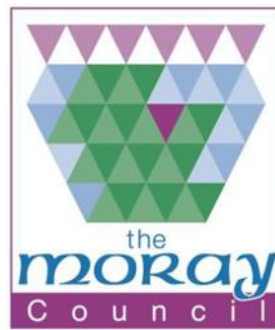


# Blue Badge (Disabled Persons' Parking Concessions) Procedure



<b>Version Number:</b>	V0.7 Final	
<b>Approved by:</b>	Council ED&I Committee and Full Committee (Charges)	11/11/2025 and 28/01/2026
<b>Effective from:</b>	Date of Approval 28/01/2026	
<b>Date for Review:</b>	Not exceeding 36 months from implementation	
<b>Owner:</b>	<a href="mailto:BlueBadges@moray.gov.uk">BlueBadges@moray.gov.uk</a> , Community Care Finance Team and the Commissioning & Performance Officer (Policies/Procedures) and C&F Policy Team	
<b>Integrated Impact Assessment (IIA)</b>	Approved by Equalities	05/02/2024
<b>CRWIA</b>	Children's Rights are included in the IIA	05/02/2024
<b>GDPR Compliant</b>	Approved 27/04/2025	
<b>FOI Compliant</b>	As above	
<b>Version Number</b>	<b>History of Amendments</b>	<b>Date</b>
<b>V0.7</b>	Review and update of the previous Version 0.6	Jan 2026
	More specific to the criteria in Scotland (Transport Scotland) and divergence from that in England (DfT), to capture current administration processes and update charges for a Blue Badge locally.	

This document is available in different formats and languages on request. Please contact [equalities@moray.gov.uk](mailto:equalities@moray.gov.uk).

Final

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## 1. Introduction to the Blue Badge Scheme

The [Blue Badge](#) (Disabled Persons' Parking Concessions 'scheme') was introduced in 1971 under Section 21 of the Chronically Sick and Disabled Persons Act 1970 ("the 1970 Act"). The aim of the scheme is to help disabled people with severe mobility problems to access goods and services, by allowing them to park close to their destination. The scheme is open to eligible disabled people irrespective of whether they are travelling as a driver or as a passenger.

The scheme provides a national range of on-street parking concessions to Blue Badge holders. It allows them to park without charge or time limit in otherwise restricted on-street parking environments and allows them to park on yellow lines for up to three hours, unless a loading ban is in place.

Transport Scotland is responsible for the legislation (see Section 3 of this document) which sets out the framework for the scheme nationally and provides support to local authorities to help them deliver it. An overview is available on the Transport Scotland website [here](#) and includes some of the criteria Transport Scotland sets around eligibility, fees for badges, use of a badge and parking concessions available nationally.

Further information for the public is available on the Scottish Government website [here](#) and on the Moray Council website [here](#).

Transport Scotland works closely with local authorities to ensure the scheme is delivered consistently and fairly across the country and provides local authorities with a platform to share experiences, pose questions and seek guidance from their peers.

Local Authorities are responsible for the day-to-day administration and enforcement of the scheme. They are responsible for determining and implementing administrative, assessment and enforcement procedures which they believe are in accordance with the governing legislation.

## 2. Key Information Resources for Blue Badges

The following publications relate to the Blue Badge Scheme:

- [Eligibility for, applying for, using and renewing a Blue Badge](#) – Scot Gov website

- "[Rights and responsibilities of a Blue Badge holder](#)" which includes the powers of Police officers, traffic wardens, parking attendants and civil enforcement officers to inspect the badge.
- '[Using a Blue Badge in the European Union](#)'
- [Using your Blue Badge in Scotland](#) (where you can & can't park)
- V188 Form - [Exemption from Vehicle Tax for Disabled People](#)
- [Roads for All: Good Practice Guide for Roads](#) (Transport Scotland)
- Blue Badge Scheme (Scotland) – Criteria and Code of Practice for Local Authorities (admin-facing)  
The underlying legislation to the Code of Practice:-  
[The Disabled Persons \(Blue Badge for Motor Vehicles\) \(Scotland\) Regulations 2000 \(legislation.gov.uk\)](#)

### 3. Context including Legislation and Regulations

#### **Legislation (Human Rights, Equalities, Data Protection & Freedom of Information)**

- [Human Rights Act 1998](#)
- [Equality Act 2010](#)
- [EU Convention of the Rights of Persons with Disabilities](#)
- [European Convention of Human Rights](#)
- [Data Protection Act 2018 and GDPR](#);
- [Freedom of Information \(Scotland\) Act 2002](#);

#### **Primary legislation (Blue Badge)**

- The disabled person's parking badge scheme came into operation on 01 December 1971 by way of regulations made under [Section 21 of the Chronically Sick and Disabled Persons Act 1970](#)

#### **Secondary legislation made by the Scottish Ministers**

- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) Regulations 2000](#)
- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) Amendment Regulations 2002](#)

- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) Amendment Regulations 2007](#)
- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) Amendment \(No. 2\) Regulations 2011](#)
- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) Amendment Regulations 2018](#)
- [The Disabled Persons \(Badges for Motor Vehicles\) \(Scotland\) \(EU Exit\) Amendment Regulations 2019](#)

**Welfare Reform changes amending the above legislation:**

- [The Welfare Reform \(Consequential Amendments\) \(Scotland\) Regulations 2013](#)

**Other relevant legislation**

- [Road Traffic Regulation Act 1984](#)
- [Regulation of Investigatory Powers \(Scotland\) Act 2000](#)
- [The Local Authorities' Traffic Orders \(Exemptions for Disabled Persons\) \(Scotland\) Regulations 2002](#)
- [Disabled Persons' Parking Badges Act 2013](#)
- [Disabled Persons' Parking Badges \(Scotland\) Act 2014](#)

**Low Emission Zones**

Scottish Low Emission Zones (LEZs) are being introduced to major Scottish cities. To improve air quality LEZs set an environmental limit on certain city roads, restricting access for the most polluting vehicles.

- The [Scottish LEZ Exemption System](#) is now live for personal Blue Badge holders to register their vehicles for a LEZ exemption.
- The [Vehicle Checker](#) is now live on the official LEZ website which allows members of the public to enter their vehicle registration number to check if their vehicle will comply with LEZ standards.
- More information on the Blue Badge exemption can be found on the [Blue Badge Exemption page](#) of the official LEZ website.

### Relevant Policies, Procedures, Practical Guidance

- Case Recording Procedure and the Valtech Blue Badge Platform (Scotland-wide platform, Access and Data Sharing Agreements with Valtech are covered in the Data Protection Impact Assessment)
- Transport Scotland Criteria for Blue Badges

## 4. The Application Procedure

### 4.1 Apply Online

Those resident in Scotland can make some (see 4.2 for exceptions) applications online for a new Blue Badge via: <https://www.mygov.scot/applgy-blue-badge> or via the [Moray Council website](#).

### 4.2 Paper Application

The paper application can be sourced from the blue badge service at The Annex Moray Council Office, High Street, Elgin, IV30 1BX, by telephoning 01343 563483 or emailing [BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk). **Please note:** 'Risk in Traffic' applications and applications by Organisations can only be submitted in paper form.

### 4.3 Handling Initial Enquiries

Initial enquires can be made by phoning the blue badge telephone number: **01343 563483** or by emailing blue badges [BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk). This complements information about Blue Badges on the council website, including some Frequently Asked Questions (FAQs) about the Blue Badge Scheme, available on the [Moray Council website](#).

## 5. Eligibility for a Blue Badge (Individual and Organisational)

Applicants can apply based on:

### Individual

#### 5.1 Eligible Without Further Assessment

A badge may be issued without further assessment if the applicant meets the **current criteria set out in the Scottish Government website** [here](#) (see 'who automatically gets a Blue Badge')

These applicants are required to complete an '**Automatic Criteria Form**' and submit this along with:

