

**Report for:** Cabinet – 8 November 2022

**Title:** Review of the Resident Carers' Permit

**Report authorised by:** Eubert Malcolm, Interim Director of Environment and Neighbourhoods.

**Lead Officer:** Ann Cunningham, Head of Highways and Parking  
[ann.cunningham@haringey.gov.uk](mailto:ann.cunningham@haringey.gov.uk)

**Ward(s) affected:** All

**Report for Key/  
Non-Key Decision:** Key Decision

## **1. Describe the issue under consideration**

- 1.1 The Council agreed the development of a redesigned parking permit offer to support residents being cared for in their homes, as part of the annual Parking Investment Plan report, approved on 7<sup>th</sup> March 2022.
- 1.2 Paragraph 6.18 of that report committed the Council to co-producing a parking solution with residents who receive care at home to meet their complex needs. It was anticipated that any new solution would be offered free of charge.
- 1.3 The recommendations in this report represents a solution that has been designed in consultation with residents who receive care at home, as well as carers and representative groups.

## **2 Cabinet Member Introduction**

- 2.1 The Council is committed to supporting people who are cared for at home, either by professional care providers or family and friends, helping them to stay in their own homes for as long as possible. We are aware that while parking controls benefit the many, they can also create barriers for the most vulnerable. The proposals in this report will remove barriers to the provision of care in residents' own homes and reduce the financial burden on older and vulnerable residents being cared for at home.

## **3 Recommendations**

Cabinet is recommended:

- 3.1 To note the outcome of the consultation on the parking needs of residents being cared for in their homes set out in section 7 of the report and agrees for the Council to proceed to statutory consultation on the Proposed Care at Home parking permit set out in Appendix 2.
- 3.2 To approve that the existing Resident Carer Permit scheme be replaced with a new Care at Home parking permit that offers one free transferable permit to

residents living within a Controlled Parking Zone (CPZ), who require essential home visits by a doctor, district nurse, similar healthcare professional or voluntary carers.

3.3 To approve that the Care at Home Permit:

- a) is limited to the CPZ in which the applicant resides
- b) may be used only in resident permit holder and shared use (permit holder or pay by phone) parking bays
- c) is in paper form, allowing it to be transferred between vehicles for use solely by carers
- d) may be used without time limit, whilst care is being provided

3.4 To approve that the entitlement is limited to one free Care at Home permit per applicant and that the permit will be valid for 3 years; and that residents requiring more than one carer at a time can access paper visitor parking permits at the concessionary charge.

3.5 To agree that a further report be brought back to Cabinet for a final decision following the statutory consultation.

#### **4 Reasons for decision**

4.1 The Council is committed to supporting people who are cared for at home. The Council's consultation and engagement with those residents, carers and representative groups has highlighted the challenges that current parking arrangements can present to those individuals.

4.2 Parking policies have not kept pace with changes in how personal care arrangements are now provided. This often involves a range of carers attending to an individual, where car use is common and considered, by some, as essential. Proposals in this report aim to address those challenges and remove barriers and seeks approval to proceed to the formal process make changes to the traffic management orders.

#### **5 Alternative options considered**

5.1 Consideration was given to relying on existing parking permit schemes. In addition to the Resident Carer and Essential Service Permit schemes, elderly and disabled residents may purchase visitors permits without an upper limit at a reduced charge.

5.2 Consideration was given to arrangements involving more than one carer attending an individual at the same time and allowing more than one free permit in those circumstances. The engagement with stakeholders and professionals indicated that more complex care needs requiring more than one carer at the same time are less common. It was considered that residents requiring this level of support may be entitled to housing adaptations and assistive technologies that are on offer. It was therefore felt that that one free permit would be a reasonable

offer and that residents needing more than one carer at any one time can still access visitor (paper) permits at a concessionary rate.

