

## Blue Badge Applications for People Living with Dementia in Nottinghamshire (May 2025 update)

The Department for Transport requires that applications made under the “hidden disability” criteria are supported by appropriate evidence. Until now, applications without this evidence have typically been declined, with applicants advised to reapply with the required documents.

However, following our recent discussions — and thanks to the powerful “day in the life” story shared by Diane from [Eastwood Memory Cafe](#) — a change has now been made specifically for dementia-related applications.

Assessors have been instructed not to automatically refuse these applications. Instead, they will first check our social care system --Mosaic for any existing evidence, and where possible, look on the Health Portal for additional information.

While applicants and carers are still encouraged to provide supporting information, we recognise that this process can be particularly burdensome for those already navigating complex care responsibilities. This change is about easing that load and offering more proactive support.

We’ve also developed a step-by-step guide to help you support people through the application process. Please feel free to use and share it widely.

We hope this update brings some relief and makes the journey a little easier. While there’s still more to be done, we’re committed to continuing to listen and improve wherever we can.

Click here to visit the Blue Badge Hub and apply:

[www.nottinghamshire.gov.uk/transport/parking/blue-badge-hub](http://www.nottinghamshire.gov.uk/transport/parking/blue-badge-hub)



Once they have selected the option shown below, the next steps will determine what types of questions they will be asked.

### Do you have a disability or condition that means you need a Blue Badge?

- Yes, I have a permanent disability or condition (expected not to improve for at least 3 years)
- Yes, and I have a life-limiting illness
- My condition is expected to improve within 3 years
- No

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It is a recommendation that the walking question is selected, as this will present questions about the style of walking how far they can walk and if they need support etc. This can then also be considered as part of our assessment. If only the Hidden disability options are chosen, there are no questions about how the applicant mobilises.

### What are the main reasons you need a Blue Badge?

Select all that apply.

- I am unable to walk (I cannot take a single step)
- I find walking very difficult (for example, needing mobility aids, experiencing excessive pain or breathlessness)
- I experience psychological distress when walking or on journeys
- I am a risk near vehicles or in traffic (for example, lacking awareness or unable to control actions)
- I have a severe disability in both arms and drive regularly, but cannot operate pay-and-display parking machines
- None of these reasons

They should then select at least one of the hidden disability options, so they can describe how the applicant is affected in this area as well.

This is a crucial step. By choosing the combination option, both sets of questions will be asked, providing the best chance for an applicant to be approved. This approach allows the applicant to fully explain how their condition manifests and affects them

## Choose an application route

As you have selected more than one reason for why you need a Blue Badge, we want to make sure we ask suitable questions.

### Select the main reason you need a Blue Badge.

I find walking very difficult (needing mobility aids, experiencing excessive pain or breathlessness)

I experience psychological distress when walking or on journeys  
or

I am a risk near vehicles or in traffic (for example, lacking awareness or unable to control actions)

It is a combination of walking difficulties and psychological reasons which causes me to need a Blue Badge

#### What you will need to do

You will be asked both sets of questions about how your condition affects you.

As well as provide personal details, upload supporting documents & proof of identity, you will need to provide information about:

- walking distance and the time it takes
- mobility aids, if you have them
- excessive pain, breathlessness, balance or coordination issues
- what affects you taking a car journey
- how a Blue Badge would improve car journeys
- measures currently taken to improve those journeys
- any treatments, medication and details of associated professionals

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### General Advice

- Provide as much detail as possible.
- Describe how often the issues occur.
- Use different examples for the hidden questions.
- Focus on the applicant, not the carer, as we cannot consider the carer in our assessment.
- Explain what coping mechanisms have been tried and their effectiveness.
- If a question is not applicable, move on without worrying.
- Send evidence if available and possible.
- Although we cannot state this in the online process, if the applicant has had a badge before, we can reuse the photo for up to three badges. We can also electronically verify the applicant's ID and address, so they do not need to send in any documents.
- If an applicant is refused, read the reasons provided in the letter/email to understand what is missing from the application.