup> March 2020).

To provide an adequate estimate for each service, operators will need to provide a supplementary page detailing the expected kilometres that would have run if the service had not been impacted by the pandemic. To provide as accurate an estimate as possible

the actual kilometres run for each route from the start of the claim period to 22<sup>nd</sup> March 2020 prior to the pandemic should be used to calculate the expected kilometres from 23<sup>rd</sup> March 2020 to the end of the claim period. This will only apply to services that have a reduced or nil level of kilometres during the claim period, unaffected services should be declared as actual figures.

The completion of Section 3 of the claim will need to reflect the total of both the actual and expected kilometres as detailed above including the total fuel used during the period as usual; please see an example in annex. The department recognises that this may give rise to an irregular kilometres per litre (kpl) factor. To mitigate this, you will be required to provide a manual kpl figure based on the period from the start of the new claim period to 22<sup>nd</sup> March 2020 to ensure a realistic kpl factor is applied across the claim.

### **Deadline for submission of PSV311E**

Please note that access to the department's offices have been and continue to be limited during the Covid outbreak in line with Government's social distancing guidance. To mitigate this, the BSOG team will continue to 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 at [BSOG@dft.gov.uk](mailto:BSOG@dft.gov.uk).

Until further notice we strongly encourage commercial transport operators to return all correspondence 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. We will make our best efforts to process claims sent by post for operators that have limited access to their offices, but delays are likely to be incurred for those from the BSOG team working remotely in line with Government's social distancing guidance. We are also moving to new offices in the new year, and will communicate the new postal address in due course.

To mitigate for the impact of the pandemic the department is prepared to extend the statutory deadline of 3 months from the end of the claim period to 4 months to allow a more reasonable timeline for submission of the claims. Any claims received after this time will be rejected. However, grounds for appeal will be considered on a case by case basis.

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 (BSOG) team**

## Annex - 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) for eligible services affected by Covid-19 should be submitted with the actual kilometres operated and a supplementary page included with an estimate of the expected kilometres that would have run if the service had not been impacted by the pandemic. If the service(s) was cancelled or withdrawn due to other operational reasons irrespective of Covid- 19 the kilometres claimed should be actual kilometres and for the period it was operated for only.

### Calculating the KPL

As per the guidance above a simple example is provided to show how the kpl factor can be calculated

Example claim period – 01/01/2020 – 31/12/2020				
Actual KM's	01/01/2020 – 22/03/2020	7,500	15 weeks	
Projected KM's	23/03/2020 – 31/12/2020	18,500	37 weeks	Using actuals above – $7,500/15*37$
Total KM's to be used for kpl	01/01/20 – 22/03/20 plus 23/03/20 – 31/12/20	26,000	52 weeks	

The same approach can be adapted for calculating the fuel to create the overall kpl factor.