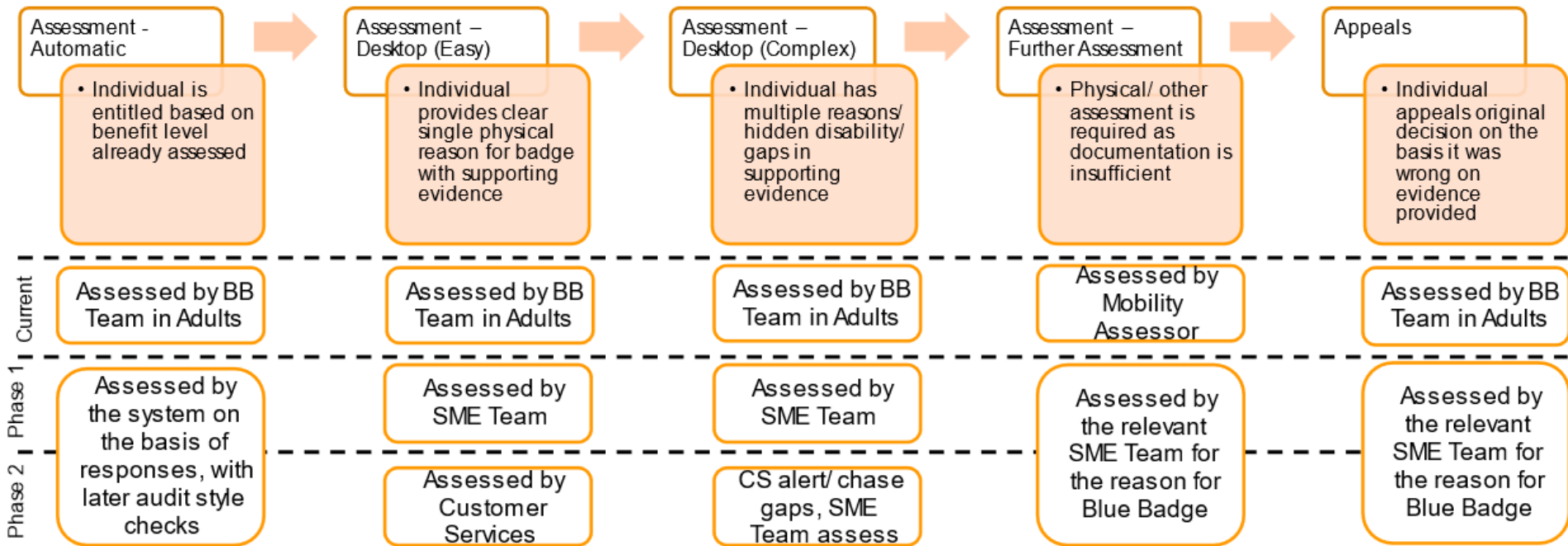# Appendices for Overview and Scrutiny Review 17th January 2023
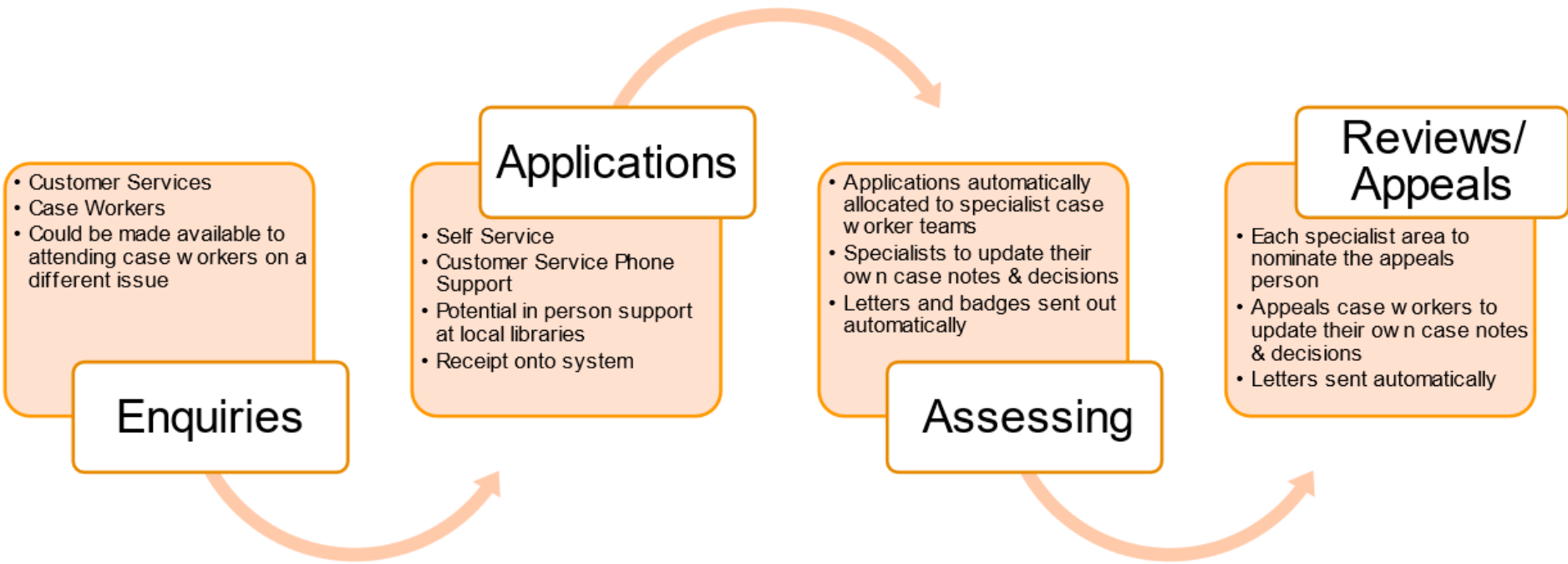
Blue Badges Process & System Project

