

ADEPT President's Awards 2024

Entry form

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Award category Digital Innovation/Technology

Project Title Tackling Blue Badge Fraud in Haringey

Local authority entrant London Borough of Haringey

Headline summary (150 characters max.)

Haringey's innovative Blue Badge Checker and virtual Blue Badge permit have greatly reduced the number of stolen/misused Blue Badges in the borough.

Please note we need at least one supporting image per award submission. Upload your image/s below.



 ADEPT stats.pdf

Digital innovation: How has this project shown evidence of successful digital innovation and the imaginative use of new technology? (150 words max.)

Blue Badge-related crime figures fell by 65% in Haringey following the launch of the Council's virtual parking permit system in August 2021.

Between January and June 2021, Haringey police recorded a total of 528 crime reports relating to Blue Badges, including cars being broken into and the badge stolen. This fell dramatically to 185 for the same period in 2022, thanks to over 2,000 Blue Badge holders in Haringey signing up for a free virtual 'Resident Blue Badge Holder Permit'.

Since the introduction of the Council's Blue Badge Checker in August 2022, there has been a month-by-month reduction in the number of lost, stolen, deceased-owner and damaged Blue Badges that are being misused in the borough. This is detailed in the pdf table attached.

Other local authorities are expressing an interest in how they can use this technology to combat their own levels of Blue Badge fraud and theft.

Digital innovation: How has this project shown evidence of improved outcomes for users? (150 words max.)

Residents can now sleep more soundly at night and told the Council of the devastation of being a Blue Badge theft victim:

"My blue badge was stolen from my car, the car window was smashed. The realisation that my blue badge had been stolen was a devastating shock and made me feel angry, vulnerable and scared. The stress continued weeks after the event due to the hassle of getting a replacement badge as well as a new windscreen for the car with a hefty cost. Simply put it was a nightmare which I do not wish on others to experience."

Residents can get the virtual Blue Badge permit free of charge, causing less worry in a cost-of-living crisis. Residents don't have to choose between paying for a virtual permit or meeting other day to day living expenses.

Our pdf table shows a monthly reduction in fraud since implementation.

Digital innovation: How has this project shown evidence of the transformation of a service/department/organisation by changing behaviours, delivering savings or improving ways of working? (150 words max.)

This is exceptionally good value for money because neither the Blue Badge Checker nor Resident Blue Badge Holder Permit directly cost Haringey Council money. This is due to the Council's good foresight and planning in including both ideas in its functional requirements, prior to the award of a new parking system.

The Council's civil enforcement officers (CEOs) wanted the Council to take action because of what they were seeing on-street. Being integral to the success of this project has seen morale improve and extremely high levels of positive feedback from such an important part of the Council's workforce. Because the Blue Badge Checker is used as part of the CEO's normal duties, the Council is not paying extra for staffing.

This initiative has changed how offenders think about the effects of this crime where perceptions may be around it being victimless, but that's far from the truth.

Digital innovation: How can the innovation/technology in this project be applied in multiple sectors/areas? (150 words max.)

Haringey is the 1st council to roll out this type of Blue Badge Checker. A similar checker was rolled out nationally by the Department for Transport in 2023, but Haringey has the advantage of having used its own bespoke technology since August 2022 which includes the ability to generate real time e-mail alerts to designated recipients.

The advantage of the Council's solution is that it allows the location of the offence to be pinpointed instantaneously and for a removal vehicle to attend as a priority, greatly increasing the likelihood of the offending vehicle being removed and badge confiscated.

The virtual Blue Badge permit was launched in August 2021 and today Haringey is still one of only a small number of local authorities with a virtual Blue Badge permit.

Both Haringey solutions could be implemented within any local authority, and they would see a massive reduction in Blue Badge theft/misuse.

Digital innovation: How does this project demonstrate scalability and resilience - the ability to use technology in a wider scope and in a way that encourages longevity of use? (150 words max.)

The Council was 18 months ahead of the Department for Transport in implementing an improved Blue Badge Checker and Haringey's Blue Badge Checker includes additional features that the DfT version doesn't have.

Additional features include a real time alert including the latitude and longitude of where the badge was detected and the ability for alerts to be sent to and prioritised by the Council's nuisance vehicle contractor, in order for the vehicle displaying the badge to be immediately removed and badge "taken off the street".

The Council's improved Blue Badge Checker and virtual permit could be adopted by the DfT and rolled out nationwide. The technology could also be adopted by other enforcement agencies such as the police.

Nationwide rollout would massively reduce fraud and Blue Badge holders would not have to worry about their vehicles being broken into, their Blue Badge being stolen and any associated vehicle repair costs.

All categories: please add anything else that supports your award entry

Haringey Council has introduced industry leading, award-winning technology – featured on 'Rip-Off Britain' - that deals with the problem of Blue Badge fraud and the menace this crime causes.

Residents told the Council of the devastation of being a victim of Blue Badge theft. The Council worked closely with residents to see how disabled parking could be improved and aided by its technology partner, Taranto Systems Limited, developed the Blue Badge Checker.

Haringey's innovative Blue Badge Checker goes a step further than the standard DfT Checker, resulting in a reduction in the number of Blue Badges being stolen in the borough and a higher detection rate of fraud.

Please see PDF attached uploaded with the images, which details evidence of improved outcomes for users. I was unable to copy and paste the table into this section.