

SHEFFIELD CITY COUNCIL

OFFICER EXECUTIVE DECISION RECORD (Non Key)

The following Category 2 decision was taken on 19 June 2020 by an authorised Director from the Coronavirus (COVID-19) Incident Management Group, in accordance with the Council's Covid-19 Decision Making Schema.

Date notified to all Members: Wednesday 8 July 2020

Decisions under the “**Making decisions during the Covid-19 crisis: Sheffield City Council Schema**”, made as an urgent response to issues connected with the coronavirus crisis, have been removed from the call-in process, and are therefore not subject to call-in for scrutiny.

1. **TITLE**

Parking Permit Refunds

2. **DECISION TAKEN**

To agree that refunds or extensions to parking permits be approved specifically for Covid-19 related hardship where customers in need have requested support, subject to:-

- criteria being drawn up to ensure consistent application for residential permits;
- a blanket 3 month extension being granted for business permits; and
- communications being produced to ensure all those eligible to apply are aware of the proposal.

3. **Reasons For Decision**

The published terms and conditions for parking permits state there are no refunds in any circumstances. However, the Council has received requests to consider refunds due to extenuating circumstances related to Covid-19.

It is proposed to consider individual requests for refunds or 3 month extensions specifically for Covid-19 related hardship for customers in need who contact Customer Services, with the condition that they provide evidence to prove that the permit is no longer required due to sale of car or residential move from a permit zone for which it applies.

This approach reduces the amount of additional work Customer Services receive, ensures they can process the additional work within current resource, and reduces the risk of a backlog. Customers receive an individual response that takes account

of their individual circumstances and the evidence provided.

4. **Respective Director Responsible for Implementation**

Director of Business Strategy and Regulation, Place Portfolio.