APPENDIX C

Sample data indicators for building a business case for change

Sample Blue Badge data needed to inform business case development and local Blue Badge scheme monitoring

Continuous data collection needed to establish a baseline for local Blue Badge scheme costs	
Data item	**How collected/calculated**
Total number of Blue Badges on issue	• Running record of all current Blue Badges on issue
Total number of applications handled	• Running record of all Blue Badge applications
Number of new applications and renewal applications	• Running record of new/renewal applications
Number of applications received under "without further assessment" and "subject to further assessment" criteria	• Running record of eligibility pathway through which each applicant is considered
Number of successful / refused applications	• Running record of awards and refusals
Number of subject to further assessment applicants whose Council records are cross-checked for proof of eligibility	• Running record of all cross-checks performed • Outcome (award/refuse/refer for desk-based assessment)
Time taken to cross-check local Council records	• Average (can be estimated based on experience) number of minutes taken to cross-check Council records.
Number of subject to further assessment applicants whose application is subjected to desk-based assessment	• Number of desk-based assessments conducted • Outcome (award/refuse/refer for an IMA)
Time taken to complete desk-based assessments	• Average (can be estimated based on experience) number of minutes taken to conduct and report desk-based assessments
Number of subject to further assessment applicants who are referred for an independent mobility assessment (IMA)	• Number of IMAs conducted • Outcome (award/refuse/seek further medical opinion)
Time taken to complete IMAs	• Average (can be estimated based on experience) number of minutes taken to conduct and report IMAs
Number of subject to further assessment applicants for whom further medical opinion is sought	• Number of times a consultant/GP is contacted for medical opinion • Outcome (award/refuse)
Time taken to seek further medical opinion	• Average (can be estimated based on experience) number of minutes taken to seek medical opinion (where necessary).
Number of appeals received	• Running record of appeals received from dissatisfied applicants • 'Reviews' and 'complaints' can be recorded separately
Number of successful/refused appeals	• Running record of awards and refusals following an appeal
Time taken to handle appeals	• Average (estimated) number of minutes taken to determine appeals
Average time taken to process Blue Badge applications	• Time (in days) that a customer can expect the application process to take

Measures for quarterly/annual monitoring to track impact of changes in administration and assessment approaches	
Data item	**How collected/calculated**
Number of Blue Badges on issue per 1,000 population	• Population of local area divided by total number of Blue Badges on issue, expressed as 'X badges per 1,000 population'
Rate of Blue Badge award/refusal in the local area	• Blue Badge award/refusals as a percentage of all subject to further assessment applications received, e.g. 57% award rate.
Total cost per Blue Badge application handled	• Total staff, overhead and resource costs for Blue Badge administration and assessment over a given period divided by the number of Blue Badge applications received over the same period, e.g. £X.XX per application handled.
Total cost of IMAs	• Total staff, overhead and resource costs for conducting Blue Badge IMAs over a given period, e.g. £X,XXX per annum.
Total cost of desk-based assessments	• Number of desk-based assessments x time taken per desk-based assessment ÷ hourly admin staff cost, e.g. £X,XXX per annum.
Total cost of cross-checking Council records	• Number of cross-checks completed x time taken cross-check ÷ hourly admin staff cost, e.g. £X,XXX per annum.
IMA cost per applicant (also applicable to desk-based assessments, cross-checking and appeals)	• Total cost of IMAs ÷ total number of applicants assessed in the same time period, e.g. IMAs cost £X.XX per Blue Badge application received
IMA cost per "subject to further assessment" application (also applicable to desk-based assessments, cross-checking and appeals)	• Total cost of IMAs ÷ total number of subject to further assessment applicants assessed in the same time period, e.g. IMAs cost £X.XX per subject to further assessment applicant.
IMA cost per assessment carried out (also applicable to desk-based assessments, cross-checking and appeals)	• Total cost of IMAs (e.g. assessor staff time) ÷ number of IMAs completed in the same time period, e.g. IMAs cost £X.XX per assessment completed.
Cost per application of general administration tasks (time taken to input applicant data / produce badges / prepare letters etc)	• Subtract calculated cost of IMAs, desk-based assessment and cross-checking from total staff, overhead and resource costs for Blue Badge administration and assessment over a common period, then ÷ the total number of applications received in the given time period.
Total cost of dealing with appeals	• Multiply the staff time spent handling appeals by officers with the total number of appeals received over a common period of time. Multiply the calculated value by the average 'per minute' staff cost.

Measures for quarterly/annual monitoring to track impact of changes in administration and assessment approaches (continued)	
Data item	**How collected/calculated**
Average cost per appeal	• Divide the total cost of appeals by the number of appeals handled (from a common time period).
Cost per "subject to further assessment" application of dealing with appeals.	• Divide the total cost of appeals by the total number of subject to further assessment applicants over a common period of time.
Rate of appeal as a percentage of all "subject to further assessment" applicants	• Divide the total number of subject to further assessment applicants by the total number of appeals handled by the authority over a common period of time and express as a percentage.
and all "subject to further assessment" applicants whose applications were refused	• Divide the total number of unsuccessful subject to further assessment applicants by the number of appeals handled by the local authority over a common period of time, and express as a percentage.
The rate of success of appeals by applicants whose original application was refused	• Calculate the percentage of appeals which result in the applicant receiving a Blue Badge (e.g. refusal is overturned on appeal)