- 5.3 Consideration was given to widening the scope of this new arrangement to foster carers. Foster carers appear to have a particular problem in parking outside the Maya Angelou Contact Centre in Wood Green, when dropping off or picking up children in their care. Those concerns will be addressed through the provision of additional short-stay parking facilities at that location.
- 5.4 In addition to feedback given through this consultation, the Council also received representations for a range of support, including free parking for foster carers. Their position is that this concession is required when taking children to their many appointments, for example with doctors, family contact centres and court hearings. This new permit offer would not meet the needs of Foster Carers and the design and management of such a scheme would be challenging as there is no practical means of limiting the use such a concession to when looked after children are being transported. Those venues are all supported by short term parking arrangements. Those arrangements can be extended if needed.

## **6. Background information**

- 6.1 Parking controls help manage the finite supply of street parking space and are critical when demand outstrips supply. Controls ensure that those who are most in need of parking are given priority. However, it is recognised that controls can present challenges for some, and in this case, residents being cared for in their own home. Personal care arrangements offered to those residents has changed significantly in recent years. In many cases, this involves a range of carers attending to an individual, where car use is common and considered, by some, as essential.
- 6.2 The Council currently offers three permit types to support those providing care. This includes the Resident Carer and Essential Service Permits. Both permits schemes are specific to an individual vehicle. There is an option to purchase a transferable ESP, which will support services or organisations where a permit can be shared by staff. This will not benefit professional care providers, where all staff are visiting clients daily. Elderly and disabled residents can also access an unlimited supply of visitor permits at a concessionary charge of 41p per hour. The charges for Resident Carer and ESPs are attached as Appendix 1.
- 6.3 At present, only 72 Resident Carer permits are currently in operation. Professional care providers have stated that ESPs are not affordable for them as an organisation or for their staff. The cost of parking is therefore met by residents who are required to provide visitor parking permits. While the concessionary charge for visitor permits is relatively low, the cumulative impact for individuals who need regular (including daily) care and, in many cases, multiple carers can be significant.

## **7. Co-design stage**

- 7.1 Consultation was undertaken with relevant stakeholders between March and June 2022, to understand challenges and help inform the development of a new or revised permit solution.
- 7.2 This involved an online survey, with paper copies of the survey being made available from mid-May. The survey was publicised through social media and supported by a press release to raise awareness and encourage feedback. Details were shared with representative groups to ensure participation and feedback.
- 7.3 The Council received 150 responses to the consultation. While the consultation was aimed at understanding the parking needs of people being cared for in their homes, responses were also received from foster carers, and care homes seeking access to parking permits. Registered care providers accounted for the highest number of responses.
- 7.4 The consultation feedback highlighted the changes to personal care arrangements, which in many cases involves a range of carers attending to an individual, where car use is regarded as essential. This can range from family members to professional care arrangements. Feedback indicated that parking arrangements currently in place have not kept pace with those changes.
- 7.5 The most practical solution is to replace the existing Resident Carer Permit scheme with a free transferable Care at Home permit. The resident being cared for (or someone acting on their behalf) will need to apply for and hold the permit for the relevant CPZ. This will introduce flexibility and ensure control of the permit, only allowing its use when care is being provided. The proposed revised scheme is attached as Appendix 2 and will require those applying to submit evidence of a need for care to be provided in their home. This will be a letter from their GP, hospital or registered care provider, evidence of receipt of the daily living part of the Personal Independence Payment (PIP), Attendance Allowance or the care component of the Disability Living Allowance.
- 7.6 The consultation report is attached as Appendix 3.

## **8. Consultation and Implementation.**

- 8.1 Once the statutory consultation process has concluded, a communications plan will be developed to raise awareness of the offer and ensure that those entitled can easily access the revised permit scheme. This will involve engaging with residents, professional care providers as well as GPs and all carers representative groups.
- 8.2 There will be practical considerations to be taken into account, including developments to the existing IT system.
- 8.3 It is therefore anticipated that, subject to approvals, this new scheme would be operational from 1 April 2023.

## **9 Contribution to strategic outcomes**

- 9.1 Protecting and supporting older and vulnerable residents is at the heart of the living well approach. Proposals in this report will reduce the parking burden on people being cared for at home, helping them stay at home for longer.