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.
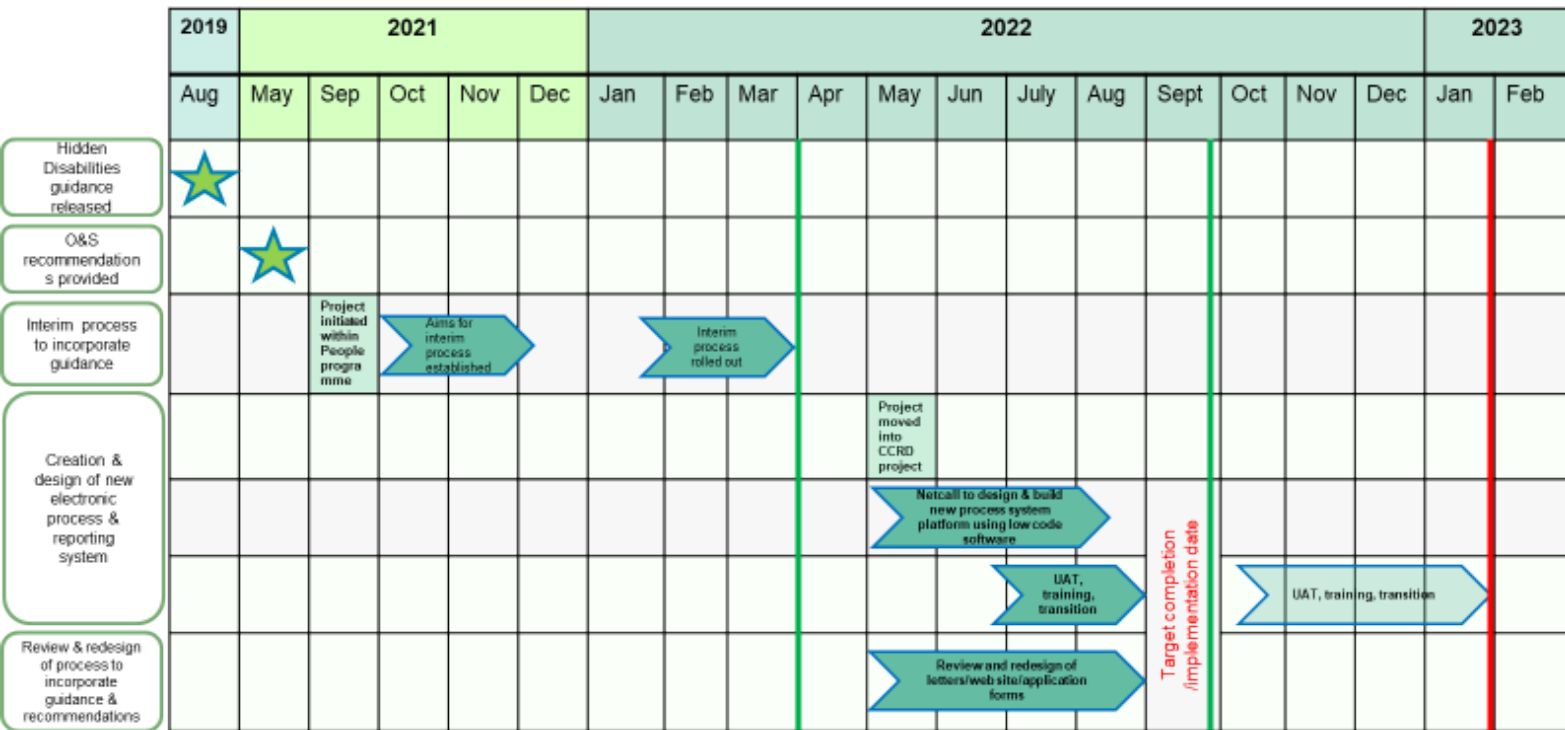
Assessment - Automatic	Assessment – Desktop (Easy)	Assessment – Desktop (Complex)	Assessment – Further Assessment	Appeals
• Individual is entitled based on benefit level already assessed	• Individual provides clear single physical reason for badge with supporting evidence	• Individual has multiple reasons/ hidden disability/ gaps in supporting evidence	• Physical/ other assessment is required as documentation is insufficient	• Individual appeals original decision on the basis it was wrong on evidence provided