- Proof of residency or indicate their consent by ticking the box on the form allowing the Blue Badge team to check residency against the council tax database, or school role for under 16s (**note**: this is the Local Authority's responsibility to collect, and it is mandatory to have this proof before a badge is awarded. Transport Scotland decides, on a national level, the exact forms of proof required, and this is **subject to change**).
- A certified copy of a proof of identity (**note**: *a list of options & documents for providing proof of identity are set out in the notes that are sent along with the application form*)
- A passport style and size photo (passport quality and in colour) with their name printed on the back
- Evidence of eligibility under one of the [criteria](#) (this is a link to the criteria section of the Scottish Government website) and as stated on the application form. Evidence of the full mobility award must be enclosed or uploaded with the application

#### 5.2 Subject to Further Assessment

If the applicant does not automatically qualify, they may still qualify if they meet one or more of the **current criteria set out in the Scottish Government website** [here](#) (see 'who else could get a Blue Badge')

If none of the criteria apply, the applicant is unlikely to meet the eligibility criteria, therefore will be unlikely to qualify for a Blue Badge.

All application forms have guidance inside explaining what the applicant needs to enclose as proof of eligibility and identity.

### Organisational

An 'organisation' is defined in legislation as meaning an organisation concerned with the care of disabled persons to which a disabled person's badge may be issued.

Organisational badges will only be issued to organisations that:

- Care for and transport disabled people who would meet one or more of the eligibility criteria for an individual blue badge; and
- Have a clear need for an organisational badge rather than using the individual blue badges of people it is transporting

It is the responsibility of the local authority to come to an eligibility decision. The Blue Badge OT makes the decision. The delegated authority to do so derives from applying Transport Scotland criteria and from the local authority, via the Service or Locality Manager working closely with the Blue Badge OT or Blue Badge Service Manager. The eligibility decision is based on local knowledge, the information provided by the organisation in the application form and Transport Scotland criteria. **Please note:** these applications can only be made in paper form (see section 4.2).

The Blue Badge service can be contacted as per the contact details in Sections 4.2 and 4.3.

## 6. The Assessment Procedure

All **subject to further assessment applications** will be screened using a national desk-based screening tool by an Occupational Therapist. The Blue Badge OT has delegated authority to make decisions through applying Transport Scotland criteria and from the local authority, via the Service or Locality Manager working closely with the Blue Badge OT or Blue Badge Service Manager. The Blue Badge OT carries out Independent Mobility Assessments (IMA) and makes eligibility decisions. Occupational Therapists are dual trained in both physical and mental health. The OT will consider the information provided by the applicant, any further information sought from the applicant, an Independent Mobility Assessment – in appropriate cases – and Transport Scotland's criteria. The

Local Authority follows Transport Scotland's advice on the level of skills and training required for Independent Mobility Assessors (IMAs). At this stage applications may be approved (and notified to the Blue Badge Service Manager and Blue Badge Officer), refused or be referred for further assessment

It is good practice (2012 independent review) for local authorities to provide scope for an applicant to be referred for certification by an Independent Mobility Assessor, if they are unable to make a clear and robust decision on eligibility using crosschecking or desk-assessment.

All the information required, initially, by the Independent Mobility Assessor is contained in the completed application form. Criteria for eligibility (and proof of residency & identity) is subject to change by Transport Scotland.

Independent Mobility Assessments will be offered at an accessible venue with a suitable parking space for the applicant to use.

In addition to a potential Independent Mobility Assessment, the applicant may also be given information on other Occupational Therapy and Community Care services that may be of benefit to them. In some cases, they may be signposted to other appropriate services. If alternative formats or languages are required for any information provided, contact the Equalities Officer at [equalities@moray.gov.uk](mailto:equalities@moray.gov.uk).

Where an application is refused, the applicant will be informed (by the Blue Badge OT or Service) of the decision in writing, with the reason for declining the application (noting the reasons for the decision with reference to the Transport for Scotland Criteria). The applicant will also get information about the Review of Decision process (see below).

Approved applications are processed in line with Transport Scotland guidance via a UK centralized service for printing, manufacturing and dispatching of Blue Badges. The booklet **rights and responsibilities** will be dispatched with the Blue Badge.

