

Role Profile/Job Spec – Blue Badge Investigator

Service	Parking Enforcement – Blue Badge Investigation
Job title	Blue Badge Investigator
Post No	
Salary Grade	
Hours	40 hours per week, including some evening and weekend deployment
Responsible To	Senior Blue Badge Investigator (line management). Operational tasking from Ealing Parking Services (Parking Operations Manager)
Responsible For	

Role Purpose

1. To detect, investigate and evidence the misuse of Blue Badges within the London Borough of Ealing, through proactive intelligence-led on-street patrols, enquiries, badge inspection and seizure, and formal criminal investigation.
2. To prepare complete, accurate and legally compliant evidential case files to the standard required for prosecution, and to give evidence in court where required.
3. To work alongside Civil Enforcement Officers (CEOs) as a routine part of frontline operations, strengthening the link between on-street activity, intelligence and investigation, and to be deployed on core CEO duties where operationally required.

Context

The Blue Badge Investigation Team is employed and managed by Greener Ealing Ltd (GEL) and delivers the on-street detection, investigation and case-file preparation functions of the London Borough of Ealing's Blue Badge enforcement programme. Day-to-day deployment priorities, intelligence-led tasking and quality assurance of completed case files are provided by Ealing Parking Services through the Parking Operations Team. All prosecution decisions and court proceedings remain the responsibility of the Council and Ealing Legal Services. The postholder is not asked to make legal decisions but must produce work of a standard that allows the Council to do so with confidence.

Job Description

1. Undertake proactive, intelligence-led on-street patrols, alone and alongside CEOs, to identify suspected Blue Badge misuse, including use of a badge by a person other than the holder, use of a lost, stolen, cancelled, expired or altered badge, and use of a forged or counterfeit badge.
2. Inspect Blue Badges in accordance with the powers conferred by the Chronically Sick and Disabled Persons Act 1970 (as amended by the Crime and Courts Act 2013) and the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000, and retain badges where lawful and appropriate, issuing the required receipts and maintaining a full audit trail of seized badges.
3. Conduct on-street enquiries with drivers, badge holders and witnesses in a professional, courteous and legally compliant manner, ensuring that any questioning of suspects is conducted in accordance with the Police and Criminal Evidence Act 1984 (PACE) and its Codes of Practice.

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4. Carry out all necessary investigative activity to establish whether an offence has been committed, including DVLA and Blue Badge register enquiries, written correspondence with suspects and witnesses, obtaining and reviewing CCTV and body-worn video, checks with the issuing authority, and liaison with the Metropolitan Police, other local authorities and internal Council teams.
1. Plan, conduct and record interviews under caution in accordance with PACE Code C and Code E, using Council interview facilities, and correctly administer the caution, rights and entitlements of suspects at every stage.
2. Obtain and draft witness statements compliant with section 9 of the Criminal Justice Act 1967, and record all evidence and investigative decisions contemporaneously in pocket notebook and electronic case-management records.
3. Compile complete electronic case files and evidence bundles to prosecution standard, including a summary of evidence, statements, exhibit list, interview record, disclosure schedules of used and unused material, and a clear explanation of the offence and the evidence supporting each element of it.
4. Comply with the Criminal Procedure and Investigations Act 1996 (CPIA) and its Code of Practice in relation to the recording, retention and revelation of material obtained during an investigation, and with the Regulation of Investigatory Powers Act 2000 (RIPA) where any directed surveillance is proposed.
5. Submit completed case files electronically to the Senior Blue Badge Investigator for quality review and sign-off, and promptly complete any further enquiries requested by the Senior Investigator, Parking Services or Legal Services.
6. Ensure all investigations are completed within statutory time limits, including the six-month limit for summary offences under section 127 of the Magistrates' Courts Act 1980, and maintain accurate records of the progress and outcome of every case.
7. Attend Magistrates' Court and other courts and tribunals to give evidence, produce exhibits and support the Council's legal representatives, and personally serve summonses and other documents where required.
8. Receive, assess and act upon intelligence, referrals and complaints from CEOs, members of the public, Council teams and partner agencies, recording and grading intelligence in accordance with agreed procedures.
9. Where required, undertake core CEO duties including the issue of Penalty Charge Notices in accordance with the Traffic Management Act 2004 and the Council's enforcement policies, and maintain the competencies necessary to do so.
10. Support CEOs in recognising and reporting suspected misuse, sharing knowledge on badge security features, common fraud indicators and the correct handling of badges on-street.
11. Handle personal and sensitive data lawfully and securely in accordance with the Data Protection Act 2018 and UK GDPR, and treat all information relating to badge holders, disability and criminal investigations in the strictest confidence.
12. Treat all members of the public, including genuine badge holders and disabled people, with dignity, respect and sensitivity, recognising that the purpose of enforcement is to protect the scheme for those who depend on it.
13. Contribute to the preparation of performance information, including hours deployed, badges inspected, badges retained, investigations opened and files submitted, and attend team briefings and case reviews as required.

Health & Safety

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1. Ensure that all duties are undertaken safely, in line with Safe Systems of Work (SSOW), dynamic risk assessment and lone-working procedures, in accordance with Greener Ealing's policies on Health & Safety, the Health and Safety at Work Act 1974 and other relevant legislation.
2. Manage confrontation and conflict professionally when challenging members of the public regarding suspected Blue Badge misuse, withdrawing where personal safety is at risk and requesting police or CEO support where appropriate.
3. Report all accidents, incidents, assaults, near misses and other potential dangers immediately and complete all necessary paperwork as soon as possible, as directed by management.

Vision and Values

Understand GEL's Vision "to be recognised as one of the leading environmental service providers in West London and across the Capital" and help GEL to achieve this Vision through adhering to the GEL Values (4 Cs): Customer Comes First; Collaborative; Caring and Committed.

