

BLUE BADGE APPLICATION GUIDANCE

Telephone enquiries: 0300 500 80 80
Monday to Friday: 8am-6pm

This document applies to all applications including re-applications for previous badge holders. You will be assessed on the information you supply on this application form only and not on information previously supplied. We do not hold historical application data for review and therefore it is the applicant's responsibility to provide as much detail and evidence as possible now. Your application is likely to be unsuccessful if you do not provide enough detail as well as adequate evidence that you meet the current eligibility criteria.

We will aim to process all applications as quickly as possible, but please allow up to twelve weeks for processing of all applications, this includes if you have held a badge previously.

The aim of the scheme is to help disabled people with severe physical and non-physical problems to access goods and services, by allowing them to park close to their destination. The scheme is open to eligible disabled people irrespective of whether they are travelling as a driver or as a passenger. The scheme provides a national range of on-street parking concessions for Blue Badge holders who are traveling either as a driver or passenger.

It is the responsibility of each local authority to ensure that badges are only issued to residents who satisfy one or more of the eligibility criteria set out in the legislation that governs the scheme. Under no circumstances should anyone who does not satisfy at least one of the criteria receive a badge. Badges should never be issued to people solely on the basis of their age and/or medical condition and should not be issued for any purpose other than to assist the recipient when undertaking journeys.

NCC have put in place administration and assessment practices that are:

- fair and consistent in their treatment of Blue Badge applicants
- customer-friendly and clear
- timely and cost efficient
- resistant to abuse

You can access further information regarding eligibility criteria here:

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/809057/blue-badge-scheme-local-authority-guidance.pdf

The blue badge application form is divided into different sections, the following guidance will support you in making your application.

Section 1 – Information about you

Payment – if you can provide an email address for contact we will be able to send you a link to make an online payment if your application is approved. Alternatively, you can send a cheque or postal order with your application that will only be cashed if your application is approved. If sending a cheque/postal order, please supply the cheque/postal order number on the application form for reconciliation.

Your info - If you are completing the form on behalf of an applicant who is under 16 or who is unable to complete the form themselves, please provide their details in all appropriate sections and sign the form on their behalf.

Previous address – it is important to add your previous address if you have moved in the last 3 years, as this helps us to locate your previous badge issue record.

Preferred method of contact – unless stated otherwise, where an email address has been provided, NCC will use email as the preferred method of contact.

Section 2 – People who automatically qualify for a badge:

If you are in receipt of one of the qualifying benefits stated in Section 2, please complete the box that is applicable to you and return the application for processing with your supporting documents as required.

A person is automatically eligible for a badge if they are over two years old and meet at least one of the following criteria:

- **is registered blind (severely sight impaired);** - you will need to confirm you give permission for us to check the local authority register or send a copy of your Certificate of Visual Impairment (CVI)
- **receives a War Pensioner's Mobility Supplement;** - please supply a photocopy of the letter from the Service Personnel and Veterans agency (SPVA). If you have lost this letter, then the agency can be contacted via the free phone enquiry number: 0800 169 2277
- **has received a lump sum benefit within tariff levels 1-8 of the Armed Forces and Reserve Forces (Compensation) Scheme and has been certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking;** you will need to enclose the original letter from Service Personnel and Veterans Agency (SPVA) as proof. If you have lost this letter you can contact the agency via the free phone enquiry number: 0800 169 22 77
- **receives the Higher Rate of the Mobility Component of the Disability Living Allowance;** please attach a copy of the letter from DWP, confirming your entitlement to the Higher Rate Mobility Component of Disability Living Allowance, dated within the last 12 months. If you need an up to date letter you will need to contact the Department for Work and Pensions on 0800 121 4600 or email: DCPU.Customer-Services@dwp.gsi.gov.uk (If your date of birth is before 1948, you will need to contact 0800 731 0122). Open Mon-Fri 7.30am-6.30pm
- **receives a Personal Independence Payment for being unable to walk further than 50 metres (a score of 8 points or more under the 'moving around' activity of the mobility component);**
or
- **score 10 points under Activity 11, descriptor E in the "planning and following a journey" part of the mobility component, which states – *You cannot undertake any journeys because it would cause overwhelming psychological distress***

Please attach a photocopy of the full letter from DWP, confirming your entitlement to the relevant points descriptors above, dated within the last 12 months. The letter should show your entitlement to PIP and your assessment scores. We will accept your most recent decision letter showing your assessment scores provided it is supported by your yearly update letter (dated within the last 12 months). If you need an up to date letter you will need to contact the Department for Work and Pensions on 0800 121 4433. Open Mon-Fri 8.00am-6.00pm.

