

**Norfolk County Council
Post 16 Transport Policy Statement 2023-24**

Effective from 1 September 2023

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1. Introduction

Local authorities do not have to provide free or subsidised post 16 travel assistance but do have a duty to prepare and publish an annual transport policy statement, specifying the arrangements for the provision of transport or other assistance that the authority considers it necessary to make, to facilitate the attendance of all persons of sixth form age receiving education or training.

All young people carrying on their education post 16 must re-apply for travel assistance.

'Sixth form age' refers to those young people who are over 16 years of age but under 19 (years 12,13 and 14).

Local authorities also have a duty to encourage, enable and assist young people with learning difficulties / disabilities to participate in education and training, up to the age of 25.

This policy uses the term 'post 16' to include both learners of sixth form age and those with learning difficulties / disabilities up to the age of 25.

This policy document specifies the assistance that Norfolk County Council considers necessary to facilitate the attendance of post 16 learners receiving education or training.

Education or training refers to learning or training at a school, further education institution, a council maintained or assisted institution providing higher or further education, an establishment funded directly by the Education Skills Funding Agency or other learning providers as determined by Norfolk County Council.

2. Summary of policy statement and main objectives

Norfolk County Council offers a post 16 travel scheme which provides a level of support for students to access post 16 education at a school sixth form, sixth form college or further education learning establishment. Where to find information about separate arrangements made by the further education establishments in Norfolk and by the various transport operators is explained in sections 2 and 3.

Support under the County Council's post 16 travel scheme may be in one of the following ways:

- Subsidised bus or train pass
- Subsidised specialist transport e.g. taxi
- Fuel allowance
- Subsidised moped loan
- Cycle Allowance

Subsidised bus and train passes are provided on existing local bus or train services, or on education transport contract vehicles, which operate along defined core routes. It is the family's responsibility to make provision to reach the nearest pick-up point.

The Council will determine which type of support you are eligible for.

3. Discounted tickets for young people from public transport providers

Travel may be cheaper and more flexible, and will probably include evening and weekend usage, if you buy your pass direct from the operator. We would strongly recommend you contact your local transport providers first to see how their prices and deals compare with our post -16 travel scheme.

For more information click here:

[Discounts offered by bus and train operators - Norfolk County Council](#)

Or visit www.norfolk.gov.uk/post16transport and click our section on 'Local bus and train operator discounts'.

4. Travel support from schools and colleges

Some post 16 establishments have negotiated further discounts directly with transport providers which may be more cost-effective for students, so it is worth checking with the establishment as well.

In some cases post 16 establishments provide their own bus services so again check with the school/college first.

For more information click here:

[Travel options for college or sixth form](#)

Or visit www.norfolk.gov.uk/post16transport and click our section on 'Travel options by college or sixth form'.

5. The 16-19 Bursary Fund

The 16 to 19 Bursary Fund provides financial support to help young people overcome specific barriers to participation so they can remain in education.

There are 2 types of 16 to 19 bursaries:

1. A vulnerable bursary of up to £1,200 a year for young people in one of the defined vulnerable groups below:
 - in care
 - care leavers
 - in receipt of Income Support, or Universal Credit in place of Income Support, in their own right
 - in receipt of Employment and Support Allowance or Universal Credit and Disability Living or Personal Independence Payments in their own right
 - discretionary bursaries which institutions award to meet individual needs, for example, help with the cost of transport, meals, books and equipment
2. Discretionary bursaries which institutions award to meet individual needs, for example, help with the cost of transport, meals, books and equipment

To be eligible for the discretionary bursary young people must:

- be aged 16 or over but under 19 at 31 August 2023 or
- be aged 19 or over at 31 August 2023 and have an Education, Health and Care Plan (EHCP)
- be aged 19 or over at 31 August 2023 and continuing on a study programme they began aged 16 to 18 ('19+ continuers)
- be studying a programme that is subject to inspection by a public body which assures quality (such as Ofsted), the provision must also be funded by either a Government funding agency or the local authority

Schools and colleges are responsible for managing both types of bursary. Young people who want to apply for support from the bursary fund should contact their chosen school or college to make an application.

Further information can be found at www.gov.uk/ and search for post 16 bursaries.

6. Young parents / Care to Learn

If you are a young parent under 20, Care to Learn can help pay for your childcare and related travel costs, up to £160 per child per week, while you're learning.

