

Royal Borough of Kingston Contact Centre

Concessionary Travel Overview

Dec 2023

Tom Mann



Seizing the Moment, Shaping the Future



Agenda

1. Overview of Customer experience
2. Process of an application
3. How a decision is made
4. Blue Badge volumes
5. Our journey
6. Time scales
7. Feedback and Questions



Customer Experience

- Contact Centre
- Email correspondence
- Reception
- Social Media
- Free School Meals
- Concessionary Travel (inc. Blue Badge, Freedom Pass & Taxi Card)



Blue Badge Application Process

Application
received



Desktop assessment is
carried out.

If the case is complex
it's passed onto an
Independent Expert
Assessor



Decision is made
in line with DfT
guidance



Badge is issued/
Badge is not
issued



Review is
carried out if
requested



Decisions

All decisions are based on the evidence provided.

Specific evidence is required (GP letter not accepted as evidence).

When making a decision 3 key aspects are taken into account. How does the condition cause the applicant to:

- be unable to walk
- experience very considerable difficulty whilst walking, which may include very considerable psychological distress
- be at risk of serious harm when walking; or pose, when walking, a risk of serious harm to any other person

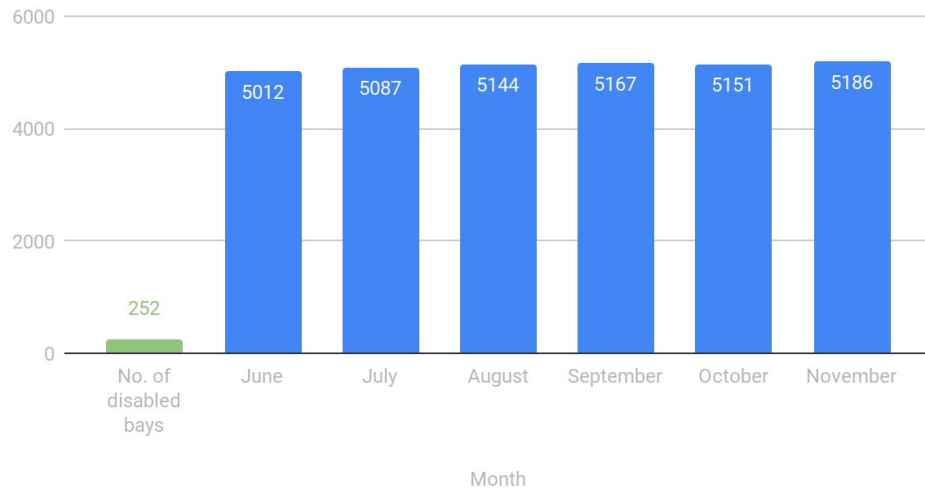
The condition must be enduring and not intermittent, E.G. Knee replacement

ADHD/ Down Syndrome/ Autism does not make the applicant automatically eligible

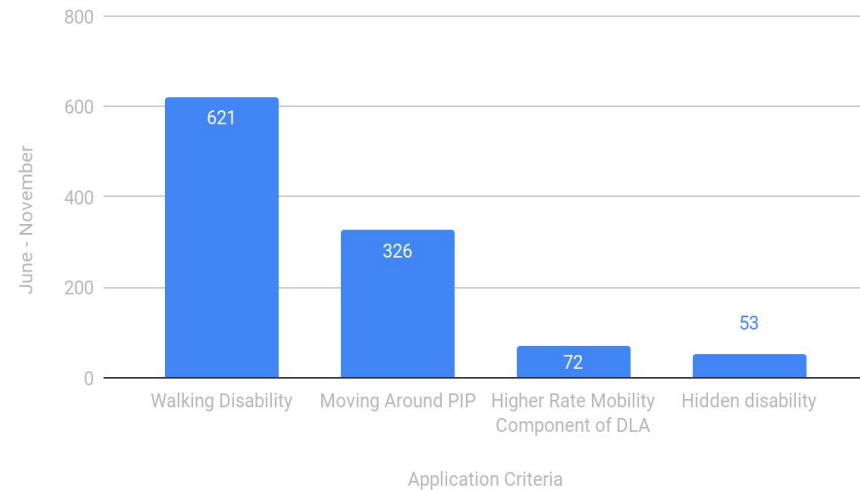
Children under 5 require supervision

Data and Insight

Volume of Badges on Issue



Volume of Applications by Criteria



Our Journey

Challenges faced

- Resourcing
- Resilience
- New team
- Long processing times



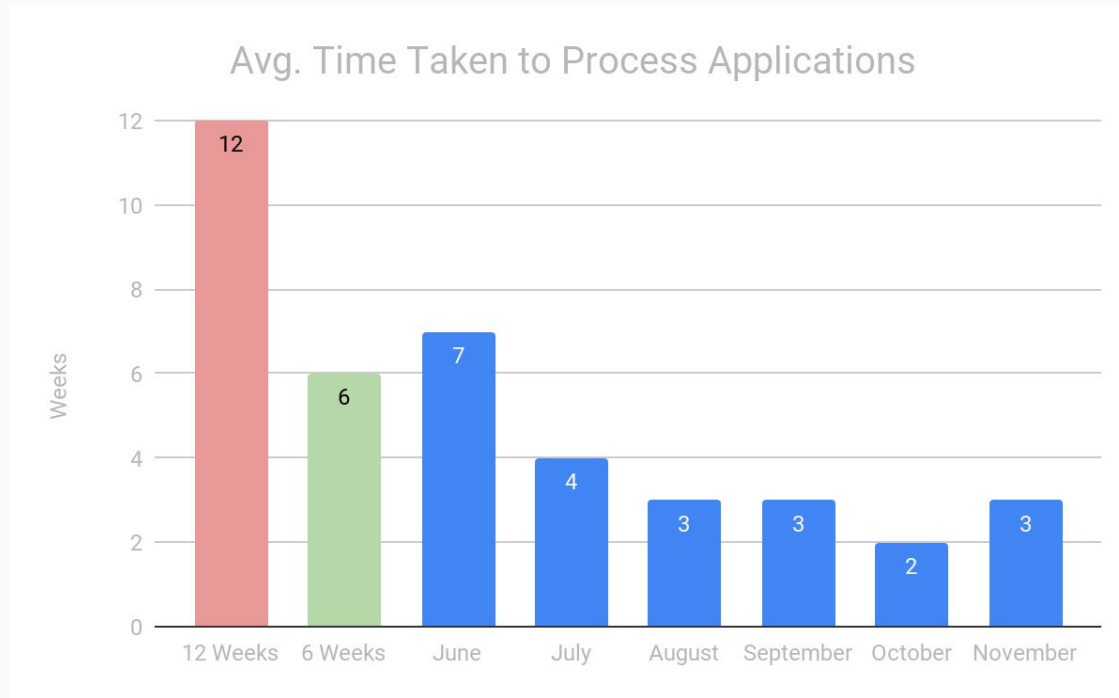
What are we doing to improve?

- Increased resources
- Increased resilience
- Ongoing training
- Reducing processing times



THE ROYAL BOROUGH OF
KINGSTON
UPON THAMES

Processing Times



The process should take no longer 12 weeks from receipt of the application. However, Local Authorities are advised a turnaround time of 6 weeks is reasonable.

These numbers are an average, some applications may have taken longer to process.

Feedback and questions

We'd like to hear your thoughts about our webpage

- Too much information?
- Not enough information?
- What would have helped you with your application?



Any other business

- Is there any feedback you would like to give us across the application process journey?
- Any other Questions?

