

Bus Service Operators Grant plus (BSOG+): Frequently Asked Questions

We have set out below some FAQs on BSOG+, if you have any further specific questions that have not been captured below, please contact the team at bsog.plus@dft.gov.uk.

About BSOG+

Q. Has BSOG+ replaced BSOG?

- No, BSOG+ is a separate and additional grant to BSOG
- Operators must continue to make BSOG claims for the entire period that BSOG+ runs for.

Q. How long will BSOG+ run for?

- BSOG+ runs from 1 July 2023 until 31 March 2025.

Eligibility

Q. How do I know if I'm eligible for BSOG+?

- If you are operating a commercial service that is eligible for BSOG, you will also be eligible for BSOG+ as the criteria are the same. The only exception is for services operating under Section 19 (community transport operators) which will instead receive an uplift on BSOG. Guidance can be found [here](#).
- Only commercial services are eligible for BSOG+.

Q. I missed the deadline to apply for BSOG+ - can I join the scheme now?

- Operators needed to have submitted a declaration form to DfT by 31 July 2023 to join the scheme.
- Any re-opening of a window to join the scheme or acceptance onto the scheme after 31 July 2023 is at the DfT's discretion

Claims

Q. Do I need to make a separate claim for BSOG+?

- Operators do not need to make a separate claim for BSOG+, but must continue to claim for BSOG for the entire period that BSOG+ runs for.
- Operators receiving BSOG+ will be required to submit a proforma, annexed to subsequent certified BSOG claims forms, which details monthly breakdowns of commercial kilometres run. Operators who do not submit complete proformas will not receive future BSOG or BSOG+ payments until this is provided.

Payment

Q. What are the payment rates for BSOG+?

- The payment rates for the 2023/24 FY have been set out below. Revised payment rates will be calculated and shared ahead of the start of the 2024/25 financial year.

Fuel type	Unit payable	BSOG rate from 1 January 2014	BSOG+ fuel/ZEB rate from 1 July 2023 to 31 March 2024 (separate and in addition to BSOG)
Diesel	Pence per litre	34.57	13.83
Biodiesel	Pence per litre	34.57	13.83
Bioethanol blends	Pence per litre	34.57	13.83
Biofuels – used cooking oil	Pence per litre	34.57	13.83
Unleaded petrol	Pence per litre	32.66	13.06
All road fuel gas	Pence per kilogram	18.88	7.55
Zero emission bus (ZEB)	Pence per KM	22	8.80

- In addition to the fuel rates, all services using the fuel types listed above will be eligible for an additional 5.5 pence per km distance-based payment. Both live and dead kms are eligible for BSOG+.

Q. When will BSOG+ funding be paid?

- BSOG+ will be paid in arrears on a quarterly basis, starting from the end of October 2023.

Q. What do I do if I haven't been paid or I think I've received the incorrect amount?

- Queries on specific operator amounts should be sent to bsog.plus@dft.gov.uk
- DfT, at its discretion, will consider new evidence if an operator believes their payment has not been calculated correctly. Note that the final decision as to whether a grant will be paid in particular cases remains a matter for the Secretary of State's discretion.

Q. How will you calculate my BSOG+ payment?

- Data from an operator's most recent completed certified BSOG claim will be used to calculate BSOG+ payments.
- When subsequent certified BSOG claims are made, which cover the period of BSOG+, a reconciliation exercise will be carried out to true-up payments with actual miles run. Future payments will be adjusted to account for any over and under payments.

Q. I've added a number of new services since submitting my last BSOG certified claim – will I receive BSOG+ funding for these services?

- Data from an operator's most recent completed certified BSOG claim will be used to calculate BSOG+ payments.
- When subsequent certified BSOG claims are made, which cover the period of BSOG+, a reconciliation exercise will be carried out to true-up future payments with

actual miles run. Any BSOG+ funding for additional services added since the previous certified claim will be processed at this point.

Q. I run services under a Section 19 permit – will I receive any additional funding?

- Services run under a section 19 permit will be reimbursed through the usual BSOG claims process, and should continue to make BSOG claims in the same way.

Zero Emission Buses (ZEBs)

Q. What does BSOG+ mean for the Zero Emission Bus (“ZEB”) uplift currently applied to BSOG?

- Funding for BSOG+ will be applied to ZEBs in the same way as other fuel types and calculated based on 40% of the existing BSOG ZEB incentive, along with a 5.5p per km distance-based payment calculation for commercial services only.
- For ZEB rates this will mean a total BSOG+ payment of 14.3p per commercial km, made up of 8.8p per km specifically for Zero Emission Buses plus 5.5p per km for all eligible services.