## 7. Review of Decision

The Review of Decision process is as follows:

**Stage 1-** If a Review of Decision request is received in writing within 28 days following the guidance format (of required content and new information) as stated in the refusal letter, a Review of Decision may be completed. A review of all documentation or previous assessments is completed and if further assessments such as a mobility assessment is required, the applicant is notified. A senior regulated health professional (Blue Badge Service Manager), as part of the review decision assessment process, considers all information submitted in support of a request for a review of decision. The manager then makes the eligibility decision (the delegated authority to do so comes from applying Transport Scotland criteria and from the Local Authority, via the Service or Locality Manager working closely with the Blue Badge OT or Blue Badge Service Manager). Applicants are notified of the decision in writing with reference to the Transport Scotland criteria.

**Stage 2-** Following refusal after an Independent Mobility Assessment, if a Review of Decision request is received in writing within 28 days following the guidance format (of required content or new information) as stated in the refusal letter, a Review of Decision may be completed in line with Transport Scotland criteria and guidance. The Blue Badge Service Manager, as part of the review decision process, considers all information submitted in support of a request for a review of decision and makes an eligibility decision (see part 1 above for information about the delegated authority to do so). Applicants are notified of the decision in writing with the reasons for the decision (with reference to Transport Scotland Criteria).

Where an application is unsuccessful, there is no current timescale for an applicant to wait before submitting another application. However, future applications are generally made when the applicant has a material change in their circumstances relevant to Blue Badge applications and eligibility.

## 8. Badge Issue Fee

Blue Badges issued in Moray are currently subject to a fee of £20 (current maximum fee under the regulations), paid before the issue of the Badge. The fee is for the issue of Badges, not an application fee.

The fee applies to new Blue Badges, re-applications (renewing Blue Badges) and all replacement Blue Badges (including for a 1<sup>st</sup> replacement badge from April 2026) (replacement for Badges damaged, lost or stolen). This is the case for all 12-month, 18-month, 2-year and 3-year Blue Badges.

Damaged, lost or stolen badges should be reported to the Blue Badge service telephone number: **01343 563483** or by emailing blue badges [BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk). Blue Badge holders are informed that when the replacement is ordered it cancels the lost, stolen or damaged badge and, the Blue Badge team informs the carparks section about the replacement, so that if the lost badge is found, no one can use it.

## 9. Re-application Process

The holder can re-apply by contacting the Blue Badge Service (**01343 563483** or [BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk)).

Badge expiry dates are printed on all Blue Badges. Applicants should re-apply in all cases where their Blue Badge is expiring. Re-applications will be treated as a first application and will go through the same application and assessment process as described above. The applicant will be required to include all supporting documentation with their application as outlined in Section 5.

For an automatic eligibility, with NFA, up to four weeks processing time is required to ensure continued use of a valid (not an expired) Blue Badge.

For a subject to further assessment re-application, the processing time required can be up to a maximum of 16 weeks. The public will be informed of the current processing time on the Council website. Applicants will be able to contact the Blue Badge team who will be able to give an update on the application and an approximate time for processing, if they are able to do so.

Individuals need to use a valid Blue Badge when parking in a designated area, so an expired badge should not be used. Individuals cannot have two valid badges so the date will follow on from the last badge's expiry date.

No reminders are issued from the Blue Badge Team in Moray. It is the applicant's responsibility to apply in a suitable time. The date of expiry is on the Blue Badge itself.

## 10. Replacement Blue Badges

If a Blue Badge is damaged, lost or suspected stolen, this must be reported to the Blue Badge service (telephone number: **01343 563483** or by emailing blue badges [BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk)).

The badge holder needs to tell us if it's lost or stolen or too faded to read. Transport Scotland guidance directs the local authority to update the National Database to show the old badge is no longer eligible.

When a holder contacts us for a replacement badge the administrator will go to the Transport Scotland website and order a replacement. The administrator will then note this on the Social Work Information System. There is a £20 charge for all replacement badges (for a 1<sup>st</sup> replacement badge this new charge takes effect from April 2026) for a damaged, lost or stolen badge.

## 11. Return of Unexpired Badges

Unexpired badges are to be returned as soon as possible by the holder (or their authorized representative) when no longer required (for example, after a badge holder passes away or there is a change in material circumstances linked to the badge holder's eligibility – as described in the 'terms of use' of the badge). The badge should be returned to the Blue Badge Service, Moray Council, The Annex, High Street, Elgin, IV30 1BX to mitigate the risk of improper use.

