

**QUESTION BY COUNCILLOR**

**Question submitted by: Councillor Terri Beer**

**To Cabinet Member:** Cllr Pat Patel, Cabinet Member for Customer Services, Culture, Leisure and Sport

**Question:**

Why is it taking so long for people to renew their blue badges? Residents are being told 12+ weeks. Some people have badges out of date and this is affecting ability to go out

**Response:** ( for completion by City Council officers and Cabinet Members)

The national performance standard for Blue Badge renewals is 12 weeks from the point we receive an application.

Where an applicant indicates they are on certain benefits we use a DWP online checker to confirm customer's entitlements, however there have been delays with DWP updating customer entitlements. If a case becomes urgent, we make contact with DWP by telephone but this can take an officer up to 45 minutes to get through, so we use this process as a last resort.

For applications where a medical assessment is required, we use an external company who are experiencing delays with appointments due to a recent surge in applications. This has been mainly due to the impacts of Covid, especially those who have been 'shielding' as they have started to feel confident about leaving their homes again and therefore are applying for Blue Badges.

Finally although hopefully not ongoing, there has been disruption with dispatch of blue badges due to Royal Mail industrial action.

**Signed:**

**Dated:** 27 September 2022