



# **Westminster's Disabled Person's Parking Badge**

The White Badge Scheme Guidance Notes

Everything you need to know  
about the Westminster disabled badge scheme



# WESTMINSTER'S DISABLED PERSON'S PARKING BADGE

(The White Badge Scheme)

Before you apply for a Westminster White Badge, please read the guidance notes below. This document will tell you everything you need to know about Westminster's White Badge scheme.

The information we have given is correct at the time of print. However, parking rules change from time to time so this information is for general guidance only. You must make sure that you understand the parking rules and keep to them at all times.

**A copy of this document is available in large print. To request a copy please contact us on 020 7823 4567 or visit our website: [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)**

**More useful information for people with disabilities:**

Information on the congestion charge as well as parking concessions in other London Boroughs

**Parking**

Blue Badge London; the concessionary parking scheme for London  
<http://www.bluebadgelondon.org.uk/>

Department for Transport Blue Badge Guide  
[www.dft.gov.uk/transportforyou/access/bluebadge](http://www.dft.gov.uk/transportforyou/access/bluebadge)

Disabled parking in Camden (020 7974 4651)  
[www.camden.gov.uk](http://www.camden.gov.uk)

Disabled parking in City of London (020 7332 1548)  
[www.cityoflondon.gov.uk](http://www.cityoflondon.gov.uk)

Disabled parking in Kensington & Chelsea (020 7361 4380)  
[www.rbkc.gov.uk](http://www.rbkc.gov.uk)

Directgov Website - Disabled people  
[www.direct.gov.uk/en/DisabledPeople/](http://www.direct.gov.uk/en/DisabledPeople/)

**Congestion Charge**

Congestion Charging Exemptions (0845 900 1234)  
<http://www.cclondon.com/exemptions.shtml>

**Organisations**

Disability Rights Commission  
[www.drc-gb.org](http://www.drc-gb.org)

**Accessories**

[www.bluebadgewidth.com](http://www.bluebadgewidth.com)

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## A. THE DISABLED WHITE BADGE SCHEME

### 1. What is the Disabled White Badge Scheme?

When the original Orange Badge (now the European style Blue Badge) was introduced Parliament decided that the full concessions available elsewhere in the UK would not be provided in central London, because of traffic congestion and the high demand for parking. Central London is defined as:

- City of Westminster
- City of London
- Royal Borough of Kensington and Chelsea
- Part of the London Borough of Camden, bounded by and including the borough boundary, Euston Road, Upper Woburn Place, Tavistock Square, Woburn Place, Russell Square, Southampton Road, Theobalds Road and Clerkenwell Road.

In the City of Westminster, we operate the White Badge Scheme. It can only be used in Westminster.

We will also give qualifying Westminster residents a Blue Badge with the White Badge so it can be used outside Westminster. Non-Westminster residents applying for the White Badge are expected to hold a Blue Badge issued by their local authority.

To qualify for this scheme, you will need to meet both the disability criteria and provide proof of residency in the borough. In the case of non-Westminster residents, you will need to supply proof that you work, study or receive medical treatment in Westminster on a regular basis.

### 2. How is the White Badge Scheme different from the National Blue Badge Scheme?

The Blue Badge scheme is a national scheme that provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport. The scheme operates throughout the UK, though the concessions vary in Scotland.

Further information on the parking rules for Blue Badge holders can be found in section F of this booklet.

Further information about the National Blue Badge Scheme can be found here:  
[www.dft.gov.uk/transportforyou/access/bluebadge/](http://www.dft.gov.uk/transportforyou/access/bluebadge/)

## B. ELIGIBILITY

### 1a. Eligibility criteria for Westminster Residents (over the age of 18)

- Your sole or main home must be in a controlled parking zone in the City of Westminster.
- A qualifying disability must be demonstrated as outlined in section B2. The applicant may be required to undergo an assessment by an Occupational Therapist before a white badge application can be accepted.
- All Westminster residents who are British, Commonwealth or EU citizens must appear on the Electoral Register. Applicants who are NOT British, Commonwealth or EU citizens must declare that they are unable to be on the Westminster Electoral Register.
- Westminster will check all applicants against the Electoral Register and reserve the right to decline an application from a British, Commonwealth or EU citizen who does not appear on the register.
- Each applicant may hold only one White and Blue Badge at any time.

