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The Purple Badge Scheme For Disabled People



THE ROYAL BOROUGH OF
KENSINGTON
AND CHELSEA

The Purple Badge Scheme

IF YOU HAVE ANY QUESTIONS ABOUT THE PURPLE BADGE SCHEME, CONTACT:

IN PERSON

**Accessible Transport
Services Team
Customer Service Centre
Kensington Town Hall
Hornton Street
London
W8 7NX**

BY POST

**Accessible Transport
Services Team
Room B118
Kensington Town Hall
Hornton Street
London
W8 7NX**

Phone: 020 7361 2390

Email: accessible.transport@rbkc.gov.uk

OPENING HOURS:

Monday to Friday – 9am to 5pm

The information we have given was correct when this leaflet was printed. However, parking rules change from time to time so this information is for general guidance only. You must make sure that you understand the parking rules and keep to them at all times.

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What is the Purple Badge Scheme?

Due to the serious parking problems in central London, the Secretary of State for Transport decided that when the European Blue Badge was introduced, the normal disabled parking concessions would not apply in:

- the Royal Borough of Kensington and Chelsea;
- the City of Westminster;
- the City of London; and
- part of Camden, south of Euston Road.

We believe that parking concessions for disabled people are an important and central feature of our parking policy. As part of our commitment to equal opportunities, we recognise disabled people's needs.

Because of this we, and the other boroughs, have set up special disabled badge schemes. Ours is the Purple Badge Scheme and allows you to park in the Royal Borough of Kensington and Chelsea. We also give qualifying residents a European Blue Badge so you can use it outside this borough in the areas covered by the national scheme.

A Royal Borough of Kensington and Chelsea Purple Badge is a valuable document, and we do all we can to make sure that only eligible people hold them. If you think that someone is using a Purple Badge they are not entitled to, please call **020 7361 4202**. We will keep your details confidential.

What are the rules for using the Purple Badge?

- The Purple Badge is for your use only and you need to make sure that it is used properly. You must make sure that



other members of your family do not use your badge when you are not travelling in the vehicle, even if they are doing something on your behalf.

- The Purple Badge must not be altered in any way, nor copied. If a Purple Badge is defaced or altered it will no longer be valid and you may therefore be subject to a fine.
- The Purple Badge is not transferable and cannot be passed to other people.
- You must display the Purple Badge on your vehicle windscreen or dashboard so anyone can read the expiry date, vehicle's registration number and serial number from outside the vehicle;
- You must ensure the Purple Badge is renewed before it expires.
- If your 'nominated' driver lives in the Royal Borough and does not have off-street parking available to them, they should have a residents' parking permit;
- If you are the only person who drives your vehicle and you have a Purple Badge, you do not need to buy a residents' parking permit.

You should send us back the Purple Badge when:

- you don't need it anymore;
- it has expired;
- the details are faded or can't be read;
- the badge holder has passed away;
- the vehicle registration is no longer valid;
- a badge that you had lost is found, but it has already been replaced by another one.

You must return your badge within 48 hours if we ask you to do so.

Where can I park?

The Purple badge can only be used to park in the Royal Borough of Kensington and Chelsea. You can park as follows:

- Free parking is allowed (with no time limit) in any 'on-street' resident parking bay, as long as there is no parking suspension in force;
- Free parking is allowed (with no time limit) in any pay and display bay, as long as there is no parking suspension in force.

An exception to this rule applies at the following locations, due to their special operational hours:

- Holland Park Avenue between 10am and 4pm from Monday to Friday and between 8.30am and 1.30pm on Saturdays. Parking is not restricted after 1.30pm on Saturdays;
- Notting Hill Gate between 10am and 4pm from Monday to Friday and between 10am and 1.30pm on Saturdays. Parking is not restricted after 1.30pm on Saturdays;
- You can stop for 20 minutes on yellow lines to allow for a disabled person to be dropped off or picked up, or for collecting goods, as long as no loading restriction is in place.

Always check if a suspension notice is in force. The suspension notices are bright yellow signs that are 1.5 feet by 1 foot (46cm by 30cm) in size.

Where can't I park?

- In any pay and display machine bay in the following circumstances;
- Holland Park Avenue between 8am and 10am and between 4pm and 6.30pm, Monday to Friday;
- Notting Hill Gate between 8am and 10am and between 4pm and 6.30pm, Monday to Friday and between 8am and 10am on Saturdays;
- You can't park where a loading ban is in force, as shown by a time plate and one to two yellow kerb markings;
- You can't park in a bus lane while bus services are running (see appropriate time plate);
- You can't park in a cycle lane or on any clearway;
- You can't park on a zebra or pelican crossing, or on the zig-zag road markings before and after these crossings;
- You can't park in a parking bay marked for the police, taxis, coaches, diplomats or doctors;
- You can't park in a disabled blue badge holders bay.



- You can't park in a personalised disabled bay.
- You can't park where temporary parking limits are in force along part of a road, for example, as shown by 'no-waiting' cones.

Also, you should not park your vehicle where it could cause a danger to other people or where it can cause an obstruction.

What will happen to your vehicle if it is moved due to parking illegally?

If you are parked dangerously or you are parked in a suspended, personalised disabled, diplomatic or doctor's bay your vehicle will be moved to the nearest available parking bay.

