



Information Governance Team

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09 September 2026

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)
Request ID: FOI870072091**

Thank you for your request for information relating to Blue Badge Independent Mobility Assessment.

You have requested the following information:

1. Does the council rely on externally commissioned services or employ in-house assessors for blue badge Independent Mobility Assessments?

We employ in house assessors.

- If you use an externally commissioned service, could you provide the name of this service provider?

Not applicable.

- If the council internally employs in-house assessors, please specify the number of clinically trained assessors and administrative staff who work on blue badge applications.

Two occupational therapists, both part time. Admin team consists of a team lead plus seven full and part-time colleagues.

2. Do you collaborate with local GP services or NHS trusts to conduct blue badge assessments?

No.

3. How many of your applications are received through the .gov blue badge digital portal?

Most applications are received on-line via the portal. We also accept paper applications for a minority of people who are not able to apply online.

4. How many applications are received direct to the council outside of the .gov blue badge digital portal process?

See the answer for Question 3 above.

5. Do members of the blue badge administration team fill out an application on either the .gov blue badge digital portal, or an internal form on behalf of an applicant that feels they are unable to do it themselves?

In exceptional circumstances this is possible.

6. Do you use an internal digital case management system for blue badge applications? If so, what is the name of this system.

No, we use an external case management system called Blue Badge Case Manager

7. What is your current cost per assessment? (i.e. triage, telephone assessment & Independent Mobility Assessment)

We do not hold this information and advise as per Section 1(1). This is not recorded.

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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