

Blue Badge Policy

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2. Blue Badge Application – Access Options

Customers are encouraged to use the online application form as it is the quickest and easiest way for them to apply.

A paper application form is made available to anyone who can't use online methods; or who don't have anyone to help them use online methods. They can download a form and print it themselves; or HCC can send them an application form in the post. The paper application method will take longer to bring to completion

The Blue Badge web page URL is www.hants.gov.uk/Bluebadge

The online form URL is <https://www.gov.uk/apply-blue-badge>

The HCC paper application form can be found in [Hampshire Paper Application](#)

The HCC Blue Badge team can be contacted by email at blue.badge@hants.gov.uk;

By telephone using **03005551376**; or

By post to the following address - **Blue Badge Unit, PO Box 696, Fareham, PO14 9PD**

3. Blue Badge Legislation

The disabled persons' parking badge scheme came into operation on 1 December 1971 by means of Regulations made under Section 21 of the Chronically Sick and Disabled Persons Act 1970 (Badges for display on motor vehicles used by disabled persons). This Act was amended by the Disabled Persons' Parking Badges Act 2013.

The scheme as it currently stands is governed by the following Regulations:

- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) Regulations 2000 \(SI 2000/682\)](#)



- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment\) Regulations 2000 \(SI 2000/1507\);](#)
- [the Local Authorities' Traffic Orders \(Exemptions for Disabled Persons\) \(England\) Regulations 2000 \(SI 2000/693\);](#)
- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment\) Regulations 2007 \(SI 2007/2531\);](#)
- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment No. 2\) Regulations 2007 \(SI 2007/2600\);](#)
- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment Regulations 2011 \(SI 2011/1307\)](#)
- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment\) \(No.2\) Regulations 2011 \(SI 2011/2675\)](#)
- [the Disabled Persons \(Badges for Motor Vehicles\) \(England\) \(Amendment\) Regulations 2013 \(SI 2013/2203\)](#)

[The Disabled Persons \(Badges for Motor Vehicles\) \(England\) Regulations 2019 No. 891](#)

Other relevant legislation:

- [Section 21A \(Recognition of badges issued outside Great Britain\) of the Chronically Sick and Disabled Persons Act 1970.](#)
- Sections 115 (Mishandling of parking documents and related offences), 117 (Wrongful use of disabled person's badge) and 142(1)(General interpretation of Act) of the [Road Traffic Regulation Act 1984](#) (provides powers to tackle parking related abuse of the scheme).

All of the above Statutory Instruments (and the Acts) can also be viewed on the website of the Office of Public Sector Information at <http://www.legislation.gov.uk/>

4. Blue Badge Department for Transport Guidance

The Blue Badge Guidance provided by Department for Transport (DfT) is non-statutory and is used as guidance, alongside legislation, by the HCC Blue Badge Team.

The DfT Guidance can be found at [Blue Badge Guidance](#)

5. Blue Badge Issuing

Seeks to ensure that people receive a Blue badge who have an enduring and substantial disability which causes them, during the course of a journey, to be 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; or pose, when walking, a risk of serious harm to any other person." Any person who is disabled can be assured of the

Council's commitment to treat the assessment process fairly with the objective to protect them from being disadvantaged in any way.

We do rely on the honesty of the Blue Badge applicants, but also ask for a clear description and proof (medical evidence) of their walking difficulty to provide objectivity

All of the above needs to be balanced by attention to the integrity of the Blue Badge Scheme and reputation of Hampshire County Council

6. Charging Policy

Local Authorities are only permitted by legislation to charge up to £10 per badge. HCC made the decision in 2011/12 to charge the full £10.

HCC pay the companies Valtech and APS (joint responsibility – providing the Blue Badge System and printing and fulfilling badge orders) a total of £4.60 per badge.

HCC are therefore receiving £5.40 per badge. The administration cost to HCC of the Blue Badge process is currently in the region of £20 per badge.

HCC has asked DfT for the Badge fee restriction to be reconsidered and was supported by the Blue Badge Executive Management group. Nothing further has happened yet although Department for Transport have the request on record.

