



Information Governance Team

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Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI611470185

Thank you for your request for information relating to Blue Badge Service Provision.

You have requested the following information:

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

We use in-house assessors.

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

Not applicable.

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.

Two in-house assessors and six administrative staff.

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

No.

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

10,099 online applications were received during March 2023 to April 2024.

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

1,548 paper applications received March 2023 - April 2024.

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?

Yes.

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

Yes, Blue Case Manager

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

We confirm that we do not hold this information and are advising you as per Section 1(1) of the Act. We do not record these costs.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance