

# **Personal Carers Permit Consultation**

**Consultation Report  
2 June 2021**

# Contents

## **1 Introduction**

- 1.1 Background
- 1.2 Our proposals

## **2 The consultation**

- 2.1 Consultation objectives
- 2.2 When we consulted
- 2.3 Who we consulted
- 2.4 How we consulted

## **3 Responses from members of the public**

- 3.1 Summary of results
- 3.2 Our response

## **4 The Way Forward**

Appendix 1 – Full online consultation comments

# 1.0 Introduction

## 1.1 Background

Currently, family and friends providing care services and carers paid directly by a cared for person do not qualify for the existing Lambeth Health Care Permits scheme.

Cared for persons receiving such services are instead advised to purchase visitors' vouchers for their address which can then be provided to their care giver when they arrive. Alternatively, carers can park in Pay by Phone bays and pay by the hour whilst they are undertaking their duties as a care giver. A key issue with the Pay by Phone bays, is that these are not available on some residential streets, particularly in the older CPZs, which are further away from local shops. Visitors' vouchers require additional administration as there is a limit of 50 vouchers per address annually, although this limit can be reset on request. The current cost of 50 visitors' vouchers is £250.

## 1.2 Our proposals

It is proposed to introduce a Personal Carers Permit (PCP) for carers who do not qualify for the existing Health Care Permit.

The permit would be for friends or family members who must visit a resident who needs to be cared for due to their vulnerability relating to age, mental or physical capacity as well as women requiring antenatal and/or postnatal care.

The carer will be able to apply online for a Personal Carers Permit, which includes details about the person they are caring for and supporting documentation from a doctor or social services confirming the need of a carer. They will also need to provide details and evidence of their home address. Carers will be able to purchase a permit for three, six and 12-month durations.

To prevent any misuse of the permit and to discourage the use of the permit for commuting purposes, there will be a three-hour maximum stay on the permit. The permit will be virtual and vehicle specific. It will also only be valid for the controlled parking zone where they are providing care.

The cost of the permit will be:

<b>Duration</b>	<b>Cost (£)</b>	<b>Diesel Surcharge (£)</b>	<b>With Diesel Surcharge (£)</b>
Yearly	60	40.75	100.75
6 months	35	24.50	59.50
3 months	20	17.50	37.50

It is essential that the permit can accommodate carers but also that it is protected from misuse. The permit will therefore be reviewed after a year to ensure that it is working as intended.

## 2.0 The consultation

### 2.1 Consultation objective

The objective was to understand and hear the views of our residents on the proposed introduction of a Personal Carers Permit for friends and family members of a cared for person.

### 2.2 When we consulted

The consultation started on the 15 April and ended on Friday 21 May 2021. We asked key questions relating to the introduction of the Personal Carers Permit. This included whether carers lived within or outside the borough if they will use the permit during the week or at weekends and whether they would find the PCP helpful.

### 2.3 Who we consulted:

- Carers Forum
- Carers Collaborative Strategy Group
- Cared for persons via webpage
- GPs
- Lambeth Social Workers
- Carers Hub
- Age UK
- Disability Lambeth
- Family Action
- Lambeth and Southwark Mind
- Councillors
- General public

