

Notice of Meeting

Health and Care Overview and Scrutiny Panel

Councillor MJ Gibson (Chair),
Councillor Mrs Mattick (Vice-Chair),
Councillors Allen, Atkinson, Bhandari, Brossard, Finch,
Mrs L Gibson, Mrs McKenzie, McLean, Skinner, Temperton and
Dr Barnard



Tuesday 17 January 2023, 5.00 - 6.00 pm

Agenda

*All councillors at this meeting have adopted the Mayor's Charter
which fosters constructive and respectful debate.*

Item	Description	Page
1.	Welcome and apologies	
2.	Declarations of interest	
	<p>Members are asked to declare any disclosable pecuniary or affected interests and the nature of that interest, including the existence and nature of the party whip, in respect of any matter to be considered at this meeting.</p> <p>Any members with a Disclosable Pecuniary Interest in a matter should withdraw from the meeting when the matter is under consideration and should notify the Democratic Services Officer in attendance that they are withdrawing as they have such an interest. If the Disclosable Pecuniary Interest is not entered on the register of Members interests the Monitoring Officer must be notified of the interest within 28 days.</p> <p>Any Member with an Affected Interest in a matter must disclose the interest to the meeting. There is no requirement to withdraw from the meeting when the interest is only an affected interest, but the Monitoring Officer should be notified of the interest, if not previously notified of it, within 28 days of the meeting.</p>	
3.	Review of Blue Badge scrutiny recommendations	1 - 14
	<p>Members are advised to read the attached documents in advance to inform a discussion about the implementation of the recommendations formed during the Overview and Scrutiny Review into Blue Badges in May 2021.</p>	

Sound recording, photographing, filming and use of social media is permitted. Please contact louise.connelly@bracknell-forest.gov.uk so that any special arrangements can be made.

Published: 10 January 2023

EMERGENCY EVACUATION INSTRUCTIONS

If you hear the alarm, leave the building immediately. Follow the green signs. Use the stairs not the lifts. Do not re-enter the building until told to do so.

This page is intentionally left blank

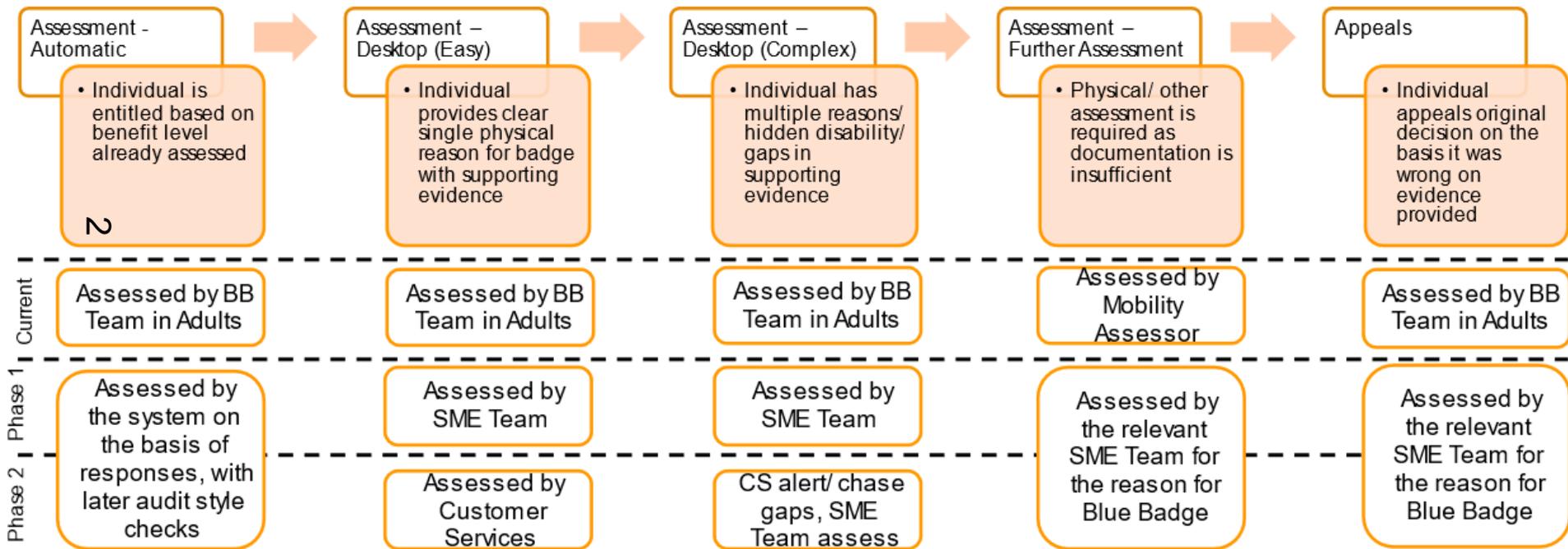
↳ **Appendices for Overview and Scrutiny
Review 17th January 2023**

