

*Requests for blue badges, housing reports etc*

Customers who wish to apply for a blue badge or disabled freedom pass may have an automatic entitlement based on the benefits they receive. If they do not have an automatic entitlement, they will need to see an occupational therapist (OT) in order to have their mobility to be assessed. The Council employs two OT contractors to provide this assessment service. In the event that a badge is refused, customers can appeal the decision and their case is sent to the alternative OT provider to carry out a review.

Southwark will very occasionally contact GPs directly to request information about a particular applicant, but generally contact is made with hospital consultants rather than GPs and this is only done rarely.

Customers applying for Taxi Cards are directed to their GP, but numbers for this are very small, around 20 a month.

Southwark also carries out housing assessments for residents requesting re-housing. Southwark employs NMC registered nurses to undertake these assessments, using the criteria laid down in Southwark's housing allocation policy.

Residents may believe they need to see their GP to gain support for an application. This is an area that Housing Options & Assessment and the Disabled Travel Team could review, if it is felt this would be helpful, to find ways to influence customer choice in this area. We would welcome input from Southwark LMC on this matter.