## **10 Statutory Officers' comments**

### **Finance**

- 10.1. This report seeks to recommend the Council proceed to statutory consultation on the Proposed Revised Resident Carer Permit Scheme whereby the existing Resident Carer Permit scheme be amended to offer one free transferable permit to residents living within a Controlled Parking Zone (CPZ), who require essential home visits by a doctor, district nurse, similar healthcare professional or voluntary carers
- 10.2 This permit will be valid for 3 years and subject to appropriate restrictions. A further report will be presented to Cabinet for formal approval following the outcomes from the consultation.
- 10.3 Any loss of income arising will be managed within existing budgets

### **Procurement**

- 10.3 Not applicable.

### **Legal**

- 10.4 The Council may, under sections 6 of the Road Traffic Regulation Act 1984, (the 1984 Act), make an order for controlling or regulating vehicular and other traffic (including pedestrians) for the purpose under schedule 1 of the 1984 Act. This includes places in streets where vehicles, or vehicles of any class, may, or may not, wait, either generally or at particular times. Prior to making any order the Council must carry out the consultations as set out in Schedule 9 of the 1984 Act and Regulations 6 and 7 of the Local Authority Traffic Orders Procedure Regulations 1996.
- 10.4 A consultation will not be lawful unless it is (1) undertaken at a time when proposals are still at a formative stage; (2) sufficient reasons are given for any proposal to enable people who are interested in the same to consider the proposals and make representations; (3) adequate time has been given for such consideration and response; and (4) all representations have been conscientiously taken into account when finalising the proposals.

10.5 Once the statutory consultation has been completed a further report will be brought back to Cabinet for a final decision.

### **Equality**

10.6 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share those protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

10.7 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. Marriage and civil partnership status apply to the first part of the duty.

10.8 This new permit offer will support disabled and older people who are being cared for at home, providing a flexible offer to meet their complex needs. It will eliminate many existing barriers, ranging from practical parking arrangements to affordability.

## **11 Use of Appendices**

**Appendix 1** - Current Carer and Essential Service Permit charges.

**Appendix 2** - Proposed Revised Resident Carer's Permit Scheme

**Appendix 3** - Feedback on the survey undertaken on parking needs of residents being cared for in their homes

## **12 Local Government (Access to Information) Act 1985**

Cabinet Member signing report of 7 March 2022 entitled Parking Investment Plan.

## **Appendix 1 – Essential Service and Carers Parking Permit Charges**

### **Essential Service Permits**

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<b>CO2 Emission Band</b>	<b>Essential Service Permits</b>
Up to 100 CO2 g/km including electric vehicles	£165
101-110 CO2 g/km	£207
111-120 CO2 g/km	£248
121-130 CO2 g/km	£289
131-140 CO2 g/km	£331
141-150 CO2 g/km	£372
151-165 CO2 g/km	£517
166-175 CO2 g/km	£558
176-185 CO2 g/km	£599
186-200 CO2 g/km	£640
201-225 CO2 g/km	£682
226-255 CO2 g/km	£723
Over 255 CO2 g/km	£764

Vehicles registered before 1 March 2001 (or where the CO2 emission is not documented) - engine sizes and prices

<b>Engine size</b>	<b>Essential Service Permits</b>
Not over 1549cc	£372
Over 1550cc to 3000cc	£599
3001cc and above	£764
Transferable Permit ( 10 permits maximum)	£764
Essential Service Daily Voucher permit (300 daily vouchers per annum)	£11 each

## Resident Carer permits

### 12 Month Resident Carer's permits

<b>CO2 Emission Band</b>	<b>Permit price (annual)</b>	<b>Permit Price with £80 surcharge on diesel vehicles</b>
Up to 100 CO2 g/km including electric vehicles	£31	£111
101-110 CO2 g/km	£41	£121
111-120 CO2 g/km	£51	£131
121-130 CO2 g/km	£72	£152
131-140 CO2 g/km	£93	£173
141-150 CO2 g/km	£113	£193
151-165 CO2 g/km	£155	£235
166-175 CO2 g/km	£175	£255
176-185 CO2 g/km	£196	£276
186-200 CO2 g/km	£217	£297
201-225 CO2 g/km	£237	£317
226-255 CO2 g/km	£279	£359
Over 255 CO2 g/km	£299	£379