Current

Assessed by BB Team in Adults	Assessed by BB Team in Adults	Assessed by BB Team in Adults	Assessed by Mobility Assessor	Assessed by BB Team in Adults

Phase 1

Assessed by the system on the basis of responses, with later audit style checks	Assessed by SME Team	Assessed by SME Team	Assessed by the relevant SME Team for the reason for Blue Badge	Assessed by the relevant SME Team for the reason for Blue Badge

Phase 2

	Assessed by Customer Services	CS alert/ chase gaps, SME Team assess		

Who will be involved

Enquiries
- Customer Services
- Case Workers
- Could be made available to attending case workers on a different issue

Applications
- Self Service
- Customer Service Phone Support
- Potential in person support at local libraries
- Receipt onto system

Assessing
- Applications automatically allocated to specialist case worker teams
- Specialists to update their own case notes & decisions
- Letters and badges sent out automatically

Reviews/ Appeals
- Each specialist area to nominate the appeals person
- Appeals case workers to update their own case notes & decisions
- Letters sent automatically

Blue Badges – Project Timeline/Delays Experienced

Bracknell Forest Council

Project progress/roadmap from Sept 2021 to date

	2019	2021					2022												2023	
	Aug	May	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb
Hidden Disabilities guidance released	★																			
O&S recommendations provided		★																		
Interim process to incorporate guidance			Project initiated within People programme	Aims for interim process established				Interim process rolled out												
Creation & design of new electronic process & reporting system											Project moved into CCRD project									
											Netcall to design & build new process system platform using low code software									
													UAT, training, transition		Target completion /implementation date		UAT, training, transition			
Review & redesign of process to incorporate guidance & recommendations											Review and redesign of letters/web site/application forms									

Reasons for project delays/untimely implementation:

- Resource availability and project prioritisation
- Loss of project leads on 2 occasions
- Technical issues when designing the platform due to the system being new to the council
- Technical issues accessing test systems delaying the start of UAT processes

