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1.0 Introduction

The Blue Badge scheme provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport. The scheme operates throughout the UK and is recognised throughout the European Union.

Blue Badges are for people:

- Who cannot walk or who have considerable difficulty walking
- Are blind
• Have a severe disability in both arms

Some people get the badge automatically; for others we need more information in order to process the application, details of which are set out in Section 2.

From January 2012, changes in Government policy mean that Blue Badges are no longer produced by Bury Council. Instead, the council acts as an agent for the national system. Part of these changes involves additional security measures for which a £10 administration fee will be charged and must be paid to Bury Council before the Blue Badge can be processed.

2.0 Eligibility- Who can have a Blue Badge?

2.1 Automatic Eligibility

You are automatically eligible to apply for a badge if you are over three years old and either:

• Receive the higher rate mobility component of Disability Living Allowance
• Have a score of 8 points or more on the ‘moving around’ section of the Personal Independent Payment (PIP)
• Are registered statutory blind
• Receive a War Pensioner’s Mobility Supplement
• Are a member of service personnel or veterans who has been:
  
a) awarded a benefit (giving rise to entitlement to a lump sum at tariffs 1-8 inclusive) under the AFCS

  AND

b) Assessed and certified by the Service Personnel and Veterans Agency (SPVA) (an executive agency of the Ministry of Defence) as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking.

You can still apply for a Blue Badge if you do not receive a score of 8 points or more on the ‘moving around’ section of the PIP, the higher rate mobility component of disability allowance, War pensioner’s mobility supplement, a benefit under AFCS and are not registered statutory blind. Please see below:

2.2 Eligible with further assessment

You also may also be eligible for a badge if you are over three years old and either:
• Have a permanent and substantial disability (expected to last longer than 3 years) which means you cannot walk, or which makes walking very difficult.

• Drive a motor vehicle regularly, have a severe disability in both arms, and are unable to operate all or some types of parking meter (or would find it very difficult to operate them).

OR

• If you are a parent of a child who is under the age of three, you may apply for a badge for your child if they have a specific medical condition which means that they either:
  - Must always be accompanied by bulky medical equipment which cannot be carried around without great difficulty; or,
  - Need to be kept near a vehicle at all times, so that they can, if necessary, be treated in the vehicle, or driven to a place where they can be treated, such as a hospital

For details of further assessment that may be required, please see Section 3 – How to apply for a Blue Badge.

3.0 How to apply for a Blue Badge

This section applies if you are a new applicant or are re-applying because your badge has been lost or stolen. See Section 4 for Blue Badges that are about to expire.

If you meet the criteria for a Blue Badge detailed in Section 2.0 and want to apply for a Blue Badge you can:

- Complete an application form over the telephone with our Customer Advisers by contacting the Adult Care Contact Centre on 0161 253 5151
- Complete an application form with our Customer Advisers in person at Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library and therefore close to the Bus Station and Metro Link interchange. There is also disabled parking and metered parking available.)

Please answer all of the questions asked during the application process giving as much detail as possible about your disability and you will be advised of whether or not you meet our eligibility criteria.

3.1 a) I am eligible for a Blue Badge and am over 18 years of age (or between the ages of 16 and 18 with responsibility for my own badge)
Stage One

If you have been advised that you are eligible for a Blue Badge, you will need to:

- Come into Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) to have your photograph taken. This photograph will be digitally scanned onto your Blue Badge (similar to a Driving Licence).

AND

- Pay the £10 administration fee using cash or a credit or debit card. You must bring with you:
  - Any evidence that you have been advised to bring with you to support your application, for example Proof of Blind Registration, Higher Rate Mobility Disability Living Allowance award letter or PIP award letter (if applicable). Please note that if you are providing evidence of Higher Rate Mobility Disability Living Allowance or PIP award letter then this must be dated within the last 12 months. You can request this from the Department of Work and Pensions on 08457 123 456 (text phone 084567 224 433) or via the website www.direct.gov.uk.
  - One form of Photo ID (valid passport, full driving licence)
  - One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months).