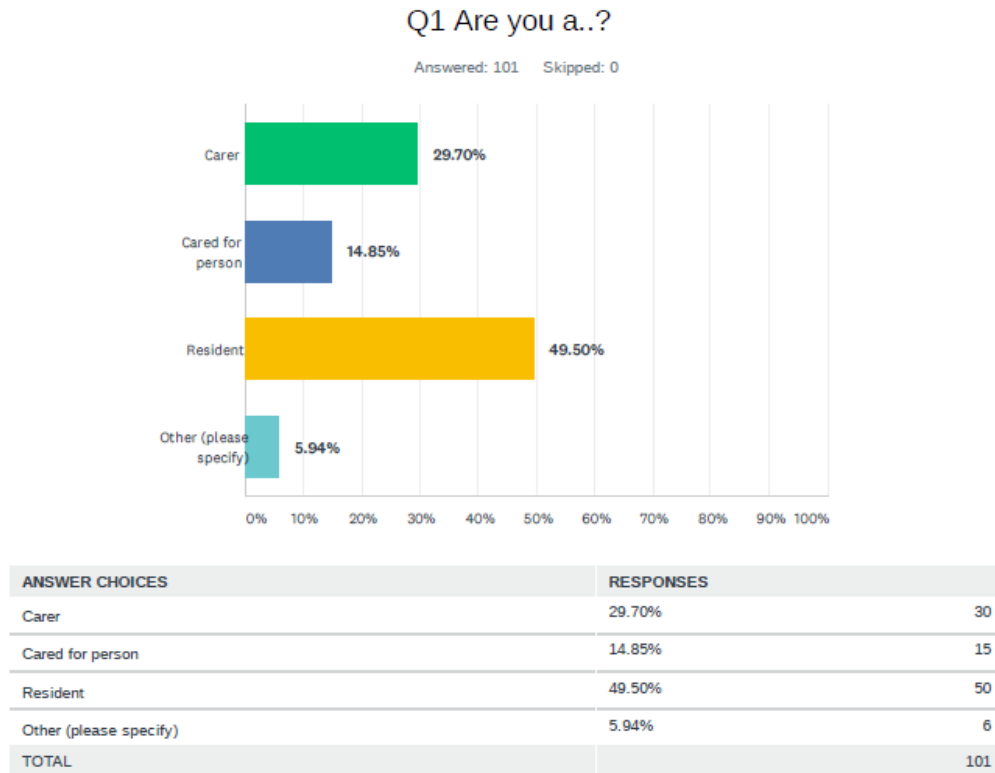
### 2.4 How we consulted

We carried out an online survey which was published on Lambeth council's consultation webpage. The consultation page directed members of the public and organisations to make comments online. Emails were sent out and the public encouraged to fill out the online survey. Further information was sent out via social media platforms, Twitter and Facebook.

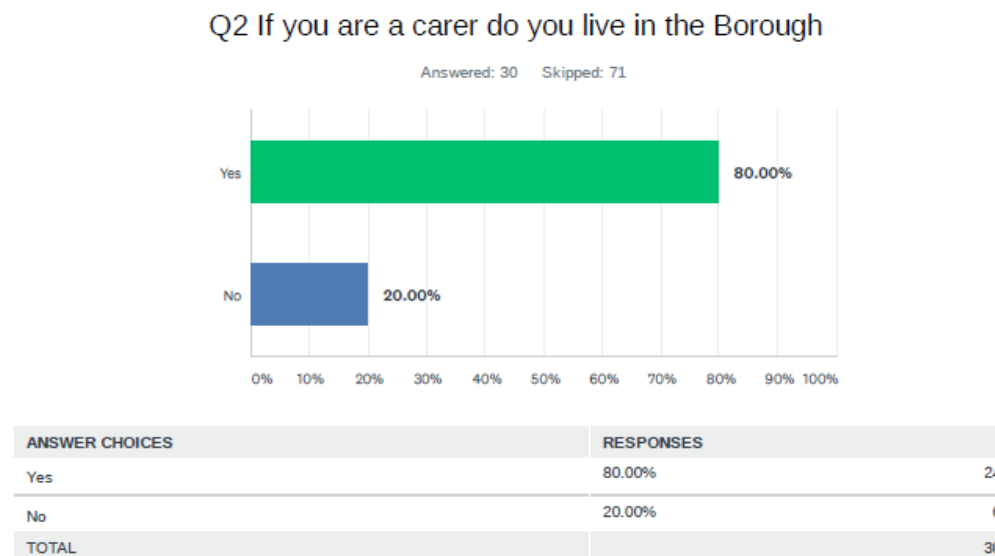
## 3.0 Responses from members of the public

### 3.1 Summary of results

The survey received 101 responses of which 29.7% were Carers', 14.85% cared for persons, 49.5% residents and others not specified-5.94%.



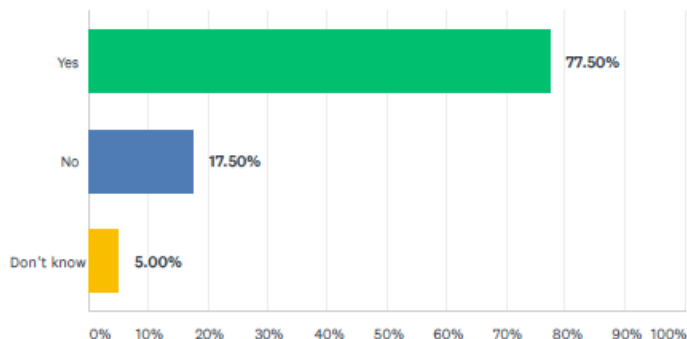
Eighty percent of respondents lived in the Borough while 20% of respondents did not. In response to introducing a personal carers permit.



