

## Rachael Edwards

---

**From:** Rachael Edwards  
**Sent:** 16 December 2016 10:17  
**To:** 'Jo Philpott (FACT)'  
**Subject:** 161216 update on case inc letter  
**Attachments:** 161216 BSOG investigation.pdf

**Categories:** Egress Switch: Unencrypted

Hi Jo,

With apologies for not calling you back yesterday, please see the attached letter.

Thank you  
Rachael

Rachael Edwards | BSOG Manager, Bus Service Operators Grant, Department for Transport  
D/06 AHH | 020 7944 [REDACTED] |

---

**From:** Jo Philpott (FACT) [mailto:joanne@fact.gb.com]  
**Sent:** 15 December 2016 14:49  
**To:** Rachael Edwards  
**Subject:** RE: update

Hi Rachael,

I am in the office if you can call me please

Thanks

*Jo Philpott*  
Manager

Fenland Association for Community Transport Ltd  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

Tel: [REDACTED]  
Fax: 01354 661235  
Web: [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Please note my new email address, [REDACTED]  
Please delete [joanne@fact.gb.com](mailto:joanne@fact.gb.com) from your address book, as this email address will cease working at the end of 2016.

\*\*\*\*\*

The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Fenland Association for Community Transport Ltd. All sent and received e-mail from Fenland Association for Community Transport Ltd is automatically scanned for the presence of computer viruses and security issues.

---

**From:** Rachael Edwards [mailto:[Rachael.Edwards@dft.gsi.gov.uk](mailto:Rachael.Edwards@dft.gsi.gov.uk)]  
**Sent:** 13 December 2016 07:57  
**To:** 'Jo Philpott (FACT)'  
**Subject:** RE: update

Hi Jo,

Thank you for your e-mail. I am in the process of responding, however I am just waiting for a couple of comments from the policy team, so you should have a response by Thursday this week.

Thank you  
Rachael

---

**Rachael Edwards | BSOG Manager, Bus Service Operators Grant, Department for Transport**  
**D/06 AHH | 020 7944 [REDACTED]**

---

**From:** Jo Philpott (FACT) [mailto:[joanne@fact.gb.com](mailto:joanne@fact.gb.com)]  
**Sent:** 12 December 2016 10:43  
**To:** Rachael Edwards <[Rachael.Edwards@dft.gsi.gov.uk](mailto:Rachael.Edwards@dft.gsi.gov.uk)>  
**Subject:** update

Good Morning Rachael,

Hope you are well, I did call you a few times Friday afternoon but could not reach you, please can you call me with an update.

Take care

Jo

*Jo Philpott*  
Manager

Fenland Association for Community Transport Ltd  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

Tel: [REDACTED]  
Fax: 01354 661235  
Web: [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

**Please note my new email address, [REDACTED]**  
**Please delete [joanne@fact.gb.com](mailto:joanne@fact.gb.com) from your address book, as this email address will cease working at the end of 2016.**

\*\*\*\*\*  
The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Fenland Association for Community Transport Ltd. All sent and received e-mail from Fenland Association for Community Transport Ltd is automatically scanned for the presence of computer viruses and security issues.

Rachael Edwards | BSOG Manager, Bus Service Operators Grant, Department for Transport  
D/06 AHH | 020 7944 [REDACTED] |

**From:** Jo Philpott (FACT) [mailto:[joanne@fact.gb.com](mailto:joanne@fact.gb.com)]  
**Sent:** 12 December 2016 10:43  
**To:** Rachael Edwards <[Rachael.Edwards@dft.gsi.gov.uk](mailto:Rachael.Edwards@dft.gsi.gov.uk)>  
**Subject:** update

Good Morning Rachael,

Hope you are well, I did call you a few times Friday afternoon but could not reach you, please can you call me with an update.

Take care

Jo

*Jo Philpott*  
Manager

Fenland Association for Community Transport Ltd  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

Tel: [REDACTED]  
Fax: 01354 661235  
Web: [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Please note my new email address, [REDACTED]  
Please delete [joanne@fact.gb.com](mailto:joanne@fact.gb.com) from your address book, as this email address will cease working at the end of 2016.

\*\*\*\*\*

The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Fenland Association for Community Transport Ltd. All sent and received e-mail from Fenland Association for Community Transport Ltd is automatically scanned for the presence of computer viruses and security issues.



This email has been checked for viruses by Avast antivirus software.  
[www.avast.com](http://www.avast.com)

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

The information in this email may be confidential or otherwise protected by law. If you received it in error, please let us know by return e-mail and then delete it immediately, without printing or passing it on to anybody else. Incoming and outgoing e-mail messages are routinely monitored for compliance with our policy on the use of electronic communications and for other lawful purposes.