  

<b>Engine size</b>	<b>Permit price (annual)</b>	<b>Permit price with £80 surcharge on diesel vehicles</b>
Not over 1549cc	£82	£162
Over 1550cc to 3000cc	£196	£276
3001cc and above	£299	£379

Vehicles registered before 1 March 2001 (or where the CO2 emission is not documented) - engine size and prices





## **Appendix 2. Proposed Care at Home Parking Permit Scheme**

### **Eligibility:**

The resident must:

- (a) Reside within a Controlled Parking Zone (CPZ).
- (b) Provide evidence of a need for care to be provided in their home either being a letter from their GP, hospital or registered care provider or evidence of receipt of the daily living part of the Personal Independence Payment (PIP), Attendance Allowance or the care component of the Disability Living Allowance.

Evidence must be dated within 3 months of the application and be provided at initial application and renewal.

### **Number of permits available per person:**

1 (one) permit will be issued per applicant. Residents needing more than one carer at any one time, can access paper visitors permits at the concessionary rate.

### **Cost:**

Free of charge

The permit will be valid for 3 years.

### **Validity**

The Care at Home Permit will be valid on the public highway, when displayed in a vehicle so all the details of the permit can be seen by a Civil Enforcement Officer:

- (a) only in the Controlled Parking Zone of the applicant
- (b) only in resident permit and shared use (permit or pay by phone) parking bays
- (c) during all controlled hours/days of the zone, with no time limit

The permit will not be valid:

- (a) on any yellow line restrictions, or in bus lanes or mandatory cycle lanes
- (b) on the footway, unless there are signs in place to advise that parking on the footway is allowed
- (c) over the flat section of a dropped kerb unless permission has been provided by the house holder of the property the dropped kerb provides access to
- (d) in a disabled bay, car club bay, loading bay, doctors bay, motorcycle bay, or any other restricted bay
- (e) in off-street car parks
- (f) in private parking areas

**Change in circumstances:**

The permit holder must advise the Council of any change in circumstances, such as change in care needs or change of address. The permit will cease to be valid if the change in circumstances leads to the permit holder no longer meeting the criteria for the permit. A penalty charge notice (PCN) will be issued to any vehicle displaying the invalid permit.

**Lost/Stolen Permits:**

The safety of the permit lies with the permit holder, and they must ensure that they receive the permit back after it has been used by their carer.

The permit should never be removed from the application address unless it is being used in the zone for which it is valid. Stolen permits will require a crime reference number to be provided before reissue. Lost permits will require the details of the last person/organisation who the permit was given to before reissue.

The permit must not be altered or changed in any way, or it will render it invalid and any vehicle displaying the invalid permit will be issued a penalty charge notice (PCN).

**Vehicle restrictions:**

The permit will only be valid for passenger vehicles, goods carrying vehicles or motorcycles: (a) not exceeding 2.28m in height (b) not exceeding 5.25m in length

Any vehicle not meeting the above criteria, displaying a permit, will be issued a penalty charge notice.

### Appendix 3- Consultation Report - Feedback on the survey undertaken on parking needs of residents being cared for in their homes

A total of 150 responses were received by the closing date.

**Q2.** The table below details the number of respondents residing within an existing CPZ or elsewhere.

	Count	%
Reside within a CPZ	112	75%
Elsewhere	38	25%
	150	100%

Responses were also received from those residing outside the borough.

**Q3.** The table below provides information on those who replied to the survey.

	Count	%
Resident receiving care	40	27%
On behalf of resident	110	73%
	150	100%

Responses were received from

- Residents being cared for
- Residents caring for children with special needs
- Relatives of those being cared for
- Professional care providers,
- Foster carers
- Care homes.

