Designated Disabled Parking Policy

All the Co-operative's Policies and Procedures are available in large print, braille, audio or other languages on request.

Please ask a member of staff if you would like a version in a different format.

POLICY IMPLEMENTATION CHECKLIST	
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Date of Next Review:	APRIL 2031
Diversity compliant:	YES
Equality Impact Assessment:	LOW
Data Protection compliant:	YES
Health & Safety compliant:	YES
Procedure implemented:	YES
SDM system changes made:	
Training Completed:	
Posted on SharePoint:	
Posted on website:	

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Designated Disabled Parking Policy

1.0 INTRODUCTION

The policy details the Co-operative's approach when dealing with requests to designate a space for disabled parking.

We will ensure a fair, transparent and consistent process for the allocation, installation and management of designated disabled parking bays at properties owned or managed by the Co-operative.

The Co-operative is committed to promoting equality, supporting independent living and making reasonable adjustments for disabled tenants where appropriate.

The policy extends to Co-operative tenants, joint tenants and members of the tenant's household such as spouses, partners and children. The disabled person does not need to own a car or be able to drive one.

Requests can only be considered by the Co-operative where parking bays are located on land owned or managed by us. The policy will not apply to parking on public roads, which is the responsibility of North Lanarkshire Council.

Generally, no more than 6% of available spaces in each parking area will be designated specifically for disabled parking. It is at the sole discretion of the Housing Manager to determine whether exceptional circumstances exist to exceed this limit.

2.0 POLICY AIMS & OBJECTIVES

The aim of the policy is to ensure that disabled tenants and household members who have a mobility need are supported through a fair and consistent approach to the provision and management of designated parking bays.

The objectives of this policy are to:

- Ensure applications for disabled parking bays are assessed fairly, consistently and transparently
- Support disabled tenants and household members to maintain independence and access to their homes safely
- Ensure that reasonable adjustments are considered in line with equality legislation and good practice
- Balance individual mobility needs with the practical, financial and environmental considerations associated with providing parking facilities
- Ensure designated disabled parking bays are managed effectively, used appropriately and reviewed when circumstances change
- Provide clear information to tenants about eligibility, responsibilities, conditions of use and the process for decisions, reviews and complaints

3.0 LEGAL & GOOD PRACTICE STANDARDS

The Co-operative will comply with all legal requirements, regulatory and good practice requirements including the Housing (Scotland) Act 2010, Equality Act 2010 and the Human Rights Act 1998.

The Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. The Co-operative's will take account of and comply with the relevant outcomes contained within the Scottish Social Housing Charter as follows:

Outcome 1: Equalities – Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services.

Outcome 2: Communication – Social landlords manage their business so that tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services it provides.

4.0 APPLICATION PROCESS / ASSESSMENT PROCEDURE

4.1 An application will in the first instance be required to be made to North Lanarkshire Council. The applicant can download an application form from disabled parking spaces North Lanarkshire Council's website **https://www.northlanarkshire.gov.uk/roads-parking-and-active-travel/parking/disabled-parking-spaces** or request a physical copy by emailing **RoadsDPPP@northlan.gov.uk** All completed forms are required to be returned to Roads DPPP mailbox or Bellshill Depot (address on the form).

Upon receipt of the application, North Lanarkshire Council shall check with the blue badge team that Blue Badge is valid and has at least 3 months until it expires. All information must be supplied at this stage to North Lanarkshire Council i.e.. copy of blue badge and proof of valid motor insurance and driving license.

The application will be assessed by North Lanarkshire Council and if found that the road is not adopted by them the application and supporting documents will be forwarded to the Co-operative to process.

4.2 Upon receipt of a request forwarded to the Co-operative from North Lanarkshire Council a site visit will be carried out by the Housing Officer and Maintenance Officer to assess the application and identify a suitable location for a disabled parking space.

When the existing bay / location has been identified the Maintenance Officer will photograph the bay/agreed location and a detailed plan of the disabled parking bay provided to the Housing Officer.

4.3 The Maintenance Officer will co-ordinate with the Co-operative's contractor and arrange for the "disabled" wording to be painted on the surface of the designated parking bay and the Housing Officer will send a letter of approval to the applicant **(see Appendix 1)** along with a location plan.

4.4 Should the application for a disabled parking bay be refused, a letter should be sent by the Housing Officer **(see Appendix 2)** outlining the reason(s) for the refusal, which may be due to:

- the blue badge having less than 3 months until expiry
- the vehicle for which details have been provided is not registered at the tenant's address / shows as not being legally taxed and current MOT
- a vehicle that is not suitable to your needs
- the visit noted the tenant has a driveway/garage/alternative parking facilities adjacent to their address
- a bay cannot be provided within a reasonable distance from the property without obstructing other road users
- the bay would within a junction/turning head/likely to cause an obstruction to free flow of other traffic
- the road/parking area is not one the Co-operative maintains
- the existing markings are legible enough for enforcement purposes and do not require refreshing at this time

Appeals against a decision to refuse a designated space for disabled parking will be referred to the Housing Manager. The Housing Manager is the final decision maker in relation to designated parking spaces and has delegated authority to make appropriate decisions.