#### Proof of eligibility

We will accept any 2 of the following as proof of your permanent address in Westminster. These documents must show your name and Westminster address. We will accept documents that are in joint names. One of these documents must be dated within the last 3 months:

- a council tax demand
- a formal tenancy agreement or an original letter on headed paper from your solicitor confirming you are the legal owner and occupier of the property
- a landline or contract mobile phone bill
- a personal bank / building society / credit card statement. A company account statement will not be accepted
- a valid driving licence (both parts) drivers only
- a utility bill (gas, electricity, water)
- a V5C vehicle registration document showing the applicant as a named driver and their Westminster address
- a valid Disability Living Allowance certificate
- a letter provided by mobility finance.

Copies of these documents will be accepted with your application but they will not be returned to you. Any original documents will be sent back to you by post.

### 1b Eligibility criteria for Westminster Residents (under the age of 18)

- In the case of applicants that are under the age of 18, the application form must be completed by a parent or guardian in the young person's name.
- Applicants aged 16 and under do not qualify to be on the electoral register, the person applying on their behalf should appear on the register if they are a qualifying resident.

## B. ELIGIBILITY

### 1c. Eligibility criteria for non Westminster Residents

A disabled non-Westminster resident may be eligible for a White Badge if:

- you work in Westminster. You must be in employment from a fixed business base with a Westminster address on a permanent basis. If an off-street parking space is provided where you work, you will not qualify for the scheme
- you are in full time education in Westminster. This is considered to be a minimum of 16 hours per week. We would expect you to be parking for periods of time exceeding the maximum time allowed in paid parking bays each time you are in Westminster
- you are receiving medical treatment in the borough. This is considered to be at least 12 hours of life-saving treatment per week for a period of up to 3 months and each treatment session should last a minimum of 4 hours, or you require at least 12 hours of treatment per week on an ongoing basis (i.e. longer than 3 months) and each treatment session should last a minimum of 4 hours. Treatment such as dialysis is included in this category.

You can demonstrate the above by providing the proofs requested by the council with your application form. These would consist of a letter from the institution on their headed paper. The letter must be signed by a member of the institution (i.e. doctor or person you are receiving treatment with) indicating the number of hours per week that you receive treatment and dated within the last 30 days, this person can not be related to you.

Westminster will carry out a verification visit for all applicants studying or in employment in the borough.

Non-Westminster residents will need to have a Blue Badge issued by their local authority.

If you are a passenger, worker or student and not the driver, you must provide evidence that the vehicle needs to be parked close by to you; this can be a letter from your employer or institute confirming you have a carer who remains with you. Examples of this would include the need for the passenger to have a carer to assist them in the workplace.

Please contact us if you are not sure you meet the above criteria. Our contact details can be found on the back page of this booklet.

## B. ELIGIBILITY

### 2. Proof of Disability

You may qualify if you fall within one or more of the following:

- You are registered as severely sight/visually impaired. You will need to tell us which Local Authority you are registered with. Applicants will need to supply a Certificate of Vision Impairment (CVI)
- You receive the Higher Rate of the Mobility Component of the Disability Living Allowance (HRMCDLA). You must enclose in your application an original or copy of your Certificate of Entitlement (DBD384) from the Benefits Agency for the Department of Social Security showing how long you are entitled to the allowance for and the rate of the allowance. The badge issued will be valid for a maximum of 3 years or until the length of the award if less than 3 years. The certificate must show your name and Westminster address. Please check the validity of your HRMCDLA.
- You receive a War Pensioner's Mobility Supplement (WPMS). You must enclose in your application an original or copy of an official letter confirming that you get this supplement.

If you do not fall into the criteria outlined above, you will be required to undergo an assessment by our Occupational Therapist to determine if you qualify medically.