**Q4.** The table below provides information in response to who (mainly) provides the care.

	Count	%
Registered care provider	65	43%
Family/ friend/ neighbour	38	25%
Other care service	16	11%
Private / agency care	16	11%
Medical (doctors, nurses)	15	10%
Total	150	100%

**Q5.** The table below details the response to how often care is provided (multiple responses)

	Count	%
Daily – multiple visits	71	47%
Daily- full time care	27	18%
Daily- one visit	26	17%
Weekly	9	6%
Other	17	11%
	150	100%

**Q6.** The table below sets out the number of respondents who have more than one carer attending at any one time.

	Count	%
Yes	73	51%
No	69	49%

The response to this question may require further interpretation. The commentary available suggests that while it is not common to have more than one carer at a time, it can happen at change over times. This was explored further in conversations with professionals.

**Q7.** Nature of care provided (multiple responses apply).

	Count
Personal care (dressing, washing, lifting, medication, prescriptions etc)	122
Domestic support (cleaning, cooking, washing, ironing, shopping, paying bills)	91
Emotional support	59
Medical professional	38
Other type	22

**The answer to ‘other type’ includes :**

- 24-hour care
- Organizing activities for clients - independent living support and reading inaccessible documents and assisting with accessing IT.
- Escort for shopping, outdoor engagement and appointments.
- Every meal, feeding, documentation, hospital, church
- Feeding - Peg Fed
- Foster caring (10 responses)
- Mental health
- My son is autistic and needs round the clock care.
- Reading meters - too high, changing light bulbs, carrying items up and down stairs, respite carer
- Social workers visit. Health and safety visits. Play therapist visit. Independent review officer visit.

- Support clients to go out to access meaningful activities in their local community.
- Support worker for a care home
- The majority of care provided by care workers is related to personal care needs.
- Total support for the service users' activities of daily living. Fully dependent on their carers to meet their needs.

**Q8. How the carer travels (Multiple responses may apply)**

	<b>Count</b>	<b>%</b>
Drive	122	83%
Public transport	57	39%
Already lives here ( in the property)	16	11%
Walk/cycle	15	10%
Don't know	1	1%
<b>Total</b>	<b>147</b>	<b>100%</b>

**Q9.** The table below details the response to the purchase of visitor permits for carers and/or others providing support

	<b>Count</b>	<b>%</b>
Yes	48	34%
No	93	66%
<b>Total</b>	<b>141</b>	<b>100%</b>

Typical weekly numbers of VP purchased varies between 15 and 20. Many residents try to avoid visits during the CPZ hours of control.

**Q10.** The table details if a Blue Badge is registered to someone living in the property.

	<b>Count</b>	<b>%</b>
Yes	55	38%
No	90	62%
<b>Total</b>	<b>145</b>	<b>100%</b>

Many respondents will be housebound and therefore will not require or be entitled to a Blue Badge.

**Q11.** The table below details who uses the Council's new online system to buy visitor parking permits (VPS)

	<b>Count</b>	<b>%</b>
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Yes	19	18%
No	86	82%
Total	105	100%

Paper VPs have been retained for residents who cannot access digital permits.

**Q12 Is there anything else related to parking that you would like to tell us about?**

The main problems are:

1. High cost of permits and the short time limits
2. Carers receiving PCNs
3. Lack of available parking space

**Verbatim comments are listed below. 82 respondents have commented on parking issues**

**Case Summaries**

	Anything else related to parking?
69	All residents in the building are qualified for a blue badge permit. The registered manager resumes office across two schemes within the borough (N15 6PP and N7 6QJ). None of the staff lives local and travels approximately 30miles to work at the addresses. Some of the team also drive into work. It would be helpful if we could benefit from a local resident permit or waiver
70	Any further parking restrictions will mean that I am more isolated, less cared for and will probably have to apply for council care, therefore costing the council more money. Traffic and congestion and pollution has become so much worse since the school streets have been brought in so god forbid I am still alive if you bring in ltns, because my life and many other elderly and Disabled people's lives will be ruined.
71	As a carer, I receive respite support for myself to allow me to continue caring. Would that person be eligible for a carer permit as it is one step removed?
72	As a foster carer I have to take the children I foster several times to Maya Angelou Contact Center which is right in the middle of a residence parking restriction area. We often have to leave our cars on yellow lines in residence bays with our hazards on panicking if we are going to get a ticket or get towed, there is no parking provided at the Contact Center and so it would be really helpful and useful for both the children I look after and myself if we could have a parking permit to allow us to take the time we need to settle the children with their birth families for Contact.