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---

---

This email has been scanned by the Symantec Email Security.cloud service.  
For more information please visit <http://www.symanteccloud.com>

---



## Department for Transport

Mrs Jo Philpot  
Fenland Association for Community Transport  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

BSOG Team  
Department for Transport  
Bus Service Operators Grant  
D/06 Ashdown House  
Sedlescombe Road North  
St Leonards on Sea  
East Sussex  
TN37 7GA  
Helpline: 020 7944 8588

[bsog@dft.gsi.gov.uk](mailto:bsog@dft.gsi.gov.uk)

Our ref: BT2/2/0465

16 December 2016

Dear Jo,

### **BUS SERVICE OPERATORS GRANT**

Thank you for your letter dated 25 November and associated paperwork about the allegations made by the Cambridgeshire Bus, Coach and Taxi Association (CBCTA) against Fenland Association for Community Transport (FACT), Huntingdonshire Association for Community Transport (HACT) and Ely & Soham Association for Community Transport (ESACT).

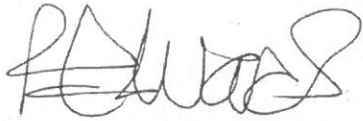
I have reviewed the information sent to me as per my request and found that FACT, HACT and ESACT continue to be eligible to claim BSOG. Therefore I will process the current claims for April to September 2016 for FACT, HACT and ESACT and you will receive payment around 30 December.

As per our previous discussions, this case will be referred to DVSA for a visit to your offices to look at your records for all three associations. This will be arranged directly by the Traffic Examiners with you.

You asked about educational based journeys in rural areas. I have spoken to our Legal Advisors about this to make sure I am providing the correct advice. A S19 service carrying ordinary school aged children from geographically remote locations to their school can be eligible for BSOG if the service is "*used wholly or mainly by ... persons suffering a degree of social exclusion by virtue of ... geographical remoteness.*" In this case "*mainly*" will mean at least 90%. Regarding your question about whether transporting one special needs child on the bus will make it count as a special needs bus, it does not, because you will need to have at least 90% of the bus as special needs children in order for it to be classed as a special needs bus.

If you do have any queries please get in touch using the above details.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rachael Edwards', with a stylized, cursive script.

**Rachael Edwards**  
**Bus Service Operators Grant Manager**

## Rachael Edwards

---

**From:** Jo Philpott (FACT) <joanne@fact.gb.com>  
**Sent:** 19 December 2016 10:19  
**To:** Rachael Edwards  
**Subject:** 161219 response to update on case

Thanks Rachael appreciate the payment, just the permits to sort now...

Thanks again,

Regards

Jo Philpott  
Manager

Fenland Association for Community Transport Ltd  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

Tel: [REDACTED]  
Fax: 01354 661235  
Web: [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Please note my new email address, [REDACTED]  
Please delete joanne@fact.gb.com from your address book, as this email address will cease working at the end of 2016.

\*\*\*\*\*

The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Fenland Association for Community Transport Ltd. All sent and received e-mail from Fenland Association for Community Transport Ltd is automatically scanned for the presence of computer viruses and security issues.

---

**From:** Rachael Edwards [mailto:Rachael.Edwards@dft.gsi.gov.uk]  
**Sent:** 16 December 2016 10:17  
**To:** 'Jo Philpott (FACT)'  
**Subject:** RE: update

Hi Jo,

With apologies for not calling you back yesterday, please see the attached letter.

Thank you  
Rachael

Rachael Edwards | BSOG Manager, Bus Service Operators Grant, Department for Transport  
D/06 AHH | 020 7944 [REDACTED]

---

**From:** Jo Philpott (FACT) [mailto:joanne@fact.gb.com]  
**Sent:** 15 December 2016 14:49  
**To:** Rachael Edwards <Rachael.Edwards@dft.gsi.gov.uk>  
**Subject:** RE: update

Hi Rachael,

I am in the office if you can call me please

Thanks

Jo Philpott  
Manager

Fenland Association for Community Transport Ltd  
5 Martin Avenue  
March  
Cambridgeshire  
PE15 0AY

Tel: [REDACTED]  
Fax: 01354 661235  
Web: [www.fact-cambs.co.uk](http://www.fact-cambs.co.uk)

Please note my new email address, [REDACTED]  
Please delete [joanne@fact.gb.com](mailto:joanne@fact.gb.com) from your address book, as this email  
address will cease working at the end of 2016.

\*\*\*\*\*

The information in this e-mail is confidential and may be legally privileged. It is intended solely for the addressee. If you receive this email by mistake please notify the sender and delete it immediately. Opinions expressed are those of the individual and do not necessarily represent the opinion of Fenland Association for Community Transport Ltd. All sent and received e-mail from Fenland Association for Community Transport Ltd is automatically scanned for the presence of computer viruses and security issues.

---

**From:** Rachael Edwards [mailto:Rachael.Edwards@dft.gsi.gov.uk]  
**Sent:** 13 December 2016 07:57  
**To:** 'Jo Philpott (FACT)'  
**Subject:** RE: update

Hi Jo,

Thank you for your e-mail. I am in the process of responding, however I am just waiting for a couple of comments from the policy team, so you should have a response by Thursday this week.

Thank you  
Rachael