Blue Badges Process & System Project

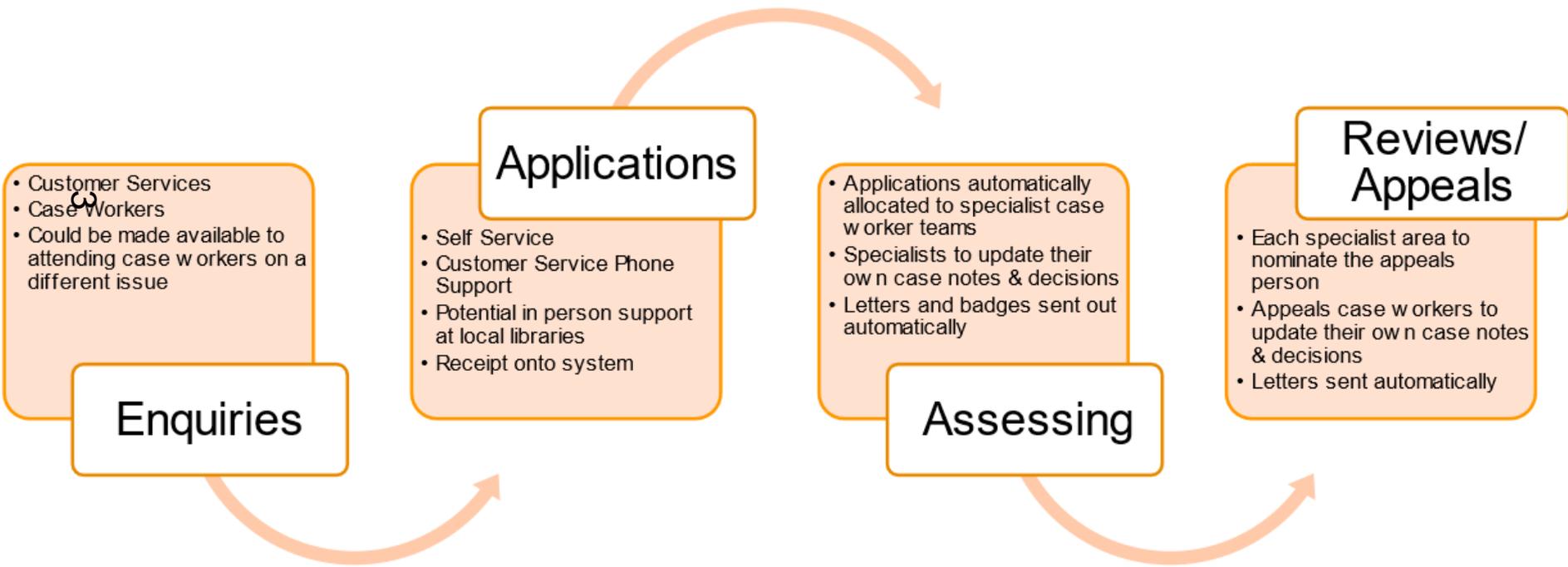
Proposal for Assessment

Exploring the extent to which assessment could be done outside SME Teams

Phase 1 is automated application and 'easy' assessment process then automatically directed to relevant SME. Phase 2 is automated application and 'easy' assessment process completed by customer services. Complex assessment processes continue to be assessed by SME's.



Who will be involved



Blue Badges – Progress Update

Roadmap as at 05.301.23 – Lisa Jewell (project lead from 19th Dec)

		2022				2023										
		Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep		
System Build					Reporting dashboard build and UAT					3 month review stage			6 month review stage			
					UAT front end and back office testing											
UAT of forms and system					UAT issue resolution											
					Forms process - video											
Training					New system – Net call ?											
					Website sign off											
Transition and Go Live					Preparation and planning for go live CS & Libraries											
					Preparation and planning for go live BS and SME's											

Progress/Planned actions:

- Front end UAT complete and issues captured for escalation, back end testing to be completed
- New project lead meeting with key stakeholders
- New lead familiarising herself with the systems to be able to support implementation and transition
- UAT issue resolution with developers and netcall underway
- Need to meet with other stakeholders (SME's) to update and get feedback from.
- Training and additional support to be agreed (Customer Services/Libraries) – in progress
- Transition to go live and switch on new website and application forms to be agreed – target is end of January
- Review current system alongside newly designed one to ensure it meets requirements of the process and the business
- Ensure process meets requirements and requests from overview and scrutiny

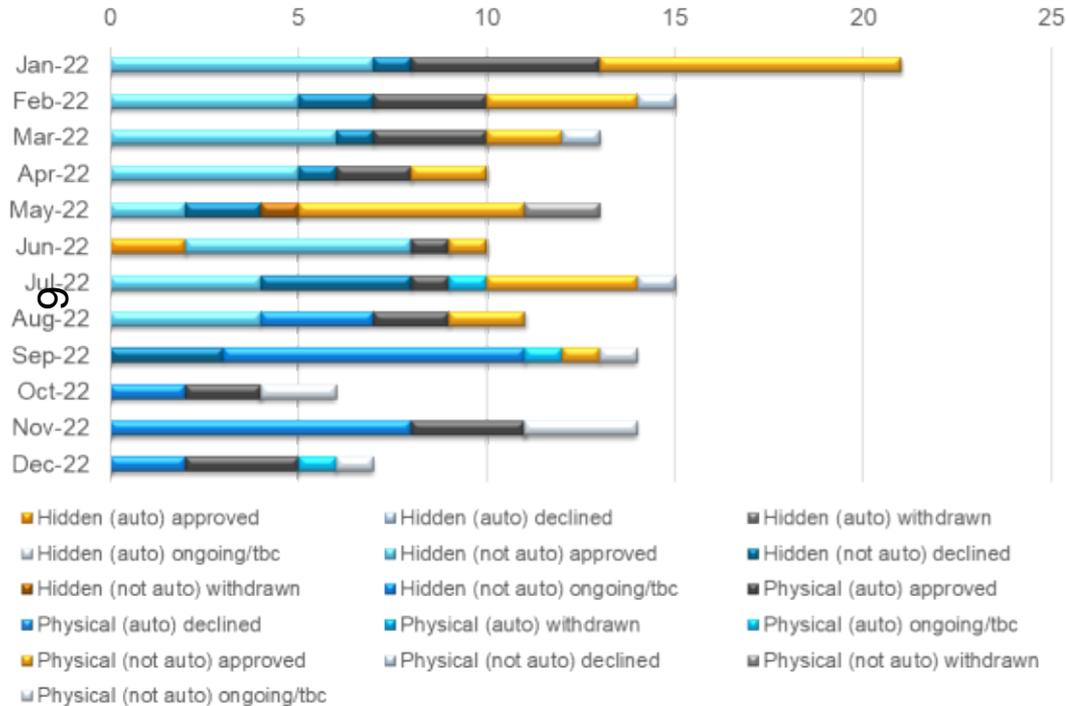
Current Issues/Actions

UAT issues ragged red/amber have been escalated to Netcall who have said that some of the items raised are outside of the original design scope – project lead to query and cross check this. System/back end UAT to be completed still by some key UAT stakeholders on leave until 9th Jan.