73	As a foster carer to babies I need to visit the Maya Angelou centre at least 5 times a week for contact with the babies parents or family member, I need to park up and carry the baby into the centre for contact, as foster carers it's important for us to do this as smoothly as possible for the sake of our children .
74	At least Haringey appears to be consulting residents, unlike Enfield. However, from experience I now have little confidence that residents' views will be considered given the ideological nature of your schemes and the pressure from DfT / TfL
75	Being a carer providing a service for disabled children in their home. A family that I work with requires two carers only one of us can use the blue badge, if I park near to the house it cost at least £7 in wood Green and if I park in the Mall, which is a bit cheaper in the winter nights as a woman walking on her own is not safe.
76	Careers are getting parking tickets having to rely on someone to watch their car
77	Carers are now refusing come as I cannot give them permits anymore
78	Carers frequently tell us that parking and access is the single most important element of their role. Good parking and good access facilitates their ability to move around the borough, undertake their daily tasks and to best support their loved one. Where permits are not vehicle specific, they are most beneficial, as in addition to supporting the care needs at the time, they also enable family members to use them, which improves the person mental wellbeing.
79	Carers have difficulties finding parking in the area, especially those that drive.
80	Carers most disappointed moment is when they get a ticket for looking after someone and are unable to find parking to do their job with comfort.
81	Council advised me to get a designated parking bay to stop other people using bay outside my house. I'm waiting for an outcome to my application.
82	Design a system that has the registered address linked to a sticker in the window with the zone it covers simples
83	Disabled people that can't walk very far need more options for blue badge use in this area. Thanks
84	Elderly and those who cannot use a computer are now unable to arrange parking. They are now reliant on neighbours to help them
85	Expensive
86	Finding pay and display and overall parking is the issue, and receiving a ticket makes the caring job unattractive.
87	Foster carer uses Winkfield road Maya Angelo Center can be daily for contact with family . Need permit for this Road



88	Foster carers need to be able to park in Winkfield Road parking bays for contact at Maya Angelo contact centre. Some sort of permit is desperately required as it causes a lot of problems trying to park when visiting the contact centre
89	I am a foster career who take the young person to contact and counsellors. It's difficult to do my job without being penalised
90	I am a foster carer and drop and collect children to/from contact centre. Need parking permit as a result.
91	I am continually having issues with the price of permits. I work 40+ hours a week and help my dad and sister plus have to try and help myself. I am a mental health patient and am struggling with this council continuously
92	I cannot afford it on carers allowance
93	I care for May and often use pay and display however this is not paid for by my company
94	I don't think it is fair that if I had been able to get a council or charity carer when my husband died they would have been eligible for a carer's permit but since I have to pay an agency (a lot) for my care I also have to pay for parking permits with all the hassle that entails.
95	I find it ridiculous that Haringey only provide blue badges for high rate mobility. My son aged 11 has been in receipt of DLA since diagnosis aged 3 and its only now that he's older that a blue badge would be so useful but due to his DLA band not being high enough, the council won't even look at his record. Ben was in a pram and non-verbal until aged 5 years. He has no sense of danger and will run out in the roads if given the opportunity so being able to park closer to the shop and our home would be a simple but an amazing blessing to our family life. I do not feel it appropriate to have his DLA to be re looked at as I am working and that's why I do not receive carers allowance. Any feedback would be appreciated
96	I have a problem of getting my carer's parking permit and visitor's parking permit, and till now I do not have any and I have contacted council many times but was no help only what I was told that I should apply it online whereby I have no knowledge of doing it, and I will be more than happy if this problem will be resolved Thank you so much
97	I have day time and night time carers. My carers are unable to park near to my home on event days, even if the event has finished.
98	I hope that the council does not ignore the needs of carers and disabled people in the wider 'green' debate.
99	I love my carer but he has trouble finding parking space every time he visits me. I have had carers refused attending because they often got tickets and told us that it was not worth doing the job.
100	I need permits so that I can facilitate my looked after child for his various appointments, therapies, activities.

