

Public Questions

Executive 4 January 2024

Question From Mr M Joyce

Can the Leader advise how an elderly resident who lives in Kingkkerswell , does not have access to the internet, a mobile phone or any other IT equipment, can apply and pay for a parking permit.

The resident in question phoned the Parking Office at the Council and was advised that, because the resident had no access via the internet or similar, then unless the resident can get access via a third party, then no the resident cannot apply for a permit.

This cannot be right surly , I would expect that some means to assist those who do not have or wish to use the Internet must be available as it could, in my opinion, be considered discrimination on age and or disability.

Response from the Leader

The Council is aware of the issue with digital access to parking permits and is investigating alternative solutions to enable residents without digital access to apply for a parking permit. We have developed a programme to review all our customer facing processes and will be ensuring that they are accessible to all residents by completing an equality impact assessment on each process and any proposed changes.