We will then check this information into forward it to the Department for Transport to create your Blue Badge and return it to us. It normally takes between 10 and 14 days for your badge to be processed but you will be advised when your Blue Badge will be available for you to collect.

Stage Two - Collecting your Blue Badge

Your Blue Badge will be available for collection on the date given at Stage One. You will need to collect your Blue Badge in person from Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) and verify your identity.

In order to verify your identity you will need to bring with you:

- One form of Photo ID (valid passport, full driving licence)
- One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months).
When collecting your Blue Badge, you will be asked to sign a Blue Badge Declaration Form to confirm receipt of the badge and you will receive:

- Blue Badge and clock within a secure wallet
- Copy of The Blue Badge scheme rights and responsibilities in England. (Please make sure that you read this leaflet before using the badge and keep it in case you need to refer to it in future)

Your Blue Badge usually lasts for three years but if you receive Higher Rate Mobility Allowance and your letter states that it is for a specific period of time then your badge will expire when your Higher Rate Mobility Allowance expires. It is your responsibility to renew your Blue Badge before it expires. For more information about renewing your Blue Badge, please see Section 5 – Renewing your Blue Badge.

3.1 b) **I am eligible for a Blue Badge and am under 18 years of age**

If you are under 18 years of age this section will apply to your parent or guardian.

**Stage One**

If you have been advised that your child is eligible for a Blue Badge, you will need to:

- Bring your child into Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) to have their photograph taken.* This photograph will be digitally scanned onto your child’s Blue Badge (similar to a Driving License).

AND

- Pay the £10 administration fee using cash or a credit or debit card.

*Please note that if your child’s disabilities are so severe that it would be extremely difficult for you to bring them in to have their photograph taken then alternative arrangements can be made.

You must bring with you:

- Any evidence that you have been advised to bring with you to support your child’s application, for example Higher Rate Mobility Disability Living Allowance award letter or PIP award letter (if applicable). Please note that if you are providing evidence of Higher Rate Mobility Disability Living Allowance or PIP award letter then this must be dated within the last 12 months. You can request this from the Department of Work and Pensions on 08457 123 456 (text phone 084567 224 433) or via the website [www.direct.gov.uk](http://www.direct.gov.uk).
One form of Photo ID (valid passport, full driving license) for yourself as the child’s parent or guardian
One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months)
Photo ID for your child (such as a valid passport) but if you do not have this then your child’s birth certificate

We will then check this information and forward it to the Department for Transport for them to create your child’s Blue Badge and return it to us. It normally takes between 10 and 14 days for the Blue Badge to be processed but you will be advised when your child’s Blue Badge will be available for you to collect.

**Stage Two- Collecting your child’s Blue Badge**

Your child’s Blue Badge will be available for collection on the date given at Stage One. You will need to bring your child in person* to collect their Blue Badge from Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) and verify your identity and your child’s identity.

In order to verify you and your child’s identity you will need to bring with you:

- One form of Photo ID (valid passport, full driving license) for yourself as the child’s parent or guardian
- One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months)
- Photo ID for your child (such as a valid passport) but if you do not have this then your child’s birth certificate

*Please note that if your child’s disabilities are so severe that it would be extremely difficult for you to bring them in to collect their Blue Badge then alternative arrangements can be made.

When collecting your child’s Blue Badge, you will be asked to sign a Blue Badge Declaration Form on their behalf to confirm receipt of the badge and that the badge will only be used when the child is with you. You will then receive your child’s:

- Blue Badge and clock within a secure wallet
- Copy of The Blue Badge scheme rights and responsibilities in England.
  (Please make sure that you read this leaflet before using your child’s badge and keep it in case you need to refer to it in future)

Your child’s Blue Badge usually lasts for three years but if they receive Higher Rate Mobility Allowance or the mobility component of the PIP and their letter states that it is for a specific period of time then your child’s badge will expire
when their Higher Rate Mobility Allowance or PIP expires. It is your responsibility to renew your child’s Blue Badge before it expires. For more information about renewing your child’s Blue Badge, please see Section 5 - Renewing your Blue Badge.

