

ACTION PLAN FOR BLUE BADGE SCHEME 2022/23

Rec Ref.	Rec No.	Recommendation	Rec Rating	Proposed Management Action	Lead Officer	Date to be Actioned	Updated Actions
1.1	1	The Blue Badge Scheme Policy and related procedural documentation should be reviewed and updated at the earliest opportunity. This should be formally approved and disseminated to all relevant officers.	Requires Attention	The Blue Badge Team is currently in a transitional period because of experienced officers retiring. New officers have been appointed and the review of the Blue Badge Scheme Policy will be undertaken as part of this work.	Mandy Beever/Nikki Kelly	01/04/2024	Policy to be reviewed and processes updated in line with the DfT guidelines and to reflect the increase of applications. Processes are still being updated to ensure we are collating and reviewing supporting evidence in the most efficient way to support both the officer and the applicant.
3.1	2	The service needs to introduce a system or reporting tool to enable them to identify that they are processing blue badge	Requires Attention	The new Transactional Management Officer will be putting in place procedures for extracting the data	Mandy Beever/Nikki Kelly	01/04/2024	The 4-week timescale as detailed in the current policy document is not yet achievable

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		<p>applications within the four-week timescale as per the policy. Once in place, performance monitoring should be introduced and undertaken on a regular basis for application times and any other relevant timescales.</p>		<p>from the Blue Badge processing system to ensure that monitoring is undertaken.</p>			<p>based on the increase in applications received, the change in officers and the more robust application review process.</p> <p>The review of the policy will include a review of the processing times to reflect the current position considering the ongoing increase in application numbers.</p> <p>Performance monitoring is being undertaken to enable the service to accurately monitor the current position.</p>

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							Officers are in discussions with our IT supplier exploring the options for improvements to be made to the current performance monitoring reports.
4.1	3	A documented record of the monthly and year end Blue Badge budget management discussions with associated actions should be maintained.	Requires Attention	Monthly budget monitoring meetings are held with our Finance Business Partner and these are in managers' calendars. The budget monitoring report (BMR) is updated and where there are specific discussions about Blue Badge budget, relevant notes are recorded on the BMR sheet. The BMR is uploaded to	Mandy Beever/Frances Darling	23/05/2023 Complete	Monthly budget monitoring meetings are held with our Finance Business Partner. The budget monitoring report (BMR) is updated and where there are specific discussions about Blue Badge budget, relevant notes are recorded on the BMR sheet. The

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				the Corporate Finance system. Specific notes are made by exception, i.e. if the BMR comments column is blank, this indicates there are no specific concerns/actions required. This is held to be a proportionate approach and in line with corporate expectations.			<p>BMR is uploaded to the Corporate Finance system.</p> <p>This is held to be a proportionate approach and in line with corporate expectations.</p>
6.1	4	<p>The service lead must ensure that processes are in place to respond to applicants who have raised appeals/reviews within a timeframe of five working days.</p> <p>Evidence of the outcome of the review/appeal to the applicant should be retained.</p>	Requires Attention	The new Transactional Management Officer will be putting in place procedures for extracting the data from the Blue Badge processing system to ensure that appeals/reviews are responded to within the required timeframe and all associated	Mandy Beever/Nikki Kelly	01/04/2024	The DfT state that there is no legal requirement for local authorities to have an appeals procedure in place if someone disagrees with the reason why their application for a Blue Badge was unsuccessful. There is only a requirement to let

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				<p>paperwork is retained and recorded against the case monitoring system.</p>			<p>the applicant know in writing why their application was refused.</p> <p>However, the Blue Badge Service does offer the opportunity for an applicant to request a review of their decision if their application was unsuccessful. All applicants (unless applied for as an automatic qualification) are notified of this when they received their refusal letter. When received, the reviews are treated as a priority. The applicant is notified of the review decision</p>

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							<p>when it has been completed and a record of that decision and the rationale is retained within the Blue Badge processing system.</p> <p>Automatic Qualification applications that do not meet the qualifying criteria are refused without an appeal as they have not provided sufficient proof of eligibility, or a check has been made via the Department for Work and Pensions online portal on their behalf determining that they are not eligible.</p>

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							I note that the review of the policy will include new processing times based on DfT guidance, to reflect the current position considering the increase in application numbers.
9.1	5	For those staff who are involved with the collection of income, it is recommended that they have carried out the fraud and money laundering training.	Requires Attention	All current staff have now completed the Fraud and Money Laundering Training. There is one new starter who will complete the training this week.	Mandy Beever/Nikki Kelly	23/05/2023 Complete	All staff have completed the Councils Fraud Prevention Training.
9.2	6	The service lead must ensure that staff within the Blue Badge team have individual logons and passwords to the network and software and that there are no	Requires Attention	There are no shared accounts in used, each user has their own login. Access Groups are defined to control what access is available,	Mandy Beever	23/05/2023 Complete	There are no shared accounts in use as per the service level agreement we have with our IT supplier.

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		generic user accounts in use.		and users are assigned to an access group to grant those permissions. Users can be assigned to multiple access groups to give the permissions they require. Users are also prompted to change their password every 90 days.			
9.3	7	The service lead must ensure that back-ups are performed at regular intervals and records are maintained to evidence that the back-ups have taken place.	Requires Attention	The Blue Badge processing system is hosted externally by the software supplier. Proof of backup processes provided by our IT supplier are retained.	Mandy Beaver	31/05/2023 Complete	The IT supplier, as the external host, log daily backups of the system.
9.4	8	The service lead must ensure that test reinstalls are performed and records to confirm those reinstalls are	Requires Attention	Information was provided by our IT supplier with screenshot of daily backups performed and a copy of the	Mandy Beaver	02/06/2023 Complete	The IT supplier, as the external host, log daily backups and work within the

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		maintained.		Business Continuity Plan.			Business Continuity Plan
9.5	9	The service lead should ensure that there is a sufficient contingency plan in place should there be an IT failure to maintain continuation of delivery of the Blue Badge operation. This process should be clearly documented and accessible for all staff working on the Blue Badge delivery.	Significant	The IT supplier have their own Business Continuity Plan to manage their process should there be a "site-crash".	Mandy Beever	23/05/2023 Complete	Processes are documented in the Business Continuity Plan we have with the IT supplier; all processes are accessible to all team members.
9.6	10	The Service Lead must ensure that processes are in place to restrict access to personal and sensitive data to appropriate staff.	Requires Attention	We maintain security controls across all systems. These security controls include individual user accounts and security groups which control access and permissions to functions of the systems. Users are	Mandy Beever	01/06/2023 Complete	Access is restricted by the Council's internal Business and Consumer Protection (BCP) Systems Team. Access is only provided to the officers that require it. Users are granted the minimum

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				<p>granted the minimum permissions required to complete their job. User access and permission changes are managed centrally by the BCP Systems Team upon authorisation of an appropriate person (i.e. the users line manager).</p>			<p>permissions required to complete their job.</p>