

EXECUTIVE DECISION RECORD SHEET

Deputy Monitoring Officer Comments:

Adopting a refund policy ensures that there is clear and consistent approach to processing refunds.

Deputy S151 Officer Comments:

The cost of this change to the refund process is expected to be minimal and be funded through the existing approved parking budget.

Implications:

Without appropriate measures, costs to the council to provide small Parking Service refunds in excess of the cost to provide them will continue.

Risk:

Not to adopt the refund policy would incur additional refund costs

Value for Money:

The table below details the cost to providing each refund

Parking Permit Refund - cost of transaction to DBC

Service	Time required per refund	Cost per refund including overheads	Task description
Financial services	10 mins	£5.33	self-service - relevant checks emails 3 in 3 out, finding details on Permitsmarti, putting details into Unit 4 and attaching corroborating emails and files, cancelling permit on system, filing emails & corroborating evidence and refund details on to parking services system
Parking services	45 mins	£41.29	
	55 mins	£46.61	

Options Considered and reasons for rejection:

Not to introduce the refund policy and absorb additional costs to provide the service, rejected, proposed policy will not save costs, however it is envisioned to maintain existing cost.

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Portfolio Holders Signature:

Date:

Details of any interests declared and any dispensations given by the Standards Committee:

For Member Support Officer use only

Date Decision Record Sheet received from portfolio holder: 24-11-20

Date Decision Published: 25-11-20 Decision No:PH-024-20

Date of Expiry of Call-In Period: 02-02-20

Date any Call-In received or decision implemented:

BACKGROUND

Charges for a number of parking services have recently been reviewed and changes implemented. The change to resident permit prices from £25 for permit 1 and £40 for permits 2 and 3 which had been in place since 2003 to permit 1 £40, permit 2 £60 and permit 3 £80 being one of the new charging regimes adopted.

To date there has not been a policy as such with a rule of thumb that any refund £12 or over was made which related to 8 full months or more remaining on a £25 permit and 5 full months or more remaining on a £40 permit.

With respect to the change in prices, clearly the number of refunds based on the above would be greater than those previously issued. Taking into account the cost to the council of £46.61 of each refund, an established policy transparent to our customers would appear to be apposite.

Permit price	Permit type	Existing refund start at * full months remaining	Proposed policy refund start at * full months remaining
£25	1 st	8	
£40	2 nd & 3 rd	5	
£40	1 st		9
£60	2 nd		6
£80	3 rd		5