You may qualify if you fall within one or more of the following:

- you drive a vehicle regularly, have a severe disability in both arms, are unable to operate, or have considerable difficulty in operating all or some types of pay & display machines or the Pay by Phone service
- you are unable to walk or have considerable difficulty in walking because of a permanent and substantial disability
- you are applying for a child (under the age of 2) who has a condition that requires that they always be accompanied by bulky or essential medical equipment
- you are applying for a child (under the age of 2) who has a condition that requires that they must always be kept near a motor vehicle so that they can, if necessary, be treated for that condition in the vehicle or taken quickly in the vehicle to a place where they can be treated.

If you refuse to accept an assessment if requested, we will not process your application.

## B. ELIGIBILITY

### 3. Occupational Therapist Assessments

If you are required to undergo a mobility assessment by our Occupational Therapist, you will NOT have to pay for this service. In addition:

- The assessment will be carried out at your home. Appointments are arranged (within reason) at a time and date that is convenient to you. We aim for the assessment to be carried out within 3 weeks of receiving your application.
- The Occupational Therapist will aim to return their report to the council within 2 weeks of your visit.
- The council may need to contact your general practitioner or consultant as part of the Occupational Therapist's mobility assessment if further information is required.
- Westminster City Council retains the right to accept or decline a disabled badge application based on the Occupational Therapist's report. If you are unhappy with the decision, you can appeal to Westminster City Council. See section C6 for further information.
- If you need an interpreter then this will be provided by Westminster City Council. You will not be allowed to nominate a family member or friend to be an interpreter.
- The council makes the final decision based on the report.
- The assessment is made in order to establish if you have a disability that would have comparable qualification under Disabled Living Allowance (DLA) rules.

### 4. Exceptional circumstances

If you do not meet any of the above criteria but still think you are eligible for a White Badge, please contact us. We will consider exceptional circumstances for applicants who need a badge urgently for a short period of time for life saving treatment. A White Badge can be issued through our emergency process without the need for a photograph or a mobility assessment.

You can contact us as follows:

**By Phone:** 020 7641 5124 (Mon - Fri – 9am - 6pm)

**By Textphone:** 020 7614 8000 (Mon – Fri – 8am -6pm)

**By Email:** [parkingpermits@westminster.gov.uk](mailto:parkingpermits@westminster.gov.uk)

#### **By Post:**

Permits Administration

PO Box 5744

Dingwall

IV15 9WW

## B. ELIGIBILITY

### 5. Photographs

- All applicants applying for the first time and children aged between 2 and 15 years old must submit 3 passport size photographs (45mm by 35mm) with their application. We will accept photographs that have been cut to passport size.
- Photographs are valid for a maximum period of 3 years.
- All photographs must be passport size, clearly show the applicant's face and must be signed on the back by the applicant (if applicant is under 18 years old photos should be signed by a guardian).
- In cases where the applicant may have a severe facial disfigurement, we will use discretion and waive the need for a photograph. The applicant should provide a letter from their General Practitioner.
- For instances where an applicant is terminally or critically ill, a White Badge can be issued through our emergency process without the need for a photograph or a mobility assessment. Please contact us if there are any special circumstances related to your application.
- Unsuccessful applicants' photographs will only be returned if requested.

### 6. Vehicles and Nominated Drivers

You may register up to 2 vehicles with your Westminster White Badge.

Your chosen vehicles must be:

- a passenger vehicle made or adapted to carry no more than 12 passengers (not including the driver); or
- a goods-carrying vehicle no bigger than 2.44 meters (8 feet) high or exceeds 6 metres in length;
- the vehicle must be able to fit in a parking bay.

If you are a passenger and not the driver, it is your responsibility to ensure that your driver complies with the conditions of use of the Westminster White Badge. Your driver cannot take advantage of the parking concessions offered by the White Badge unless you are using the vehicle. Misuse of the badge can result in the badge being withdrawn and legal action taken.

## C. MAKING YOUR APPLICATION FOR THE FIRST TIME

### 1. How do I apply for Westminster white Badge?

Please ensure you have completed the application form and enclosed all required documents before you submit your application to us. We recommend that you gather all your proof documents prior to filling in your application.

#### Applying By Post:

Permits Administration  
PO Box 5744  
Dingwall  
IV15 9WW

If you send your application with original documents by recorded delivery we will return them in the same manner. We do not return copies of proof documents.