Blue Badges – Progress Update

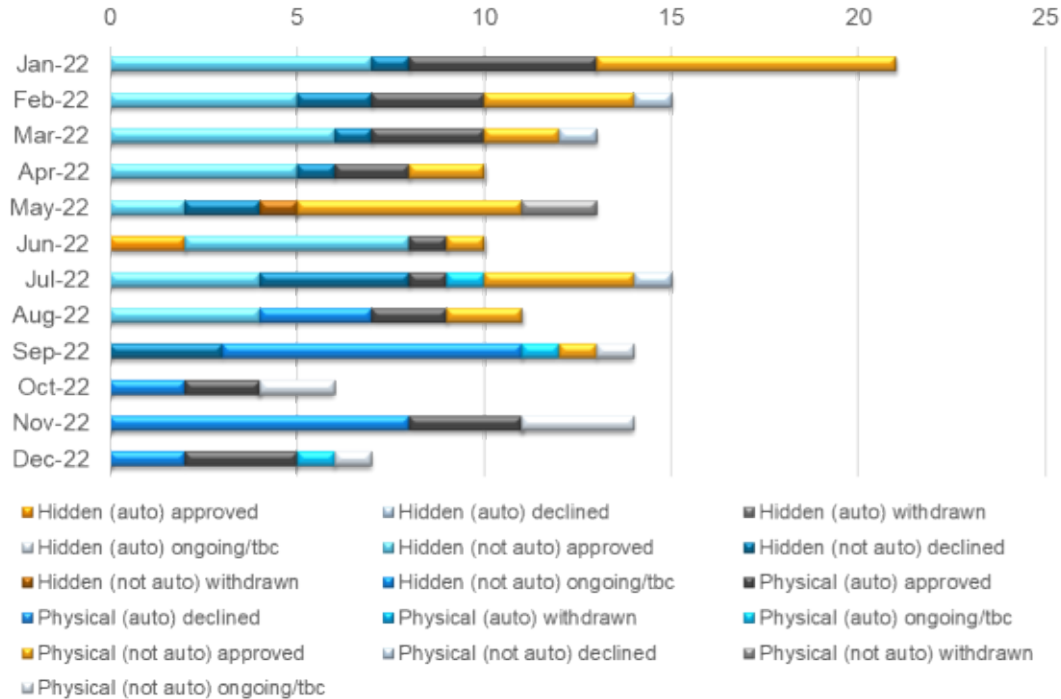|	2022				2023								
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
System Build					Reporting dashboard build and UAT								
UAT of forms and system					UAT front end and back office testing								
					UAT issue resolution				3 month review stage			6 month review stage	
Training					Forms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

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.

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

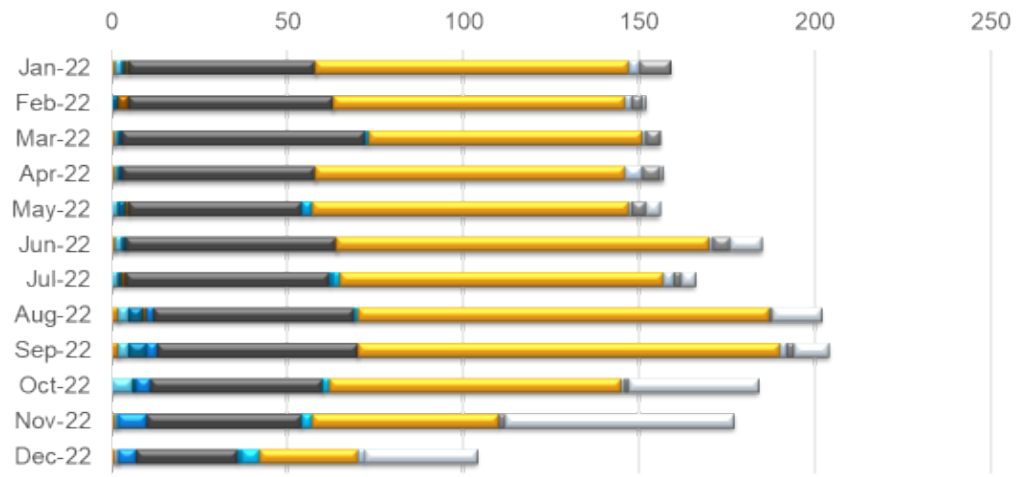Total Applications 149

Total Number of Child Applications <18

Legend:
- 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 child appls (<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+

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

Legend:
- 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