



## Impact data: Service example

### Name of service and location:

(please include country)

Access Independent Ltd working on behalf of Harrow Council in the UK, undertaking assessments of applicants for Blue Badges, Concessionary Bus passes and London Taxi cards

### Description of the service: e.g. Profile of users, setting, integrated/multidisciplinary, 7 day etc.

Since 2013 Access Independent have worked with Harrow undertaking assessments of applicants for Blue Badges, Freedom passes and Taxicards. We won this contract by tender and re won twice since.

Harrow undertake the processing of the automatic renewals and also print and distribute the badges themselves. Access Independent provide the Expert Assessor staff to undertake desk top, telephone and face to face assessments.

Harrow worked with us to improve the service, responding to complaints and compliments from residents. We helped Harrow with responses to the Local Government Ombudsman and by attending London Freedom pass and Taxicard meetings. The general principle was for assessments to be carried out following the guidance issued by the Department for Transport.

### The challenge: What need was the service set up to meet? What challenge does your service address?

At the beginning of the project Harrow were aware that they had a higher proportion of Blue badge holders per head of population and feared that in the past Blue Badges had been awarded to residents who did not meet the criteria, and this mitigated the advantage gained by having a Blue badge. Harrow realised that there was no point in having a Blue Badge if everybody else had one

### Actions taken: e.g. aims of service, delivery, assessments and measures used

Access Independent were required to mobilise a team of qualified occupational therapists and Physiotherapists to undertake face to face and during the Covid pandemic telephone assessments

Administrative staff in our head office were trained in the Blue badge, Freedom pass and London Taxi card process and eligibility criteria so they were able to help Harrow residents who were asking for example what information would be most useful to support this application. We worked with Harrow and the LGO to for example improve outcome letters so it was clearer to residents why their application had been denied.

### Impact: e.g. Difference to service users, carers, systems delivery, other services and delivery partners.

Access Independent worked with Harrow to ensure those who met the criteria were awarded a Concessionary Travel permit and to reduce the number of complaints. These were recorded in Key Performance Indicators (KPI)

**Measure of success:** KPI showed that we consistently met timescales and record of complaints showed steady reduction as the process was explained to residents

Access Independent were able to deliver Concessionary Travel assessments undertaken by knowledgeable and fully trained Occupational Therapists and Physiotherapists. This meant that Concessionary Travel permits were awarded to those who met the criteria

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