## 12. Display of Blue Badges

When using the parking concessions, **the holder must display the badge** on the dashboard or fascia panel, where it can be clearly read through the front windscreen. If there is no dashboard or fascia panel in the vehicle, the holder must still display the badge in a place where it can be clearly read from outside the vehicle. The front of the badge should face upwards.

The side showing the photograph should not be visible through the windscreen.

The holder must also ensure that the details on the front of the badge remain legible. If they become illegible, through fading or wear and tear, the holder must return the badge to the council (see above for the address) so a new badge can be issued. Displaying a badge that is illegible may result in a parking fine.

### 13. Power to Inspect the Blue Badge

Police officers, traffic wardens, parking attendants and civil enforcement officers have the [power to inspect the badge](#). These people should produce an identity card with their photograph on it to prove they are who they say they are. If any of these people ask to see the badge, the badge holder must show it to them. If the badge holder does not, they may break the law and could be fined up to £1,000. Enforcement officers also have the right to retain the badge, without police presence, if they have reasonable grounds to do so.

### 14. Complaints

The [complaints procedure](#) applies when an applicant is unhappy with the way the process has been conducted, rather than being unhappy about the eligibility decision itself (unhappiness with the eligibility decision is dealt with by the **Review of Decision process** – see Section 7).

Where there is dissatisfaction with the way the process has been conducted, please see the above link for information including 'How to Complain' and the 'Model Complaints Handling Procedure MCHP – Implementation Guide'.

See also information about the [Scottish Public Services Ombudsman](#) (stage 3 of the [Local Authority Model Complaints Handling Procedure](#)).

### 15. Misuse of the Blue Badge

Any suspected misuse of Blue Badges concerning on street parking should, in line with Transport Scotland guidance, be referred to [Police Scotland](#).

Moray Council car park attendants may ask to see the Blue Badge for any car parked in Council Car Park disabled bays. In the first instance, car park attendants will notify incidences of misuse of blue badges to the Blue Badge team. When the Blue Badge team is notified of potential misuse, a letter is sent to the badge holder reminding them of their responsibilities and potential consequences of misuse. A spreadsheet is held within the department with badge holders' details, allowing simple oversight of any repeat incidences of misuse of the badge. Repeating incidences of misuse by the

same badge holder will result in a referral to Police Scotland. Misuse issues should also be sent to the Fraud inbox managed by the Local Authority Corporate Investigations Team.

Some examples of 'misuse' are set out in the [rights and responsibilities](#).

An excess charge notice can be levied for cars parked in car park disabled bays without a valid Blue Badge.

## 16. Equalities and Human Rights

Section 149 of the Equality Act 2010 imposes a duty any public body to have due regard, in the exercise of its functions, to the need to:

- (a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act.
- (b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it. This is known as the general public sector equality duty.

In 2012 the Scottish Government adopted the [Equality Act 2010 \(Specific Duties\) \(Scotland\) Regulations](#) which laid out a number of statutory duties for public bodies in Scotland. These specific public sector equality duties were designed to assist public bodies in meeting their general duties and they include the duties to:

- Where and to the extent required to fulfil the general equality duty, assess the impact of applying a proposed new or revised policy or practice against the needs of the general equality duty.
- In making the assessment, consider relevant evidence relating to persons who share a protected characteristic (including any evidence received from those persons).
- In developing a policy or practice, take account of the results of any assessment in respect of that policy or practice.

- Publish, within a reasonable period, the results of any assessment where it decides to apply the policy or practice in question.
- Make arrangements to review and where necessary revise any policy or practice that it applies in the exercise of its functions.

Aligning with this, the development of our policies includes, where applicable, an Integrated Impact Assessment (formerly the Equal Opportunities Impact Assessment). Approved by the Equalities Officer, the outcomes of the assessment can be requested by emailing [equalities@moray.gov.uk](mailto:equalities@moray.gov.uk).

The **Human Rights Act 1998** and the rights covered by the Act can be found here

<https://www.equalityhumanrights.com/en/human-rights/human-rights-act>

The Human Rights Act 1998 sets out the fundamental rights and freedoms that everyone in the UK is entitled to. It incorporates the rights set out in the European Convention on Human Rights (ECHR) into domestic British law. The Human Rights Act came into force in the UK in October 2000.