Majority of respondents, 77% thought the Personal Care Permit would be helpful, 17.5% said it wouldn't be helpful and 5% didn't know.

### Q3 Would you find the Personal Carers Permit helpful?

Answered: 80 Skipped: 21

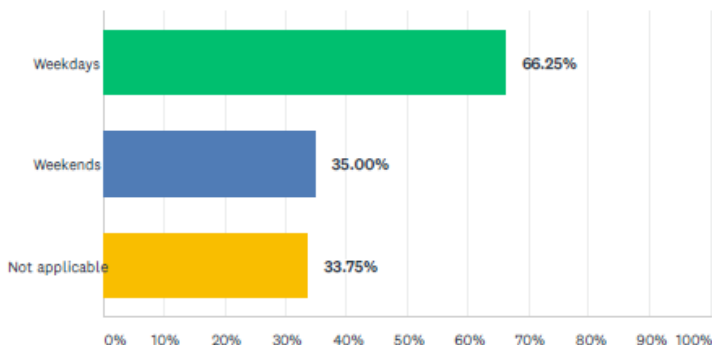


ANSWER CHOICES	RESPONSES	
Yes	77.50%	62
No	17.50%	14
Don't know	5.00%	4
TOTAL		80

However, 66.25% respondents will use the permit primarily on weekdays and 35% will mainly use it at weekends.

### Q5 If you were to use a Personal Carers Permit, when would you be most likely to use the permit? (select any that apply)

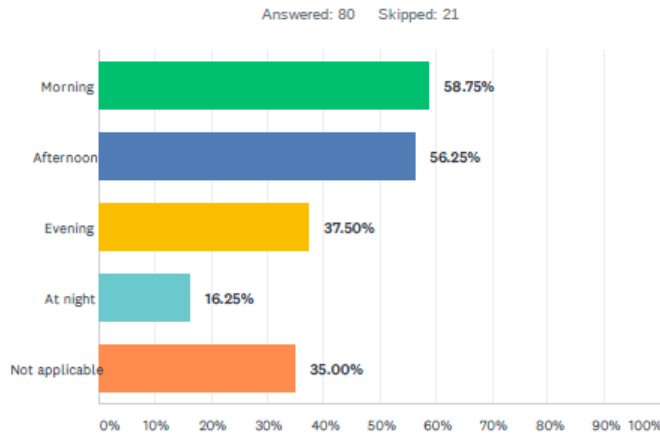
Answered: 80 Skipped: 21



ANSWER CHOICES	RESPONSES	
Weekdays	66.25%	53
Weekends	35.00%	28
Not applicable	33.75%	27
Total Respondents: 80		

This includes 58.75% using it in the morning, 56.25% in the afternoon, 37.5% in the evening and 16.25% at night.

Q6 If you were to use a Personal Carers Permit, what time would you tend to use the permit? (select any that apply)



ANSWER CHOICES	RESPONSES	
Morning	58.75%	47
Afternoon	56.25%	45
Evening	37.50%	30
At night	16.25%	13
Not applicable	35.00%	28
Total Respondents: 80		

The survey results found that thirteen per cent of respondents felt the permit should be free and not limited to two per household. 8.3% felt at least six hours or more is required to cater for night support. It is worth pointing out that one respondent felt a grant given in place of the permit will assist in using public transport, including taxis, buses, bicycles and trains. A further 8.3% felt the permit should be extended to include charities such as handy men services. There were 66.7% respondents who felt it is a great provision and will support family and friends with less worry in finding parking spaces.

Full consultation responses can be found in Appendix 1 at the end of this report.

### 3.2 Our response

A summary of the feedback, key concerns and our response is provided below.

#### 3.2.1 It will affect the help handy man

The Introduction of the Personal Carers Permit does not affect NHS agencies and domiciliary organisations from their continuous provision in offering care to vulnerable people. It will not affect the handy fix service from Age UK, which is a service that provides older people with extra help with small practical jobs to make their lives easier and safer around the home such as minor repairs, improvements, or adaptations to the home. There are other permits and alternatives such as the traders’ permit and pay by phone respectively available to these services.

### 3.2.2 It will increase vehicle usage

We are actively encouraging the reduction in travel by car, thereby including sustainability statements in our email responses and suggesting using other travel modes. However, based on the current use of PaybyPhone and visitors vouchers we do not envisage an increase in vehicle usage, and this has also been included as a question in our application process. We will review the permit after one year to ensure the permit is working as intended.