Scotland were charging £20 per badge before the new legislation in 2012 and they were allowed to continue to charge that fee

Wales do not charge anything for a Blue Badge

7. Post Sorting, Send-back and Refusal Policy at documents required stage

1) Paper Applications

- Post is sorted to enable effective assignment of task
- Post is sorted to ensure everything has been provided by the applicant as required to enable a robust assessment
- If the applicant has left a lot of information out and/or has not provided the documents needed, then a send-back policy is carried out. The entire application is returned with a letter and checklist, which enables the applicant to know what they need to provide before we will start the assessment. Once the new corrected application is returned, we will take action on it
- If only a few things are missing a phone call may be carried out – proportionality applied

2) Online Applications

- If no documents are uploaded with the application, then we do not action the application until documents are sent by another means – (no docs no action) – The acknowledgement email the applicant receives tells them everything they need to send to the Blue Badge team – they are told they have 28 days to do that



- i) If no documents are received within 28 days then the application is unsuccessful – the applicant must apply again if they miss the deadline
- If some documents or incorrect documents are uploaded, then an email is sent to the applicant informing telling them what is required
 - i) If the requested information/documents are not received within 28 days then the application will be unsuccessful)
- When the correct docs are returned the application can be actioned

8. Desk Top Assessment Process

HCC must confirm that

- a. the applicant is who they claim to be
- b. the applicant is resident in Hampshire? The delivery address must be where the applicant resides
- c. they have consent from the applicant if a family or friend want to assist them and therefore talk about the application – (unless they were the person who filled out the application on behalf of the applicant)
- d. the disability/condition is enduring and substantial
- e. If the decision is difficult to make, then the application should be referred to the Blue Badge Panel

9. New Application

An application is seen as new when an applicant isn't re-applying because of impending expiry of existing badge

10. Re-application

Existing badge holders must re-apply for a Blue Badge 10 weeks before the expiry date of their existing Blue Badge to enable the Blue Badge Team to assess and decide to issue them another badge on time, if they qualify.

If an applicant has a serious condition which is known to deteriorate then HCC will mark it as not needing further assessment next time around. In these cases, the applicant will still need to prove that they are who they say they are; and they will also have to prove that they are resident in Hampshire.

11. Non-Visible (Hidden) Disability

New legislation came into force on 30 August 2019.

[The Disabled Persons \(Badges for Motor Vehicles\) \(England\) Regulations 2019 No. 891](#)

HCC have been issuing badges to people with non-visible disabilities where it can be shown that the applicant has a severe and unmanageable reaction to their surroundings when out and about. It must be proven that the person suffers overwhelming psychological distress and/or which will cause danger to themselves and those around them.

HCC consider a variety of evidence which, when accumulated, should give confidence that the person does have a condition to meet the above requirements.

The Legislation, the DfT Guidance and the ITP Research paper are being used to inform HCC's approach to these new criteria.

The DfT Guidance can be found at [Blue Badge Guidance](#)

The ITP research paper can be found at [ITP Research Paper - Hidden Disabilities](#)

HCC will consider issuing a badge for a three-year term where there is compelling evidence that both the Carers and applicant are going through a transition period where they have not developed coping strategies due to the newness of awareness and also the likely impact of the "grieving" period, post awareness. This means that psychological distress and risk of harm are likely to be significant at that time, to justify refusal. In these cases a separate communicate (mostly email) is sent to the carers to inform them of the decision and to make them aware that due to the likely development in general, and of coping strategies, down to theirs and the institution (school's) input, there is a strong possibility that the applicant may not qualify when the badge expires. They are also made aware, that if they do re-apply, they will need to provide up to date information and evidence to support their application.

12. No Further Assessment required (NFA)

When it is established that a person's condition is substantial and highly unlikely to improve then the person's record should be marked as "No Further assessment needed (NFA)"

- 1) In future if they apply online, they will have an automatic response which will prevent them from having to fill out all their disability difficulties
- 2) In future if they re-apply by calling or emailing us to ask for a paper application form then we must only send them Pages 1,2,3,4,5 and 15 (cross out the second checklist of 6 on page

13. Replacement Badge

A badge may be replaced where a badge holder has

- a. Lost their badge
- b. Had the badge stolen - (Police reference number must be supplied)
- c. A damaged badge which can't be used – (damaged badge must be returned first)

To prevent fake "lost badge" reports the application form has been updated to include a signed declaration by any person who reports their badge lost in future. Please put the badge number of the reported badge on the form to prevent any misunderstandings

1. Any incoming calls regarding lost reports are advised that they will be sent the new application form (by email, which they will need to print and sign)
2. If they do not have access to a printer then you will need to post one to them; however this is only on request to reduce the postage costs incurred by HCC



3. Advise the caller that the badge will be cancelled immediately, however until the application form is returned then a new one cannot be processed
4. Also advise that the report will be reviewed by the head of service and Criminal Investigations team who may ask for further information if required
5. The signed copies should be scanned to the badge record - this means that if the lost badge is found in use (say by a family member) then we have a signed lost report from the badge holder with a declaration of truth on the bottom which can be used as evidence in a prosecution if required.