101	I very much oppose the introduction of LTNs. These will make our lives so much more complicated, adding yet more barriers to an already barrier filled life.
102	I work mostly in Haringey and Hackney sometimes in Wood Green, Muswell Hill, and Islington I drive and I parked my car outside the Service Users House
103	I would like people who come to help and visit me be able to come without hindrance or feel they may get parking fines or traffic violation fines. CPZs cause my family and visitors concern that they may be penalised in trying to help and support me. This causes me a lot of stress and anxiety. Please do not introduce this terrible scheme as the vulnerable section of society invariably suffer as a result.
104	I would need a parking permit to do contact at the Maya Angelou centre because there are not enough parking spaces available and the only way I can get there from Epping is to drive there with 3 children.
105	If the person receiving the car is in receipt of Attendance Allowance they do not qualify for the tax reduction and they have to pay the ULEZ tax every time they visit. If they are on the carer's allowance then this wipes out their carers allowance. If they are on DLA (under pension age) this does not apply, as they can apply for the tax reduction on the vehicle. However if the cared for person is getting Attendance Allowance (over state pension age benefit) these rules do not apply. This seems totally unfair for those caring for elderly people which is going to be the largest group of people requiring care. Unpaid carers save the government a huge amount of money and this creates a real barrier for people caring for their relatives who want to stay in their own homes.
106	It needs to be simpler to get permits. It's complicated.
107	It would be much easier to transport my foster children across the borough for appointments and activities.
108	It would benefit the carer to have a designated parking space specific for her cared for.
109	Lime bikes frequently abandoned on pavements and restricted bays blocking wheelchairs and disabled parking bays
110	Me and my husband care for our son who has severe cerebral palsy. We have people to help us with our domestic tasks. We have people come providing health support for him and us. I have a multitude of health conditions and my husband has too. I am convinced my health needs and disabilities have been driven by my caring duties eg diabetes, hip and back issues from nearly 2 decades of 24/7 care, sleep deprivation, manual handling, hyper vigilance and isolation.
111	My carers have received parking tickets when parked outside my house, and for this reason they do not want to attend anymore.

112	My Mum's house has a drive but people regularly park in front of it to nip to the local shop of near by take aways - if this happens I need to park in the road and use a permit. It would be good if something more could be done to prevent drivers parking across the drive. Thanks
113	My mum's care needs vary from week to week depending on her condition. I do not have specified times I can keep to. The recent access restrictions due to be being on a school road are hugely inconvenient and disruptive to my ability to access the road to provide care. My mum has multiple health and support needs and is totally dependent on me having easy access to her home.
114	Need for more dropped kerbs allowing wheelchair access to the disabled parking space. Of I do not have a car, but use my blue badge in many vehicles as a passenger. There are many blue badge holders close to my address...whole area by my house totally filled with blue badges parking in street...physically no space for ambulance pick up and drop off....and often have to be dropped off by the driver in the middle of the street. I need help to get out get to house, and help getting into house... .this can mean street blocked by my driver helping me...this may also be an ambulance hospital transport....I feel a second grade citizen.....maybe a space if no parking would be a solution with blue badge access for pick up drop off.
115	No pay and display around the area carers do not have anywhere to park. When they do park they have received parking tickets many times
116	No pay and display in the area and my carers cant find space to park. they have received parking fines when coming to complete service at my house
117	none
118	Not enough parking spaces, some customers don't have permits in their homes and I have had multiple tickets while delivering care to housebound customers. The council does not make my job easy at all
119	Occasionally visitors permits were provided, however this is an ongoing issue and we cannot have the visitors permits each time we visit.
120	On the 16th of March I received a fine because of the road that the patient live in when it's my job and needs my urgent care and I didn't know the road has cameras now
121	Our Blue Badge was stolen from outside our house. As the person is bedbound, we have been unable to renew it
122	Our carers are encouraged and prompted to use their cars instead of public transport to ensure their safety at all times and compliance with infection control protocols. This additional cost puts significant pressure on our budget and continuity of service at risk.
123	Parking is a nightmare in Haringey over all.
124	Parking outside the Maya Angelou Centre is problematic