Blue Badge – Applications Jan – Dec 22 under 18's

Total Applications 149

Total Number of Child Applications <18



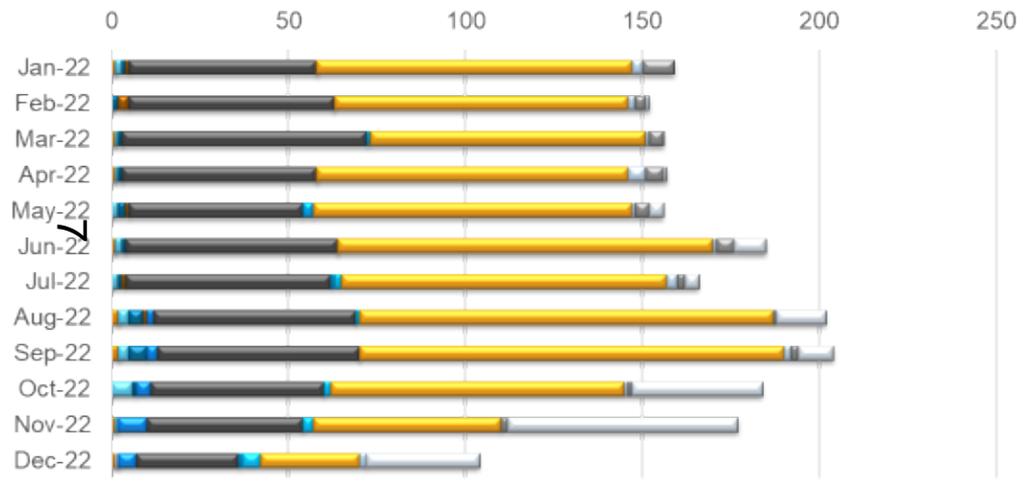
Total no of child apps (<18)	149
Hidden (auto) approved	2
Hidden (auto) declined	0
Hidden (auto) withdrawn	0
Hidden (auto) ongoing/tbc	0
Hidden (not auto) approved	39
Hidden (not auto) declined	14
Hidden (not auto) withdrawn	1
Hidden (not auto) ongoing/tbc	23
Physical (auto) approved	25
Physical (auto) declined	0
Physical (auto) withdrawn	0
Physical (auto) ongoing/tbc	3
Physical (not auto) approved	30
Physical (not auto) declined	3
Physical (not auto) withdrawn	2
Physical (not auto) ongoing/tbc	7

Blue Badge – Applications Jan 22 – Dec 22 over 18's



Total Applications 2002

Total Number of Adult Applications 18+



- Hidden (auto) approved
- Hidden (auto) declined
- Hidden (auto) withdrawn
- Hidden (auto) ongoing/tbc
- Hidden (not auto) approved
- Hidden (not auto) declined
- Hidden (not auto) withdrawn
- Hidden (not auto) ongoing/tbc
- Physical (auto) approved
- Physical (auto) declined
- Physical (auto) withdrawn
- Physical (auto) ongoing/tbc
- Physical (not auto) approved
- Physical (not auto) declined
- Physical (not auto) withdrawn
- Physical (not auto) ongoing/tbc

Total no of adult appls (18+)	2002
Hidden (auto) approved	10
Hidden (auto) declined	0
Hidden (auto) withdrawn	0
Hidden (auto) ongoing/tbc	1
Hidden (not auto) approved	23
Hidden (not auto) declined	19
Hidden (not auto) withdrawn	7
Hidden (not auto) ongoing/tbc	22
Physical (auto) approved	638
Physical (auto) declined	0
Physical (auto) withdrawn	6
Physical (auto) ongoing/tbc	13
Physical (not auto) approved	1027
Physical (not auto) declined	21
Physical (not auto) withdrawn	38
Physical (not auto) ongoing/tbc	177