Care to Learn can help with the cost of:

- childcare, including deposit and registration fees
- a childcare 'taster' session (up to 5 days)
- keeping your childcare place over the summer holidays
- taking your child to the childcare provider

Types of childcare

The childcare provider must be Ofsted registered and can be a:

- childminder
- pre-school playgroup
- day nursery
- out of school club

If your child needs specialist childcare, the provider must also be on the Care Quality Commission's register for specialist provision.

If you want a relative to get Care to Learn for looking after your child they need to be both:

- providing registered childcare for children they're not related to
- living apart from you and your child

Payments

Childcare payments go directly to your childcare provider. Before your childcare provider can be paid:

- your childcare provider needs to confirm your child's attendance
- your school or college needs to confirm that you're attending your course

Payments for travel costs go to your school or college - they'll either pay you or arrange travel for you.

Attendance

Payments will stop if:

- you stop attending your course
- you finish your course
- your child stops attending childcare

Eligibility

You can get Care to Learn if:

- you're a parent under 20 at the start of your course
- you're the main carer for your child
- you live in England
- you're either a British citizen or a national of a [European Economic Area \(EEA\) country](#)
- your course is publicly funded (check with your school or college)
- your childcare provider is registered with Ofsted or the Care Quality Commission

Type of course

Care to Learn is only available for courses in England that have some public funding.

This includes courses that take place in:

- schools
- school 6th forms
- 6th form colleges
- other colleges and learning providers, including Foundation Learning
- your community at Children's Centres

Young parents are also entitled to apply for an Under 19 Bus Only Ticket or for those aged 19 and over can apply for the 19 – 25 card.

For more information please visit <https://www.gov.uk/care-to-learn/how-to-claim>

7. Norfolk County Council's support for young people without special educational needs

To qualify for the post 16 travel scheme, students must:

- **Live in Norfolk**
- **Live at least three miles** from the sixth form or college as measured by the shortest walking route using roads and public rights of way, unless:
 - a) A student has mobility problems or a severe medical condition which would prevent them walking the distance required
 - b) A student has associated health and safety issues related to their special educational needs which mean that they could not reasonably be expected to walk the distance required even if accompanied.
- **Be under 19 years old** on 1 September. Transport will be provided up to the end of the course year in which the student reaches the age of 19.
- **Be attending a full-time course** (i.e. a minimum of 540 hours per year of supervised study - approximately 14 hours per week)
- **Be attending a state-funded:**
 - school sixth form
 - sixth form college
 - further education college
 - a specialist college (for courses available in that specialism only)
 - a specialist training provider (funded by the Education Funding Agency)
- **Travel** on a core route determined by the County Council. Transport will not be agreed to any alternative college, sixth form college, sixth form or other learning establishment even if the qualification or course is not available at the designated core route establishment.
 - Information on core routes is available by calling 0344 800 8020, or at www.norfolk.gov.uk/post16transport
 - Students can live and travel from outside the core route area but will only receive travel support from Norfolk County Council once they are on a core route. However, if they live outside of the core route area, we cannot guarantee travel assistance and it is at the discretion of the council whether we can support. For example, it may be dependent on if we have seats available on a contracted school bus.

Subsidised travel is available on existing local bus or train services, or education transport contract vehicles, to students who are eligible for post 16 transport support.

Transport services generally operate from defined points or as a 'main road' type of service. It is the family's responsibility to make provision to reach the nearest pick-up point.

Transport may be provided in smaller vehicles if it has been assessed that the person has a difficulty or disability that prevents them from travelling safely using bus or train services, for example:

- Any significant mobility difficulties (e.g. physical inability to board a bus)
- Any significant sensory or communication difficulties
- If the person is 'at risk' to themselves or others in using public transport or school buses independently

All students are expected to undertake travel independence training to enable them to progress to using public transport, unless they are assessed by the County Council as being unlikely to benefit from such training – See section 12 regarding travel training.

This scheme does not apply to higher education courses such as degrees or higher diploma courses, or work placements. For workplace apprenticeships transport support should be considered by the individual training provider.

Transport support will be provided for standard academic terms only and at the start and end of the standard college/sixth form day. Access to courses outside of these times will have to be discussed directly with the establishments attended. Transport support does not include evening or weekend provision.

Transport support is provided to the main college/sixth form site. Transport to any satellite sites is the responsibility of the college or sixth form concerned and students/parents should contact the college/sixth form direct to discuss access arrangements.

If a student fails to produce a valid pass when travelling they will be refused travel or charged the standard fare for that journey.

