

From: Freedom of Information Requests

Sent: 22 May 2024 10:59

To:

Subject: FOI Response - [REDACTED]

Dear [REDACTED]

Thank you for your Freedom of Information request dated 3 May 2024 for information about Blue Badge Service Provision. Please find below City of Doncaster Council's responses to the questions you have raised.

1. Does the council rely on externally commissioned services or employ in-house assessors for blue badge Independent Mobility Assessments?

Response: We have a small team who complete Desk Based assessments (DBA) who were trained by Occupational Therapists (OTs). We also have in house OTs who we can ask for professional input with applications which may not be as easy to assess with the DBA.

2. If you use an externally commissioned service, could you provide the name of this service provider?

Response: N/A

3. If the council internally employs in-house assessors, please specify the number of clinically trained assessors and administrative staff who work on blue badge applications.

Response: 1 FTE and 1 PTE who work specifically on Blue Badges, there is also a Team Leader and Manager who look at applications in need of further checks and also a number of OTs who we can utilise when necessary.

4. Do you collaborate with local GP services or NHS trusts to conduct blue badge assessments?

Response: No

5. How many of your applications are received through the .gov blue badge digital portal?

Response: We have recently changed the process for applicants who don't have access to online services, they can either come into the council office where they can access the digital area and have support completing an online application or we can take details over the phone and start the online application on their behalf and then request the additional information that we require to process the application. This means that almost every application comes through Blue Badge Manage.

6. How many applications are received direct to the council outside of the .gov blue badge digital portal process?

Response: The only applications that come in outside Blue Badge digital service are for the applicants who do not give consent for us to start their application online or who have had a paper one sent out to them before the process change and send it in at a later date.

7. Do members of the blue badge administration team fill out an application on either the .gov blue badge digital portal, or an internal form on behalf of an applicant that feels they are unable to do it themselves?

Response: Yes, please see above

8. Do you use an internal digital case management system for blue badge applications? If so, what is the name of this system.

Response: No

9. What is your current cost per assessment? (i.e. triage, telephone assessment & Independent Mobility Assessment)

Response: Blue production costing

Production - £2.28 per badge

Postage – 0.53 (standard)

Postage – 2.37 (fast Track)

Total £2.91 (standard per badge)

Total £4.65 (fast Track per badge)

Printing - £1.38 per badge

Total per badge - £4.29 Standard

Total per badge - £6.03 Fast Track

Council - Charge £10.00 per badge to cover all cost assessments and triage

I hope that this information is useful to you.

The City of Doncaster Council estimates that it has cost £46 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.

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