

**Supporting Better Access to Parking for Disabled People and Blue Badges; Scope and Terms of Reference**

Review Topic	Review / Project Title
<p><b>Rationale</b></p>	<p>The Panel are seeking to review the process of accessing parking services for disabled people and blue badge provision. At its April meeting, the Panel heard from members of the public, Councillors from the administration and the opposition and the Cabinet Member about parking services for disabled people and some of the barriers faced in accessing these services. For some residents having a Blue Badge, and the improved accessibility it affords, can be – and is - life changing. However, the Panel received anecdotal evidence, and through their own surgeries and casework, that the process of getting a blue badge could be long and bureaucratic. The Panel felt that there was a real need for a review of current processes and make recommendations on how these could be improved. One major issue was how to improve the process of getting a replacement Blue Badge and whether the Council could administer a ‘temporary Blue Badge’ to speed this process up. It should be noted at the outset, that the eligibility criteria for a Blue Badge is set by the Department for Transport and is not something the Council can change. Local authorities are, however, responsible for the day-to-day administration and enforcement of Blue Badge scheme.</p> <p>The review will examine the barriers faced by disabled people in getting and using a blue badge. The review will also try to examine how they find accessing parking services and where could improvements be made to this service (that sit within the remit of the Council). In doing this it will consider:</p> <ul style="list-style-type: none"> <li>• What are residents’ experiences of accessing and using a Blue Badge;</li> <li>• How can the process of issuing Blue Badges and replacement Blue Badges be improved? What, if any, are the delays involved in the process? Is there scope for issuing temporary Blue Badges;</li> <li>• What is the current process around issuing of companion Blue Badges and the barriers involved;</li> <li>• What do disability organisations say about our Blue Badge and disabled parking services? How accessible is our parking services interface;</li> <li>• Should the Council offer designated disabled parking bays;</li> </ul>

	<ul style="list-style-type: none"> <li>• How Haringey compares with other local authorities and what can be learned from their experiences;</li> <li>• Any gaps or opportunities that there might be;</li> <li>• How could improvements be made to the written correspondence received by residents in relation to disabled parking services and Blue Badges;</li> </ul> <p>It will seek to make recommendations to the Council’s Cabinet on how improvements to the service might be achieved most effectively as well as contributing to the development of the Council’s Parking Transformation Plan.</p>
<b>Scrutiny Membership</b>	<p>Councillors Adam Jogee (Chair) Culverwell, Emery, Ogiehor, Rice, White and Barbara Blake.</p> <p>Co-cooptees: Ian Sygrave (Ladders Community Safety Partnership)</p>
<b>Terms of Reference (Purpose of the Review/ Objectives)</b>	<p>What barriers exist in getting and using a Blue Badge. What are the experiences of disabled service users in accessing parking services, particularly Blue Badges and how and where improvements can be made.</p>
<b>Links to the Borough Plan</b>	<p>Outcome 10: Provide safer and accessible public spaces for everyone, especially children, young people, and people with disabilities.</p>
<b>Evidence Sources</b>	<p>These will include:</p> <ul style="list-style-type: none"> <li>• Experience of residents.</li> <li>• Relevant data sources, including information on current Council processes and procedures.</li> <li>• Interviews with relevant key Council officers, partners and voluntary and community sector bodies;</li> <li>• Disability access groups such as Transport for All and Mobility access Transport Housing group</li> <li>• Research information;</li> <li>• Relevant guidance on best practice with the sector</li> </ul>

<b>Witnesses</b>	<ul style="list-style-type: none"> <li>• Residents</li> <li>• The Cabinet Member for Environment</li> <li>• Members</li> <li>• David Murray – AD Environment and Neighbourhoods.</li> <li>• Ann Cunningham – Head of Operations</li> <li>• Disability access organisations.</li> <li>• Other local authorities – Hackney, Camden, Islington and Enfield.</li> </ul>
<b>Methodology/Approach</b>	<p>A variety of methods will be used to gather evidence from the witnesses above, including:</p> <ul style="list-style-type: none"> <li>• Desk top research;</li> <li>• Evidence gathering sessions with witnesses; and</li> <li>• Visits</li> </ul>
<b>Equalities Implications</b>	<p>The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to: (1) Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act; (2) Advance equality of opportunity between people who share those protected characteristics and people who do not; (3) Foster good relations between people who share those characteristics and people who do not.</p> <p>The three parts of the duty applies to the following protected characteristics: age; disability; gender reassignment; pregnancy/maternity; race; religion/faith; sex and sexual orientation. In addition, marriage and civil partnership status applies to the first part of the duty.</p> <p>The Panel should ensure that it addresses these duties by considering them during final scoping, evidence gathering</p>

	<p>and final reporting. This should include considering and clearly stating: How policy issues impact on different groups within the community, particularly those that share the nine protected characteristics; Whether the impact on particular groups is fair and proportionate; Whether there is equality of access to service and fair representation of all groups within Haringey; Whether any positive opportunities to advance equality of opportunity and/or good relations between people, are being realised.</p> <p>The Panel should ensure that equalities comments are based on evidence, when possible. Wherever possible this should include demographic and service level data and evidence of residents/service-users views gathered through consultation.</p>
<b>Timescale</b>	The Panel will aim to complete its evidence gathering by the start of Summer 2019.
<b>Reporting arrangements</b>	The Interim Assistant Director of Environment and Neighbourhoods will co-ordinate a response to the recommendations.
<b>Publicity</b>	The review will be publicised through the scrutiny website and scrutiny newsletter providing details of the scope and how local people and community groups may be involved. The outcomes of the review will be similarly published once complete.
<b>Officer Support</b>	Lead Officer; Philip Slawther, Principal Committee Coordinator, 0208 489 2957 <a href="mailto:philip.slawther2@haringey.gov.uk">philip.slawther2@haringey.gov.uk</a>