This page is intentionally left blank

Appendix A: Health and Wellbeing Overview and Scrutiny Panel: Blue Badges

	Recommendation as agreed by Executive: 2021	Update provided	Chair observations / Panel observations
6	<p>1 That the blue badge process captures the reasons why each application has been accepted to create a knowledge bank for internal reference, training, and consistency. Where necessary, and in line with data protection policy, other teams involved in the process (e.g., Customer Services) should have access to this data to improve their knowledge.</p>	<p>New IT system has been created and 2nd stage user acceptance testing (UAT) is underway. There have unfortunately been some delays in progress and completion of this due to internal and external IT issues found during stage 1 testing.</p> <p>Issues and changes found during current stage 2 UAT have been categorised by Red/Amber/Green with Red being flagged immediately with the developers/builders and Amber being raised via regular issue log sharing. The red issues prevent UAT continuing so have to be resolved immediately. Amber issues are escalated to either internal or external IT support teams for resolution. Once complete testing of the fixes will be required. Planned for week commencing 9th January 2023.</p> <p>Blue Badge letters have been rewritten and signed off by stakeholder group and are now within system and are ready for use.</p> <p>Web pages have been redesigned and are ready to be shared with the key stakeholder group for review and sign off. These requirements will be implemented by digital services on instruction and reflect the new system and enhanced customer experience.</p> <p>Process/data capture – the system now gathers data throughout the application management process and data can be pulled</p>	

10		<p>from the system. The final IT work package will be to create report templates based on management and governance requirements and build into the system. Requirements spec with development team internally and at Netcall. To be implemented by end January 23.</p> <p>Customer services are becoming part of the blue badge process and so will have access to the system. They will also have training to use the system and to improve their knowledge of the overall process. To be implemented prior to go live.</p> <p>Library services already provide in person support to those who need it as well as access to IT equipment for those wishing to make Blue Badge applications. They too will have training and access to the system and data to improve their knowledge. Training to be to be implemented prior to go live.</p>	
2	<p>That the assessment process includes a greater understanding of psychological, medical and neurological conditions with access to expert knowledge for complex, and sometimes rare, conditions.</p>	<p>Process implementation phase 1 and 2 (Please see slides 2 & 3 in appendices document.)</p> <p>Phase 1 implementation: Initial application assessment will be completed automatically by the system – this is based on responses selected but will follow on to an audit style check.</p> <p>The system will then automatically send the application on to the subject matter expert</p> <p>Assessment desktop (Non-complex and complex) – by SME team</p>	

		<p>Phase 2 implementation – after 6 months of phase 1 (Please see slides 2 & 3 in appendices document.)</p> <p>Customer services could be provided access to training and knowledge to become SMEs for 'easy' cases.</p> <p>'Complex' cases would still be assessed by SME's specific to the condition(s).</p> <p>Phase 1 to be implemented January 23</p>	
3 1	<p>That the blue badge process confirms that the appropriate psychological, medical or neurological evidence and expertise have been considered before a final refusal decision is made, enhancing the objective scrutiny of refusals that is already in place.</p>	<p>New system allows for assessment of both visible and non-visible conditions and enables a holistic assessment. System and operating practices have been designed to enable a joint assessment review by the relevant SME's.</p> <p>Appeals – these will be assessed by SME's team specific to the reason for the blue badge. Appeals are being completed by independent SME within the council.</p>	