The Council promotes the use of public transport, cycling, Santander Bikes, Zip Cars and walking as sustainable and greener alternatives. All these options contribute to reducing our carbon footprint and promoting a cleaner environment.

### 3.2.3 Why charge carers

In setting the price of these permits we considered results from our benchmarking, the need to provide an affordable option for unpaid carers, the costs associated with managing the permit scheme and carrying out enforcement, and so as to ensure that there are no adverse impacts to our wider traffic management duties and environmental objectives.

### 3.2.4 Carers should be exempt from LTNs

Lambeth's trial Low Traffic Neighbourhoods have been designed to ensure that access is maintained to all properties, even if some routes may change. LTNs are a key part of our overall strategy to reduce traffic in the borough and to promote sustainable, safe, healthy and inclusive neighbourhoods.

We have avoided physical road closures in the implementation of trial LTNs to allow essential traffic to pass through without hindrance. This approach was developed in discussion with the emergency services to allow their vehicles to be exempt to ensure response times are maintained. Regarding other exemptions, there is a need to balance the objective of the LTNs to reduce traffic with the specific needs of individuals or groups.

It is an important principle that our roads are public and that any exemptions which allow exclusive access must be supported by an evidence base demonstrating that there is a need that cannot be met in other ways. Exemptions are currently limited to emergency service vehicles and transport for Special Educational Needs vehicles, vehicles with other medical purposes, as well as a small number of specific exemptions for businesses where access to loading would otherwise not be possible.

### 3.2.4 What is available for ad hoc visits

The PaybyPhone and visitors' vouchers are available for ad hoc visits such as handy men services. They can be activated online or booked ahead of time. CPZ hours vary ending by 2.00pm, 5.30pm, 6.30pm, 8.30pm and one from midnight until 8.30am. You can find the times [here](#).

### 3.2.5 Why can't carers have a similar scheme to blue badges

The blue Badge scheme helps you park closer to your destination if you're disabled. Guidance on who can apply for a Blue Badge can be found at <https://www.gov.uk/government/publications/blue-badge-can-i-get-one/can-i-get-a-blue-badge>



## 4.0 The way forward

Following on from the consultation we would like to implement the personal carers permit. As a result, the Traffic Orders have been amended to incorporate this permit.

To ensure that our permit offering always aligns with our transport strategy where we want to promote sustainable forms of transport such as walking and cycling, we will therefore review the personal carers permit after one year with a view of using the data to inform how the scheme should continue.

Communication will be sent to relevant stakeholders about the implementation of the personal carers permit.

## Appendix 1 - Online comments

1. The person I care for lives in Lewisham borough so it's access through LTN that would be useful. Ineeded help when pregnant and permit would have been useful, but I would not have had time to apply and do paperwork
2. I am carer for those in need at their home addresses. I am on minimum wage, and I work around the clock. Paying for parking meters consumes a lot of my wages. Travelling by busses does not allow me to fit in all my clients, plus it isn't very safe as I work very early and late hours of the night
3. On our estate no visitors permit will be issued soon making it difficult for my personal assistance to drive into work
4. I have had to pay for parking tickets when my carer has used her car
5. I have a daughter who has been submitted to the list of patients of which falls under the mental health act. The uncertain attributes of which she is categorised under has various anomalies and dependent on her current care program it is uncertain of where her residence may be. The various locations all have their own parking laws to adhere too so the possibility of a permit may prove to be useful
6. I have cared for a person in a non-charging area and am horrified by the fact that the proposed permits are not free. Carers save Lambeth and the NHS a fortune. Why do you charge at all?
7. I think it's a great idea, I just don't need it personally.
8. It would be very useful for the cared for person and carer not having to worry about paying for parking
9. My mother has dementia and I organise her care and she lives in an area where it is parking permit and or paid parking only. It is very difficult to find free parking close by and sometimes we need to use the car to take her for health appointments so this carer's permit would be very helpful.
10. I have to use my direct payment so pay for the parking and parking permits are very expensive. I think the permits should be at least 6 hours for those who have carers that stay longer hours for instance I have night and day care and the day carer stays at least 8 hours during school holidays.
11. So that my daughter could park when she comes to sit with me, giving my husband a chance to have a break.
12. My carers often have to change shift swiftly, or come from other jobs, or on long journeys into London to do their care job. They do up to a week in live in shifts and have to bring personal luggage. Not being able to park close by, walking back to cars parked in dark side streets, getting tickets of £65 - a night's wage - their car being distant and unable to keep an eye for break ins, vandalism or theft - this constant stress of parking is a really big problem.
13. So I can carry out caring tasks for my friend when she is not with me. When she is in my car, we can use her blue badge but often I do errands for her independently.

