

Response to Request for Information

Reference FOI 000876
Date 13 February 2017

Blue Badge

Request:

I wish like to make a Blue Badge Freedom of Information request. If all questions cannot be answered, please answer the ones you can?

- 1) What back office system do you use to manage your Blue Badge caseload (new applications, assessment, change in circumstance and payment)?
[Microsoft Dynamics 365 and SharePoint.](#)
- 2) Is this a standalone system or is it part of a larger system? (e.g. CRM, Social Care, Parking)
[As above.](#)
- 3) Which company provides this system to you?
[Microsoft.](#)
- 4) How much do you spend per year on this system?
[Microsoft Dynamics CRM licences and infrastructure - £90k](#)
- 5) Is this system integrated with the national BBIS badge ordering system?
[Not currently.](#)
- 6) How do you store any application documents and supporting data?
[Electronically on SharePoint](#)
 - a) In a paper filing system?
[Only during the live processing of the application \(up to 3 months\)](#)
 - b) Electronically, in your blue badge back office system?
[Yes](#)
 - c) Electronically, in a separate Document Management system
[No](#)
- 7) If c), which company provides this Document Management system to you and how much do you spend per year on this Document Management system?
[N/A](#)
- 8) Do you have an online blue badge application form on your authorities public website in addition to the National application form on the [GOV.UK](#) website?
[No – we are currently considering introducing one.](#)
- 9) If yes, please provide a link to your online form

N/A

10) Can you take online payments from blue badge applicants through your public website?

No

11) If yes, what system do you use to take these payments and how much does it cost you to process blue badge payments through this system?

N/A

12) How many FTE staff do you employ administering Blue Badges?

1.5 FTE