4	<p>That the review of the blue badge application form considers the following:</p> <ol style="list-style-type: none"> 1. Some conditions cross the visible/non-visible criteria; the form should remove any barriers to a holistic assessment of an individual. 2. Some conditions 'fluctuate' (the impact on a journey isn't consistent day to day); the form should recognise this and use an appropriate questioning style. 3. Ensure data protection doesn't create any barriers to swift and simple progress. 4. Use technology to make a complex form smart and simple, e.g. an online form where subsequent questions are tailored depending on responses. 5. An online form providing explanatory notes and examples of the sort of evidence required. 6. An online process that provides progress notifications to applicants, giving confidence that all their evidence has been reviewed. 7. Form must be easy to start, look at, save, and return to. 8. Ensure all accessibility needs and alternate methods are considered, and sufficient support is provided to complete the form, e.g. by Customer Services. 	<p>Forms and process</p> <ol style="list-style-type: none"> 1. New system allows for assessment of both visible and non-visible conditions and enables a holistic assessment. System and operating practices have been designed to enable a joint assessment review by the relevant SME's. 2. Yes. The system and process reflect the government standard of applying 'more often than not'. 3. DPIA covers data protection and (actions). 4. Yes – Completed and UAT testing has been completed with any issues currently being resolved. 5. Yes – Completed and ready for go live. 6. Yes – Completed and ready for go live. 7. Yes. This has been designed for the customer journey. 8. Customer services will be able to assist anyone who requires support via the phone and libraries services already do and will continue to offer support face to face at libraries. 	
---	---	---	--

5	<p>That the blue badge team hold engagement sessions with relevant organisations to increase understanding of the blue badge process in the statutory, voluntary and community sectors so organisations can:</p> <ul style="list-style-type: none"> • better manage expectations about the process and outcomes • better support people who are eligible for a blue badge. 	To be undertaken post go live.	
6	<p>The following recommendation is outside the departmental review and are made to the Executive for future activities:</p> <p>That the Executive requests a review to ensure that blue badge refusal letters are empathetic, easy to understand and demonstrate to applicants that all their evidence has been considered.</p>	<p>Website wording and pages have been redesigned. Not yet shared for review.</p> <p>Letters have been amended and updated to reflect these requests and shared for review.</p>	
7	<p>The following recommendation is outside the departmental review and are made to the Executive for future activities:</p> <p>That the Executive Director creates local guidelines that explain the approach to assessing blue badges in Bracknell Forest. The local guidance should be clear how Bracknell Forest Council uses its website and application form to provide and collect information (reflecting any changes because of recommendation 4), and how it considers evidence from a wide range of professionals and trusted organisations.</p>	The website has been updated (ready to go live) to reflect a more customer focussed approach in assessing blue badges, including additional clarity about the steps in the process and what information is required, plus a section on busting myths e.g., specific terminology / language needs to be used to be given a blue badge.	

	Specific update requested 15.12.22	Update provided	Chair observations / Panel observations
1	<p>The date that the new policy relating to hidden disabilities and the teams undertaking the specialist assessments etc was implemented.</p> <p>Following the implementation of the policy: can you provide an outline of the outcomes of those assessments please for under 18s.</p>	<p>(Please see data slides 6 & 7 in appendices document.)</p>	
14	<p>2 Detail the issues that have prevented the timely implementation of each of the recommendations so that the commission understand exactly why the delays have taken place.</p>	<p>At various points within the project timeline the following reasons have created project delays and prevented timely implementation:</p> <ul style="list-style-type: none"> • Resource availability and project prioritisation • Resource absence: project lead absence due to family circumstances • Loss of project leads on 2 occasions due to staff turnover • System design technical issues - using a relatively new system to build solution • Technical issues delaying start of UAT processes <p>(Please see project timeline slides 4 & 5 in appendices document.)</p>	

The aims of the Blue Badge project were established in Oct '21 and are recorded in the PID. In brief they were to: Improve the applicant experience and support the build of a new solution using the Low-Code platform, ensure robust 'interim' process(es) in place to support continuity of service. Design clear pathways for treatment of applications dependent on grounds raised, better utilising expertise across departments and to design strategic solution (System, Website, Correspondence, reporting etc).