125	Please do not restrictions more on disabled people we have enough stress and struggles daily
126	Prefer using the paper permits. Revert back to the old system please
127	Should be able to apply online for a paper visitors vouchers as before. To have to go online when a visitor arrives to input their registration number is absurd and runs the risk of the visitor receiving the parking ticket whilst the resident goes online to input the visitors registration number, particularly important for example when having an emergency plumber. This process will be even more difficult for me as a disabled person, at the moment you can only apply for paver visitors vouchers by filling in a form which because of my dexterity problems I can no longer do.
128	The cost of permits is far too high for such a short time period and do not resolve the parking issues as we residents are paying for a service they are not getting. Also, as a key worker with the rising cost of living I am now having to park far away from my home as I can no longer afford the permit at the current price.
129	there is extremely limited pay and display bays around the area and carers struggle daily finding parking when attending my service.
130	There is no pay and display parking anywhere in the surrounding area so carers have received tickets multiple times and for this reason do not want to attend
131	There is parking pay and display at the end of the road, it costs half of what I get per hour that I work and we cannot park there more than 2 hours.
132	Think about elderly and disabled residents. The delay in getting them to appointments and hospitals is a problem caused by LTNs and other road restricting schemes.
133	This client lives in an estate where it is residents parking, we have to park on off roads but again this is in controlled parking zone.
134	This household of five adults did not support a CPZ for this road or the surrounding areas either.. We would however support a PPA. I worry about managing the cost of permits and also the added burden of keeping on top of the online ordering etc.
135	This household responded to the CPZ consultation with a positive response but then explained only if it were a PPA there were 5 people in the household who hold this view which is not reflected in the figures as many in Farrer Road feel this same way. CPZ would lose us parking spaces on the road by introducing double yellow lines across dropped kerbs preventing people from parking across their own drives or inviting their visitors to do so.
136	This is essential service parking, and the disabled person should not have to pay from their benefits. The digital system is very hard to handle and often goes wrong,

137	This road was used to be free of charge just a year or two ago. There is nowhere to park.
138	Very difficult trying to buy and get permits
139	Very limited parking in the surrounding area. carer struggles daily finding parking and has received tickets on many occasions
140	Very limited pay and display parking in the area. Carers often do not find a space to park their cars
141	Was told disabled bay would be extended to 6.6m but still waiting. No information ever seems to come back on updates. Was told gulleys wouldn't be cleaned. I was given another place to Park my car - that was excellent but gulleys were not cleaned.
142	We are a nursing home with 117 beds. On a daily basis our residents receive visitors and we don't have a parking facility.
143	We feel that carers should be able to park without charge as they are providing essential services to very vulnerable people and it is unfair to add an additional parking charge to the current cost of living crisis at a time when social care is also under significant pressure.
144	We have 15 care workers who drives and when they have to go for 30 mins they are been fined several times as most of the time care workers look on the window if they are fined due to controlled restriction zone. This would help care worker and field care supervisor to do the assessment and meet caring needs
145	We hear that there is much difficulty getting through on line. So far our daughter has bought them for us We used to go to Wood Green and get them over the counter at the Station Road One Stop Shop. Happy days.
146	We would like a free carers permit.
147	Would wish to apply for registered disabled bay as many a time other shoppers occupy the disabled bay in front our flat
148	Yes better communication to provider regards Permit and how to access online digital permits as was not communicated with
149	Yes. If can have her space mark it, because her neighbour, has a driveway garage, but still block the carer car access in front of her house.
150	You need to have meetings so residents can have their say directly to the rule makers. Leaflets will not help those who are illiterate or don't speak English or don't have the capacity to process the information so they can make an informed decision.
Total	82 responses

