

SPSO decision report

Case: 201503435, South Lanarkshire Council

Sector: local government

Subject: parking

Outcome: not upheld, no recommendations

Summary

Mr C complained that the council refused his request for a disabled parking bay outside his home. He has mobility problems following a stroke, and is a wheelchair user. Mr C's wife also has limited mobility, and they are both registered deaf, blind and are blue badge holders.

We found that Mr C's request had been assessed appropriately by the council in line with the legislation, and with the council's own policy. Mr C and his wife did not meet the criteria, as they do not have a vehicle that is suitable for their use registered to them at their home address. We were satisfied that the council had taken reasonable steps to assess and check that there were suitable alternatives in place which would allow Mr C and his wife to be picked up and dropped off safely when they were taken out. We did not uphold Mr C's complaint.