

Performance and Improvement Service

Blue Badge Customer Consultation 2017/18

YOU SAID – WE DID

Performance and Improvement Service value the feedback we receive through our customer consultation and use this feedback to change and improve our services to meet the needs and expectations of our customers.

Below are some examples of the changes and improvements we have made to services as a result of customer feedback. It also provides feedback on some suggestions that we were unable to progress.

Blue Badges Scheme	
YOU SAID	WE DID
Improve the feedback contained in Blue Badge letters to unsuccessful applicants.	The Blue Badge Administration Team have expanded and improved the information on why applicants have been unsuccessful in the Blue Badge customer letter.
It would be useful when you re-apply for a Blue Badge you did not have to attend an Independent Mobility Assessment.	In very specific circumstances where mobility is not likely to improve, the Independent Mobility Assessor now informs the Blue Badge Administration Team that “No assessment is required upon re-application”.
You should be able to apply for a Blue Badge Online.	All applicants can apply online at: https://www.gov.uk/apply-blue-badge
A member of staff at the Customer Information Office had difficulty dealing with my application.	Additional training has been carried out to Customer Information Office and Library staff who deal with Blue Badge applications.
Why can't a reminder be sent to current Blue Badge Holders when their Blue Badge is close to expiring.	The service has made a choice not to send Blue Badge reminder letters since the personal details and status of the badge holder may not be up-to-date in the council's Blue Badge system.
Why can I just renew my Blue Badge rather than complete the application form every three years.	Unfortunately, there is a requirement to complete the application form which is assessed as a new application and not as a “renewal”. The Legislation as set out by the Scottish Government does not recognise the term “renewal”.