

# Assessing Discretionary Applicants for Freedom Pass, Taxicard, Blue Badge Schemes and Disabled Parking Bays

## Local Authorities face challenges:

- Increasing demand yet a need to contain or reduce budgets
- Must demonstrate fair and timely assessment and appropriate outcomes
- Are required to ensure value for money



## SHA CAN HELP



## SHA'S MOBILITY ASSESSMENT SERVICE

- ✓ Applies objective criteria using a robust scoring system to qualify or refuse eligibility
- ✓ Uses a professional team of experienced Occupational Therapists as Mobility Assessors (as recommended in Government Guidance)
- ✓ Administers applicant appointments, organises clinics and appeals and notification of outcome
- ✓ Provides monitoring statistics giving actual week by week results

This assures that:

- Key performance targets are met
- Budgets are controlled to allow the most for the most



## OUR TRACK RECORD

SHA recently contributed to the Department of Transport's consultation with The College of Occupational Therapists on the proposed reform of the Blue Badge Scheme.

SHA has provided independent OT services to Local Authorities since 1995 and mobility assessments specifically to the London Boroughs of Waltham Forest, Brent, Islington and Tower Hamlets. ***In 2010, Tower Hamlets re-tendered for this contract and awarded it to SHA for a further 3 years.***

Between May 2006 and June 2008 in one Local Authority alone, SHA assessed 4,212 applicants and input assessments directly onto the computerised CRM Parking System.

### ***A Mobility Contract Stakeholder Survey carried out in 2007 showed:***

- 99% of Service Users reported the SHA Occupational Therapist was sensitive to their needs and provided a friendly, courteous and helpful service



## QUALITY, PROFESSIONAL SKILLS:

### SHA has:

- Rigorous Selection, Induction, Mentorship and Supervision Schemes
- Specific Quality Standards
- An administration base with dedicated administrator and modern facilities. Administration and fieldwork staff CRB checked
- Staff trained in the latest web enabled service user case record software



## WHAT OUR CLIENTS SAY:

- "The London Borough of Islington is involved in a project to reassess a large number of Freedom Passes. SHA Disability Ltd was contracted to assist in this project by providing a mobility assessment service between June and December 2004. SHA worked closely with LBI to set up this service and, in doing so, demonstrated professionalism and good problem-solving abilities. SHA managed the appointment process, recorded attendance and provided assessment reports. In all, SHA provided more than 1,000 appointments. The experience of working with the staff and management of SHA has been that of a good and productive relationship. I would have no hesitation in engaging SHA for similar work in the future."
- Ray Colyer – Administrative Services Manager  
Islington Council**
- An Officer from London Borough of Tower Hamlets participated with SHA at the National COT Conference for two consecutive years, in a workshop testifying as to the benefits of outsourcing mobility assessments. Their contract is with SHA – we will be glad to pass on their details as referees.

## CAN SHA ASSIST YOU?

***We would like to introduce ourselves and discuss your specific needs so we might tailor a package to suit.***

***Please contact: Jill Tallick on 01245 211011 or  
email: [info@shadisability.com](mailto:info@shadisability.com)***



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***NB: SHA also provides a range of other disability assessment services including D.F.G. and O.T. backlog clearance on a block or spot purchase basis***