

Social care staff, care workers and health staff benefit from parking exemptions, while delivering essential services to residents

Exemptions for care and health staff

A special permit allows social care staff, independent living advisors, care workers, [personal assistants](#) in social care, [Devon Carers](#) and health staff to park, while carrying out duties in the community, **without time limit (or requirement to pay)** in:

- areas of limited waiting
- residents' parking
- and Pay & Display.

The permit can't be used:

- in areas where [other restrictions apply](#), such as yellow lines or loading bays
- for Devon County Council's (DCC) County Hall car park or other DCC staff car parks
- for car parks owned and operated by district, borough or city councils
- for attending meetings or working at an office base, even if this allows you easier access to your vehicle to go on visits.

These exemptions detailed below **only apply to on-street areas within the Devon County Council boundaries**; they **do not** apply to city and district council car parks, or when you park in areas where other parking enforcements apply, such as parking on a single or a double yellow line.

What do I need to do to get a permit?

Please [print off and display one of the permits](#) – save to your device, fill in all relevant details on the Word document, print off and use appropriate permit.

What do I need to display in my vehicle?

Information including an appropriate logo, contact name and telephone number must be displayed clearly in the car window, so that a civil enforcement officer can make contact should they wish to. Please amend the permit template.

Who qualifies?

These [exemptions](#) apply to social care staff, care workers, personal assistants for disabled people, Devon Carers and health staff delivering essential support to people in their homes.

This includes: qualified medical practitioner, chiropodist, occupational therapists or nurse practitioner providing medical or nursing care; or social workers, occupational therapists, social care workers, independent living advisors, care workers, personal assistants in social care, Devon Carers, and voluntary workers delivering essential support to people in their homes.

These [exemptions](#) mean that visits can be completed more quickly and so reducing care costs. Ensuring easier access to parking reduces stress on staff and ensures that visits are on time for people we support and patients. For providers, the benefits are greater efficiency for staff, cutting travel and non-productive time.

When would a Penalty Charge Notice apply?

You may get a parking ticket (Penalty Charge Notice) if:

- you are not carrying out duties in the community as social care staff, care workers, personal assistants for disabled people, Devon Carers or health staff
- or, when you park in areas where [other parking enforcements apply](#), such as parking on a single or a double yellow line
- or, if the Traffic Warden (Civil Enforcement Officer) cannot verify the worker or contact you by telephone. However, you can go through the appeal process to explain the situation to our Devon County Council Parking Services Team; do not make a payment in this instance, follow the informal challenge route, under '[see and challenge my ticket](#)'.

If the permit is abused, a penalty charge notice may be issued and the exemption may be withdrawn.

If you have any queries email parkingservicessecure-mailbox@devon.gcsx.gov.uk

Feedback

If you're using the permit, especially for the first time, we would like to evaluate the impact. Please copy and paste your responses to the following questions and email them to natalie.elston@devon.gov.uk

Answer as applicable:

- **Were you already aware of this exemption? Yes / No**
- **What difference will this exemption make to the people being supported in the community?**
- **What difference will this exemption make to social care staff / care workers / health staff?**
- **What impact will this exemption make to the provision / service (for example in financial terms or in time savings each week)?**

Thank you for providing this feedback.

Exemption detail

[Devon County Council \(Traffic Regulation & On-Street Parking Places\) Consolidation Order 2014](#)

Exemption from prohibitions and restrictions for emergency services and medical practitioners

98A No provision of this order shall apply to a vehicle being used for ambulance, coastguard, fire or police purposes in relation to an emergency or whilst in pursuit of duties or police purposes if the observance of that provision would be likely to hinder the use of that vehicle for the purpose for which it is being used on that occasion.

98B Nothing in articles 3 (no waiting at any time, i.e. double yellow lines), 4/5 (no waiting for periods less than any time, i.e. single yellow lines), 18 (limited waiting parking places), 19 (pay & display), 24 (resident permit parking places), 26 (disabled badge holder only parking places), 28 (loading/unloading only bays), 31 (taxi bays), 32 (motorcycle parking places), 41 (permit holder parking bays) make it unlawful to cause or permit a vehicle to wait or park in a restricted road for so long as may be necessary to enable a vehicle attending a medical emergency by a doctor, district nurse, midwife, or appointed social worker in which cases the Council may request written evidence of a genuine emergency.

