

Customer Service Improvements & Efficiencies

Implementing the Changes

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Removing Waste & Duplication

- X** Remove the issue of forms / incomplete returns process & associated delays
- X** Remove the requirement for customers to do this and then potentially be rejected at OT stage
- X** Eliminate at least 95% of the OT process & the associated delays
- X** Virtually eliminate avoidable contact - progress chasing
- X** Drastically reduce high levels of customer dissatisfaction / complaints
- X** Reduce the difficulties associated with the issue and subsequent withdrawal of PCN's

Customer Service Improvements / Efficiencies



Massive improvements to customer service
Instant decision – reduced requirement to provide supporting documentation & possibly the £2 fee
Much simpler end to end process
Much higher levels of customer satisfaction
Average reduction of approx 6 weeks to 2/3 days



Generate significant efficiencies -
Virtually eliminate avoidable contact (CSN savings)
Reduce OT assessments by 95% (1 fte OT)
Massive reductions in fulfilment activities (CSN savings)
Reduction in F2F contact (CSN savings)
Potential savings associated with processing payments

Implementing the Changes

- Senior commitment to the transformation agenda
- Early political engagement & support
- A partnership approach – Adults Services / OT's / CSN / Parking Services / KPMG
- Transition team (service champion) – procedures, system development, training module, dress rehearsal
- The decision matrix.....

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med follow up

Create Event : xxx In Scope Services

Event Type : xxx Blue Badge/Concessionary Travel Pass - xxx Standard Application

First Name

Last Name

Channel

Event Details

Keywords

Description

Event Time Start : End :

Additional Information - To Be Completed by Advocate

What type of application are you applying for?

Is the caller a Health or Social Care Professional

"Adult" Badge (Go to PART A)

"Child" Badge (Go to PART B)

PART A "Adult " Automatic Qualification

Are you registered as blind under the National

Help

Please Note

Blue Car Badge/Concessionary Travel Pass
You can get a badge or pass if you - receive the higher rate of the mobility component of the Disability Living Allowance, You receive a War Pensioners' Mobility Supplement, You are registered blind, have a severe disability in both upper limbs and cannot operate, or have considerable difficulty in operating all or some types of parking meter (for example those with Thalidomide related disabilities).
AUTOMATIC CRITERIA - You have a permanent and substantial disability, which means you are unable to walk or have very considerable difficulty in walking. In this case, you may be asked to answer a

PART A "Adult " Automatic Qualification

Are you registered as blind under the National Assistance Act 1948? (If Yes, "ISSUE" go to Decision Point, If No, continue with remaining questions).

Not Asked

Do you receive Disability Living Allowance at the higher rate for mobility or War Pensioners Mobility Supplement?(If Yes, continue with questions. If No, go to PART C)

Not Asked

Ask caller if they receive HB/CTB as we may be able to get proof of DLA/War Pension Mobility Supplement from their Benefit records (If Yes, continue with questions. If No, "INCOMPLETE" Request Verification - Decision Point)

Not Asked

(If consent given, continue with questions. If No, "INCOMPLETE" Request Verification - Decision Point).

Not Asked

If consent has been given please ask the caller for their National Insurance Number. (Go to Decision Point "INCOMPLETE" Request Verification income check).

unable to walk or have very considerable difficulty in walking. In this case, you may be asked to answer a series of questions to help the Local Authority determine whether you are eligible for a badge. You may be asked to attend an appointment to be assessed by an Occupational Therapist to determine eligibility.

CHILDREN UNDER 2 - It is assumed that all children under 2 years of age will still require assistance relating to their mobility. However, children under 2 who because of a specific medical condition need to travel with bulky medical equipment or need to be close to a vehicle for emergency medical treatment will be able to apply for a badge.

CONCESSIONARY TRAVEL PASS - There are additional qualifying criteria i.e. blind or partially sighted, profoundly or severely deaf, is without speech

income check).

PART B "Child" Automatic Qualification.

Is the child registered blind under the National Assistance Act 1948? (If Yes, "ISSUE" go to Decision Point, If No, continue with remaining questions)

Is the child under 2 years of age? (If Yes, go to PART D. If No, continue with questions)

Do you receive Disability Living Allowance on behalf of the child? (If Yes, continue with questions. If No, go to PART C)

Ask caller if they receive HB/CTB as we may be able to get proof of DLA from their Benefit records (If Yes, continue with questions. If No inform customer to provide proof - go to Decision Point)

Ask the caller if they give their consent for us to obtain proof of DLA on their behalf. (If Yes, continue with questions. If No, inform the customer that they will need to provide proof - go to Decision Point).

