

# **CARERS ISSUES AND ACTIONS FORUM**

## **Carers Parking and Discretionary Travel**

Tuesday 8 February 2022

6.00pm – 7.30pm

# WELCOME AND INTRODUCTIONS



Purpose of the session today

Session format and today's focus

Council Values:

**Honesty**

**Equality**

**Ambition**

**Respect**

**Together**

Role of the Chair / Facilitator

After the meeting

Panel Members Introduction



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**People at the Heart  
of Everything We Do**

**Angela Agyei**

**Customer Service Team Manager**

# Blue Badges

## Blue Badges for Carers



Blue Badges are overseen by GOV.UK

Newham Council decides if an applicant is eligible for a Blue Badge or not.

- Carers in the London Borough of Newham are not eligible for a Blue Badge. The Blue Badge holder must be present in any vehicle and must adequately display the Blue Badge when the vehicle is parked in the allowed designated locations .
- A carer is not allowed to use a Blue Badge, without the Blue Badge holder being present.

# Freedom Pass



## Freedom Passes for Carers



Freedom Passes are overseen by London Councils.

Newham Council decides if an applicant is issued a Disabled or a Discretionary Disabled Freedom Pass.

- Carers in the London Borough of Newham are not eligible for any type of Freedom Pass to accompany the person they are looking after. There are some local authorities that do issue Freedom Passes to carers however this does not apply in Newham)
- Unfortunately there are no concessionary travel pass benefits offered to carers to assist those whom they are looking after in Newham.

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# Taxi Cards



## Taxi Cards for Carers



Taxi Cards are managed by London Councils on behalf of Newham Council

- A carer can travel with a Taxi Card Holder to assist and support them on their travels. There are no restrictions on the number of times a carer can accompany their member or any additional charges
- There can be up to five additional persons (carer / including children) in a taxi with the card holder.
- When a cardholder or carer is booking a journey they must advise on the number of people travelling with them so an appropriate taxi will be sent to accommodate all persons.
- Currently without the cardholder being present a carer can not use the "Taxi Card" facility

# Dial a Ride



## Dial a Ride for Carers



Dial a Ride is managed by Transport for London

- A carer can travel with a member to assist and support them on their travels. There are no restrictions on the number of times a carer can accompany their member or any additional charges .
- There can only be one additional adult/carers per member.
- If a member has children (under the age of 16) and they would like them to accompany them on a journey that is allowed.
- When a member or carer is booking a journey with dial a ride you must provide the carers personal details at the time of booking to accommodate that person.
- Without the member being present a carer can not use the “Dial a Ride” facility.

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**Portia Canaii**

**Customer Services Team Manager**



# Carers Parking Permits



Customer Services continue to process carer permits using the newham virtual system called Mi Permit.

<https://www.newham.gov.uk/parking-permits/mipermit-newham>

The Carer's Permit will be the only one that remains paper based as the permit is required to be transferable between vehicles that are used by supporting services carrying out care for a specific person at a specific address.

These applications are manually processed in order to ensure the requirements are met as set out on the application.

**The Newham rules are clear i.e. only 1 x carer permit per person per property. If there were 2 x residents of the same address who both qualified they could have 1 x each but it is only 1 per qualifying person per property**

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# Carers Parking Permits



Applications are to be completed by the individual or a supporting person on behalf of the applicant. This is to ensure that the section for 'PERMIT OWNER' is in the name of the person that requires the care and not the person supplying the care.

There are 2 categories to choose from when making the application:

- **Carer Permit WITH Newham care:** We are able to check our internal care management system, Azeus, for care package details and will only require proof of address
- **Carer Permit WITHOUT Newham care:** Document from Health Specialist, GP, Care agency and proof of address

**Permits are valid for 12months** and can be renewed 4 weeks prior expiry date.

**There is a £10 charge** for this service which is only taken when the application has been approved.

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# Carers Parking Permits



Any applications that are rejected, the applicant will receive a notification and the money paid will be returned to their account from which it was paid.

**All applications are approved within 2 working days and are sent out by recorded delivery.**

# NEWHAM CARERS STRATEGY



The Newham Carers Strategy that was launched in July 2021 sets out an ambitious vision for how we can continue to make improvements for our Newham Carers of all ages.

One section of the action plan sets out a range of other improvements that will be made specifically to support Young Carers.

Newham Carers are working in partnership with us to deliver the strategy, and are equal partners on our multi-agency partnership Board.

We will be closely monitoring the outputs of the strategy and publishing an annual progress report.

For more information or to get involved in delivering the strategy with us please contact

[Carers.Queries@Newham.gov.uk](mailto:Carers.Queries@Newham.gov.uk)

**WE ARE NEWHAM.**

A poster for the Newham Carers Strategy. At the top right is the Newham London logo. The main text reads "WE ARE CARING." in large blue letters, followed by "WE ARE NEWHAM." in large white letters over a photograph. The photograph shows a young man in a blue shirt sitting next to an elderly woman in a white headscarf who is sitting in a wheelchair and reading a book. The young man is holding a white mug and looking at the book. At the bottom left of the poster is the text "Newham Carers Strategy" and "www.newham.gov.uk". At the bottom right is the slogan "People at the Heart of Everything We Do".

**WE ARE CARING.**

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Newham Carers Strategy  
www.newham.gov.uk

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# QUESTIONS?



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