98C Nothing in articles 18 (limited waiting parking places), 19 (pay & display), 24(resident permit parking places) shall make it unlawful to cause or permit a vehicle to wait in a restricted road for so long as may be necessary to enable

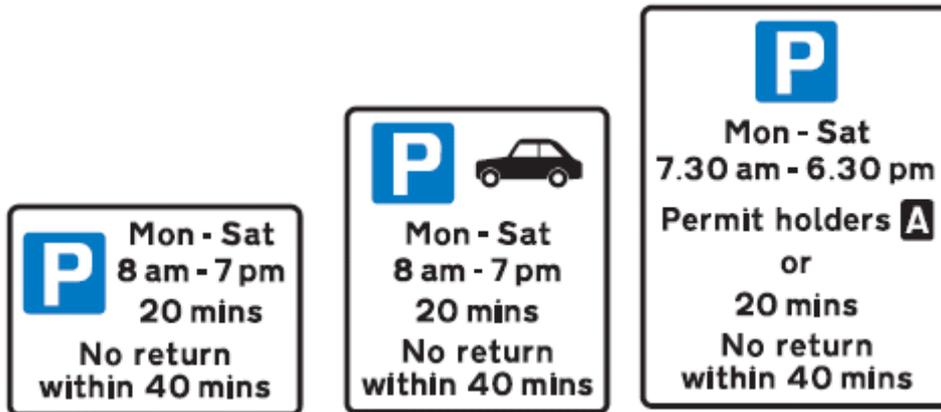
1. a) a vehicle being used by a qualified medical practitioner (as defined in section 55 of the Medical Act 1983) chiropodist, occupational therapists or nurse practitioner providing medical or nursing care; or
2. b) **any vehicle which is being used for essential storage and transportation of equipment** used by the aforementioned or social workers, care and voluntary workers delivering essential services to residents and they shall be allowed to park only whilst undertaking home visits at the patients place of residence.

Information including an appropriate logo, contact name and telephone number must be displayed clearly visible in the relevant position of the vehicle so that a civil enforcement officer can contact them to verify that they are parking to carry out their essential duties at the person in the community/patient's place of residence.

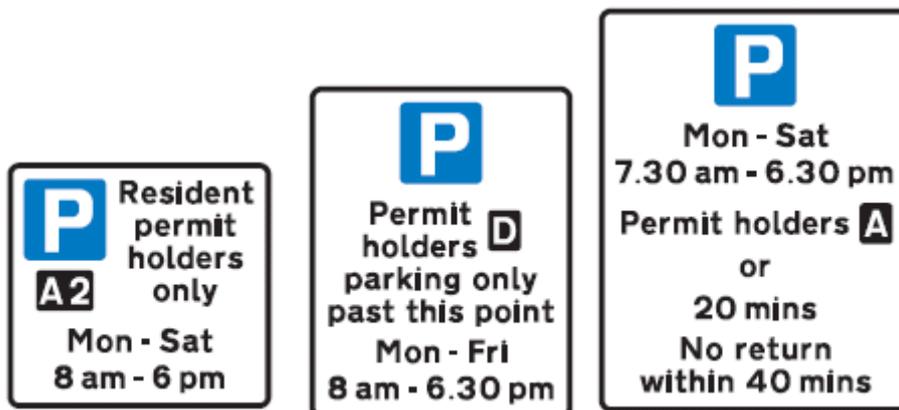
Summary and on-street parking control signs

Check the handy PDF guide to [on-street parking control signs and road markings](#), on our [website](#).

Example of areas of limited waiting (signs follow format below)



- residents parking (signs follow format below examples)



- and Pay & Display (signs follow format below examples).



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If you have any queries, please contact:

parkingservicessecure-mailbox@devon.gcsx.gov.uk

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