Can I have a personalised parking bay where I live?

We may provide personalised parking bays for people who hold a Purple badge, cannot walk more than 50 metres and who have been assessed to need this facility. A personalised parking bay is provided outside or near a person's front door for their exclusive use if no off street parking is available. Each parking bay is marked by an identity number which is also printed on your special permit. You must display this personalised permit, and your Purple Badge, in the vehicle when you are using the bay.



If you don't display your Purple Badge in the vehicle, showing the expiry date, you (or the driver if you are the passenger) may get a penalty charge notice (PCN), or the vehicle may be clamped or removed. You will then have to pay a release fee before the vehicle is released.

How do I apply for a Purple Badge or a personalised parking bay?

If you ask Accessible Transport Service Team, they will send you an application form for a Purple Badge and a personalised parking bay.

IN PERSON

**Accessible Transport
Services Team
Customer Service Centre
Kensington Town Hall
Hornton Street
London
W8 7NX**

Phone: 020 7361 2390

Email: accessible.transport@rbkc.gov.uk

Website: www.rbkc.gov.uk/healthandsocialcare/peoplefirst/gettingoutandabout

OPENING HOURS:

Monday to Friday – 9am to 5pm

BY POST

**Accessible Transport
Services Team
Room B118
Kensington Town Hall
Hornton Street
London
W8 7NX**

What should I do if I get a Penalty Charge Notice (PCN)?

From 15 April 2011, the penalty for parking illegally is £130 for a serious contravention or £80 for a lesser contravention. If you pay the charge within 14 days, you will qualify for a 50 percent reduction.



You can pay by cheque or postal order by post to:

RB Kensington and Chelsea, RBKC,
PO Box 4294, Worthing BN13 1WW

By credit or debit card over the phone on:

020 7361 4382.

Monday to Friday – 9am to 5pm

24 Hour automated phone: 020 7795 8888

In person at:

Customer Service Centre, The Town Hall, Hornton Street,
London W8 7NX

Monday to Friday: 9am to 5pm

If you have received a Penalty Charge Notice which you feel is unfair, you can challenge it, within the first 14 days of receiving a notice, by writing to: **RBKC, PO Box 4294, Worthing BN13 1WW**

If you do not pay the PCN within 28 days, you will receive a document called a 'Notice to Owner' explaining how to make a formal representation, or pay the full penalty charge (see PCN above).

If we reject your formal representation and we decide the PCN was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.

If you ignore our notice or the independent adjudicator's decision to uphold a Penalty Charge Notice, the charge will rise by 50% and we will deal with this as a debt. This could possibly lead to us passing the debt to bailiffs.

How to avoid your vehicle being clamped or removed

A vehicle correctly displaying a valid Purple Badge in accordance with the rules of the purple badge scheme will not be clamped or towed for parking offences.

If you (or the driver if you are the passenger) parks with a purple badge in violation of those rules, or in a forbidden area, you may receive a penalty charge notice. You may also have your vehicle clamped or towed away.

What should I do if my vehicle has been clamped?

If your vehicle is clamped, you will need to pay the release fee of £70 and the applicable Penalty Charge Notice fee (see page 7) to have the clamp removed



You can pay in the following ways:

By credit or debit card over the phone on:

020 7376 3721 or 020 7376 8402

Monday to Saturday – 8am to 8pm

At any other time, please phone 020 7351 1203

In person at:

Customer Service Centre
The Town Hall Hornton Street
London W8 7NX

Opening hours:

Monday to Friday – 9am to 5pm

If we clamp your vehicle and you feel it is unfair, you can make a representation against it after paying the release fees. You can do this within 28 days of receiving the Penalty Charge Notice by writing to:

The Clamp and Removal Team

RBKC

PO Box 4294

Worthing

BN13 1WW

If we reject your formal representation and we decide that the PCN and clamping was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.

What should I do if my vehicle has been removed?

If you hold a purple badge we normally will not remove your vehicle (or the vehicle you are travelling in) to the Lots Road car pound, unless you have not displayed your badge lawfully in the vehicle, or the badge has expired, been altered or defaced.



Also, if your car seems to be causing a danger or obstruction where it is parked, we may move it to a street nearby or tow it away.

If you think that we have removed your vehicle, you should phone TRACE on 0845 206 8602. They will be able to tell you where your vehicle is and the fee you will have to pay to get it back.

Once you have provided some proof that you own the vehicle and paid the release fee (£200) and the applicable PCN fee (see page 7), we will return your vehicle to you. This is the least you will pay to get your vehicle back from the car pound, but this could increase if you have to pay storage charges which are £40 a day.

You can pay in person by cash, cheque or postal order, or by credit or debit card, at:

**Lots Road Car Pound
63 Lots Road
London
SW10**

Opening hours:

24 hours a day, every day of the year (including Christmas Day).

If we remove your vehicle and you feel it is unfair, you can make a representation against it after paying the release fees. You can do this by writing to the Clamp and Removal address above, within 28 days of receiving the Penalty Charge Notice.

If we reject your formal representation and we decide that the PCN and removing of your vehicle was valid and you disagree, you can appeal to the Parking and Traffic Appeals Service. An independent adjudicator will then review your case and his or her decision will be final.



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www.rbkc.gov.uk/parking
parking@rbkc.gov.uk