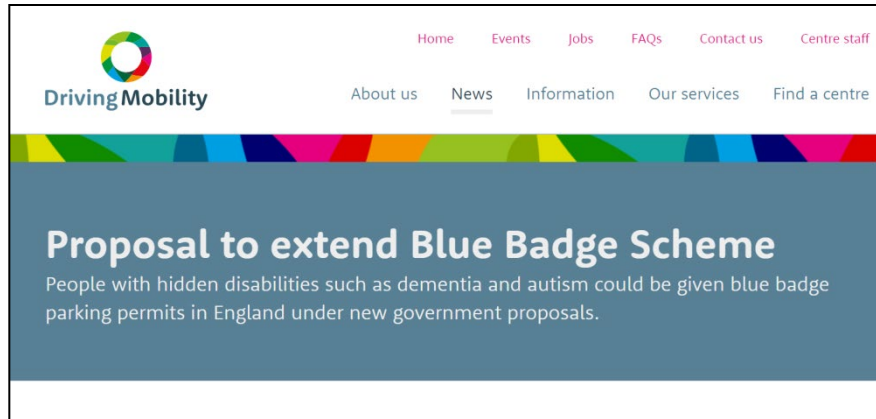


May 2019

Blue Badge – Flexing Your Capacity Through Alternative Models

Rob Iredale: Client & Services Manager

It's only going to get busier!



Challenging to meet demand in busy times.

Why might you want an alternative option?

- High impact nature of the service
- Challenging to provide consistency of service
- Cost effectiveness of the service
- Eradicating backlog and the knock on effect of chasing calls
- Economies of scale such as scanning bureau

The Birmingham Story

Birmingham City Council wanted to make improvements to their Blue Badge Service.

They approached NPS wanting to achieve the following:

- Reduce processing times
- Reduce complaints
- Reduce the cost of the service
- Increase online uptake
- Reduce paper applications

Service Delivery

- Service available Monday-Friday 8am to 6pm, excluding public holidays.
- Introduction of Service Level Agreements
 - Phone – less than 5% abandoned once they come through the IVR.
 - Processing of Documents within 2 working days
 - Applicants chased within 2 working days
 - Paper Application Requests within 1 working day (*if used*)
 - Emails responded to within 1 working day
- Development of Local Authority Stages to manage work flow between different parties.
- Application notes maintained throughout every step of the application ensuring live records.

The Birmingham Outcomes

ACHIEVEMENTS TO DATE FOR THE CUSTOMER

- Cost Reduction of 47%
- Turn around 30 days to 10 days
- 48 hour SLA for both docs processed and chased
- One System reduced from three
- PCI compliant payments
- Decrease of paper applications from 83% to 8%



Channel Shift

17%



Birmingham City Council



57%

4 weeks of the new service

85%



April 2019

Evolution of the Service with Redbridge

London Borough of Redbridge wanted to:

- improve the citizen experience
- Create a cost effective and efficient service
- Reduce service complaints
- Reduce the use of Occupational Therapists – NPS delivering through:
 - Desk Top Assessments
 - Access to provision for face to face assessments in London (service available nationwide)

The Lincolnshire Story

ACHIEVEMENTS FOR THE CUSTOMER

- Processed urgent applications
 - Started work within four hours
-
- Process all case types
 - Support at short notice
 - Clearing backlogs
 - Demand peaks
 - Major change
 - Staff holidays

“ Following a PSN issue we were left unable to process any Blue Badge applications at all. Given the importance of this service to our Citizens we contacted Northgate Public Services just to see if there was anything they could do. Our initial contact was at 9.30am and by 1.30pm they were processing our applications remotely for us. The speed with which they were able to assist with our 'out of the blue' request was amazing and really helped us maintain the service. ”

Lauren Grosvenor, Team Leader,
Lincolnshire County Council

Extend Your Team with NPS

- Process work in line with your policies and procedures
- Connect remotely to Council systems
- Provide flexible levels of resource depending on needs
- Desk top assessments
- Includes Independent Mobility Assessments
- Permanently employ over 100 experienced advisers assessing eligibility
- Lower staff costs by avoiding short term recruitment and training



Thank you and Questions

www.northgateps.com