The replaced badge will be cancelled with reason for cancellation recorded. A cancelled badge may not be used. If a lost badge is found, then it needs to be returned to HCC immediately. If it is found being used, then the person using it is likely to be prosecuted for Blue Badge misuse.

Exception – where current lost badge is about to expire (within three months)

Accept the re-application but they must sign the declaration to confirm that the badge was indeed lost – upload the signed form to their badge record

Accept the re-application if the badge has been stolen and they supply a Police reference number.

14. Terminal Illness

HCC applies a concession for people with a terminal condition where they can provide a DS1500 form (stating the prognosis as unlikely to be more than 6 months). We use discretion with Macmillan's and Hospice or like institutions. These applications are fast tracked to enable the person to have the assistance of a blue badge for the last weeks/months of their life.

15. Reasons not considered in their own right

There are conditions/disabilities that are not considered in the assessment, as they are normally not seen to have an enduring (permanent/constant) and substantial impact on a person's ability to walk; or they may have a condition which has coping strategies and/or support available which ameliorate/mitigate the difficulties they face.

If the primary reason is given as one of these conditions, then the person is unlikely to qualify. It is important to assess the application carefully to ascertain if there is any other reason the person may qualify.

The following are not considered in their own right

- a. Can't carry parcels
- b. Need the car doors to be wide open when exiting and entering the vehicle
- c. An Irritable Bowel Disease, such as Crohns Disease
- d. A terminal illness where the prognosis does not fall in line with HCC guidelines

16. Organisation Badge

The DfT Blue Badge Guidance says:

An organisational badge may be issued to an organisation for use in a motor vehicle or vehicles when the vehicle or vehicles are to be used to carry disabled people who would themselves be eligible for a badge as specified in Section 4(2) of the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000. An 'organisation' is defined in the 2000 Regulations as meaning an organisation concerned with the care of disabled persons to which a disabled person's badge may be issued in accordance with section 21(4) of the Chronically Sick and Disabled Persons Act 1970.

Local authorities will need to check whether the organisation in question:

Cares for and transports disabled people who would themselves meet one or more of the eligibility criteria for a individual Blue Badge; and •

Has a clear need for an organisational badge rather than using the individual Blue Badges of people it is transporting.

It is unlikely that taxi or private hire operators and community transport operators would be eligible for an organisational Blue Badge as they are not usually concerned with the care of disabled people who would meet one or more of the eligibility criteria for a badge. Such operators are, of course, able to use an individual's Blue Badge when carrying that person as a passenger.

Hampshire County Council does adhere to the guidance from the DfT, but due to the enormous amount of work carried out by Voluntary Driver Organisations, it believes we should consider their applications seriously to enable them to support the many disabled people in Hampshire who wouldn't otherwise have access to transport. **(Hampshire County Council does not issue Blue Badges to commercial driver organisations who operate for profit)**

To reduce the risk of doing this the Head of Service calls every organisation who applies, to ensure accountability, prevent misuse of the badge and to make sure they know where it is always. Also, who is using it and why they are using it. Where there are multiple drivers involved the organisation is asked to sign a declaration regarding their responsibility.

17. Blue Badge Panel

The Blue badge panel consists of at least an HCC Occupational Therapist, the Head of Blue Badge Service, with optional extras - the Blue Badge team Manager, and the most experienced Blue Badge team Advisor. The panel must always consider the welfare of the applicant, the integrity of the Blue Badge Scheme and HCC reputation, when coming to decisions. These three overarching considerations must be satisfied in that order of priority.