All passes issued by the County Council are smart passes which means they should be scanned on the electronic ticket machine on the bus. If they are damaged and no longer work then a replacement will need to be requested. All replacement travel passes (for damaged and lost passes) cost £13.00. Fares will not be reimbursed while students wait for a new pass.

Norfolk County Council does not provide transport support for post 16 students attending denominational establishments on faith grounds.

8. Moped loan scheme

The County Council supports a moped loan scheme for students who are not able to easily access a core route for their journey, as long as they live within the core route area of the establishment they wish to attend. All applications are assessed individually and the County Council retains the right not to support cases where there is reason to believe that:

- This is not a suitable travel mode for a particular journey
- An applicant is not suitable for this mode of travel
- The journey in question is served by other transport arrangements.

The cost of participating in this scheme is exactly the same as any other form of transport under the post 16 transport policy, i.e. the same parental contribution will apply.

For more information contact Norfolk County Council on 0344 800 8020.

For students who do not qualify for assistance under the post 16 travel scheme or who would like greater flexibility in travel to work, training or further education, Kickstart may be able to assist with a moped loan. For further information please see the [Kickstart website](#).

9. Cycle allowance

The County Council wishes to support cycling to school as a 'healthy and green' alternative to motorised vehicle travel and a cycling allowance of £200 per year is available, reduced to pro-rata amounts for applications made after October half-term.

The allowance is available for any student who is eligible for support under this post 16 transport policy. This allowance will be payable in place of any other provision that would normally be made e.g. instead of a bus pass.

All applications are assessed individually and the County Council retains the right not to support cases where there is reason to believe that

- This is not a suitable travel mode for a particular journey
- An applicant is not suitable for this mode of travel.

Anyone applying for this type of grant must give consideration to how they will travel to their place of education at times when they feel that adverse weather conditions may make cycling undesirable for them. The County Council will not provide any alternative transport in such circumstances.

New applications for a cycle allowance will not be accepted after the last day of the spring term 2024.

For more information contact Norfolk County Council on 0344 800 8020.

10. Fuel allowances

In some cases the County Council will agree for parents to provide their own transport to and from school/college instead of the County Council making the necessary transport arrangements. These arrangements are only agreed if contracted or public transport is not available and if it is the most cost-effective option, apart from for those children who receive transport due to their special educational need where a Personalised Travel Scheme payment can be made as part of the Local Offer.

The level of allowance is based on the mileage for two return journeys each day and on the condition that the driver is acting as a volunteer. The distance between home and school will be measured by the County Council as the shortest distance by road, using an up-to-date geographical information system managed by the local authority. A fuel allowance will not be paid based on the road route that the parent actually takes.

The current allowance payable is 50p/mile, as recommended by HMRC when carrying a passenger.

Example: Where a school is 5 miles from home the calculation will be
2 return journeys = distance (5 miles) x 4 = 20 miles
20 miles x 50p = £10.00 per day

Post 16 students are still required to pay a contribution towards transport costs and the appropriate level of contribution will be deducted from any fuel allowance the family are entitled to.

A fuel allowance may also be payable to post 16 students who are driving themselves to sixth form/college but will only be paid where no contracted or public transport is available and when this is the most cost-effective option. The rate in these cases is 45p/mile, as recommended by HMRC, and will only be paid for 1 return journey each day.

Example: Where a college is 5 miles from home the calculation will be
1 return journey = distance (5 miles) x 2 = 10 miles
10 miles x 45p = £4.50 per day
Over 180 college days, annual amount = £810
Less a parental contribution (e.g. £594) = £216

Personalised Travel Scheme payments are slightly different, as follows:

- The mileage rate is based on 50p/mile up to 10,000 miles in a year, after which it drops to 30p/mile, to reflect the longer distances that some parents have to make and to ensure the allowance received does not become taxable income
- There is an Additional Support Allowance (ASA) of £500 that NCC holds in reserve for each family, so that if you are ill or your car has broken down you can use this £500 to pay for e.g. a taxi to get the child to their placement.

Allowances are paid monthly in arrears on receipt of a claim form. In some case we may require the claim form to be authorised by the establishment to confirm attendance.

11. Norfolk County Council's support for young people with special educational needs or disabilities

Students aged 16 – 25 years old who have Special Educational Needs and Disability (SEND) and have an Education Health and Care (EHC) Plan will be entitled to travel assistance to attend sixth form or college if:

- They are attending the nearest educational establishment that can meet their needs
- The educational establishment is named in their EHC Plan by the local authority as such
- They live over the qualifying three-mile distance.