If consent has been given

without speech (including those persons having a Laryngectomy) Does not have arms or has long-term loss of the use of both arms, Has a learning disability, Unable to drive having had a driving licence refused or revoked on medical grounds.

that they will need to provide proof - go to Decision Point).

If consent has been given please ask caller for their National Insurance Number. (Go to Decision Point "INCOMPLETE" Request Verification Income Check)

PART C - Discretionary

What is the disability? LIST 1 - gives examples of recognised disabilities. (If the disability is TERMINAL "ISSUE" go to Decision Point. If disability appears in list - Go to PART E. If No, go to LIST 2)

- Angina
- Breathlessness/Breathing Difficulty
- Chronic Bronchitis
- Chronic Obstructive Airways Disease (COPD)
- CVA (Cerebral Vascular Accident) / Stroke

LIST 2 - gives examples of recognised Upper Limb Disabilities. (If the disability appears in this list continue with questions. If No, go to LIST 3)

- Amputation
- Cerebral Palsy
- Muscular Dystrophy
- Spinal Cord Injury
- Thalidomide

Do you have a severe impairment in both arms? (If Yes, continue with questions, If No, "DECLINE" and go to Decision Point).

Do you drive a vehicle? (If Yes, continue with questions. If No, "DECLINE" go to Decision Point)

Point)

Are you unable to operate, or have considerable difficulty operating all, or some types of parking meter? (If Yes, "ISSUE" go to Decision Point. If No, "DECLINE" and go to Decision Point)

Not Asked

LIST 3 - gives examples of joint disabilities. (If the disability appears in this list continue with questions. If the disability does not appear in any of the lists please consult with OT)

Arthritis
Hip Replacement
Joint Pain
Knee Replacement

Advice received from OT

Have you had a joint operation within the last 3 months? (If Yes, "DECLINE" go to Decision Point. If No, continue with questions)

Not Asked

Has your GP/Specialist recommended or booked any joint replacement operations within the next 6 months. (If yes, "DECLINE" go to decision point. If No, go to PART E)

Not Asked

PART D - Child Under 2 years

What is the child's disability? LIST 1 - gives

High unstable diabetes
Severe epilepsy/fitting

PART D - Child Under 2 years

What is the child's disability? LIST 1 - gives examples of recognised disabilities.

- High unstable diabetes
- Severe epilepsy/fitting
- Terminally Ill
- Tracheostomies

Does the child have a medical condition that requires you to transport bulky medical equipment? (If Yes, go to LIST 2. If No Continue with questions).

Not Asked

LIST 2 gives examples of bulky medical equipment (If the equipment appears in the list "ISSUE" go to Decision Point. If No, continue with questions).

- Feed Pumps
- Oxygen Saturation Montior
- Oxygen Tank/Mask
- Parental Equipment
- Spica Cast

Does the child have a medical condition that requires you to remain close to a vehicle in order to administer urgent treatment to your child inside of the vehicle? (If Yes, "ISSUE" go to Decision Point. If No, continue with questions).

Not Asked

Does the child have a medical condition that requires you to remain close to a vehicle in order to drive urgently to access a place of treatment? (If Yes, please consult with OT. If No, go to Decision Point. "ISSUE")

Not Asked

Decision Point. If No, continue with questions).

Does the child have a medical condition that requires you to remain close to a vehicle in order to drive urgently to access a place of treatment? (If Yes, please consult with OT. If No, go to Decision Point to "DECLINE").

PART E - Mobility Assessment

Is the condition likely to last more than 12 months? (If Yes, continue with questions. If No, "DECLINE" and go to Decision Point)

Is your only form of mobility aid a wheelchair? (If Yes, "ISSUE" and go to Decision Point. If No, continue with questions).

What aids do you use if anything to help you walk?

How far can you walk before needing to stop and rest, before feeling severe discomfort?

If LESS than 27 steps. Ask applicant how do they cope with stairs? (WITH difficulty "ISSUE" go to Decision Point. WITHOUT difficulty continue with questions).

Do you need any assistance with every day tasks? (If Yes, "ISSUE" go to Decision Point. If no "DECLINE" and go to Decision Point)

Not Asked

If 28 - 64 steps do they have any adaptations of special equipment to assist with their activities of daily living? (If Yes, select from ADAPTATION LIST. If No, ADAPTATIONS go to last mobility question Do you need assistance"

Not Asked

EQUIPMENT/ADAPTATIONS LIST - (If adaptations are in the list "ISSUE" - go to Decision point. If adaptation does not appear in the List - consult with OT).