The Human Rights covered by the Act can be viewed on the EHRC website [here](#).

## 17. Data Protection and Freedom of Information

Moray Council is committed to protecting personal information in compliance with Data Protection legislation. Further information on Data Protection is available on the Information Management pages of the [Council's website](#).

Data protection legislation, including the [Data Protection Act 2018](#) (DPA) and [UK General Data Protection Regulation](#) (UK GDPR), provides a framework to ensure Personal Data is handled properly.

The legislation provides individuals with legal rights about the way their information is handled and used, to give them greater control over their personal data. These include:

- the right to be informed as to how their personal information is being collected and used.
- the right of access to their information.
- the right to have their information rectified if it's factually inaccurate or incomplete.

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- the right to request that, in some circumstances, their information is deleted or to stop using it.
- the right to restrict how their information is processed in certain circumstances.
- the right to object.
- the right to withdraw freely given consent; the right to data portability and rights in relation to automated decision making and profiling.

When personal information is to be collected a privacy notice will be made available to people who use the service to explain how their information may be collected, used, stored, shared and securely disposed of, the legal basis for doing so and what their data subject rights are.

As a Local Authority Moray Council is subject to the [Freedom of Information \(Scotland\) Act 2002](#).

This Act gives individuals the right to access information held by the Council. Guidance and information on requests are available on the [Council's website](#). This Procedure can be made publicly available if requested, unless it is exempt i.e. if it is intended for use of staff only.

### 18. Implementation plan

1. Title of document	Blue Badge (Disabled Persons' Parking Concessions) Procedure
2. Owner of document	<a href="mailto:BlueBadges@moray.gov.uk">BlueBadges@moray.gov.uk</a> . Community Care Finance (with support from Adult and Children & Families Policy Officers)
3. What is it? (e.g. new policy, updated policy, guidance etc.)	Updated Procedure
4. Where is it stored?	Intranet and Blue Badge Team
5. What is the implementation date/timeframe?	Council ED&I Committee and Full Council Committee (Charges) approval date 28/01/2026

6. Dissemination methodology (e.g. Cascade through snr officers and individual services, team meeting approach, Locality approach, Launch event, Focus Groups, Event based approach, 7 min Briefings)

HSCP and ED&I Services

- Send the final version out to all relevant teams.
- Cascade through Service Managers, Team Managers and CPs.
- Highlight the procedure approval at Practice Governance Board.
- Relevant Team Managers (Blue Badge, OT, Community Care Finance etc.) may want to table the policy at a monthly team meeting for information.

Children and Families and Justice Social Work:

- Send the final version out to all relevant staff alongside TeamTalk

Highlight the policy at Policy, Development, and Commissioning, Practice Governance Board Meetings and Operational Management Team meetings.

7. Stakeholders (audience), their roles and responsibilities

All employees to apply the Procedure to ensure appropriate application of eligibility and assessment for and, administration of the Blue Badge Scheme in Moray.

8. Training Needs Assessment

Nature		Scope		Delivery Format		Resource	
One-off		Single Agency	X	Self-led	X	Met within existing	X
Ongoing	X	Multi-agency		Facilitated		Resource required	

Details

[BlueBadges@moray.gov.uk](mailto:BlueBadges@moray.gov.uk) (and Community Care Finance) can advise all teams on the application process for and administration of the Blue Badge 'scheme' (and any other questions relating to the Transport Scotland Criteria, use of Blue Badges including using it if travelling to another area of the UK, charges for Blue Badges. re-application process, returning a Blue Badge etc.).

9. Impact: What would you expect to see as a consequence and where would you look for impact? (e.g. case file reading, recording processes, Focus groups of parents/carers and families, and staff)

The consistent application (eligibility, assessment, decision & decision review, re-application, replacement, fees etc.) and administration of the National (Transport for Scotland) Blue Badge criteria at the local level in Moray.

This will be evident from Case Recording and Outcomes Monitoring, Internal Audit, Review & Update of the Procedure.