The Council will provide transport support up to the end of the course year in which the student is 25, as long as they retain a current EHC Plan.

All students are expected to undertake travel independence training to enable them to progress to using public transport unless they are assessed by the County Council as being unlikely to benefit from such training – See section 12 regarding travel training.

12. Travel training

Travel independence training is available in nearly all special schools, secondary schools and colleges to equip students with learning difficulties or disabilities with the skills to travel independently to and from school or college.

A review will be undertaken during the summer term 2023 of students with learning difficulties or disabilities who are transferring to post 16 education in September 2023, to assess their ability to travel independently following a programme of travel training over the summer period.

The programme involves the use of training buddies who show students how to familiarise themselves with their new journeys as part of their transfer to post 16 education.

Students will be expected to undertake travel independence training unless they are assessed by professional advisers as being unlikely to benefit from this training.

The County Council will reserve the right to withdraw any specialist transport provision if students or families choose not to take part in the travel training programme or assessment.

13. Details of transport costs, discounts and subsidies

All students qualifying for support under the County Council's post 16 transport policy are required to pay an annual contribution towards the cost of their transport.

Students are required to pay a standard annual contribution of £594, which is approximately 55% of the average cost of mainstream transport. This represents an average charge of around £3.30 per day for a return journey if travelling 5 days a week (there is no reduction for travelling fewer days a week as this is an average cost and not dependent on how often a student travels, the distance or what type of transport they use).

There are different payment options:

- Annually
- Termly
- Half termly
- Pay no costs up front and pay the driver a subsidised fare each day (This is only available on local buses which charge fares)

Students from low income families may apply for a 25% reduction on this contribution rate, which means an annual contribution of £444. A low income family is defined as a family in receipt of a qualifying benefit, see table below.

All students who are eligible for specialist transport support, including those with learning difficulties or disabilities, will be required to pay the same financial contribution.

Payments need to be made in advance before any transport support can start. This means that payments should be made about 10 days before it is needed in order for a bus pass to be issued and sent to the student in time.

If a student is travelling in a taxi or minibus and does not need a bus pass, payment still needs to be made in advance in order for transport to continue the following term or half-term. If payment is not received in time, transport will not operate until it is received.

We will advise of payment due dates at the start of the year – no reminders are sent for subsequent payments.

We will not reimburse any transport expenses if a family has occurred travel costs due to a payment not being made on time.

The financial contribution does not apply to students who have an Education, Health and Care (EHC) Plan, who are in years 15 and above (i.e. usually the year in which they are 19 years old). Free transport will continue for these students up to the end of the year in which they become 25 years old, as long as they have a current EHC Plan.

Accepted benefits to receive a 25% reduction in transport costs:

Qualifying benefit	Documentation required as evidence
Maximum Working Tax Credit (reduction due to income of £0.00)	Full award statement for the current financial year
Universal Credit (net earnings element less than £7400 annually)	Statement / UC Award Breakdown
Income Support (IS)	Letter confirming receipt of benefit
Income Based Jobseekers Allowance (IBJSA)	Letter confirming receipt of benefit
Support under part VI of the Immigration and Asylum Act 1999 (from the National Asylum Support Service)	Letter of confirmation from the National Asylum Support Service (NASS)
Guaranteed element of State Pension Credit	Pension Credit M1000 Award Notice
Child Tax Credit, provided a parent /carer is not entitled to Working Tax Credit and has an annual income (as assessed by HM Revenue and Customs) that does not exceed £16,190	Full award letter for the current financial year
Employment and Support Allowance (ESA)	Letter confirming receipt of benefit

14. When should students start to apply for transport support?

Students can apply for our post 16 travel scheme now for September 2023.

Please visit www.norfolk.gov.uk/post16transport or call Customer Services on 0344 800 8020.

Students are asked to make applications no later than the end of July. Applications made after this date may not be processed in time for the first day of term in September. It is better to make an application early even if the student does not 100% know where they will be attending, and then to contact us to change the establishment when they do know.

Late applications may result in a student having to pay for their transport while their application is being assessed and processed. The County Council will not refund any costs incurred in the interim period.

