

<b>Impact Assessment of:</b> Development of e-enablement of Blue Badge Application Form (Corporate Customer Services & Adult Social Care)
<b>Service/ Directorate:</b> Adult Social Care
<b>Date Completed:</b> 9 July 2008 – 1 September 2008
<b>Lead Officer:</b> Janet Fearnley

**Members of the assessment team:**

Name	Organisation	Role on assessment team e.g. service user, manager of service
Janet Fearnley	Adult Social Care	Project manager
Kate Brooks	Chief Executive Dept	Project officer
Alden Chadwick	Adult Social Care	Project leader
Jemima Sparks	Adult Social Care	Programme manager
Sally Duggan	Adult Social Care	Project manager

**Brief description of policy/ service:**

The Corporate e-Service Delivery Programme has established a project to migrate the existing approval and renewal process for a Blue Badge parking concession to self-service via the Website and to implement an improved mediated service via the Corporate Contact Centre. Within Adult Social Care, this work was previously under the scope of the Access to Services project. This project has now closed and the outstanding work has been encompassed into the new Business Process End2End Project. The focus of this assessment is upon the further phases of the Blue Badge work which will develop and implement an integrated solution for the service as follows:

- Apply For / Renew a Blue Badge – self-service via the web and mediated access – fully integrated. (Mediated access refers to application using the same process with a customer support officer working with the service user or customer.)
- Application Status Update – self-service via the web & and mediated access.
- The initial phase of the Blue Badge project successfully saw the implementation of a PDF application form and updated FAQs on the website for:
  - Lost or Stolen Badges.
  - Badges No Longer Required.
  - Badges Due for Expiry.
- Implementation of electronic workflow.

- Establishment and set-up of work queues within Contact Leeds
- Training and education of all relevant staff on Blue Badge regulations and processes.

**Brief account of how the impact assessment was carried out:**

**1. Fact-finding: sources of information used, with references, location or links**

- Shaw Trust Report July 2008 – Accessibility of e-forms and information of the Corporate Website
- e-Services Delivery Programme – Blue Badge Project PID 11/6/08
- Blue Badge Project Business Requirements Report 9/7/2008
- e-Services Blue Badge Business Case 6/3/2008
- Department for Transport: Consultation on Developing a Comprehensive Blue Badge (Disabled Parking) Reform Strategy 24/1/08
- LCC Customer Service Survey FF1 Blue Badge/Bus Pass March 2007

**2. Consultation undertaken during Impact Assessment**

- LCC Customer Service Survey FF1 Blue Badge/Bus Pass March 2007
- Karl Lawrence, CSED Efficiency Team, Department of Health
- Intention to approach small group of existing service users who use IT/BBs to test out initial plans and functionality

**Brief description of any adverse affects found:**

Built environment :- The on-going statutory requirement for photographs, signatures and proofs of eligibility for a Blue Badge might still present barriers to some disabled people

Information and communication :- Current PDF and proposed e-form in English language only

Customer care and staff training :- Linking Welfare Rights Team into mediated service and ensuring customers know about a range of benefits and services available to them

Timing :- Self-service allows for 24 hr access. Current Contact Centre allows 8:30am-6pm.

Stereotypes and assumptions :- Potential for an assumption that all potential applicants can be routed via e-form or mediated access.

Costs of the service :- The excessive administration cost of current application process limits investment in improving access

Commenting, consultation :- The barrier could be described in terms of the existing mainstream e-communication hardware and software not being designed with access in mind- - therefore, LCC has to invest in untried third-party solutions?

## Summary of Actions arising from Assessment

Action needed	Responsibility	Timescale
Review any service user feedback showing requests for info / help / support / with photographs / signatures etc.	Service Manager	Following project implementation
Research whether a text-BME language summary is required - also whether BSL language video required	Janet Fearnley / Howard Beck (Deaf Equality Officer)/ Alden Chadwick	
(Service?) Links currently made using PDF form – need to ensure links are made with self-service e-form.	Joy Wetherill/Kate Brooks	
(If Contact Centre develops later opening, then staff can guide the applicant through the form via mediated access)	Who is responsible – the service manager?	
The current PDF form will be kept initially and be formally reviewed after the e-form goes online.  Review any data showing requests for info / application via other means, e.g., email etc.  Check current PDF for accessibility (and for e-form).	Who is responsible – the service manager?	
The PDF has already saved £2k). Ensure re-investment and increased access	Who is responsible – the service manager?	

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