The Panel reviews the following

- a. Desk top assessments where a decision could not be reached
- b. Non-Visible (Hidden) disability applications due to their complexity and due to the Blue Badge Service being in transition (without legislation currently) on this subject
- c. Review requests where an application was unsuccessful at Desk Top Assessment
- d. Review requests where an application was unsuccessful at Panel after a decision could not be reached at Desk Top Assessment stage



- e. The Panel must apply the same Desk Top Assessment approach as the previous assessors, but they must also apply their professional expertise to enable a robust final decision.
- f. If the Panel still believe that the person does not qualify after a review is carried out then an Independent Expert Assessment (IEA) must be offered to the applicant

Panel deadlocked decisions

Where the decision is deadlocked then the decision made by the OT should be followed

With non-visible application decisions deadlocked - the decision should then lean towards an initial issue of badge (offering lifeline in exceptional circumstances) – An awareness call or separate awareness email as part of the process – discuss:

- a) Issuing the badge on this occasion
- b) Have awareness call with parents/guardians
- c) Discuss complexity of situation
- d) Badge issued only for exceptional situation
- e) Applicant unlikely to qualify next time as development of applicant is expected over the next three years
- f) If they do re-apply in three years' time, they will need to give up to date information and evidence to prove that the applicant still falls into the exceptional "overwhelming psychological distress" or "risk of serious harm" criteria

18. Independent Expert Assessments (IEA)

The OT will call the applicant by telephone first and ask a set of robust questions to see whether they can make a positive decision based on the answers at that stage.

If they still can't make the decision to issue at telephone stage then a face to face assessment will be arranged.

The OT will observe the applicant to assess whether they

- a. have a enduring and substantial physical walking difficulty
- b. suffer overwhelming unmanageable psychological distress which will cause danger to themselves and those around them

In all cases each IEA will be assessed as a unique case and all related issues will be considered. OT Assessor decision final

OT to apply the "lifeline" principle if they find themselves "on the fence" regarding the decision

OT will always write a report, by email or document, on why they came to their decision. The report will be uploaded to the badge record



19. Conflict of Interest during the assessment stages

CONTEXT

If any one of the team knows or has something or a lot to do with an applicant and due to multiple observations, reports that the person does not qualify in their view, for whatever reason (based on their expert opinion)

OUR RECOMMENDED PROCESS

1. The colleague needs to feel free to report their observation – based on prevention and detection of fraud requirement
2. Desk top assessor (if they have the observed information) needs to use it if they have an on-the-fence situation and lean toward refuse with the offer of a review
3. If a review is requested without satisfactory new evidence then the decision will still need to lean towards refuse, with the offer of IEA
4. The IEA phone call will be carried out according to OT principles and will take the observation into account when preparing to make the call
5. The OT will make the decision based on their professional assessment and recommend issue if necessary, despite the observation
6. The OT report will give the justification for the decision, whether issue or refuse, and their decision will be final.

20. PIP/DLA Searchlight – Confirming disability awards

WHAT IS IT?

Blue Badges allow people to benefit from certain parking concessions. In addition, people who have a Blue Badge are often able to automatically access other concessions.

LEGAL GATEWAYS

Regulation 5(1)(a)(i) of the Social Security (Information-sharing in relation to Welfare Services etc.) Regulations 2012, made under Section 131(1) of the Welfare Reform Act 2012.

LAWFUL BASIS AND CONDITION FOR PROCESSING UNDER GDPR

Articles 6(1)(e) and 9(2)(b) of the GDPR 2018.

THE PURPOSE FOR WHICH DATA IS SHARED

DWP provides data to LAs in order to determine a person's eligibility or continued eligibility for a Blue Badge.

WHO IS THE DATA CONTROLLER?

The LA is the controller for data processed for Blue Badge purposes.

DATA

LAs are able to access DWP Searchlight to support administration of Blue Badges, however for these purposes restrictions are in place.

USE OF SEARCHLIGHT

1. Users responsible for Blue Badge administration must only obtain and process sufficient Searchlight data for that specified and lawful purpose.
2. Further details on Searchlight access can be found in [Glasscubes](#).
3. Agents may not share EAS Tokens, PIN numbers or any other ID credentials

SPECIAL CUSTOMER RECORDS

LA will be refused initially and will need to request access via DWP

SEARCHLIGHT SECURITY CHECKS

Searchlight requests will be checked to ensure accountability

IN CASE OF SECURITY BREACH

- Process developed in case of security breach
- Single point of contact required to investigate and liaise with LASST
- Local Authority Security & Support Team (LASST) must be notified of any actual or suspected security incidents
- LASST must be notified if there is an IT Network incident – and keep them notified of developments
- Formal disciplinary process in line with HCC compliance guidance
- If IT Incident then IT Services need to make details of technical issues known to LASST so they can analyse risk
- If HCC need to notify ICO of a breach they must first notify DWP

OTHER ACCESS IMPORTANT INFORMATION

- All staff need DBS checks
- Record to be kept of last DBS check for each individual
- Remove access if no longer needed
- Employees not to disclose information should they terminate employment
- Authentication Tokens to be returned if agents leave the LA
- Access only available from within the UK
- Agents must not onwardly disclose data – only use for the purpose of assessments
- All agents must have GDPR training and Searchlight Guidance training

21. Reminder letters

HCC currently send reminders by email firstly (if email provided by applicant), SMS text next (if mobile number provided) or by letter (where neither email address or mobile number are provided).