15. Refunds

Refunds of the financial contribution will be issued as follows:

- If the travel pass is returned or the travel arrangements are cancelled before the start of term in September, we will give a full refund
- If travel passes are returned or the travel arrangements are cancelled during the year we will give a pro-rata refund based on the amount paid less the time the travel pass/arrangement has been used, to the nearest full half-term, less a £13 administration fee
- No refunds are given for those paying every half-term
- For the period following May half-term, refunds will only be given if the travel pass is returned and received by the County Council, or the transport arrangements cancelled, by 31 May
- No refund will be given if the pass has been posted back but not received by the County Council, unless proof of posting can be supplied.

Refunds will not be given for any day the transport does not operate.

We do not offer any refunds on travel costs incurred while waiting for travel arrangements to be made or the travel pass to arrive. Any request for a refund for bus or train tickets will be at the discretion of the County Council, e.g. if there was a significant delay in issuing the pass or the pass issued was incorrect and/or unusable.

16. What help can students apply for if they need to travel to a course that is beyond your Local Authority Area

If students need to travel to a course outside Norfolk any financial support would be limited to placements funded by the Local Authority due to special educational needs. The only exception to this is from Thetford to West Suffolk College in Bury St Edmunds which is defined as a core route.

17. What help is available for residential students who attend a further education institution and stay at the college all week

Specialist colleges have a separate residential bursary fund. Please apply direct to them for further information.

18. Appeals

The County Council operates an appeals procedure whereby any applicant who feels that the post 16 transport policy has not been applied correctly in their case may request a review of their application.

Applicants should write in the first instance to:

The Head of Passenger Transport
Norfolk County Council
County Hall
Norwich
NR1 2DH

Following a review of the decision by the Head of Passenger Transport, a further review request may be made by writing to them again, with any additional relevant information, asking that the case be referred to the appeal panel led by Children's Services, who will undertake a further review of the case.

The decision by staff in Children's Services will represent the full and final decision of the County Council.

Anyone remaining dissatisfied with the County Council's final decision may refer the matter to the Secretary of State for Education, however they will not usually consider cases unless they have been through the full review procedure of the County Council.

If the complainant is dissatisfied with the way in which the Department for Education has handled the case they can log a service complaint. Further information on the department's complaints process can be found on gov.uk at www.gov.uk/government/organisations/department-for-education/about/complaints-procedure A service complaint will prompt consideration of how the case has been managed but there will not be a review of the substance of the decision made. The substance of the decision would only be considered if the complainant provided additional information relevant to the decision not to intervene.

If the complainant remains dissatisfied, they can ask their local MP to refer their case to the Parliamentary and Health Service Ombudsman (PHSO). If the PHSO accept a complaint for further consideration they could normally look at the department's handling of the case. The PHSO's role is not to reverse decision-making, but where it upholds a complaint, it can make recommendations to the department to put things right. Information on the PHSO can be found online at: www.ombudsman.org.uk.

19. Contact information

Information is available throughout the year from the County Council:

- Customer Service Centre 0344 800 8020
- Hours: Monday to Friday 9.00am to 5.00pm

You can also check out services and information on the County Council website at www.norfolk.gov.uk/post16transport

Public service routes can be checked with

- Traveline 0871 200 2233
- www.traveline.info

Further education colleges in Norfolk

Easton College

Tel: 01603 731200

Email: eastoninfo@ccn.ac.uk

Website: www.easton.ac.uk

Great Yarmouth, East Coast College

Tel: 0800 854695

Email: myfuture@gyc.ac.uk

Website: www.eastcoast.ac.uk

King's Lynn, The College of West Anglia

Tel: 01553 761144

Email: enquiries@cwa.ac.uk

Website: www.cwa.ac.uk

Norwich, Access Creative College

Tel: 0161 247 8063

Email: atm.norwich@accesstomusic.ac.uk

Website: www.accesscreative.ac.uk

Norwich, City College

Tel: 01603 773311

Email: information@ccn.ac.uk

Website: www.ccn.ac.uk

Norwich, University Technical College Norfolk

Tel: 01603 580280

Email: office@utcn.org.uk

Website: www.utcn.org.uk

Sixth form colleges in Norfolk

Gorleston, East Norfolk Sixth Form College

Tel: 01493 662234

Email: info@eastnorfolk.ac.uk

Website: www.eastnorfolk.ac.uk

North Walsham, Paston Sixth Form College

Tel: 01692 402334

Email: pastoninfo@ccn.ac.uk

Website: www.paston.ac.uk

School sixth forms in Norfolk

Attleborough Sixth Form

Tel: 01953 452335

Email: office@aan.norfolk.sch.uk

Website: www.aan.norfolk.sch.uk

Costessey, Ormiston Victory Academy Sixth Form

Tel: 01603 742310

Email: sixthform@ormistonvictoryacademy.co.uk

Website: www.ormistonvictoryacademy.co.uk

Dereham Sixth Form College

Tel: 01362 696884

Email: office@derehamsixthform.norfolk.sch.uk

Website: www.dsfc.org.uk

Diss Sixth Form

Tel: 01379 642424

Email: directorofsixth@disshigh.co.uk

Website: www.disshigh.norfolk.sch.uk/?p=sixth.form

Downham Market College (Athena Sixth Form College)