#### Applying in person at a One Stop Service

You can hand in your completed application at any One Stop Service, however they are unable to process new or renewal applications. If you do not submit all the requested documents, we will return the application form to you explaining why we cannot process your application. Your application will be sent to the Permits Team to be processed.

- 62 Victoria Street, London SW1E 6QP  
Monday to Friday 8.30am to 7.00pm  
Saturday 9.00am – 1.00pm
- 317 Harrow Road, London W9 3RS  
Monday and Wednesday to Friday 8.00am to 5.00pm  
Tuesday 8.00am to 7.00pm
- 91-93 Church Street, London NW8 8EV  
Monday to Wednesday and Friday 8.00am to 5.00pm  
Thursday 8.00am to 7.00pm  
Saturday 9.00am to 3.00pm

### 2. How long does it take to process an application?

- For those applicants who automatically qualify, we aim to process your application within 7 days.
- For those applicants who require an assessment, we will aim to process your application within 6 weeks.

### 3. How long is the badge valid for?

- Westminster will issue a White Badge for up to a maximum period of 3 years at any one time.
- Where entitlement for a White Badge is linked to the Higher Rate Mobility Component of Disability Living Allowance and the War Pensioner's Supplement, the period of issue will reflect the length of validity of these allowances where the period is less than 3 years.
- For applicants who will need an assessment by an Occupational Therapist, Westminster will issue a badge for the duration considered reasonable by the Occupational Therapist (up to 3 years at any one time).
- Badges will be issued for a maximum period of 12 months at any one time for non-residents who are employed or studying in Westminster.
- Badges will be issued for up to 3 months for non-residents (adults and children) who attend a Westminster medical institution for emergency life saving treatment such as chemotherapy or radiotherapy. For those attending ongoing medical treatment such as renal dialysis, badges will be issued for up to a period of 12 months.
- In the case of resident children under two, the badge will be issued for a maximum period of two years ending on the day immediately following their second birthday. These applicants will then need to re-apply for a White Badge.

### 4. Do I have to pay for this badge?

- Westminster does not make a charge for first time applicants or renewals of White Badges.
- There is a £10 administration fee to add, remove or change a vehicle on the badge.
- There is a £10 administration fee to facilitate a change in name on the badge.
- There is a £30 charge to reissue a badge that has been lost.
- There is no charge to reissue a badge that has been stolen. The applicant must provide a police crime reference number as proof that the badge was stolen, otherwise a £30 charge will apply to reissue the badge.
- No refunds will be offered on administration fees associated with this disabled badge scheme.

### 5. Why would you refuse my application?

We may refuse your application if:

- you do not meet the conditions of the scheme (this includes not sending us proof documents, supporting letters or photographs that we ask you for)
- you do not meet the medical criteria of the scheme
- you refuse the mobility assessment by our Occupational Therapist
- you do not send us any additional evidence we ask for to support your application
- your badge is due to be returned to us and you have not returned it.

We will endeavour to contact you to ask for any missing information we require before making a decision with regard to your application. If we refuse your application we will write and explain the reasons why your application was refused and return your documents to you. We will also advise you on the appeals process.

### 6. Can I appeal the decision about my application?

- If you are unhappy with the decision we make about your application, you can make an appeal in writing to Westminster City Council. You must clearly describe the reasons for your appeal, for example, your health has deteriorated since you were assessed.
- An appeal should be made within 3 months of the original application being turned down unless the applicant has submitted evidence that they now automatically qualify under the disabled badge scheme rules.
- Please send your appeal to the following address:  
Permits Administration, PO Box 5744, Dingwall, IV15 9WW

The process of appealing can be made in three stages.

The first appeal is made to the Permit Administration Team. We will send you a response within 10 days. If you are unhappy with this response then you can appeal to Customer Relations stating your reason for appealing. We will send you a response within 10 days.

If you still remain unhappy you may appeal to:

Compliance Manager, Parking Services, City Hall, Victoria Street, SW1E 6QP

A response will be sent within 15 days

If your appeal should be dealt with within the council's Corporate Complaints procedure and not within the disabled appeals procedure, we will advise you of this and forward your complaint to be placed in the correct procedure. Your appeal does not enable you to park your vehicle or travel in a vehicle using the White Badge concessions.

