

From: FOI Responses
Sent: 20 May 2025 14:45
To: [REDACTED]
Subject: [REDACTED]

[REDACTED]

Thank you for your Freedom of Information request dated 22 April 2025, for information about City of Doncaster Council's Blue Badge Case Management System.

Please find below City of Doncaster Council's responses to the questions you have raised.

Request:

1. Do you use a 3rd party provider for your Blue Badge Case Management System and if so who is your provider?

Response:

No.

Request:

2. How many blue badge applications do you process each year?

Response:

On average, City of Doncaster Council processes 8500 blue badge applications each year.

Request:

3. How many blue badge applications are currently outstanding and what is your current SLA

Response:

394 blue badge applications are currently outstanding however not all have yet expired. These are processed within 14 days.

Request:

4. Do you use a 3rd party to support you in the delivery of your blue badge services, if so who is your provider?

Response:

Yes, City of Doncaster Council uses Valtech and APS (The National Blue Badge Systems) to support the delivery of blue badge services.

I hope that this information is useful to you.

City of Doncaster Council estimates that it has cost £147.00 to respond to this request for information.

Reviewing any decisions made:

If you are not happy with this reply you can ask us to review our response. To do this write to us within 40 working days of receiving your response at the address below or email FOIAppeals@doncaster.gov.uk

If you do not agree with the review decision you can apply to the Information Commissioner's Office (ICO) for a decision about our compliance or otherwise with the Freedom of Information legislation. Contact details for the ICO are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. www.ico.org.uk Telephone 0303 123 1113.

Yours sincerely,

Lucy McMahon

Freedom of Information Officer
Corporate Resources
City of Doncaster Council

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