It should be noted that Blue Badge Issuing authorities are not obliged to send out reminders and that it is the badge holder's responsibility to diarise the date of their existing badge's expiry date.

22. Complaints

Blue Badge comes under Dept. Economy Transport & Environment (ETE) from 05/10/2020. This means that complaints need to be registered in the system CONFIRM with that Department. Due to the GDPR risk with Blue Badge sensitive personal data, the recording of complaints on confirm will only include the person's name and address.

The CONFIRM reference number will be given to the Blue Badge team who will add it as a link to the complaint notes on the person's Blue Badge record.

The complaint will also be stored as part of the Blue Badge / Concessionary Fares complaints/compliments database – which also has restricted access

In this way we assure all personal sensitive data stays within Blue Badge record with restricted access while CONFIRM will still have record of the complaint having been made

23. Blue Badge Enforcement

Our enforcement approach is a requirement according to Blue Badge legislation and the National Fraud Initiative and is inextricably linked to the Equality Act 2010 – most specifically Section 20 - where it says:

Duty to make adjustments

- (1) *The first requirement is a requirement, where a provision, criterion or practice of A's puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.*
- (2) *The second requirement is a requirement, where a physical feature puts a disabled person at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to avoid the disadvantage.*
- (3) *The third requirement is a requirement, where a disabled person would, but for the provision of an auxiliary aid, be put at a substantial disadvantage in relation to a relevant matter in comparison with persons who are not disabled, to take such steps as it is reasonable to have to take to provide the auxiliary aid.*

The following explains our approach to regulatory activity, how we expect to deal with individuals and organisations and what happens when we find misuse, abuse or fraud infringements of Blue Badge legislation.

For enforcement to be fair it is important that we are open and clear about the basis on which we act. The Blue Badge community will be protected from the impact of Blue Badge misuse, abuse or fraud, particularly those who may be especially vulnerable.

Currently HCC work in partnership with Portsmouth City Council, who have trained and experienced staff who provide advice and who develop the more serious cases, on HCC's behalf, where it is decided that further investigation is required.

HCC also work in partnership with all the Hampshire parking authorities. The parking authorities are responsible for the civil parking offences after which they hand the case over to HCC to deal with the Blue badge criminality where appropriate.

Misuse of Blue Badge incidents are identified in a variety of ways:

- a. Local Parking Enforcement interventions during their normal daily business
- b. HCC planned on-street operations, in partnership with local parking authority
- c. Reports (allegations) received from members of the public or any other source

When we find a breach of legislation, in most cases we deal with the matter by formal warning. However, where there are more serious cases they are resolved more formally.

Should a member of HCC staff be found to be misusing a badge or committing Blue Badge fraud, the matter will be dealt with in the same way as if that member of staff were a general member of the public.

Dependent upon the provisions of the legislation, we can take a variety of actions, including

- a. Verbal or written warnings
- b. Fixed Penalty Notices and Penalty Notices for Disorder
- c. Suspension, seizure of a Blue Badge
- d. Simple Cautions
- e. PACE interview
- f. Prosecution

Before any enforcement action is taken there will usually be opportunity for a person or organisation to discuss the case. However, when we are considering a prosecution this will be at a formal interview. Where the circumstances would normally justify prosecution but there has been a clear admission of the offence, we will consider offering the offender an option of signing a Simple Caution, depending on the seriousness of the offence.

We will always observe the strict legal codes on the way investigations are to be conducted and legal action taken.

Where English is not the first language of the representative of the business, we may be able to provide translations of our documents.

In some instances, we share an enforcement role with other agencies e.g. Other Local Authorities and Government institutions and in such situations, we will share information on our activities with our partner organisations if necessary.

24. Taking Legal Action

To ensure any action we take is proportionate and targeted only at cases in which action is needed, several factors will be taken into consideration, including

- a. The seriousness of any alleged offence
- b. The value involved
- c. The age and vulnerability of customers affected
- d. Any previous history
- e. Any statutory defense available
- f. Action taken to prevent any recurrence
- g. Any explanation offered and, as far as the law allows, the circumstances and attitude of the person or organisation towards compliance and the investigators.
- h. What course of action will best serve the community interest
- i. Prosecution is always likely in cases which involve
 - i) serious offences involving fraud
 - ii) obstruction or willful non-compliance,
 - iii) deceptive or misleading claims or actions,
 - iv) breaking statutory prohibitions,
 - v) breaking court orders,
 - vi) where national policies indicate such course of action, or
 - vii) The decision to prosecute is taken by the responsible HCC Chief Officer (or delegated), after a full consideration document has been completed with input from the investigating officer and the Head of Blue Badge Service.

Investigation to Legal process

Head of Service sets up meeting with Team Leader General Litigation

1. Pass file to Legal
2. Send email confirmation that file was passed on
3. Legal record new cases and plan for time limited cases
4. Legal keep Head of Service informed regarding status of cases, including outcome

Good Enforcement Practice

We serve the people of Hampshire by working with the community to ensure a fair issuing process and a robust enforcement process.

All our staff are bound by this policy to ensure we take a consistent approach to our work.

In carrying out our work, we are accountable to the members of Hampshire County Council who are democratically elected to represent the people of Hampshire.

25. Temporary Retention of Badges

All Civil Enforcement Officers (CEO), as well as any officer who has the delegated authority, have powers to request to inspect badges and where appropriate, to retain the badge.

The CEO will then write up the incident report and return the badge to HCC for further action. Where a badge could not be retained the incident report will still be sent to HCC for further action.

If the offence is deemed to be a first level offence, then it will be returned to the badge holder with a formal warning letter and the contravention will be recorded.

26. Prosecution

If a further offence is observed after a formal warning has been issued, then it will be passed on for further inspection and likely prosecution.

A prosecution will only occur for repeated contraventions and for higher level contraventions, for example, using a deceased persons badge, altering a badge

27. Blue Badge General Data Protection Regulations

Blue Badge Privacy Notice

The Hampshire County Council Blue Badge Service collects information about you as part of the application process

The County Council will use your personal information to;

1. Process your application
2. Manage any Blue Badge misuse or fraud enforcement history
3. Analyse the use of the Blue Badge service

The legal basis for our use of this information is a legal obligation under The Disabled Persons (Badges for Motor Vehicles) (England) Act 1970, and also that processing is required for reasons of substantial public interest. Analysis of Blue Badge data is conducted by the Council's Adults' Health and Care department in order to produce statistics required under the Health and Social Care Act 2012.

Your information will be collected by the County Council and uploaded to the Blue Badge Digital Service (BBDS), a national database commissioned by Department for Transport and developed and managed by Valtech UK. Hampshire County Council will be using a Case Management System (CMS), provided by Northgate Public Services, to manage the administration of the assessment process. This CMS will be fully integrated with the BBDS and support for the system will be provided by Northgate Public Services.

Your information will be shared with our processor APS who will be managing the printing and postage of Blue Badges to customers, with the printing being carried out by Essentra.

We may share your information with other local authorities and the Department for Transport, in connection with the detection or prevention of fraud.

If you are in receipt of the relevant Department for Work & Pensions (DWP) mobility component of either Personal Independence Allowance (PIP) or Disability Living Allowance (DLA), then the County Council assessors have limited access to the DWP system which only allows them to confirm the type of award and its duration.

If you already have a Blue Badge from Hampshire County Council, or you are a new applicant and your application is successful, we will keep your personal information for three years after your latest Blue Badge has expired or is cancelled. If you are a new applicant and your application is unsuccessful, we will keep your personal data for six months.

You have some legal rights in respect of the personal information we collect from you. Please see our [Data Protection](#) page for further details.

You can contact the County Council's Data Protection Officer at data.protection@hants.gov.uk

If you have a concern about the way we are collecting or using your personal data, you should raise your concern with us in the first instance or directly to the [Information Commissioner's Office](#).