### 7. What can I do while I wait for my White Badge?

If you are a Westminster resident and need to park your vehicle on-street while waiting for your White Badge application to be assessed or you are appealing and your badge has expired, you can apply for a resident parking permit.

You must be able to provide the proofs required by the resident permit scheme. You will be required to pay the full annual charge. You may park as per the concessions offered by the resident permit scheme. You may NOT park in disabled bays until you are issued with a disabled badge.

If the application for a disabled badge is accepted, a refund on any unused part of the resident permit will be payable to the permit holder and is not subject to any administration fee.

In addition, if you hold a Blue Badge, you can park as per the Blue Badge concessions in the borough (see section F).

To obtain a Resident Permit Application Form or to obtain a refund:

- **Telephone:** 020 7823 4567 (24 hours).
- **Textphone:** 020 7641 8000 (8am-6pm Mon-Fri).
- **E-mail:** [parkingpermits@westminster.gov.uk](mailto:parkingpermits@westminster.gov.uk)
- **Website:** [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)
- **In person:** visit one of our One Stop Services listed on page 1 of this document.

## D. I WANT TO RENEW MY BADGE

### 1. Re-applying for your White Badge

You will be sent a letter to the address where your badge is registered at to inform you that your badge will be expiring shortly. You will be sent written notification approximately 2 months prior to the expiration date on the White Badge. You will need to re-apply for your White Badge and submit all requested proofs and evidence with your application.

You do not need to send us your current White Badge with your application. On receipt of your new badge, we will supply you with a freepost envelope which you must use to return the old badge back to the City Of Westminster.

### 2. Returning your badge

You must return your White Badge to us if:

- you no longer need it (for example, you move out of Westminster)
- it is out of date
- you are no longer entitled to it
- you want to change your chosen vehicles
- we ask you to return it to us
- you are acting on behalf of a deceased badge holder
- if it has been replaced by a duplicate badge and then you find the original, you will need to return the original to us by post to:  
Permits Administration Team, PO Box 5744, Dingwall, IV15 9WW.

## E. WHAT HAPPENS NEXT?

### 1. Processing your application/timeframes

Westminster will process your application within 8 weeks. During this period you will be contacted by an Occupational Therapist (if necessary) to schedule an appointment, the Occupational Therapist will visit your home address and will conduct the assessment. The Occupational Therapist will then advise Parking Services of the recommendations on whether a badge should be issued. It takes approximately 3 weeks after an assessment before you will be informed of a decision on whether you have been successful or not.

### 2. How will I receive my White Badge

If you are a resident in Westminster we will issue you a Blue Badge with your White Badge which is valid for up to a maximum period of 3 years. You will receive this by standard first class post to your registered address which you have indicated in your application form.

All non-Westminster residents will receive their White Badge by post.

### 3. Annual Declarations

Westminster will issue a White Badge for a maximum period of 3 years at any one time.

#### If your disability award is valid for more than 12 months:

- you will be required to make an annual declaration to confirm that your details remain unchanged (this includes your name, contact information, vehicle details and your disability status)
- if your White badge is about to expire, you will be required to re-apply for your White Badge providing all the proofs and evidence as requested by the scheme.
- Westminster will write to you to notify you that need to make a declaration  
The declaration must be made within 30 days of receiving it. Please sign the declaration and return it to us at: Permits Administration: PO Box 5744, Dingwall, IV15 9WW.

#### If your disability award is valid for less than 12 months

You will not receive a declaration, you will receive a reminder letter to re-new your badge. Please complete Application Pack 1: Westminster White Badge Scheme; First Time and Renewals and send it back to us.

#### Non Residents Applications

All non-Westminster residents will only receive a White Badge for a maximum period of 12 months at any one time. You will need to renew your application in full each year. We will send you a reminder letter before your badge expires.

## F. TERMS AND CONDITIONS OF USE

### 1 What are the terms and conditions of use?

The Westminster White Badge scheme is controlled by the Order of the City of Westminster. It allows on-street parking in Westminster only. **It is not valid in any other area.** If you are a passenger in your vehicle, your nominated driver must keep to the same conditions as a disabled driver. It is your responsibility to ensure your driver complies with the conditions of use of the Westminster White Badge. Your driver cannot take advantage of the parking concessions offered by the White Badge unless you are using the vehicle. These terms and conditions of use are in addition to Section F2.

You should only display the badge when a registered vehicle is being used:

- to park at your home or place of work
- to take you to or from somewhere.

**Do not** display the badge if the vehicle is being used for any other reason.

You must not allow anyone to use the badge for any other reason. Do not use the badge to simply allow able-bodied people to take advantage of the benefits of the scheme while you sit in the car.

Misuse of the badge can result in the badge being withdrawn and legal action taken.

### 2. What are the rules for using the White and Blue Badge?

#### 2a. Displaying your White and Blue Badge

- In Westminster you must display both your White and Blue Badges when you are parking or using a vehicle under this scheme.
- The badges must be clearly displayed on the dashboard of your vehicle. Your name, the expiry date and the vehicle registration number should be easy to read from the outside of the vehicle.
- Failure to clearly display both badges may result in a Penalty Charge Notice (PCN) being issued and you may be reported to and investigated by our Permit Fraud Team.

### 2B. Where can I park?

#### White Badge Holders

Holders of valid White Badges may park free of charge and without time restriction as long as both badges are valid and displayed in:

- any resident bay
- any Pay & Display bay
- any Pay by Phone bay
- any disabled bay for blue badge holders (subject to a 4 hour maximum stay time, Mon - Fri 8:30am - 6:30pm).

It is not permitted to park:

- in a suspended bay
- in a disabled bay that has been assigned to a severely disabled resident specifically for their own use
- in a doctor's bay, hospital bay or diplomat's bay
- on single or double yellow lines during controlled hours unless loading or unloading, getting in or out of the vehicle.

#### Blue Badge Holders

If you cannot display your White and Blue badges together, you can use your Blue Badge and receive the parking concessions offered by the National Blue Badge Scheme. The parking concessions afforded to Blue Badge holders in Westminster differ from the National concessions. Under this scheme, you can park in the following parking bays:

##### Blue Badge Disabled Bays

- Customers with valid blue badges can park free of charge for up to 4 hours between 8.30am and 6.30pm Monday to Friday and unlimited parking in these bays at all other times

##### Pay & Display and Pay by Phone Bays

- Holders of valid blue badges must make an initial payment to park in these parking bays during the controlled hours. They may stay for one extra hour free after the paid-for parking time has expired. To register for Pay by Phone facilities please call 020 7005 0055. Pre-Paid parking cards are also available from libraries and One Stop Services.

You are not permitted to park:

- in Resident Bays and on Yellow Lines in Westminster, the Blue Badge permit holder is not permitted to park in resident bays or on yellow lines during controlled hours (you can park on single yellow lines outside of the hours of control)
- in a suspended bay
- in a disabled bay that has been assigned to a severely disabled resident specifically for their own use
- in a doctor's bay, hospital bay or diplomat's bay.

## Boundary Streets

Westminster has an agreement with the Royal Borough of Kensington & Chelsea (RBKC) that allows holders of our White Badge and the RBKC Purple Badge (not blue badges) to park on shared streets in both boroughs and still benefit from the disabled parking concessions. You must display your White and Blue Badge clearly on the dashboard of your vehicle. Failure to do so may result in a Penalty Charge Notice (PCN) being issued and you may be reported to and investigated by our Permit Fraud Team.

This reciprocal agreement applies to the following streets:

St. Luke's Road  
Ledbury Road  
Westbourne Grove  
Chepstow Place  
Ossington Street  
Ennismore Garden Mews  
Ennismore Street  
Rutland Street  
Cheval Place  
William Street  
Lowndes Square  
Lowndes Street  
Chesham Place  
Chesham Street  
West Eaton Place  
Bourne Street  
Holbein Place

### 2c. Enforcement of vehicles displaying disabled badges

- Westminster will not usually remove a vehicle that is parked in contravention if it is displaying a valid white or blue badge. However, a PCN may be issued, and it may be relocated to a nearby parking space. In cases where there is suspicion of fraudulent use, a vehicle may be removed.
- Exceptionally a vehicle displaying a valid White or Blue Badge may be removed if it is considered a danger to other highway users, obstructs the free flow of traffic or we are directed to do so by the Police. However, we would not take the vehicle to the pound but re-park nearby as close as possible to the original parking place.
- Westminster will not enforce vehicles that are in contravention, if their disabled badge has expired by no more than 14 days provided the disabled concessions would have applied.

For detailed information about On Street enforcement, please refer to The Enforcement Code of Practice (also known as the Enforcement Protocol):

[www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)

## 3. Permit Fraud

You may know or suspect that:

- a disabled badge has been obtained illegally
- a forged parking permit or disabled badge is being used
- a White or Blue badge is being misused.

We investigate all lost and stolen reports through our permit fraud team. If badges are lost or stolen on more than one occasion we reserve the right to suspend the badge re-issue until the investigation is concluded.

The team will contact you within 24 hours of a badge being suspended. The fraud team also carry out other routine checks to recover badges.

The City of Westminster takes permit fraud seriously, particularly for disabled badges, and wants to hear what you have to say. You can raise your concerns regarding suspected fraud or corruption within or against the City of Westminster by:

- Visiting our website: [www.westminster.gov.uk/parking/permits/](http://www.westminster.gov.uk/parking/permits/)
- Calling our **Freephone Fraud Hotline: 0800 028 9888**

Calls to this number are treated in the strictest confidence and you may remain anonymous. You can also leave a phone message outside normal office hours.

We ask for as much information as you can provide to enable effective investigation into your allegation(s). All information you provide will be treated in the strictest confidence.

Any reported instances of suspected fraudulent use of disabled badges are investigated by our Permit Fraud Team. If you are visited by a member of our fraud team they will identify themselves to you and carry identity cards.

## 4. Central London Congestion Charge

If you hold a Blue Badge, you can apply for the 100% discount from congestion charging.

Further information and to register for the 100% discount can be found at:

[www.cclondon.com/exemptions.shtml](http://www.cclondon.com/exemptions.shtml)

If your blue badge expires, the discount does not apply.

## G. BADGE REISSUE

### 1. I have changed my address

- You must inform us if you have moved home this can be done in writing, email, telephone or textphone.
- If you are leaving Westminster you may keep your blue badge until it expires but you should apply to the new Authority at your new address before your badge expires so that they can issue a new badge to you. You must return your White Badge to us.
- If you are changing address within Westminster, you will not need to return your White Badge to us but you will still need to inform us of your change of address.

If you are moving address within Westminster you will need to submit one of the following documents as proof of your permanent home in Westminster. This must show your name and Westminster address and must be dated within the last 3 months.

- A council tax demand.
- A formal tenancy agreement or an original letter on headed paper from your solicitor. confirming you are the legal owner and occupier of the property.
- A landline or contract mobile phone bill.
- A personal bank / building society / credit card statement. A company account statement will not be accepted.
- A valid driving licence (both parts) drivers only.
- A utility bill (gas, electricity, water).
- A V5C vehicle registration document showing the applicant as a named driver and their Westminster address.
- A valid Disability Living Allowance certificate.
- A letter provided by mobility finance.

We will send you a letter confirming the change of address.

### 2. I have changed my vehicle

You must return your White Badge to us if:

- you want to permanently change, delete or add a vehicle to your White Badge. You may register up to 2 vehicles with your White Badge at any one time
- you will need to tell us if you are the driver or passenger in this vehicle
- you are a passenger and not the driver, it is your responsibility to ensure that your driver complies with the conditions of use of the Westminster White Badge. Your driver cannot take advantage of the parking concessions offered by the White Badge unless you are present in the vehicle
- you need to send us your current White Badge with your application
- there is a £10 administration fee to make this change which can be paid by post or at a One Stop Service.

## G. BADGE REISSUE

### 3. I have changed my name

We will accept one of the following as proof of your change of name. We will accept a copy of your proof document.

- Marriage Certificate.
- Divorce Certificate.
- Deed of Change of Name.
- You need to send us your current White Badge with your application.
- There is a £10 administration fee to make this change which can be paid by post or at a One Stop Service.

### 4. My White Badge has been lost or damaged

- You will need to briefly explain how the loss or damage happened in your application form.
- If you find the original badge at a later date, you will need to return the original back to us.
- There is a £30 administration fee to make this change which can be paid by post or at a One Stop Service.
- If you report a loss of more than one badge during its validity we will investigate this.
- You will need to supply us with 3 passport photographs for your application to be processed.

### 5. My White Badge has been stolen

If your White Badge has been stolen, you must report this to the Police and obtain a crime reference number.

- You will need to tell us the details of the theft and provide us with the crime reference number and the name and address of the police station where you reported the theft.
- If you find the original badge at a later date, you will need to return this back to us.
- There is no charge to replace a stolen badge as long as you supply us with a crime reference number. Failure to do so will incur a £30 charge.
- If you report more than one badge stolen during its validity we will investigate this.
- You will need to supply us with 3 passport photographs for your application to be processed.

### 6. How do I pay?

- You can make payment using the following credit/debit cards: Visa, Mastercard, Maestro, Solo, Delta or you can pay by cash if paying at a One Stop Service.
- Should you choose to pay by post, we accept cheques made payable to 'City of Westminster' or you can pay by credit/debit card if you provide the details. We do not accept cash payments if you apply by post.
- No refunds will be offered on administration fees associated with this disabled badge scheme.

## H. DATA PROTECTION STATEMENT

Westminster City Council will process your information primarily for the purpose of providing parking services to residents.

We may also use your information to detect and prevent fraud and protect public funds. This will include the recording of vehicle information and verifying residency status and parking entitlements both within and outside the City. We may therefore disclose your information to or request information from the Driver and Vehicle Licensing Authority (DVLA), Law Enforcement Agencies such as Local Authorities.

We will use a number of means to ensure the lawfulness of the use of our parking services. This will include the use of surveillance equipment, Civil Enforcement Officer, auditors and dedicated investigators to record data.

We will place the details of any lost/damaged or stolen badges on a database. This information may be made available to law enforcement agencies and accessed by other local authorities to detect and prevent fraudulent use of disabled badges and to protect public funds.

We will use the information you provide to recover unpaid Penalty Charge Notices issued in Westminster.

In line with its duty to protect public funds, the council and its agents will undertake investigations involving random auditing of vehicles and users who hold valid parking permits to counter suspected fraudulent use of its parking services. If you wish to complain at the manner in which your personal data has been processed or may be used you should write to the:

Data Protection Officer  
Westminster City Council  
64 Victoria Street, London, SW1E 6QP

## I. READY TO COMPLETE THE APPLICATION FORM?

We recommend you gather all your proof documents prior to filling in your application. This will make it easier to complete the application form with all the documents you need to submit with it. Please type or write your application form in full block capitals and use black ink. If you are under the age of 18, your application form must be signed by a parent or guardian over the age of 18 on your behalf.

You will need to complete **Application Pack 1: Westminster White Badge Scheme; First Time and Renewals** if you are:

- applying for a White Badge for the first time, or
- renewing your White Badge

You will need to complete **Application Pack 2: Westminster White Badge Scheme; Changes, Replacements and Returns** if:

- the details on your permit have changed such as your address, vehicle or name, or;
- you require a badge reissue because your White Badge has been lost, damaged or stolen.

If you need assistance completing the application form or have any questions about the Disabled White Badge Scheme please contact us.

- **Telephone:** 020 7823 4567 (24 hours)
- **Textphone:** 020 7641 8000 (8am-6pm Mon-Fri)
- **E-mail:** [parkingpermits@westminster.gov.uk](mailto:parkingpermits@westminster.gov.uk)
- **Website:** [www.westminster.gov.uk/parking](http://www.westminster.gov.uk/parking)
- **In person:** visit one of our One Stop Services listed below

- 62 Victoria Street, London SW1E 6QP  
Monday to Friday 8.30am to 7.00pm  
Saturday 9.00am to 1.00pm

- 317 Harrow Road, London W9 3RS  
Monday and Wednesday to Friday 8.00am to 5.00pm  
Tuesday 8.00am to 7.00pm

- 91-93 Church Street, London NW8 8EV  
Monday to Wednesday and Friday 8.00am to 5.00pm  
Thursday 8.00am to 7.00pm  
Saturday 9.00am to 3.00pm

