

The Blue Badge Scheme



Blue Badge
01438 737400
www.hertsdirect.org/bluebadge



This leaflet is about the disabled person's parking blue badge. If you do not understand it, need help with translation or need this in large print, braille or an audio tape, or if you need other help with this information please contact our customer service centre, details at end.

Italian

Questo opuscolo spiega le procedure da seguire per ricevere il permesso di parcheggio per disabili. Per maggiori chiarimenti ci contatti presso i numeri telefonici elencati all'ultima pagina dell'opuscolo.

Bengali

এই লীফলেট প্রতিবন্ধী লোকজনের পার্কিং ব্যাজ সম্বন্ধে। যদি আপনি এটা বুঝতে না পারেন তাহলে এই লীফলেটের শেষদিকে দেয়া টেলিফোন নম্বরগুলোতে আমাদের সাথে যোগাযোগ করতে পারেন।

Panjabi

ਇਹ ਲੀਫਲੈਟ (ਅਸਮਰੱਥ ਵਿਅਕਤੀ) ਡਿਸਏਬਲਡ ਪਰਸਨ ਦੇ ਪਾਰਕਿੰਗ ਬੈਜ ਬਾਰੇ ਹੈ। ਜੇ ਤੁਸੀਂ ਇਸ ਨੂੰ ਸਮਝਦੇ ਨਹੀਂ ਤਾਂ ਲੀਫਲੈਟ ਦੇ ਅੰਤ ਵਿਚ ਦਿੱਤੇ ਟੈਲੀਫੋਨ ਨੰਬਰਾਂ 'ਤੇ ਸਾਡੇ ਨਾਲ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹੋ।

Urdu

یہ لیفلٹ معذوریوں رکھنے والے لوگوں کے لئے گاڑیاں کھڑی کرنے کے بیچ (پلے) کے بارے میں ہے۔ اگر آپ اسے سمجھ نہ سکیں، تو آپ لیفلٹ کے آخر میں دیئے ہوئے کسی ٹیلیفون نمبر پر ہم سے رابطہ کر سکتے ہیں۔

Chinese

本手冊介紹殘疾人的停車許可章。如果不能理解，請撥打手冊末尾的電話號碼與我們聯繫。

Who qualifies and how to apply

Having a blue badge entitles disabled and registered blind people to local parking concessions. This leaflet explains who qualifies for the blue badge and how to apply for it.

The badge can be used:

- by people with very severe walking difficulties who travel either as drivers or passengers
- by registered blind people who travel as passengers
- by people with very severe disabilities affecting their arms who regularly drive a vehicle, but cannot turn a steering wheel by hand
- but not for temporary disabilities such as a broken limb or convalescence.

Some people qualify automatically for the badge, while others have to be assessed. In Hertfordshire the badge is issued through Hertfordshire County Council Adult Care Services.

Blue badge holders who travel in an EU member state are entitled to the same parking concessions as those given to disabled residents of that country.

Who qualifies for the blue badge?

You qualify automatically if:

- you receive the higher rate of the mobility component of the Disability Living Allowance
- you are registered blind, however a registration of partial sight does not qualify automatically
- you receive a War Pensioners' Mobility Supplement
- you have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot turn the steering wheel by hand even if the wheel is fitted with a turning knob

I don't qualify automatically for a blue badge but I think I need one. Can I still apply?

YES. We can issue a badge if you have a permanent and substantial disability, which means you are unable to walk or have very considerable difficulty in walking. We have to make sure that you are eligible through an assessment.

When we receive your application, we may arrange for you to be seen at an assessment centre. We may also ask your GP for information following the assessment.

Please note:

Receiving Attendance Allowance, Incapacity Benefit, Severe Disablement Allowance, or Income Support does not automatically qualify you for a blue badge.

Temporary disability such as a broken limb does not qualify you for a blue badge.

Difficulty getting into or out of a car, or difficulty carrying shopping, does not qualify you for a blue badge.

Are there rules about using the badge?

YES. A Department for Transport leaflet explains how to use the badge. We send a copy with each badge we issue.

The blue badge can only be displayed in a car in which the holder is a driver or passenger.

The blue badge must not be displayed in a car when the holder is not using the car either as the driver or as a passenger. It is against the law for able-bodied people to use the blue badge and for people to drive a vehicle displaying the badge unless it is properly issued and displayed. The fine in either case may be up to £1,000.

The badge can be withdrawn if you misuse it or allow other people to use it.

All badges must be renewed every three years. A new application must be made each time. You need to check when your badge needs renewal as reminders are not sent out.