Q. Recent communication clarified that the BSOG ZEB uplift would apply to tendered services as well as commercial – does the same apply to BSOG+?

- No, BSOG+ will only be paid on commercial services, including those running ZEBs.
- Operators will be asked to complete a proforma, annexed to their subsequent certified BSOG claims forms, detailing monthly commercial kilometres run. Future payments will be adjusted to account for any over and under payments.

Q. I recently changed a proportion of my fleet to ZEBs and am yet to submit a BSOG claim for them – how will my payments be calculated?

- Data from an operator’s most recent completed certified BSOG claim will be used to calculate BSOG+ payments. This will mean the payment will be based on data submitted on the previous bus fleet’s fuel use.
- When subsequent certified BSOG claims are made, which cover the period of BSOG+, a reconciliation exercise will be carried out to true-up payments with actual services and kilometres run. Operators will be asked to complete a proforma, annexed to their certified BSOG claims form, which details a monthly breakdown of commercial kilometres run. Future payments will be adjusted to account for the change in fuel use of the bus fleet and any over and under payments.

Greater Manchester and the West Midlands

Q. Has funding been provided to TfGM and TfWM?

- We have agreed to devolve funding to Transport for Greater Manchester (TfGM) and Transport for the West Midlands (TfWM) to allow them to administer the funding directly for services that fall solely within their boundaries.
- £6.5m has been provided to TfGM and £11m to TfWM for the 23/24 Financial Year.

Q. What about services that cross boundaries with the West Midlands?

- Bus services that cross the boundaries of the West Midlands are eligible for funding from DfT, commercial operators will be able to claim for the whole distance of such routes.

- These cross-boundary West Midlands services will receive BSOG+ payments quarterly based on data within previous certified BSOG claims.
- For services that run solely within the West Midlands, operators should contact directly Transport for the West Midlands.

Q. What about services that cross boundaries with Greater Manchester?

- Bus services that cross the boundaries of Greater Manchester are eligible for funding from DfT, commercial operators will be able to claim for the whole distance of such routes.
- Operators are required to submit claims via the BSOG+ digital system before payments for these services can be made. Data requirements include fuel type, total fuel usage and kilometres, and live and dead kilometres on commercial services.
- For services that run solely within Greater Manchester, operators should contact directly Transport for Greater Manchester.

Data Requirements

Q. What data will I have to provide?

- Operators will need to provide a proforma, annexed to their subsequent certified BSOG claims forms, which details a monthly breakdown of commercial kilometres run. This proforma will be provided by DfT. Operators who do not submit complete proformas will not receive future BSOG or BSOG+ payments until this is provided.
- BSOG units that received over £1m in BSOG funding in 2021/2022 will need to supply Management Information to DfT.
- Operators are expected to work with local transport authorities (LTAs) to provide annual bus connectivity assessments to DfT.

Q. What Management Information will I need to provide?

- BSOG units that received more than £1m in BSOG funding in 2021/22 will need to submit Management Information (MI) on their bus operations to DfT. Where a BSOG unit also forms part of a group operating structure (for example, as an operating unit including but not limited to: Stagecoach, Go-Ahead, First Group, or any other group) receiving more than £1m in BSOG funding in 2022/23, then that BSOG unit will also be required to provide MI to DfT, even if at BSOG unit level these limits are not met.
- Operating units that must comply with the MI condition:
 - Arriva (all OpCo's)
 - Stagecoach (all OpCo's)
 - National Express (all OpCo's)
 - First Group (all OpCo's)
 - Go-Ahead (all OpCo's)
 - Wellglade (all OpCo's)
 - Rotala PLC (all OpCo's)
 - Transdev (all OpCo's)
 - Nottingham City Transport Ltd
 - Blackpool Transport Services Ltd
 - Reading Transport Limited
- MI data requested on bus operations will include, but not be limited to:
 - All direct and indirect costs, for example, but not limited to, fuel, salaries, maintenance etc
 - Routes and route adjustments

- Revenue sources and amounts
 - Profitability
 - Patronage (disaggregated by fare-paying and concessionary)
- DfT reserves the right to withhold BSOG+ payments if the MI data is not submitted, and to amend what data is requested.

Q. What will I need to do as part of a bus connectivity assessment, and when?

- Bus operators will be required to work with the local transport authority to produce a bus connectivity assessment (BCA). Guidance will be provided by DfT in due course.
- BCAs will be conducted annually, commencing in Spring 2024.