4.5 Neighbour Notifications **(see Appendix 3)** will be issued by the Housing Officer to surrounding tenants for all successful applications. This will confirm that the Co-operative will designate a space for disabled parking and neighbours will be notified within 14 days of a decision being taken. The purpose of the notification is not to invite objections or comments on the parking space – it is solely for information purposes.

4.6 The disabled bay can be used by anyone displaying a blue badge, however we rely soley on the good will of neighbours to respect the individual's needs/disability as the bay is provided in a location for the convenience of the applicant.

4.7 The disabled bays will not be re-marked on a cyclical maintenance programme (e.g. every 3 years). It is the applicant's responsibility to inform the Co-operative should the bay need re-marked.

The process for all requests for re-marking/re-lining will undergo the same process as for a new application. This is to ensure the continued use of the bay is still justified.

4.8 Any instances of any other vehicles parked in the bay without displaying a blue badge can be reported to the Co-operative.

5.0 ELIGIBILITY

The Co-operative requires to establish a consistent set of criteria which will provide housing and maintenance staff with guidance in relation to approving or refusing requests for designated disabled parking.

It is acknowledged that the disabled person may be the driver or a passenger in the vehicle, however the person making the application must be able to satisfy the criteria noted in this section.

The provision of spaces specifically designated for disabled parking will only be considered where:

- applicant is the driver of the vehicle and live in a property either owned or factored by the Co-operative
- have a valid blue badge, with at least 3 months before expire date
- have a vehicle that is suitable for your needs
- applicant does not have a private driveway, access or garage at the property, or alternative parking facilities adjacent to your address
- applicant (or a disabled person in the household) have a valid Blue Badge. (The Blue Badge Scheme is a service for people with severe mobility problems and allows badge holders to park close to where they need to go. North Lanarkshire Council issue the Blue Badges to people living in North Lanarkshire who qualify for the scheme), however possession of a blue badge will normally support an application but does not automatically guarantee approval
- applicant has valid insurance
- applicant holds an appropriate driving licence and are the driver of a personally owned or leased car

The Co-operative can only allocate parking spaces within areas which we own and which have not been adopted by North Lanarkshire Council for the purposes of maintenance. Applications for parking on roads which have been adopted must be referred to North Lanarkshire Council.

6.0 CHANGE OF CIRCUMSTANCES

The designated parking space may only be used for its intended purpose, therefore should a change of circumstances occur, for example, the disabled person no longer resides in the household or misuse occurs, the Co-operative may revert the space to its original usage.

It will be decided at end of tenancy and re-let stage or a change or property ownership will establish whether the space can revert to communal use.

In the event that a designated space is no longer required and the eligibility criteria has been met by another resident in the vicinity, the Co-operative will permit its continued use as a space for disabled parking to meet the needs of the new applicant.

7.0 EQUALITY AND DIVERSITY

The Co-operative is committed to promoting an environment of respect, understanding, encouraging diversity and eliminating discrimination by providing equality of opportunity for all.

We will endeavour to ensure a fair and equal service to everyone and that all services are carried out in an undiscriminating manner in line with the Co-operative's Equality and Diversity Policy.

In particular, we will not discriminate on the grounds of age, disability, marriage and civil partnership, pregnancy and maternity, race, religion or belief, gender reassignment, sex and sexual orientation.

We will ensure that everyone has equal access to information and services to meet specific needs. Upon request we will make available documents in a range of alternative formats/language.

9.0 COMPLAINTS

Any tenant who feels aggrieved by their treatment under this Policy, or feels that the service provided has fallen short, can raise a formal complaint and be dealt with in accordance with the Co-operative's Complaints Handling Policy and Procedure.

Complaint outcomes shall be used to improve the service, where a clear service failing has occurred.

A copy of our Complaints Policy and summary leaflets is available from our office or to download from our website **www.gphc.org.uk**

10.0 CONFIDENTIALITY & DATA PROTECTION

The Co-operative will ensure all information provided by tenants will only be used for the purpose provided.

We will process information and data in accordance with its policies and procedures relating to the General Data Protection Regulations.

Information regarding how data will be used and the basis for processing data is provided in the Co-operative's Fair Processing Notice.

11.0 POLICY REVIEW

This Policy will be reviewed on a 5 yearly basis or earlier if the legislation changes, new guidance or to ensure that its aims and good practice are being met.