

## Appendix 4 - Executive Board - Minutes of Meeting 22<sup>nd</sup> June 2016

### **Minutes:**

The Director of Children's Services submitted a report which was in response to the deputation presented to full Council on 23rd March 2016 representing families from East Keswick and Bardsey in respect of changes to the Children's Transport Policy. At that meeting, Council resolved that the response to the deputation be referred to Executive Board for consideration.

In considering this matter, and responding to enquiries raised, it was confirmed that the Local Government Ombudsman's (LGO's) finding was that although the school transport policy had been correctly applied, the Council had not clearly explained to parents that their nearest priority school for admissions purposes may not be their nearest qualifying school for transport purposes. When this became apparent, all parents who had unsuccessfully applied for assistance were advised in writing to appeal in line with the Council's transport policy. It was also confirmed that clearer information was now provided to parents on such matters, an issue which had already been addressed before the complaint to the LGO. In addition, it was noted that the Council is providing a refund of travel costs and free school transport for a period of time to the children of the two families concerned in line with the LGO's recommendations, and has agreed to apply the LGO's recommendations to other families in identical circumstances who had unsuccessfully appealed.

Emphasis was placed upon the importance of clarity of communication with parents, and also continuing to ensure that in such circumstances families were treated consistently and fairly and in line with the policy.

Responding to a Member's enquiry, it was requested that further detail on the specifics of this case and the finding and recommendations of the LGO be provided to the Member in question.

**RESOLVED** – That the contents of the submitted report be received and noted.

(Under the provisions of Council Procedure Rule 16.5, Councillor A Carter required it to be recorded that he abstained from voting on the decisions referred to within this minute)