If you are applying for a badge under any of these criteria you will automatically qualify, provided you have the right documentation to support your application and can provide proof of your identity and proof that you are a resident in the local authority in which you are applying.

If you do not provide us with the proof of your entitlement to the relevant automatic criteria listed above, we will not be able to continue with your application under the automatic criteria.

People who may also qualify for a badge

Some people may also be eligible for a badge if they are more than two years old, have an enduring and substantial disability which may be described as the following:

- Be unable to walk or have very considerable difficulty in walking.
- Experience very considerable difficulty whilst walking, which may include very considerable psychological distress; or
- Be at risk of serious harm when walking; or pose, when walking, a risk of serious harm to any other person

Section 3 – Physical conditions - Please describe the difficulties you have with walking

Section 3, 5 & 6 - should be completed if the questions in Section 2 do not apply to you and if you have an enduring and substantial disability which means, during a journey, you cannot walk, or you experience very considerable difficulty whilst walking. An enduring disability is one that is likely to last for a minimum period of three years. Please provide as much detail as possible to support your application.

The applicant will need to show that, as a result of their enduring and substantial disability, they are unable to walk very far without experiencing severe difficulty; and that their inability to walk is affected to the extent that they would be unable to access goods and services unless allowed to park close to shops, public buildings and other facilities.

Section 3 - Make sure you provide **ALL conditions** that affect your walking at the time of application. Give as much detail as possible in your descriptions of how your walking is affected.

You **do not** need to answer questions in section 4.

Section 5 – please provide as much information as possible about your treatment and medications. If you take many medications, you can choose to enclose a copy of your prescription rather than write them all down.

In order for your application to be processed, you will also need to include supporting evidence, such as those listed on page 15 of the application (such as consultant/diagnosis letters, care plans, EHCP, physiotherapy). If you do not supply this evidence, we will be unable to process the application. Please only attach copies of documents, **we cannot return original documents.**

Please be aware that evidence from GPs in support of applications, will only be considered provided this is **not the only source of evidence** that is used to determine the eligibility of a Blue Badge application. This is because a General Practitioner cannot fulfil the role of 'expert assessor'.

Section 6 - You may be asked to have an expert assessment with one of our assessors. If you are asked to have an expert assessment and you either do not agree, or do not attend, we will not be able to continue with your application.

We will write to you with the relevant details should you be required to attend an assessment.

Please note any questions left incomplete or unanswered will not be taken into consideration. Ensure your answer all relevant questions in full.

Section 4 – 'Hidden' or 'Non-physical disabilities'

Section 4, 5 & 6 should be completed if you experience any 'non-physical' disabilities (such as very considerable psychological distress) which cause you very considerable difficulty whilst walking as part of a journey. You should also complete this section if, when walking as part of a journey, you pose a risk of serious harm to yourself or others. Please provide as much detail as possible to support your application.

The applicant will need to show that as a result of their enduring and substantial disability, they are unable to walk; Experience very considerable difficulty whilst walking, which may include very considerable psychological distress; or Be at risk of serious harm when walking, to the extent that they would be unable to access goods and services unless allowed to park close to shops, public buildings and other facilities.

Section 4 - Make sure you provide ALL conditions that affect your walking at the time of application. Give as much detail as possible in your descriptions of how your walking is affected.

Section 5 – please provide as much information as possible about your treatment and medications. If you take many medications, you can choose to enclose a copy of your prescription rather than write them all down.

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We will write to you with the relevant details should you be required to attend an assessment.

Please note any questions left incomplete or unanswered will not be taken into consideration. Ensure your answer all relevant questions in full.

Unsuccessful applications

Your local authority will decide if you are eligible for a badge. Eligibility will be determined on the information you have supplied in your application along with any supporting documents provided. If they decide that you are not eligible, and you think that they did not take account of all the facts, you can ask them to consider your application again. You can write to Nottinghamshire County Council, within 60 days of the unsuccessful application, asking for a review of your application stating what information you feel was not considered and providing any new information that was not in the original application.

