

By: Head of Democratic Services
To: Regulation Committee – 24 January 2019
Subject: Home to School Transport Appeals update
Classification: Unrestricted

Summary: To provide Members with an overview on Home to School Transport appeal statistics for the period between 1 January 2018 to 31 December 2018 and a brief comparison with transport appeals statistics from 2010 to 2017.

1. Home to School Transport Appeal Statistics 2018

(1.1) For the period between 1 January 2018 to 31 December 2018 a total of 165 individual appeals were considered by Member Transport Appeal Panels of this Committee. 87% were upheld at least in part (e.g time limited assistance) and a breakdown of these appeals on a month by month basis is set out in Appendix A along with a comparison with appeals held in 2010 to 2017.

(1.2) There are a further 10 appeals that are still waiting to be heard which are scheduled for February 2019.

(1.3) It is interesting to note that in 2018 57% of the total number appeals were heard between August – 31 December 2018.

(1.4) Appeals are successful due to a variety of reasons and can include:

- Financial hardship
- Health & medical need
- No cost to the Council
- Temporary accommodation
- Family circumstances
- Circumstances of the child
- Childs safety
- Review cases

2. Transport Appeal Statistics – 2017

(2.1) For the period between 1 January 2017 to 31 December 2017 a total of 191 appeals were considered by Transport Appeal Panels. 53% were upheld at least in part (e.g. time-limited assistance).

3. Local Government & Social Care Ombudsman

(3.1) If Parents remain dissatisfied and believe that they have suffered injustice as a result of maladministration by the Panel, they are advised of their rights to pursue their complaint with the Local Government & Social Care Ombudsman (LGSCO). This is not a right of appeal and has to relate to issues such as failure to follow correct procedures or failure to act independently and fairly, rather than just that the person making the complaint believes the decision to be wrong.

(3.2) During the last two years, 13 complaints were received with 2 faults being found which were remedied in the form of a fresh appeal being arranged and a financial adjustment being issued to the parent. The LGSCO provide a breakdown of their findings at <https://www.lgo.org.uk>

4. Recommendation Members are asked to note this report.

Appendix A – Home to School Transport appeal table

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**TABLE 1
HOME TO SCHOOL
TRANSPORT APPEALS -1 JANUARY – 31 December 2018**

Month	Upheld	Not Upheld	Total Heard	% Upheld
January	9	10	19	47%
February	4	9	13	31%
March	3	8	11	27%
April	4	3	7	57%
May	5	1	6	83%
June	0	0	0	0
July	11	4	15	73%
August	13	15	28	46%
September	7	8	15	47%
October	8	8	16	50%
November	12	4	16	75%
December	11	8	19	58%
TOTALS	87	78	165	53%

**TABLE 2
HOME TO SCHOOL TRANSPORT APPEALS - 2010-2017**

Year	Upheld	Not Upheld	Total	% Upheld
2010	38	46	84	45%
2011	23	43	66	35%
2012	26	80	106	24%
2013	33	76	109	30%
2014	76	72	148	51%
2015	67	57	124	54%
2016	72	65	137	52%
2017	102	89	191	53%