

Care Permit Terms and Conditions.

There are 3 types of care permit.

- (Paper) Care permit medical needs (chargeable at the short vehicle rate valid for 1-18 months)
- (Paper) Care permit medical needs (free to those in receipt of certain care)
- (Virtual) Childcare permit (chargeable at the long vehicle rate – valid for 1-18 months)

Who can get a parking permit?

Any resident of a controlled parking zone who has particular medical or care needs that warrants constant care within the home.

Is the permit specific to a particular vehicle?

Care permit – No

Child care permit - Yes

What proof is required to enable the issue of a permit?

Care Permit

1. Residency – resident must provide proof of residency (dated within three months)

Bank statement

Household bill

Mortgage agreement

Tenancy agreement

Norwich City Council rent card

2. Proof of need

Confirmation from the persons GP, Social Worker, or other appropriately qualified individual, explaining the grounds on which the permit is required, and if appropriate, the period of need.

The council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents.

Child Care Permit

1. Residency – resident must provide proof of residency (dated within three months)

Bank statement

Household bill

Mortgage agreement

Tenancy agreement

Norwich City Council rent card

2. Proof of need

Proof of children required, i.e. passport or birth certificate of child/children.

3. Proof of Carers vehicle details

Confirmation of care arrangement (letter), and confirmation of carers vehicle registration (permit can display up to 2 registration numbers).

The council will accept scanned or photographed copies of original document that can be submitted electronically, as well as hard copies of the original documents.

What is the nature of the permit and how many can I have?

Eligible individuals will be issued with one permit in addition to any other entitlement.

What type of vehicle can the permit be used for?

Permits are not valid for use on vehicles with an unladen weight of more than 3.5 tonnes or used on which exceed six metres in length.

How each permit can be used (paper):

- The permit must be displayed on the near side of the windscreen, so that it can be clearly read from the outside of the vehicle.
- A permit does not guarantee a parking space. If no parking spaces are available, this does not justify a parking contravention elsewhere.
- Permits are only valid for use on the dates shown on the permit.
- The permit is only valid in on-street permit parking spaces of the parking zone it is issued for – the zone is shown by the letter before the serial number on the permit or by the name printed on the permit. Signs near each permit parking bay will identify the parking zone.
- A care permit is not valid for use across a dropped kerb for pedestrian or cycle use at any time or to a private driveway or garage without the express consent of the user of that drive or garage.

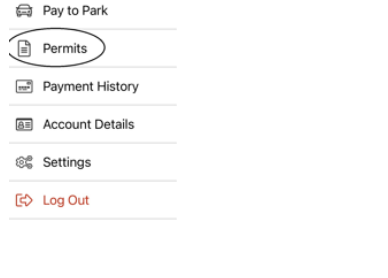
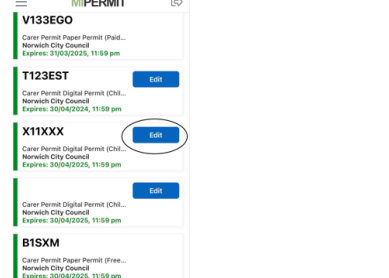
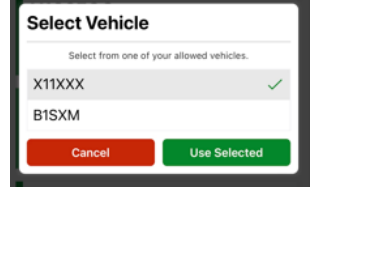
(Virtual) Childcare permit (where applicable) only vehicle registration numbers listed on permit may park in the zone. The vehicle that is parked in the zone will need to be selected by going to:

- Log into your account
- Manage Permits
- Select Norwich City Council
- Carer Permits
- Select Permit
- Select Active Vehicle
- Select Registration Number (a tick will appear in the number that you have selected)
- Save Details

Your permit will then be valid against the selected registration number. Only one vehicle at a time may park in the zone.

To change the vehicle registration on your permit via the Parking Operations App you will need to:

- **Download the app (via google play store or app store) and log into your account;**

From the main menu select permits	Select your permit from a list (if applicable)	The 2 registrations upon application will appear, select the registration you wish to activate
		

Your permit will then be valid against the selected registration number. Only one vehicle at a time may park in the zone.

The use of permits is monitored. Where evidence is found that the permit is being used wrongly the permit holder will be given the opportunity to provide a satisfactory explanation of the circumstances or agree actions to rectify the situation. Action will be taken by the council if no satisfactory response is received.

Refunds and exchanges.

Refunds (where applicable) will not be made on any unexpired portion of a parking permit, so you are advised to select the length of permit suited to your requirements. Lost permits can only be replaced where the permit is identifiable and is subject to an administration charge of £16.