However, unless the applicant can provide further evidence in support of their application (information not previously provided), or their condition has significantly deteriorated since they applied for the Blue Badge, then their appeal against the decision is unlikely to be successful. As part of this review you may be asked to have a face to face assessment with an expert assessor.

A local authority may also refuse to issue a badge if they have reason to believe that the person applying for it is not who they claim to be or that the badge would be used by someone else. They can also refuse to issue a badge if you do not supply sufficient evidence that you are eligible.

The primary aim of the Blue Badge scheme is to give support to disabled people who rely on car travel but face particular challenges in getting from the car to their destination, and therefore need the ability to park close-by. The awarding of a badge should directly benefit the individual. To ensure the sustainability of the scheme badges should not be awarded in situations where the carer is effectively the beneficiary.

Supporting documents (Identification) – We need to verify your identity and address in order to process your application. We can automatically do this via 'TransUnion' using your name, address and date of birth (if the applicant is over the age of 18) If you choose this option you will not be required to post/email in proof of address or identity.

Information regarding 'TransUnion' can be found on the below websites:

<https://www.transunion.co.uk/products-and-services/fraud-and-id/callvalidate> or
[Nottinghamshire County Council Privacy statement](http://www.nottinghamshire.gov.uk/global-content/privacy) or <http://www.nottinghamshire.gov.uk/global-content/privacy>

If you choose to send in documents, please only attach photocopies as **we cannot return original documents**. All documents are destroyed through confidential waste once an application has been processed.

Proof of Address

- Current Council Tax bill bearing my name and address, dated within the last 12 months
- A copy of a valid driving licence
- Benefit letter from the DWP dated within the last 12 months
- Pension letter from the Pension Service dated within the last 12 months
- If under 16, a confirmation letter from the school the child attends
- Housing benefit (or other benefit) letter dated within the last 12 months
- Award letter from the Service Personnel and Veterans agency dated within the last 12 months
- A confirmation letter from Social Services or other Local Authority service confirming the customer is resident at that address.

Proof of identity

- Passport
- Valid driving licence
- Birth/Adoption Certificate
- Marriage/Divorce Certificate
- NCC Bus Pass
- Certificate of British Nationality
- HMS Forces Card
- Identity Card for foreign nationals

Power of Attorney

We can only send a badge to the permanent residence address for the applicant. If you require the badge to be sent elsewhere we will only be able to do this if a copy of power of attorney is supplied with the application.

Photo Guidance

One recent passport sized photo clearly showing their full face so that they can be easily identified. (Please print the name and post code of the applicant on the back of the photo.

The photograph must be a close-up, digital photograph of the head and shoulders of the badge holder, the of the same standard as those used for passports and must have been taken in the last month. It must be of the applicant's full face and no-one else should be in it. The photograph will be placed on the back of the badge and will not be visible when the badge is being displayed in the vehicle. Photographs that do not meet the correct standard will be returned to you.

If you already hold a blue badge and the photo on your current badge is a true likeness of you, we can use this for a maximum of 3 badge issues.

The photograph is a key feature in reducing abuse of the scheme and enabling effective enforcement.

We will aim to process all applications as quickly as possible, but please allow up to twelve weeks for processing of all applications, this includes if you have held a badge previously.

If you have returned your application form and documents, we kindly ask that you do not call to check on progress before 12 weeks have passed due to the volume of applications that we receive. We will contact you if we require any further information.

Return your completed form to:

The Blue Badge Team
Nottinghamshire County Council
Customer Service Centre
PO Box 9320
Nottinghamshire
NG15 5BL

Tel: 0300 500 80 80

Email: bluebadge@nottscc.gov.uk

Please ensure that the correct postage fee has been paid as we cannot guarantee delivery for underpaid mail. Large letters may cost over £2.50 for 1st class. Please refer to Royal Mail or your local post office for further guidance.

Alternatively, you can take your completed application form to one of our customer service points who will send the application for you.

You can find the location of these at <https://www.nottinghamshire.gov.uk/contact-and-complaints/contact-us/visit-us> or by calling the Customer Service Centre on 0300 500 80 80.