

SPSO decision report

Case: 202004443, North Lanarkshire Council
Sector: Local Government
Subject: School Transport
Decision: not upheld, no recommendations

Summary

C applied for free school transport for their child (A) when A was about to begin secondary school. The council rejected this application on the grounds that A did not live within the catchment area of the secondary school they had been enrolled in. A had been enrolled at the school automatically and had not obtained a place by placing request (a request that is made when you are not in the school catchment area). C considered that A should have been provided with free school transport because A had not obtained a place at the school by placing request, and therefore the policy on privilege transport (to those who lived out of catchment) should not apply.

We found that the council's communication surrounding this issue could have been better. However, we considered that the policy on both free school transport and privilege transport had been reasonably applied. This was on the basis that regardless of how A came to be provided with a place at the school, the policy was clear regarding allocation of a transport place to those in a school catchment and those who were not. Therefore, we did not uphold C's complaint.