14. Seen that carers are paid so little why do you even think that it is OK to change them for trying to do their job. You do know that carers do not get paid when they are going to their clients only when they are on site do they get paid. I think it is totally disgusting that you want to make money from home and help carers and one last thing they can be moved from one area to the next so a carer from a different area come in to cover and may not know that they need a parking permit for the borough. You people are despicable.
15. Carers' permits are a great idea, but Lambeth's plans are too limited. They should not be limited to two per household and they should be free.
16. I work in a crisis response team which provides an alternative to hospital admission. Our service is heavily reliant on car drivers we also work shifts and there are 8-9 health professionals on duty everyday therefore 2 permits would not work for us. Finally responding to mental health crisis can on occasion last more than 4 hours. Our service operates 24/7.
17. It does not affect me, but it seems like a good idea as the people it will help are no doubt having to pay for parking or but daily permits to avoid PCNs which is not great especially if they are having to do this every week
18. If you listen to your constituents there would be no need for a permit. Also, you want to charge them, they should be free
19. I am not currently a carer - but over the last 20 years I cared for my father-in-law, my mum, and my stepdad until they died. Uncomfortable about normalising the idea that parking is required, or everyone should have a car if they are a carer - owning and maintaining and insuring a car is very expensive! When I was caring for my mum we would sometimes use taxis or the bus or I would come over on my bike. If you're going to subsidise carers it might be better to just give a grant and say it's for transport so it can pay for taxi fares when needed or a cycle rather than having more parking on our congested streets.
20. I care for my elderly father.
21. Although I am not currently a carer or a resident who drives, I understand the importance and time-consuming job carers face. By providing a carers parking permit you would remove this particular worry away from them and allow them to concentrate on caring for the vulnerable in the community.
22. I live with the person I care for who already has blue badge and white badge permits
23. Personal Carers should not be charged to park. 3 hours is useless as people need overnight care
24. It would really prove to be very helpful
25. \*Please extend to charities that come to help out as well like age concern handy man service
26. As a homeowner and resident of Lambeth since birth and having to look after a loved one, This permit should be free. The systematic choice for charging for a permit at the point of crisis sends a further sinking feeling that the state has no care for its citizens

27. Good idea but should be free. Calls come in for help at all times of the day and night.
28. I think NHS staff should be included
29. It is a very helpful idea and would reduce the burden on Carers having to find alternative means of transport especially if they work late at nights
30. Duration of the permits should be extended and apply to any vehicle as long as they are at the address of care. Then the price of the permit should always incorporate the diesel tax
31. Invaluable for me, my daughters' registration is on my disabled congestion charge. Also, I may eventually need more assistance
32. The proposed Carers permit should be free of charge
33. These people are keeping the nation running, we disabled simply cannot survive or have any quality of life without our Carers. Sometimes they arrive on duty, unload and walk into a crisis - and their car gets ticketed before they can move it. Others hop from house to house, crisis to crisis and every second counts for the people they care for. This would be a simple, effective way of ensuring they could do their job effectively without the stress, expense and uncertainty around parking. Just like doctors! They are just as important, often more so.
34. It should act like a blue badge and provide the same exemptions for parking and congestion charge. It would also be helpful to have an exemption for LTNs
35. It's great and should have been available long time as Carers have very low income
36. Just don't change these people for doing their jobs and help. The care industry as it is having a high turnover of staff. Don't make things worse and just issue the permits for free.
37. The permit proposal falls short and again excludes people experiencing a mental health crisis. Who exactly is responsible for coming up with these ideas and why are frontline mental health services both statutory and voluntary not consulted?
38. Get rid of LTN and don't charge for it
39. Currently I care for my husband alone, but I can foresee needing additional help in the future and a personal carers permit would help whoever we could get to help my husband
40. Peace of mind from getting life changing parking fines that can push carers into destitution.
41. It's difficult to get support because I live in the CC zone, ultra-low emissions zone and there's no pay and display nearby. When I'm sick or on high medication I need support from friends and family to take me to the hospital but it's only affordable to call an ambulance which is sad because it's costly to the NHS
42. My father recently passed away and I have taken over the responsibility of looking after her, though she can

move around slowly with the aid of her stick. She needs help to do jobs around the house and shopping bought in for her. It's very hard to do this as I cannot park outside her house.

