



Information Governance Team

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14 January 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI675226203**

Thank you for your request for information relating to Blue Badge assessments.

You have requested the following information:

1. Do you use a 3rd party provider for your Case Management System and if so who is your provider?

Yes, our provider is NEC Software Solutions.

2. How many blue badge applications do you process each year?

Between 1 April 2023 to 31 March 2024, we had processed a total of 8,494 applications.

3. How many blue badge applications are currently outstanding and what is your current SLA?

A total of 667 Blue Badge applications are currently outstanding as at 10 January 2025. We do not have a current SLA.

4. Do you use a 3rd party to support you in the delivery of your blue badge services, if so who is your provider?

No.

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance