



Westminster's Disabled Organisation Parking Badge

The Disabled Badge Scheme Guidance Notes

Everything you need to know about the
Westminster disabled badge scheme

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Westminster City Council

Westminster City Hall
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London SW1E 6QP

westminster.gov.uk



City of Westminster

WESTMINSTER'S DISABLED ORGANISATION PARKING BADGE

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.

To contact us call 020 7823 4567 or visit our website:
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

Disabled parking in Camden (020 7974 4651)
www.camden.gov.uk

Disabled parking in City of London (020 7332 1548)
www.cityoflondon.gov.uk

Disabled parking in Kensington & Chelsea (020 7361 4380)
www.rbkc.gov.uk

Directgov Website - Disabled people
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

Accessories

www.bluebadgeholder.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 organisations a Blue Badge with the White Badge so it can be used outside Westminster.

To qualify for this scheme, you will need to meet both the disability criteria and provide proof of the main organisation address in the borough.

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 parking in Westminster 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/

B. ELIGIBILITY

1a. Eligibility criteria for organisations in Westminster

- Your sole or main base must be in a controlled parking zone in the City of Westminster.
- Proof that the organisation cares for disabled people.
- Proof that the regular users of the organisations transportation qualify under the disability criteria.
- Each organisation may hold only one White and Blue Badge at any time.

1b. Proof of eligibility

We will accept a letterhead document displaying your organisation name and Westminster address. The document must be dated within the last 3 months. We will validate your application with our social Services Department.

2. Proof of Disability

Your organisation may qualify if you care for 12 or more people who fall within one or more of the following.

- Registered as severely sight/visually impaired.
- Receive the Higher Rate of the Mobility Component of the Disability Living Allowance (HRMCDLA).
- Receive a War Pensioner's Mobility Supplement (WPMS).

3. Exceptional circumstances

- If your organisation does not care for people who meet any of the above criteria but still think you are eligible for a White Badge, please contact us.
- Examples of exceptional circumstances include applicants who are terminally ill. Please contact us if there are any special circumstances related to your application.
- 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

By Post: Permits Administration, PO Box 734, Redhill RH1 9FP

4. Organisation Logo

All organisations applying for the first time must supply 3 copies of the organisations logo (45mm by 35mm). The organisational White Badge application cannot be processed if the logos are not attached.

5. Vehicles

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.

C. MAKING YOUR APPLICATION FOR THE FIRST TIME

1. Applying for an organisational White Badge

Please ensure you have completed Application pack 3: Westminster Organisational Badge 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 734, Redhill RH1 9FP

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 is the badge valid for?

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

3. Do I have to pay for this permit?

- Westminster does not make a charge for first time applications or renewals of organisational disabled White Badges.
- There is no charge to change the address on the badge.
- There is a £10 charge to change the vehicle(s) 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 organisation 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.

4. Why would you refuse my application?

We may refuse your application if:

- your organisation does not meet the conditions of the scheme. This includes not sending us proof documents, supporting letters or logos that we ask you for
- the people you care for do not meet the medical criteria of the scheme
- you do not send us any additional evidence we ask for to support your application
- your organisational 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.

5. 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.
- 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 734, Redhill RH1 9FP.

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.

D. BADGE RENEWALS

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, the organisation moves 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
- 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 734, Redhill RH1 9FP.

E. WHAT HAPPENS NEXT?

1. Processing your application/timeframes

Westminster will process your application within 2 weeks.

2. Receiving your White Badge

We will issue the organisation with a Blue Badge with your White Badge which is valid for a maximum period of 3 years at any one time. You will receive this by post to your registered address which you have indicated in your application form.

3. Annual Declaration

If your badge is valid for more than 12 months:

- you will be required to make an annual declaration to confirm that the organisation details remain unchanged
- 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 734, Redhill, RH1 9FP.

If your badge is valid for less than 12 months:

you will simply need to re-apply for your organisational badge.

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 borough.** It is the organisations responsibility to ensure that the nominated driver(s) keep to the conditions of use of the Westminster White Badge Scheme. The driver cannot take advantage of the parking concessions offered by the White Badge unless disabled passengers are present in 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 transport disabled people within your organisations care. **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. 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. The organisation 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).

You are 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.

2c. Where can I park?

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 all Westminster 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	Ossington Street	Cheval Place	Chesham Place
Ledbury Road	Ennismore Garden Mews	William Street	Chesham Street
Westbourne Grove	Ennismore Street	Lowndes Square	West Eaton Place
Chepstow Place	Rutland Street	Lowndes Street	Bourne Street
			Holbein Place

2d. 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

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/
- 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

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

G. BADGE REISSUE

1. The organisation has changed address

- You must inform us if you have moved business address this can be done in writing, email, telephone or textphone.
- If you are leaving Westminster 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.

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

2. Change of Vehicle(s)

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 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.
- There is a £10 administration fee to make this change which can be paid by post or at a One Stop Service.

3. Lost or Damaged Badge

- 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 must return your damaged badge to us.

4. Stolen Badge

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.

5. Payment

- 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

New data protection laws apply from 25 May 2018. To find out why the Council needs to collect and store personal data, how this is used and your rights to access your information, please refer to our Privacy Policy and our Fair Processing Notice at www.westminster.gov.uk/data-protection.

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
(Information Services),
5 Strand, London,
WC2N 5HR.

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.

You will need to complete **Application Pack 3: Westminster White Badge Scheme; Organisational Badge Form.**

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
 - **Website:** 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 – 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