

NORTH LINCOLNSHIRE COUNCIL POST 16 STUDENT TRANSPORT POLICY

Frequently asked questions

Q. How do I apply for transport support to college or school sixth form?

A. You can apply on line at: www.northlincs.gov.uk/northlincs/education/students/post16.htm or complete the blue application form (P16/01) available at North Lincolnshire colleges and school sixth forms, or as a download on the website, and return it with a passport-sized photograph and the appropriate payment to the School Transport Office, Hewson House, Station Road, Brigg, DN20 8XJ.

Q. Am I entitled to transport support?

A. You should be eligible for support if:

- you are under 19 on 1 September before the start of your course, and
- your course is full-time, and
- you have received less than three years transport support to attend a post 16 course, and
- you live in North Lincolnshire and you have not moved into the North Lincolnshire area specifically to attend the course, and
- you are to attend a school or college in North Lincolnshire (subject to some limited exceptions).
- You live more than three miles (walking route) from school or college

Q. What support will I receive?

A. You will receive a bus pass to travel from the stop nearest to your home to your school sixth form or college in North Lincolnshire. This is valid on school/college days only. If there is no bus service to the school/college we will consider paying a mileage allowance. If your course is outside North Lincolnshire and we cannot issue a pass that is accepted by the public transport operator we may refund all or part of your bus/rail fare. The method and rate of reimbursement must be agreed with us in advance. We will not normally provide taxis for students to connect with the public transport network. We expect them to make their own way to the nearest bus stop as they would if they were going to work or other types of training.

Q. Will the travel pass cost me anything?

A. Yes. The amount you must contribute is £30 for the full year. If you lose your pass and need a new one, the cost of a replacement pass is £20.

If you have a disability you may be eligible for a free bus pass under the national scheme. Further information is available on the council's website:

<http://www.northlincs.gov.uk/NorthLincs/Transportandstreets/publictransport/ConcessionaryTravel/>

Q. How can I pay for my pass?

A. You can pay or by credit/debit card on line at <http://www.northlincs.gov.uk/NorthLincs/Education/students/post16.htm>
You may also pay by postal order, cheque (made payable to North Lincolnshire Council) or cash. Cash payments must be paid at one of the Local Link Offices. Cash must not be sent via the post.

Q. Will I receive a pass for the second year of my course automatically?

A. No – you need to apply for a new pass each year.

Q. How will I find out about my transport once I have sent off my application form?

A. Your pass will be sent to the North Lincolnshire college for you to collect, or posted to your home if your course is outside our area or you attend Brigg or Baysgarth sixth form. We will return your form, photograph and payment if you are not eligible to receive transport support.

Q. Will any fares I have paid before receiving my pass be refunded?

A. No – you should make sure that your application is received in good time. If we receive your application by 31 July we will guarantee that you will have your pass for the beginning of the term.

Q. Can I specify the bus route I want to travel on?

A. No, we will decide the route students travel on, according to where they live. This helps us to manage bus loading. Details of the routes serving your community are on our website:
<http://www.northlincs.gov.uk/NorthLincs/Education/students/post16.htm>

Q. If my circumstances change and/or I no longer need my pass what should I do?

A. You should inform the school transport office (Tel 01724 297218) It is important that, even though the pass covers the full year, if you have decided not to use it and are travelling to college by other means, or if you have withdrawn from your course, you inform us, and return your pass. Otherwise we may be paying the bus company for you to travel even though you are not doing so. If you need to use your pass later in the year, provided you still meet the eligibility criteria, we will return it to you at no additional cost.

Q. When can I use my travel pass?

A. You can use the pass to travel on the bus route number printed on the pass between home and college on school/college days from 7am to 8.30 pm for one return journey per day. You will have to pay the appropriate fare if you travel outside normal term dates, e.g. at half term, unless attendance at college during these times is compulsory and essential to your course and you give us a letter of authorisation from the college in good time to enable us to inform the bus operator.

Q. Does my pass guarantee me a seat on a bus?

A. No, as most of the bus routes are public registered services we cannot guarantee you a place on a bus at a specific time. If you have significant problems please contact us.

Q. I wish to attend a college outside of North Lincolnshire. Can I still apply for transport?

A. We will consider providing support to schools and colleges outside North Lincolnshire in certain circumstances, for example if the journey is much easier and it would be unreasonable to travel to a local provider or if the course is unavailable locally and it is essential for career progression. You should send a covering letter with your application giving details of the reasons for your decision.

Q. I have my own transport. Can I claim for travel expenses?

A. This option is normally available only where there is no other transport available. You should send a covering letter with your application if you wish to apply for travel expenses. The same financial contribution will apply.

Q. I live a long way from the bus route. Can I be picked up nearer home?

A. We expect students to make their own way to the nearest bus stop. We will not normally provide any link transport to the public transport network. Humber and Wolds Rural Community Council may be able to offer you some help, e.g. through their scooter hire scheme.

Q. I have lost my bus pass. How can I get a new one?

A. Bus passes are valuable items. You should take good care of them. You can apply to the contact points listed overleaf for a replacement. A £20 charge will be made.

Q. My parents live at separate addresses and I spend time with both parents during the week. Can I have two travel passes to both homes?

A. We may consider providing two passes if the cost of a pass costs us no more. Some of the bus companies charge us as and when students travel, whereas others charge us a fixed rate regardless of the days travelled. Such an arrangement would be a concession and not a right under the post 16 transport policy.

Q. Is any additional support available for students who have learning difficulties or disabilities?

A. Yes. Details of the students who are eligible, and support available to them, are set out in a separate document. Please call 01724 297218 if you want a copy of it. The policy is also available on-line:
<http://www.northlincs.gov.uk/NorthLincs/Education/students/Post16Transport/Disabilities.htm>

Q. Are there any circumstances when my pass could be withdrawn?

A. If your behaviour on the transport is unacceptable the bus companies have the right to refuse transport and your pass will be withdrawn. You will then be responsible for making your own way to school or college.

Q. Is any other help available?

A. Learner support awards may be available to students suffering from hardship. You should ask the college or the school sixth form you are attending about these.

Q. If I am unhappy with any decision made about my transport can I appeal?

A. Yes, you have the right to appeal against the decision. Please call us on 01724 297218 to ask for details and an appeal form.