



My Ref: FOI 6706
Enquiries to: Information Requests
E-Mail: informationrequests@barnsley.gov.uk

Dear Requester,

Re: Request for Information – Freedom of Information Act 2000

I wish to confirm that the council has completed its search for the information which you requested.

The information requested and our findings are as follows: -

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

The council uses in-house assessors for blue badge applications.

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

n/a

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.

Zero Clinically trained assessors, seven non-clinically trained administrative staff.

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

No

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

All applications are received through .gov digital process, with the exception of paper applications. In the last year we have received 281 paper applications which is 4.2% of total applications received.

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

As detailed above, in the last year to date, we have received 281 applications in paper form, which is outside of the .gov digital process.

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?

The Blue Badge Administration Team does not complete applications on behalf of applicants. However, applicants can request help from advisors at local libraries, who offer telephone appointments and can complete the application on their behalf.

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

NEC

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

Barnsley Metropolitan Borough Council does not hold this information. The service does not calculate or record a cost per assessment for triage, telephone assessments or Independent Mobility Assessments. Therefore, we are unable to provide the requested figures.

If you have any queries about this letter, please contact Information Requests Via email.

Please remember to quote the reference number above in any future communications.

If you are unhappy with the way the Directorate has handled your request, you may ask for an internal review. Please clearly mark your correspondence 'Complaint' and address it to:

Barnsley MBC
Information Requests Team
PO Box 634
Barnsley
S70 9GG
email: informationrequests@barnsley.gov.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: -

Customer Services Team
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Email: <http://www.ico.org.uk/foicomplaints>

Kind regards,

Information Requests Team, Barnsley MBC

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