Notes:

1. This post is subject to a satisfactory Disclosure and Barring Service (DBS) check and pre-employment vetting, and the postholder must declare any subsequent cautions or convictions.
2. The postholder will be employed by GEL for all employment, HR and welfare purposes but will receive operational direction on investigative priorities and tasking from Ealing Parking Services. Deployment may be from Greenford Depot or Perceval House depending on operational requirements.
3. The postholder must hold, or obtain within the probationary period, the competencies required to undertake CEO duties and may be deployed on core CEO duties where operationally required.
4. The postholder will be required to complete Blue Badge enforcement training and induction with Ealing Parking Services and Ealing Legal Services and to maintain their knowledge of PACE, CPIA and related legislation through continuing professional development.
5. The postholder may be deployed into other service area(s) within GEL, in line with the needs of the service, as directed by the line manager.
6. The tasks listed in this job description are not exhaustive and the postholder may be asked to undertake additional duties in line with the needs of the service and the grade of the post, as directed by the line manager.

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Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Good standard of general education including GCSE English and Maths at Grade 4 (C) or above, or equivalent. Willingness to complete the Accredited Counter Fraud Technician (ACFT) qualification, or equivalent, within 12 months of appointment.	Accredited Counter Fraud Technician (ACFT) or Accredited Counter Fraud Specialist (ACFS). Professionalising Investigation Programme (PIP) Level 1 or equivalent investigative qualification. City & Guilds Level 2 Award in Notice Processing / Parking Enforcement (WAMITAB) or equivalent CEO qualification. Full UK driving licence.	Application/ certificates
Knowledge	Working knowledge of the Police and Criminal Evidence Act 1984 and its Codes of Practice, in particular the requirements for cautioning and interviewing suspects. Working knowledge of the Criminal Procedure and Investigations Act 1996 and the disclosure obligations placed on investigators. Understanding of the rules of evidence, the elements of an offence, and what constitutes a complete and admissible evidential file. Understanding of data protection and confidentiality obligations in an investigative setting.	Knowledge of the Blue Badge scheme, the Chronically Sick and Disabled Persons Act 1970, the Disabled Persons (Badges for Motor Vehicles) (England) Regulations 2000 and the Crime and Courts Act 2013 inspection and retention powers. Knowledge of the Fraud Act 2006, the Forgery and Counterfeiting Act 1981 and the Theft Act 1968 as they apply to badge misuse. Knowledge of the Traffic Management Act 2004 and civil parking enforcement in London. Knowledge of the Regulation of Investigatory Powers Act 2000.	Application/ interview/ written exercise
Relevant Experience	Experience of conducting criminal, regulatory or counter-fraud investigations, including	Experience of conducting interviews under caution. Experience of giving evidence in a Magistrates'	Application/ interview

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ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
	gathering and recording evidence. Experience of taking witness statements and preparing written evidence or case files to a professional standard. Experience of dealing face-to-face with members of the public in challenging or confrontational situations.	Court or other court or tribunal. Experience of on-street parking enforcement or other uniformed enforcement work. Experience of working with legal services or prosecutors.	
Personal skills	Strong written communication skills, with the ability to produce accurate, clear and objective statements, reports and case files. Confident, calm and tactful verbal communication, able to challenge suspected misuse professionally and de-escalate conflict. High standards of personal integrity, honesty and impartiality, with an understanding of the standards expected of a witness in criminal proceedings. Attention to detail and a methodical approach to evidence, exhibits and record keeping. Ability to work on own initiative and manage a caseload to deadlines with minimal supervision. Competent in the use of Microsoft Office, case-management systems, mobile devices and body-worn video.	Ability to analyse intelligence and identify patterns of misuse. Experience of working as part of a multi-agency team.	Application/ interview
Specialist working conditions	Ability to undertake extended periods of foot patrol in all weather		Application/ interview

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	conditions, for which suitable uniform and protective clothing will be supplied. Required to work some unsociable hours including early mornings, evenings and weekends, in line with intelligence and operational need. Willingness to attend court, sometimes at short notice, and to work outside the Borough where investigations require. Prepared to adopt a flexible approach and to undertake CEO duties as the workload demands.		



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Our Values – 4Cs

Gel's values set out what we stand for and how we will behave at work. They are the basis of how we will deliver our Vision of being recognised as one of the leading environmental services providers in West London and across the capital.

1. Customer comes first – remembering our purpose and doing the very best for the people we serve.

- We achieve this by - being considerate, responsive and polite at all times and by being careful not to leave any mess.
- We don't achieve this unless we treat our customers as we would like to be treated ourselves.

2. Collaborative – with workmates and others.

- We achieve this if we - act as one organisation or team, sharing information and knowledge, and if we support each other wherever we can
- We don't achieve this if we - don't work as a team, ignore what others are doing or planning to do, or if we make decisions without involving other service users

3. Caring – about the health safety and welfare of our employees.

- We achieve this when we – take responsibility for our own health, safety, welfare and wellbeing and also that of others. This includes being respectful and supportive towards colleagues, taking care to maintain a healthy worklife balance, and challenging behaviours that are inconsistent with Gel's Dignity at Work policy.
- We don't achieve this if we – not serious enough about health, safety, welfare and wellbeing; are unsupportive; or if we don't have each others' backs.

4. Committed – to delivering services, to innovation, tackling problems and finding better ways of working.

- We achieve this when we – take the initiative to find or suggest better ways of working, listen to each other, and share good ideas.
- We don't achieve this unless we – keep an open mind and accept there may be better ways to get the work done.

We know that we will only deliver our Vision through each of us pulling together, working within the spirit of our Values, to make GEL one of the leading environmental services providers in West London and across the capital.