

Appendix 2 – Extracts of Relevant Ombudsman Cases Investigated

1) [Leeds City Council \(15 019 996\)](#)

Statement Upheld School transport 25-May-2016

Summary: The Council failed to make it clear to the complainant that his son would not be eligible for free school transport after July 2015. To remedy the complainant's injustice, the Council has agreed to provide free school transport for the remainder of this school year and the next school year. It has also agreed to reimburse the travel costs he has incurred since September 2015.

Agreed action - --recommended by Ombudsman

I recommended that the Council provide free school transport for Mr B's son for the rest of this school year and the next school year. I also recommended that it refund Mr B's travel costs for the period September 2015 to the date it provides the free school transport. The Council has agreed to take these actions.

The Council has also agreed to apply these recommendations to other families in identical circumstances who unsuccessfully appealed.

2) [Leeds City Council \(15 013 003\)](#)

Statement Upheld School transport 25-May-2016

Summary: The Council failed to make it clear to the complainant that her son may not be eligible for free school transport after July 2015. To remedy the complainant's injustice, the Council has agreed to provide free school transport for the remainder of this school year and the next school year. It has also agreed to reimburse the travel costs she has incurred since September 2015.

Agreed action - --recommended by Ombudsman

I recommended that the Council provide free school transport for Mrs B's son for the rest of this school year and the next school year. I also recommended that it refund Mrs B's travel costs for the period September 2015 to the date it provides the free school transport. The Council has agreed to take these actions.

The Council has also agreed to apply these recommendations to other families in identical circumstances who unsuccessfully appealed.

3) [Leeds City Council \(15 012 998\)](#)

Statement Upheld School transport 25-May-2016

Summary: The Council failed to make it clear to the complainant that her daughter's nearest school for allocation purposes may not be her nearest qualifying school for free school transport purposes. To remedy the complainant's injustice, the Council has agreed to provide free school transport for the remainder of this school year and to reimburse the travel costs she has incurred since September 2015.

Agreed action –recommended by Ombudsman

I recommended that the Council provide free school transport for Mrs B's daughter for the rest of this school year. I also recommended that it refund Mrs B's travel costs for the period September 2015 to the date it provides the free school transport. The Council has agreed to take these actions.

The Home to School Travel and Transport Guidance published by the Department for Education suggests Councils should ensure children continue to benefit from transport arrangements in place when they started at the school. The Council has agreed to consider this guidance if Mrs B applies for free school transport for her daughter for future school years.

The Council has also agreed to apply these recommendations to other families in identical circumstances who unsuccessfully appealed.
