



Impact Data: service example

Name of service and location (please include country).

Access Independent Ltd, working on behalf of the City of York Council in the UK, undertaking assessments of applicants for Blue Badges.

Description of the service: eg. profile of users, setting, integrated/multidisciplinary, 7 day, etc.

As with other local authorities, the City of York provide assessments of people applying for a Blue Badge. Undertaking assessments is difficult in York as it is an historic city with narrow streets and limited parking. This meant that the award and denial of Blue Badges is very contentious.

During the Covid 19 pandemic, York Council wanted to continue to undertake face-to-face assessments, and we worked with them to achieve this, for example issuing Expert Assessors with full PPE, contacting applicants before the assessment by phone to ask if they have any symptoms or if any household members have any symptoms and warning the applicants that the Expert Assessor will wear full PPE and ensuring that applicants wear a mask unless medically exempt.

Expert Assessors were also asked to be tested for Covid 19 on a regular basis.

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

At the beginning of the project York Council wished to continue to offer face-to-face assessments, so that the number of people waiting for a Blue Badge assessment would not become overwhelming. York considered other options such as awarding badges for less than 3 years but this was against the law so not possible.

Actions taken: eg. 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 assessments during the Covid pandemic. York Council were concerned that if face-to-face assessments were not undertaken, people who did not meet the criteria might be awarded a Blue Badge and would have a badge for a 3-year period, and upon reassessment would be upset when they were declined in the future when a face-to-face assessment was again possible.

Impact: eg. difference to service users, carers, systems delivery, other services and delivery partners.

Access Independent worked with York Council on safe procedures to ensure that those who met the criteria were awarded a Concessionary Travel permit and to reduce the number of complaints. These were record in Key Performance Indicators (KPI).

Measure of success: KPIs showed the proportion of awards did not increase during the pandemic.

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. This is very important as the Department for Transport considers that the

benefit gained by having a Blue Badge, that of being able to park close to your destination, is lost if too many people have a Blue Badge.

Your contact details: Stephen Naylor, Access Independent Ltd

Tel: 01223 229091

Email: stephen.naylor@accessindependent.co.uk

Please confirm that you have gained permission from your employer to share this information: Yes.