3.2 I have been asked to attend a Blue Badge Assessment Clinic

Sometimes it will not be clear from your application form whether you are eligible for a Blue Badge. In cases like this we will give you an appointment to attend a Blue Badge Assessment Clinic where you will be assessed by an Occupational Therapist. After the appointment you will normally receive a letter within 2 weeks informing you as to whether or not you are eligible for a Blue Badge. If you are, you will be asked to collect your Blue Badge. Please refer to Section 3.1 – I am eligible for a Blue Badge. If you are not eligible, please refer to Section 3.3 – I am not eligible for a Blue Badge.

3.3 I am not eligible for a Blue Badge

If you have been advised that following your application you do not meet our eligibility criteria then you are not entitled to a Blue Badge. If you disagree with this decision, you have the right to appeal through our appeals process. Please see Section 7 – Appeals Process.

4.0 Organisational Blue Badges

A Blue Badge can be issued to organisations that transport and care for disabled people who, if they applied for a Blue Badge as individuals, would qualify in their own right. A senior representative may apply on behalf of their organisation using the process detailed in section 3 – How to apply for a Blue Badge.

Organisations will need to prove that they:

- Transport a sufficient number of people (minimum of six)
- Transport and care for their disabled customers on a regular basis
- Have a contract with their disabled customers for a minimum of three years

Organisations will need to provide either:

- A logo on letter headed paper or JPEG via email
- An official stamp

NB: Taxi firms would not normally be granted an organisational badge as they rarely meet the above criteria. In this instance, we would recommend that their clients apply for an individual badge.
If you think your organisation may be entitled to a Blue Badge you need to: complete:

- An application form over the telephone with our Customer Advisers by contacting the Adult Care Contact Centre on 0161 253 5151
- An application form with our Customer Advisers in person at Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library and therefore close to the Bus Station and Metro Link interchange. There is also disabled parking and metered parking available.)

5.0 Renewing your Blue Badge

It is your responsibility to renew your Blue Badge before it expires. You can renew your badge two months before it is due to expire.

If you still meet the criteria for a Blue Badge detailed in Section 2 (Eligibility, who can apply for a Blue Badge?) and want to renew your Blue Badge, you can:

- Complete a renewal application form over the telephone with our Customer Advisers by contacting the Adult Care Contact Centre on 0161 253 5151
- Complete a renewal application form with our Customer Advisers in person at Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library and therefore close to the Bus Station and Metro Link interchange. There is also disabled parking and metered parking available)

Please answer all of the questions asked during the application process giving as much detail as possible about your disability and you will be advised whether or not your Blue Badge will be renewed in accordance with our eligibility criteria.

5.1 a) I am still eligible for a Blue Badge and my Blue Badge will be renewed (I am over 18 years of age or between 16 and 18 years old with responsibility for my own Blue Badge)

Stage One

If you have been advised that you are still eligible for a Blue Badge and your Blue Badge will be renewed, you will need to:

- Come into Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) to have your photograph taken. This photograph will be digitally scanned onto your Blue Badge (similar to a Driving License).
• Pay the £10 administration fee with cash or using a credit or debit card.

You must bring with you:

• Any evidence that you have been advised to bring with you to support your application, for example Proof of Blind Registration, Higher Rate Mobility Disability Living Allowance award letter or PIP award letter (if applicable). Please note that if you are providing evidence of Higher Rate Mobility Disability Living Allowance or PIP award letter then this must be dated within the last 12 months. You can request this from the Department of Work and Pensions on 08457 123 456 (text phone 084567 224 433) or via the website www.direct.gov.uk.
• One form of Photo ID (valid passport, full driving licence)
• One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months).

We will then check this information and forward it to the Department for Transport for them to create your Blue Badge and return it to us. It normally takes between 10 and 14 days for your Blue Badge to be processed but you will be advised when your Blue Badge will be available for you to collect.

