



Department
for Transport

Blue Badge Digital Service

Daniel Fyfield | Service Owner

Thank you



Department
for Transport





Government
Digital Service



www.theapsgroup.com



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SCOTLAND
CORPORATE ALBA



Llywodraeth Cymru
Welsh Government



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Department for
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The Highland
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Comhairle na Gàidhealtachd



Clackmannanshire
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www.clacks.gov.uk



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kent.gov.uk





The new criteria (England only)

Extends eligibility explicitly to include people with an enduring (ongoing) and substantial disability which causes them, during the course of a journey, to:

- **Be unable to walk;**
- **Experience very considerable difficulty whilst walking, which may include very considerable psychological distress; or**
- **Be at risk of serious harm whilst walking, or pose, whilst walking, a risk of serious harm to any other person**



For further information

blue.badge@dft.gov.uk





Where do we go from here?

- Liaise with GOV.UK about amendments to the start page/extra page to inform about eligibility
- Build different applications into the “Manage Blue Badges” prototype
 - our aim is to play these back to Authorities to see if they can assess
- Make sure we’ve captured and made all of the iterations that were needed in the prototype application journey
- See what we can do with the “guidance” document to improve its readability
 - it is currently **126 pages** with **45,000+ words**
- Work with the four Nations to determine if Policy could be aligned?
- Build it!



This is what we have achieved... so far

- A service that **meets** needs
 - four nations with **one solution**
- Developed an API to facilitate the use of Case Management Systems
- Integrations with key GOV.UK services (Pay and Notify)
- DWP buy in
- Meaningful analytics... **which we act upon**



This is what we have achieved... so far

- Digital take-up has increased by 13% to **57%**
- **78%** of applicants are submitting complete online applications which reflects the reduction in processing times from 29 days to **18 days**
- We are projecting a **£4.75m** saving for Local Government during the first year having reduced the average cost per Blue Badge ordered from £22.24 to **£18.28**
- **9M** page views
- **120k** applications submitted
- **190k** badges ordered



Thank you
(again)

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