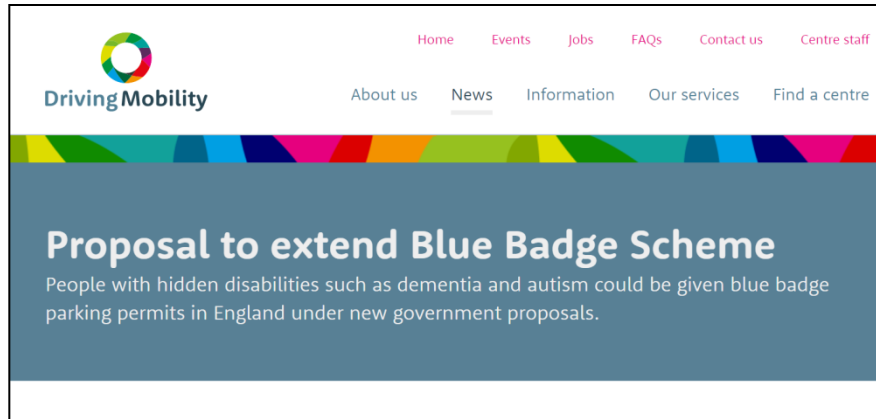


July 2019

Blue Badge – Flexing Your Capacity

Leigh Barber: National Sales Lead – **Services**

It's only going to get busier!



Driving Mobility

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Proposal to extend Blue Badge Scheme

People with hidden disabilities such as dementia and autism could be given blue badge parking permits in England under new government proposals.



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Blue badge parking permits to cover 'hidden disabilities' in England

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Monday, May 20th 2019 12AM 10°C 3AM 9°C 5-Day Forecast

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Blue badge parking permits extended to autistic and mentally ill motorists

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Challenges you might face?

- Providing a consistent timely service
- Complaints due to high impact nature
- Delivery in a cost effective manner
- Backlogs and the knock on effect of chasing calls
- Keeping pace with changes

NPS have two ways we can help.....

The Birmingham Story

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

They approached NPS wanting to achieve the following:

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

The Birmingham Outcomes

ACHIEVEMENTS TO DATE FOR THE CUSTOMER

- Cost Reduction of 47%
- Turn around 30 days to 10 days
- Streamlined systems and workflows
- Complaints virtually disappeared
- Decrease of paper applications from 83% to 8%



Channel Shift

17%



Birmingham City Council

 northgate
PUBLIC SERVICES

4 weeks of the new service

57%

85%

 northgate
PUBLIC SERVICES

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
- Remove a resilience issue, both existing and new
- 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)

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
 - Desktop Assessments 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.
- True end to end managed service enacting LA policies

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