43. Because I don't drive and do not have access to a vehicle.
44. This will allow people who are cared for to have easier access to carers. Though the LTNs do severely limit being able to access care, as carers have journey times high have at least tripled. AllBlue Badge holders ought to be exempt from LTNs.
45. It will make it easier for those that care for others, if they can have access to parking. Things like shopping for them will be more convenient.
46. \*It's expensive to park. Sometimes it's hard to find visitors parking near the residence/Service user home.
47. it would ease the cost to my family's pockets, as we don't have enough as it is already.
48. In case my mother's carer can't find parking without one.
49. Makes parking easier
50. \*I have to use my direct payment so pay for the parking and parking permits are very expensive. I think the permits should be at least 6 hours for those who have carers that stay longer hours for instance I have night and day care and the day carer stays at least 8 hours during school holidays.
51. Because think it's helpful for any carer or someone that cares for person or a member of the family with any illness or disability may need access to certain places, at any time or pick them up and get a ticket. I believe it's really helpful for anyone in a care field.
52. I am myself a carer for my son but will soon require a carer for myself
53. On one hand yes, it is useful but on the other is the cost
54. Paying for parking is time consuming and, over time, expensive.
55. I think that this is too restrictive and does not really appear to provide options for longer stays if the need arises. There are instances where support takes longer than 3 hours.
56. I think this is a very useful initiative because as a carer myself I struggle to provide proper care for my clients especially when there is an emergency such a client falling and I need to wait for emergency service, I cannot leave them alone until emergency service services has arrived and will mostly get a fine, as a carer out wages are already low and paying a fine can really be difficult, sometimes it is also difficult to get to clients on time because there is nowhere suitable to park.
57. Having to run errands and just parking as residents house is extremely costly
58. Currently my carer cannot use a car due to parking costs in the area.

59. There are limited pay by phone bays available and those that are can be particularly costly especially during times of additional care needs.
60. It ensures that carers are not penalised for a service that benefits vulnerable individuals, and the whole community.
61. If the road that my 95-year-old mother lives on becomes Residents Parking, then it would be of great value. There are often medical visitors to the location and only one parking bay.
62. Not needed at the moment, but my husband has dementia so will need it in the future, when I need a carer.
63. Not needed at the moment.
64. Carers should be free and not charged
65. My mother has many health issues, she sometimes asked for help when her carers are gone. A permit would help me carry out duties for her without the risk of getting a parking ticket. I would love to take care of my mother more and believe being able to park would help considerably.
66. My mother is a Lambeth resident who is both elderly and disabled. I live in Ilford, and mainly visit by public transport to attend to her. However, depending on the task, I sometimes need to come by car to care for her, especially if she needs to be taken to an appointment. Would be very helpful to have a permit that would allow me to park with a little more flexibility.
67. It would make parking on estates easier
68. I have to visit my mother who has dementia several times a day and not pay meters are always available and when they are, it's expensive. All of my carer's allowance goes on parking throughout the week
69. At the moment the person I care for is living at the same address, but this could change in the future. The permit could also be useful for other family members, especially as I might need to call someone to come round to help in an emergency/crisis.
70. No need for extra surcharge.
71. Parking is a real issue and gets in the way of providing the level and frequency of care required.
72. Helpful to take elderly relatives to medical appointments and get their prescriptions etc
73. I don't have caring responsibility at the moment, but if I did think this is a good idea.
74. I have a carer twice a week and I'm heavily reliant on my son, siblings and my elderly mother to support me. A permit that I can use during parking restrictions would really help me, as I spent so much money buying visitor estate scratch cards and the car park is not near my flat. It is located on another part of the estate and so it's time consuming to facilitate this. But a permit that can be used for carers is good, but it would have to not be vehicle specific, as care agencies often send different people, and I rely on all my family.

75. I don't need/have a carer but think that everyone who needs one should be able to get their carer one
76. This will be abused. The abuse of parking permits, disabled badges, COVID-19 permits etc is already rife in Lambeth. This is a bad idea. There is adequate public transport and paid bays.
77. For bonafide carers this would enable more efficient visits for really obvious reasons - needing to deliver groceries - collect and drop off person being cared for to medical appointments and emergency visits.
78. Grandparents coming to look after child in the week whilst we work
79. As parking is a stress as it's hard to find a free place
80. I do not need a carer
81. I have to use visitor permits or pay and display which is not cost effective, and I can be called upon at any time having to worry about making sure I have booked my permit in advance. I sometimes do have time to think about in an emergency
82. It is unfair that carers get tickets for just doing their job.