

## RECOMMENDATIONS

- 116 Bulk renewals: The council should lobby for a rolling programme of renewals of Freedom Passes **[see paragraph 16]**
- 117 Discretionary London Only Freedom Passes: The council should complete a full assessments of the costs and benefits of continuing with discretionary London Only Freedom Passes, well in advance of 2010. **[see paragraph 20]**
- 118 Use of GPs: The council should complete a full assessment of the costs and benefits of appointing its own occupational therapists for those people who require an assessment, rather than relying on local GPs [and consider cross borough working on the use of Occupational Therapists](#). **[see paragraph 25]**
- 119 Use of GPs: If GPs are to be used in future, the design of the form should be reviewed in conjunction with local GPs. **[see paragraph 26]**
- 120 Carefirst: Further information on the system capabilities should be identified, with Health and Social Care and Customer Services working together. Staff who use the system should receive further training, particularly on data entry, exception reporting and generating correspondence from the system. There should be joint meetings between Health and Social Care, Customer Services and Information Services. [Particular attention should be given to the system's ability to identify persons entitled to automatic renewal and to generate the necessary communications](#). **[see paragraphs 34 and 83]**
- 121 Service transfer: Staff and senior managers should be closely involved in discussions around the transfer of services and the implications for service delivery. **[see paragraph 36]**
- 122 Service transfer: All service transfers must be better planned and implemented, including the use of formal project planning tools and agreement of the implementation plan by both receiving and old departments. A 'soft landing' is preferred with the 'giving' service retaining responsibility for and an interest in the 'receiving' service performance. Plans must include consideration of IT, staff training, parallel running and known workload issues. **[see paragraphs 38 and 40]**
- 123 Communication: All service delivery changes should be, at least, publicised or communicated to relevant groups. Depending on the level and impact of the change there may be merit in consultation about the proposed changes. [In cases of significant change, prior consultation should take place](#). **[see paragraph 39]**
- 124 Communication: The council must adhere to its own service standards for all external phone calls, and particularly in the contact numbers given for Freedom Pass enquiries, 020 7525 2141/2306. Different ways of managing the volume of calls received should be considered. **[see paragraph 48]**
- 125 Communication: All staff working within One Stop Shops should receive specific training on the needs of people with disabilities. **[see paragraph 53]**
- 126 One Stop Shops: The departmental business continuity plans for One Stop Shops should be reviewed. **[see paragraph 55]**
- 127 Application form: The "Disabled Persons Blue Badge & Freedom Pass Application Form" and NFP renewal forms should be reviewed, in conjunction with customers or their representatives. **[see paragraph 69]**
- 128 Renewal process: Consideration should be given to an earlier start to the

renewals process for 2010, particularly for those people who are likely to have an automatic renewal. **[see paragraph 71]**

- 129 Staffing: a full review of the process for assessing applications and the number of staff required to do so should be completed well in advance of January 2010, with a view to identifying additional resources. The review should encompass the desirability of decisions about entitlement being made by a team in a single location. [Staff training should be improved to ensure: 1\) better general understanding of the issues facing disabled people 2\) assessment of entitlements under the various eligibility criteria 3\) full proficiency in and proper use of the Carefirst database.](#)**[see paragraphs 48, 50 and 72]**
- 130 Relevant Numbers: A full history of the numbers of people who applied for or received NFP and LFP in 2008, including a chronology of dates and numbers of passes assessed at particular dates should be compiled and used to inform arrangements for the 2010 issue and renewal process. **[see paragraph 81]**
- 131 Case Management: There should be a robust case management system and strict limits for the turnaround of applications, request for documents, and chasing the necessary evidence. [In particular, there must be no repetitions of delays in scanning documents and entering them into the system.](#) **[see paragraphs 27 and 75]**
- 132 Carefirst: Subject to the review of local London Only passes continuing in 2010, the Carefirst system parameters should be amended so that accurate numbers can be obtained on the number of NFP and local discretionary passes. **[see paragraph 83]**
- 133 London Councils: The council should commit to attending all of the London Borough Liaison Group meetings for Freedom Passes. The representation should be at a level to ensure that any actions arising can be implemented and that any implications or consequences are properly communicated within the council. **[see paragraphs 89, 106 and 115]**
- 134 London Councils: The council should identify from London Councils all similar borough liaison groups, evaluate whether attendance is necessary and commit to engaging in the relevant groups. **[see paragraph 91]**
- 135 Post Office Ltd: [Through the London Councils or otherwise, the Council should become better aware of the role of the Post Office and the need to stock adequate numbers of Freedom Passes.](#)
- 136 [The Council work with the PCT to ensure that any outstanding amounts due to GP's are paid without any further delay.](#)
- 137 [That steps to ensure that all fresh data relating to applicants be promptly entered into the Carefirst system. The Southwark Audit and Governance Committee be invited to address this issue.](#)