

Young person's free bus travel scheme FAQ's

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What is the scheme and who is entitled?

The Scottish Government's plan to commence the new Young Persons' Free Bus Travel Scheme will go ahead from **31 January 2022**.

The Scottish Government continues to work with its partners at the Improvement Service, the National Entitlement Card Programme Office and Young Scot to deliver the scheme.

Further information can found on the [Transport Scotland website](#).

How can I apply for the scheme? Can I apply for the scheme now?

Applications are now open (from 10th January). South Ayrshire Resident's and young people should apply at getyournec.scot.

Parents will need to apply for young people under 16. Any young person over 16 can apply on their own.

Evidence is dependant on the age of the young person. Full details can be found on the [Get Your NEC website](#).

Will my/the young person's current Young Scot card work?

No, you or your parent/guardian (if under 16) will need to add the travel element on to your card on the [Get Your NEC website](#).

You should also update your photograph if it is no longer a good likeness to you and make sure your address is correct.

Once you have done all the above you should request a replacement card. When your new card arrives you will be able to access free travel.

I don't have identification to apply online

The customer will have to source appropriate photographic ID to apply.

If the Young Person is care experienced and unable to get ID email their details to youngscot@south-ayrshire.gov.uk and a member of the team will respond within 5 working days with advice.

If the applicant requires a copy birth certificate, Registration can assist with this on 0300 123 0900.

I can't apply online, I need help

Our offices remain closed as we follow Scottish Government guidelines in relation to the ongoing Coronavirus pandemic.

If you need help in the meantime to apply you can ask family, friends, a support/social worker.

There may be support available at a later date, travel will need to be paid for in the meantime.

How do I update my photograph/address/name?

This can be done online by over 16's on the [Get Your NEC website](#). A parent/guardian will have to do this on behalf of any young person under 16.

Why does the scheme not include under 26s?

Young people are the priority for the new scheme as they are more likely to travel by bus and to find public transport expensive and they are also more likely to be in low-paid or insecure work. However, Transport Scotland are looking more widely at the costs and benefits of public transport concessions, alongside affordability and availability more generally as part of our ongoing work across public transport.

Will children be safe travelling on the bus?

Parents or guardians will be required to approve applications for young people under the age of 16 to ensure that they can exercise their responsibility for their children's safety. This includes providing approval for existing cardholders to access the scheme. Transport Scotland and its delivery partners will review how the approval arrangements work in practice after the first year the Scheme is in operation.

What impact will the scheme have school transport provision?

Only registered local bus services are included in the scheme. Transport Scotland and its delivery partners are working with representatives of ATCO/COSLA to consider the potential impacts of the introduction of the scheme on school transport provision.

Will the scheme provide free ferry travel for island communities?

The scheme is for free bus travel and does not provide for free ferry travel, however Transport Scotland is carrying out an Island Communities Impact Assessment on the new Scheme which will be published later in the summer.

All Other Enquiries

Any enquiries not covered below should be directed to the Young Scot Team at youngscot@south-ayrshire.gov.uk.

You can send an email on behalf of the customer where they do not have an email address and include alternative contact details for the customer.