28. What you can expect from our staff

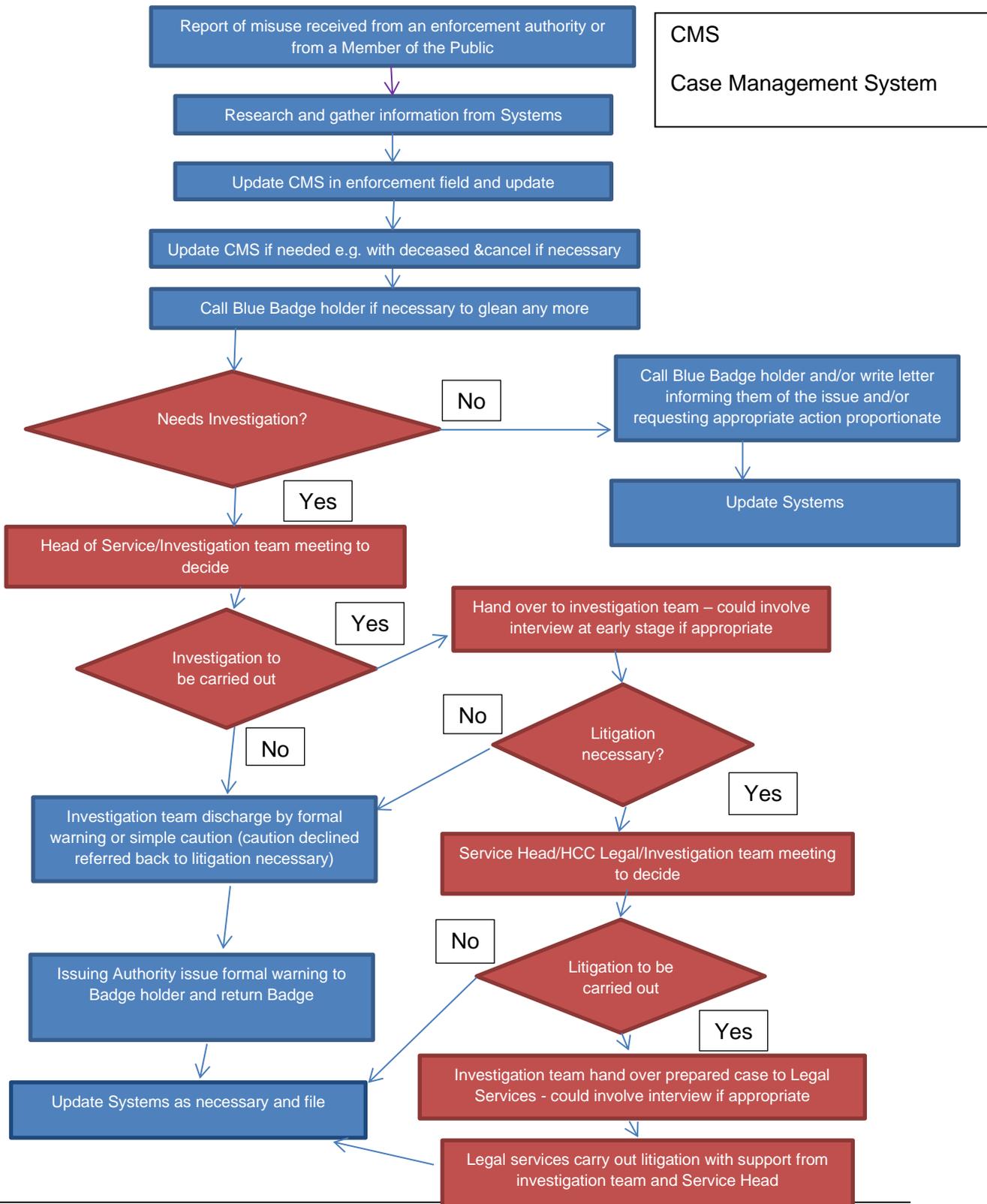
You are entitled to expect our staff

- a. To be courteous and helpful
- b. To give clear and simple advice
- c. To be consistent with their decisions
- d. Enforcement investigators to identify themselves by name and produce identification if requested
- e. To clearly distinguish between what you **must** do to comply with the law and what is recommended as best practice
- f. To minimise the cost of compliance by requiring proportionate action
- g. If you misuse a badge to give you reasonable time to comply (unless immediate action is necessary in the interest of Health, Safety or to prevent evidence being lost)
- h. To notify you if the matter is to be reported for legal proceedings
- i. In cases of dispute to advise you of the procedure for making a complaint or representations
- j. To maintain confidentiality except where we have a legal obligation to disclose information.

29. Enforcement Process - Please see overleaf



Blue Badge Enforcement Flow Diagram 2013



CMS
Case Management System