There will be no charge for a replacement badge if it has been stolen and you have a police crime number.

I want to apply for a disabled person's parking badge. What should I do?

Contact the county council on the telephone numbers at the end of this leaflet. Our customer services advisors will be able to help with any queries you may have. You can also go to our website (www.hertsdirect.org/bluebadge) and use the application form online. It is quicker than ringing to ask for a form to be posted to you. You can complete the form online, but because of the photo and payment, you then print the form off, sign it, and send it with the enclosures. Full instructions are on the website.

The form will tell you where to send your application. **Please do not send original documents with your application photocopies will do.**

You will need to send one passport-size photograph of yourself with your name printed on the back, and a small fee (at present £2 - payable to Hertfordshire County Council) to cover administration costs with your completed form. This is a non-refundable administration cost.

As proof that you receive the higher rate of the mobility component of the Disability Living Allowance we will need to see one of the following:

- Official letter from Department of Work and Pensions (DWP)
- Vehicle Excise Duty Exemption certificate
- Motability finance agreement
- Copy of bank or building society statement

Please do not send the original – just a photocopy.

How long will it take for my badge to be issued?

If you qualify automatically for the blue badge, we will aim to send your new badge to you within four weeks of receiving your application form.

If you have to be assessed, we aim to let you know within ten working days. We will make an appointment for you to be seen at an assessment centre in your area usually within six to eight weeks of receiving your application form. If it is not possible for you to reach the assessment centre other arrangements can be made. If you qualify for the badge, it will normally be issued within 15 working days of your assessment.

My badge is due to be renewed. What should I do?

We do not send out reminders when badges are due for renewal. You need to be aware of when to re-apply for the blue badge if you still need it. You must complete a fresh application form and send it with the non-refundable administration fee and one passport-sized photograph of yourself, with your name printed on the back, as explained in the previous page.

Send the completed form in good time, at least six to eight weeks before your badge expires, as you may need to be re-assessed.

If you qualify automatically we will aim to send your new badge to you within four weeks of receiving your application.

If you do not qualify automatically you may have to be re-assessed. If you still qualify you can expect to receive your renewed badge usually within 15 working days of your assessment.

My application for a blue badge has been refused but I still think I need one. What can I do?

First of all, write to the blue badge team at the address given on your letter of refusal appealing against the decision. The section will arrange for your application to be reviewed by a senior officer.

If you are still not satisfied after this, you have the right to make a formal complaint. A leaflet explaining what to do is available from the Customer Service Centre - see page 9 for contact numbers.

To find out more

To contact the county council about the blue badge, or other help and support, please contact our Customer Service Centre:

01923 471400

if you are calling from 01923 and 0208 area codes

01438 737400

if you are calling from all other areas of Hertfordshire

01438 737599

textphone (for deaf and hard of hearing people only)

The lines are open from 8am to 8pm Monday to Friday and 9am to 4pm on Saturday. Our team of advisers are able to answer most enquiries. If not you will be put in contact with the blue badge team.

For more information about Adult Care Services, Children, Schools and Families or other county council services you may like to visit our website at www.hertsdirect.org

You can also contact us by email at hertsdirect@hertsc.gov.uk

Other leaflets that may be of interest

We have a wide range of information leaflets you might find helpful, for example:

- Benefits for carers
- Support for carers
- How to get help in looking after someone
- Adapting your home when you're disabled
- Staying Independent - equipment to make life easier for disabled people
- Do you want to work?

These leaflets and others can be viewed and ordered online by visiting www.hertsdirect.org/acs or paper copies can be requested by contacting our Customer Service Centre, details on page 9.

Useful links:

You can find out more information about the Blue Badge Scheme by visiting www.hertsdirect.org/bluebadge

Or you can also request social care assistance for yourself, or someone you care for, online at www.hertsdirect.org/acsgettinghelp or find out more about getting practical help for people with a disability by visiting www.hertsdirect.org/disability

Hertfordshire County Council – making Hertfordshire an even better place to live by providing:

- Care for older people
- Support for schools, pupils & parents
- Support for carers
- Fire & Rescue
- Fostering and adoption
- Support for people with disabilities
- Libraries
- Admission to schools
- Road maintenance and safety
- Protection for adults and children at risk
- Trading standards and consumer protection
- Household waste and recycling centres

These are only some of our services.

Find out more at www.hertsdirect.org or e.mail us at hertsdirect@hertscc.gov.uk

Every Hertfordshire library has internet access for the public

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