Bath board / seat
Bath lifter
Bed lever
Bilateral / Double banister rails
Ceiling track hoist and slings

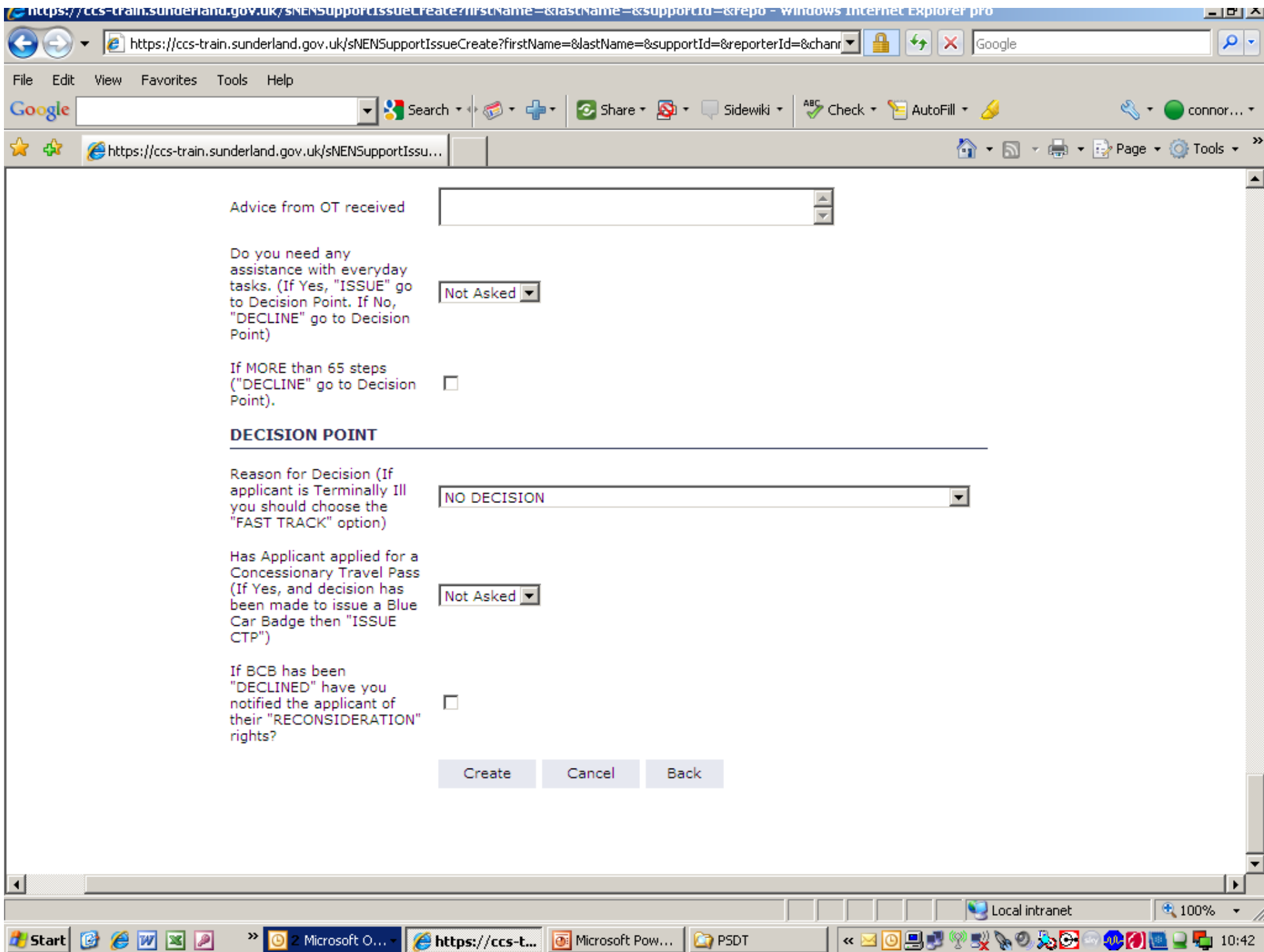
Advice from OT received

Do you need any assistance with everyday tasks. (If Yes, "ISSUE" go to Decision Point. If No, "DECLINE" go to Decision Point)

Not Asked

If MORE than 65 steps ("DECLINE" go to Decision Point).

DECISION POINT



Thank you for listening

Any questions?