**Stage Two- Collecting your Blue Badge**

Your Blue Badge will be available for collection on the date given at Stage One. You will need to collect your Blue Badge in person from Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available), return your expired Blue Badge and verify your identity.

You will need to bring with you:

• Your Expired Blue Badge (please note your new badge will not be issued without returning your old badge. If your badge has been lost or stolen, please refer to Section 6- Lost and Stolen Blue Badges)
• One form of Photo ID (valid passport, full driving license)
• One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months).

When collecting your Blue Badge, you will be asked to sign a Blue Badge Declaration Form to confirm receipt of the badge and you will receive your:
• Blue Badge and clock within a secure wallet
• Copy of The Blue Badge scheme rights and responsibilities in England. (Please make sure that you read this leaflet before using the badge and keep it in case you need to refer to it in future)
5.1 b) I am still eligible for a Blue Badge and I am under 18 years of age

If you are under 18 years of age this section will apply to your parent or guardian.

**Stage One**

If you have been advised that your child is still eligible for a Blue Badge, you will need to:

- Bring your child into Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) to have their photograph taken.* This photograph will be digitally scanned onto your child’s Blue Badge (similar to a Driving License).

*Please note that if your child’s disabilities are so severe that it would be extremely difficult for you to bring them in to have their photograph taken then alternative arrangements can be made.

AND

- Pay the £10 administration fee using cash or a credit or debit card.

You must bring with you:

- Any evidence that you have been advised to bring with you to support your child’s application, for example Proof of Blind Registration, Higher Rate Mobility Disability Living Allowance award letter or PIP award letter (if applicable). Please note that if you are providing evidence of Higher Rate Mobility Disability Living Allowance or PIP award letter then this must be dated within the last 12 months. You can request this from the Department of Work and Pensions on 08457 123 456 (text phone 084567 224 433) or via the website [www.direct.gov.uk](http://www.direct.gov.uk).
- One form of Photo ID (valid passport, full driving licence) for yourself as the child’s parent or guardian
- One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months)
- Photo ID for your child (such as a valid passport) but if you do not have this then your child’s birth certificate

We will then check this information and forward it to the Department for Transport for them to create your child’s Blue Badge and return it to us. It normally takes between 10 and 14 days for the Blue Badge to be processed but you will be advised when your child’s Blue Badge will be available for you to collect.
Stage Two- Collecting your child’s Blue Badge

Your child’s Blue Badge will be available for collection on the date given at Stage One. You will need to bring your child in person* to collect their Blue Badge from Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library, close to the Bus Station and Metro Link interchange where disabled parking and metered parking is available) and verify your identity and your child’s identity.

You will need to bring with you:

- **Your child’s expired Blue Badge** (please note your child’s new badge will not be issued without returning their old badge. If your child’s badge has been lost or stolen, please refer to Section 6- Lost and Stolen Blue Badges)
- One form of Photo ID (valid passport, full driving licence) for yourself as the child’s parent or guardian
- One proof of identity showing your address (prescription, utility bill, bank statement dated within the last three months)
- Photo ID for your child (such as a valid passport) but if you do not have this then your child’s birth certificate

*Please note that if your child’s disabilities are so severe that it would be extremely difficult for you to bring them in to collect their Blue Badge then alternative arrangements can be made.

When collecting your child’s Blue Badge, you will be asked to sign a Blue Badge Declaration Form on their behalf to confirm receipt of the badge and that the badge will only be used when the child is with you. You will then receive your child’s:

- Blue Badge and clock within a secure wallet
- Copy of The Blue Badge scheme rights and responsibilities in England. (Please make sure that you read this leaflet before using your child’s badge and keep it in case you need to refer to it in future)

Your child’s Blue Badge usually lasts for three years but if they receive Higher Rate Mobility Allowance and their letter states that it is for a specific period of time then your child’s badge will expire when their Higher Rate Mobility Allowance expires. It is your responsibility to renew your child’s Blue Badge before it expires. For more information about renewing your child Blue Badge, please see Section 5 – Renewing your Blue Badge.

