


18th June 2025

To members of the Housing and Communities Overview and Scrutiny Panel

**Complaint reference: S/06013/25**

My representation today directly addresses paragraph 8.17 on page 68 of your Item 6 public reports pack.

**8.17** As a result of an action identified in the 2023/24 Annual Complaints Performance and Service Improvement Report:



- We have introduced a feedback form for complainants to complete follow receiving a stage 1 or stage 2 complaint response.

Despite completing Stages 1 and 2 of the council's complaints procedure, I have been denied the opportunity to provide feedback on that process, as referenced. Therefore I believe speaking to this panel is the only way I can highlight the unfair treatment and disability discrimination I have experienced in that complaints process.

A recent application to install an EV home charger at no cost to the council was refused on unsubstantiated health and safety grounds.

This installation is essential. My Motability car replacement is due in January 2026, and Motability is encouraging customers to switch. Public charging is not economically viable, costing around 75 pence per kilowatt compared to my energy supplier's EV tariff of just 7 pence per kWh.

More critically, public chargers pose significant accessibility and safety issues for me. As someone with a severe walking disability, I am very unstable and prone to falling, especially in darkness, making using them a considerable personal risk.

My complaint's denials contain unsupported health



and safety assertions. No risk assessment has been undertaken by the council, an absence confirmed in my Stage 2 reply. I proactively offered mitigation measures recommended by the highway authority, but these have been ignored.

Furthermore, the council itself provided me with a Disabled Facilities Grant -funded hardstanding beyond my garden gate, after refusing a driveway application. Yet, the council denies that I have a designated parking place, ignoring their own provision.

My car is always parked within three feet of my garden gate, leaving no space for anyone to pass, thus negating any trip hazard assertion.

To assert risk without documented evidence, especially when contradicted by the council's own parking provision and highway authority recommendations, raises serious questions about fairness and prejudice. How can the decision possibly be fair?

Therefore, I respectfully ask the panel to thoroughly review the officers' decision, overturning the refusal and to grant me consent.

I cordially invite panel members to visit my home and see the site for yourselves, to understand why the officers' rationale for refusal was unfounded and therefore unjust.

By speaking to you today, I hope the council will choose to put things right before I raise this matter with the Housing Ombudsman. I am confident the Ombudsman will concur that the council's decision was prejudiced and fundamentally unfair.



### Electric vehicle charging guidance for residents



**John Fox**