Tel: 01366 389100

Email: info@downhammarketacademy.co.uk

Website: www.downhammarketacademy.co.uk

Fakenham Sixth Form

Tel: 01328 862545

Email: sixthform@fakenhamacademy.org

Website: www.fakenhamacademy.org.uk/fakenham-sixth-form

Hellesdon Sixth Form

Tel: 01603 254344

Email: sixthform@hellesdon.net

Website: www.wensumtrust.org.uk/hellesdonhigh-sixth-form

King's Lynn, King Edward VII Sixth Form

Tel: 01553 773606

Email: office@kesacademy.co.uk

Website: www.kesacademy.co.uk/sixth-form

King's Lynn, Springwood Sixth Form

Tel: 01553 779407

Email: sixthformoffice@springwoodhighschool.co.uk

Website: www.springwoodhighschool.co.uk/

Norwich, City of Norwich School Sixth Form

Tel: 01603 274060

Email: office@cns-school.org

Website: www.cns-school.org/sixth-form

Norwich, Hewett Sixth Form

Tel: 01603 531564

Email: office@thehewettacademy.org

Website: www.inspirationtrust.org/hewett-sixth-form

Norwich, Jane Austen College

Tel: 01603 463800

Email: janeausten@inspirationtrust.org

Website: www.inspirationtrust.org/janeaustencollege

Norwich, Notre Dame Sixth Form

Tel: 01603 611431

Email: sixthform@ndhs.org.uk

Website: www.ndhs.org.uk

Norwich, Open Academy Sixth Form

Tel: 01603 481640

Email: office@open-academy.org.uk

Website: www.open-academy.org.uk/sixth-form/

Norwich, Sir Isaac Newton Sixth Form

Tel: 01603 280940

Email: sirisaac@inspirationtrust.org

Website: www.inspirationtrust.org/sirisaacnewtonsixthform

Reepham College

Tel: 01603 870328

Email: office@reephamcollege.com

Website: www.reephamcollege.com

Sheringham Sixth Form

Tel: 01263 820821

Email: rkesavarz@sheringhamsixthform.co.uk

Website: www.sheringhamsixthform.co.uk

Sprowston Sixth Form

Tel: 01603 485266

Email: office@sprowstonhigh.org

Website: sprowstonhigh.school/sixth-form

Taverham Sixth Form

Tel: 01603 861758

Email: 6thform@taverhamhigh.org

Website: www.taverhamhigh.norfolk.sch.uk/Sixth-Form-Welcome

Thetford Academy Sixth Form

Tel: 01842 754875

Email: info@thetfordacademy.org.uk

Website: www.inspirationtrust.org/sixth

Thorpe St Andrew Sixth Form

Tel: 01603 497767

Email: sixthformtsa@yare-edu.org.uk

Website: thorpestandrewschool.org.uk/sixth-form/

Wymondham Academy Sixth Form

Tel: 01953 602078

Email: office@wh-at.net

Website: www.wymondhamhigh.co.uk/sixth-form-3

Wymondham College (Academy) Sixth Form

Tel: 01953 609000

Email: enquiries@wymondhamcollege.org

Website: www.wymondhamcollege.org/376/sixth-form-welcome

20. Consultation

The County Council consulted all residents and stakeholders in Autumn 2013 about its post 16 travel scheme, as part of its Putting People First consultation. There have been no changes to the policy since that time.

21. Make a complaint – Norfolk County Council's complaint process

If you wish to make a complaint please visit the [Compliments and Complaints](#) section of our website and submit a request – from this page you will also see a link to our [Complaints policies and procedures](#) section which provides more details about Norfolk County Council's complaints process.

Please also see our section on Appeals (18) regarding contacting the Ombudsman if you remain dissatisfied with a decision made by the council. The Ombudsman will not generally consider cases unless they have been

through the full appeals process as outlined in section 18 – for further information please visit www.ombudsman.org.uk