5.2 I am not eligible for a Blue Badge and my Blue Badge will not be renewed

If you have been advised that following your renewal application you no longer meet our eligibility criteria you will need to return your badge within 14 days of
expiry via post or in person at Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library and therefore close to the Bus Station and Metro Link interchange. There is also disabled parking and metered parking available).

If you disagree with this decision, you have the right to appeal through our appeals process. Please see Section 7 – Appeals Process.

### 6.0 Lost and Stolen Badges

If your Blue Badge has been lost or stolen it is important that you let us know straight away. You should also report it to the Police as you will need to inform us of the crime reference number or lost property reference number when you apply for your new badge.

You can contact us to let us know your badge has been lost or stolen by:

- Ringing the Adult Care Contact Centre on 0161 253 5151
- Coming in to see us at Adult Care Connect & Direct on Manchester Road, Bury, BL9 0DG (which is next door to Bury Library and therefore close to the Bus Station and Metro Link interchange. There is also disabled parking and metered parking available).

We will cancel your Blue Badge and you can then complete a new application form via the methods detailed in Section 3- How to apply for a Blue Badge.

PLEASE NOTE THAT THE COUNCIL WILL CHARGE A FURTHER £10 FEE EVERY TIME A BADGE HAS TO BE REPLACED TO REFLECT THE ADDITIONAL COSTS TO CREATE AND DISTRIBUTE THE BADGES.

### 7.0 Appeals process

If you have been refused a Blue Badge and disagree with the decision, you may ask us to reconsider your application. All appeals must be made in writing within 28 days of the original decision. In your letter you must provide information about the following:

1. Why you believe the original decision to be wrong.
2. The main reasons you feel you need a Blue Badge including how often you would use the badge and the types of places you would visit using the Blue Badge.
3. Confirmation of whether you will use the Blue Badge primarily as a driver or as a passenger.
4. A detailed description of your permanent or substantial disability, the symptoms you experience and any medication you currently take.
5. How your permanent or substantial disability affects your mobility.
6. Details of any aids or equipment you use to help you with your disability e.g. Walking Frame, Grab Rails or Bathing Equipment.
7. Details of any Medical Professionals you currently see, including clinics you attend.
8. Details of any benefits you currently receive in relation to your disability e.g. Disability Living Allowance, personal independence payment or Incapacity Benefit.

You must also enclose the following supporting evidence (where applicable):

1. Confirmation of your medical conditions (this could be a letter from your GP and/or Consultant)
2. Evidence of the benefits you receive in relation to your disability

This letter should then be:

- E-mailed to ConnectandDirect@bury.gov.uk with scanned attachments of any new information or medical proof
- Posted to 'Blue Badge Appeals’, Adult Care Connect & Direct, Manchester Road, Bury, BL9 0DG
- Hand delivered to Adult Care Connect & Direct, Manchester Road, Bury, BL9 0DG

The Appeals Panel will then consider all evidence presented and will make a decision. You will be informed of our decision and reasons for that decision in writing. **Your appeal may be successful in which case you will be considered eligible for a Blue Badge; If we are unable to make a decision upon your eligibility you may be given an appointment to attend a mobility assessment with an occupational therapist; or your appeal may be unsuccessful.** This decision will be final and there is no further right of appeal, however, if your mobility circumstances change you can re-apply for a badge.

If you are dissatisfied with the process of applying for or renewing your Blue Badge, a formal complaint can be made by following the Council’s Complaints Procedure which can be found at [http://yourcareyourchoice.bury.gov.uk/i-need-help-with/getting-in-touch-or-getting-involved/listening-to-your-concern-or-complaint.aspx](http://yourcareyourchoice.bury.gov.uk/i-need-help-with/getting-in-touch-or-getting-involved/listening-to-your-concern-or-complaint.aspx). Alternatively, a complaints form can be obtained:

- Via the website www.bury.gov.uk/adults
- By ringing our Adult Care Contact Centre on 0161 253 5151 and a complaints form will be posted out to you
- By collecting one from Adult Care Connect & Direct, Manchester Road, Bury, BL9 0DG