

Digitally Transforming Blue Badge Processing and Assessments

Hannah Buckley
Operations Supervisor
Kent County Council

Where did Kent Start?

- In January 2018:
 - Just hitting 50% digital take-up
 - 4 stage assessment process, all paper based
 - Hours wasted on un-necessary administration
 - Used BBIS as a standalone CMS
 - Multiple workarounds using other systems, including Firmstep forms

Goals of Transformation

- Better understanding of customers
- Exceeding customer expectations
- Cutting Administration Pressure Points
- Speeding up processing time
- Digitising all applications
- Delivering efficiencies in administration
- Enhanced people management
- Go fully digital whilst still accepting paper applications

Choosing a Supplier

- Looked at current processes
 - Gave factual basis for decision making
 - Dispelled some “myths” which made the change easier to manage
 - gave opportunity to look at all processes and identified areas to focus on
- Specification produced
 - Covered all aspects of administration and assessments
 - Included reporting and technical requirements
- Assessed suppliers against specification
 - Outcomes Based - “What did we want the end result to look like”- made assessing much easier and solution based

Fast Forward a Year

- May 2019:
 - 60% digital take-up
 - 5 stage assessment process, all electronic
 - Applications scanned at point of receipt
 - Un-necessary administration removed delivering multiple efficiencies
 - Automated correspondence
 - No “lost” applications or paper pushing
 - Remote working capability

Application Process

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Electronic Assessments

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Specialist Screening

- IMA Team run training sessions for administrators to become screeners
- A large part of their training is around inconsistency of information, and understanding what doesn't make sense
- Use a score sheet which automatically calculates scores based on answers given to give quantifiable results – 50% approved in 2018

Screening Training Guide

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Why not do this digitally?

Kent decided **not** to make this initial process entirely electronic

- No two applications are the same
- Not able to highlight inconsistent information
- Maintain robust processing to protect scheme integrity
- Fibromyalgia cases for example will score highly but may not be eligible due to the fluctuating nature of their condition

Further Information Requests

- Sent to applicants by email as a fillable PDF or post (and within the next few months as an online form) – Keeping it digital where possible
- Currently 3 types (will be expanding for Hidden):
 - Standard Adult Questions
 - Neurological Adult
 - Neurological Child
- Asks more specific questions around their specific circumstances to gather meaningful information that might not already be gathered
- Customers given 3 weeks to respond most do this in 1

Standard Questions

What Healthcare Professionals are involved in your care?

Healthcare Professional or Treatments	On Waiting List (please tick)		Receiving or Recovering from Treatment (please tick)		Discharged (please tick)		Do you anticipate improvement post treatment? (please tick)		
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Awaiting Surgery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
GP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Consultant/Specialist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Physiotherapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Occupational Therapist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Complimentary Therapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Pain Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Fitness on Prescription	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Social Services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Speech and Language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
SEN at School	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Memory Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Other Professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes <input type="radio"/>	No <input type="radio"/>	<input type="radio"/>
Additional Information including dates for any surgeries									

Standard Questions

What Daily activities or conditions exacerbate your condition?

Please tick all that apply and add any additional information in the box below

Dressing	<input type="checkbox"/>	Domestic Activities	<input type="checkbox"/>
Stairs	<input type="checkbox"/>	Walking on Level Ground	<input type="checkbox"/>
Walking Uphill/Downhill	<input type="checkbox"/>	Transfers from Chair to Standing	<input type="checkbox"/>
Weather Conditions	<input type="checkbox"/>	Other - Please State below	<input type="checkbox"/>
Additional Information			

How do you relieve any symptoms you experience?

What would the blue badge help you to do? Please tick all that apply

Entertainment	<input type="checkbox"/>	Paid Employment	<input type="checkbox"/>
Shopping	<input type="checkbox"/>	Medical Appointments	<input type="checkbox"/>
Family Commitments	<input type="checkbox"/>	Other Activities - Please State below	<input type="checkbox"/>
Voluntary Work	<input type="checkbox"/>		

Adults with Neurological Impairments

Do you have any of the following difficulties? Please tick all that apply

	Left Side	Right Side	Upper Body	Lower Body
Reduced Range of Movement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Weakness or Paralysis	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pain	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Sensation loss	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Use of orthotics or splints	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Co-ordination Difficulties	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Do you suffer from Short Term memory loss?

Yes No

Do you suffer from Long Term memory loss?

Yes No

Do you have difficulty if something unexpected happens?

Yes No

Do you experience communication difficulties?

Yes No

Do you need assistance from another person to aid independence?

Yes No

Do you experience falls or balance issues?

Yes No

Please describe how you walk. Please tick all that apply

Normal	<input type="checkbox"/>	With a Shuffle	<input type="checkbox"/>
Slow	<input type="checkbox"/>	Unsteady	<input type="checkbox"/>
With a Limp	<input type="checkbox"/>	With breaks	<input type="checkbox"/>
With another person assisting	<input type="checkbox"/>	Other - Please give more information	<input type="checkbox"/>
Additional Information			

Children with Neurological Impairments

What Daily activities exacerbate difficulties experienced?

Please tick all that apply and add any additional information in the box below

Crowds / Noise	<input type="checkbox"/>	Toileting Needs	<input type="checkbox"/>
Unfamiliar Surroundings	<input type="checkbox"/>	Visual Stimulus	<input type="checkbox"/>
Getting Dressed	<input type="checkbox"/>	Physical Contact	<input type="checkbox"/>
Sleeping	<input type="checkbox"/>	Other - Please State below	<input type="checkbox"/>

Additional Information

What do you do to alleviate these difficulties?

Children with Neurological Impairments

What educational setting is the child in?

Mainstream	<input type="checkbox"/>	Specialist	<input type="checkbox"/>	Home Schooling	<input type="checkbox"/>	Tutor	<input type="checkbox"/>
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Does the child have a Education and Health Care Plan (EHCP)?

Yes	<input type="radio"/>	No	<input type="radio"/>
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Please provide a copy of the EHCP if answered Yes above

Does the child have access to a Time Out or Quiet Space?

Yes	<input type="radio"/>	No	<input type="radio"/>
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Does the child have language or communication difficulties?

Yes	<input type="radio"/>	No	<input type="radio"/>
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Does the child use Picture Exchange Communication (PECS)

Yes	<input type="radio"/>	No	<input type="radio"/>
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Does the child participate in PE classes or outdoor play?

Yes	<input type="radio"/>	No	<input type="radio"/>
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Does the child ride a bike or scooter?

Yes	<input type="radio"/>	No	<input type="radio"/>
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Does the child have access to any of the following support programs?

BEAM	<input type="checkbox"/>	Sensory Circuits	<input type="checkbox"/>	Clever Fingers	<input type="checkbox"/>	FIZZY / JUMP	<input type="checkbox"/>
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Questions?

Hannah Buckley

hannah.buckley@kent.gov.uk

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