

Disabled Parking Action Plan

Action	Responsibility	Start	End	Notes
Introduce dedicated disabled parking bays	Head of Highways and Parking	January 2020	Complete	Policy agreed by Cabinet and dedicated bays being installed on an application basis as business as usual.
Review the eligibility criteria for disabled parking bays.	Head of Highways and Parking	January 2020	Complete	New eligibility criteria by Cabinet. This now includes a criterion for those with severe mobility issues who are not in receipt of disability benefits.
Introduce an appeal process for unsuccessful disabled parking bay applicants.	Head of Highways and Parking	January 2020	Complete	A new appeals process agreed by Cabinet.
Monitor the take up of dedicated disabled parking bays to ensure appropriate access for Blue Badge holders at places of interest and in town centres.	Parking Schemes team	July 2020	Ongoing	<p>This is now monitored through monthly service KPIs. This includes new applications as well as conversion of existing disabled parking bays to dedicated bays.</p> <p>The review of parking provision also ensures an adequate provision of non-exclusive disabled parking bays in commercial areas and at places of interest.</p>

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Upgrade all non-exclusive disabled parking bays to new size dimensions.	Head of Highways and Parking	April 2021	End of March 2022.	- Subject to Cabinet approval in March 2021.
Raise awareness of the disabled parking bay service	Customer Services / parking and Traffic Schemes teams	December 2020	Ongoing	The communication plan will raise awareness of the service offer. Information on the dedicated disabled parking bay service in Blue Badge award letters and in CPZ (including reviews) and traffic scheme consultations.
Monitor the handling of Blue Badge applications and performance agreed against service standards.	Customer Services + Parking Services	Ongoing	Ongoing	Data is being gathered as part of service KPIs and monitored monthly. This allows a clear understanding of issues impacting on performance allowing remedial actions to be taken.
Ensure that Blue Badge applicants can speak directly to the appropriate case officer.	Customer Services	October 2019	complete	The telephony system adjusted to allow applicants direct access the relevant team.
Proactive enforcement of Blue Badge fraud with the police.	Parking Operations Manager	December 2020	Ongoing	Blue Badge fraud investigations are undertaken by the service and where possible this involves police support. This will continue.

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Pursue prosecutions of the fraudulent use of disabled blue badges.	Parking service managers		April 2021	This will be done in conjunction with Internal Audit. The new parking operating model will increase capacity to support this work.
Allow Blue badge holders 3-week exemption from parking restrictions whilst awaiting their replacement badge.	Head of Highways and Parking	April 2021	April 2021	Subject to Cabinet Decision in March 2021.
Review of Blue Badge letters and communications to residents	Parking service managers	Ongoing	Ongoing	All letters are being reviewed.
Improve information to residents on the operation of the Blue Badge scheme.	Parking service managers	Ongoing	Ongoing	The communication plan will support this. In addition, the national explanatory leaflet is sent to all new Blue Badge holders, with their new badge. The award letter sets out local variations to the scheme.
Raise awareness of the new hidden disabilities qualification criteria for Blue Badges.	Parking service managers	Ongoing	Ongoing	Information will be made available on the Council's website and through Department for Transport campaigns.
Publicity campaign around parking illegally in disabled parking bays	Parking Service Business Manager.	Ongoing	Ongoing	A communications plan has been developed including infographics shared on social media.

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Whittington Trust appointment letter designed more in line with Haringey's branding	Parking service managers.	August 2020	October 2020	The letter was redesigned in the summer of 2020.
Look at the feasibility of a strategic partnership forum with key stakeholders, including the Council, the Whittington Trust, the police and the DfT	Parking Service Business Manager.	April 2021	Ongoing	This will be explored further in 2021. The Covid-19 crisis may impact on delivery times.
Electronic transfer of applications to Stuart Crescent	Parking Service Business Manager.	August 2020	February 2021	The Council's Digital Services are developing solutions and it is expected that this will be complete by the end of February.
Raise awareness of the Companion Badge scheme	Head of Highways and Parking	February 2021	July 2021.	Companion Badge holders will be advised that of the new free virtual residential permit offer. This will be done in conjunction with the rollout of the new parking IT system.
Blue Badge online access and online payment through Haringey's website	Head of Highways and Parking	Ongoing	March 2021	A new Case Management System is developed and will be implemented by March 2021.

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Blue Badge assessment centre in the east of the borough – continue to explore options	Parking Service Business Manager.	Ongoing	Ongoing	The Council will work with the Whittington Trust to identify a suitable assessment centre in the east of the borough. The Covid-19 crisis may impact on timelines for the delivery of the facility.