



North Tyneside Council

Reference: FOI0885

Request:

Since the department for transports change to the way blue badges are now managed can you please tell me.

Do you use a case management system at the council to manage blue badge applications other than the DFT system? - Yes, we use Lagan

If you do can you please tell me what system / provider you are currently using, is it a in house system or bought? - In house

If not, how do you manage them, is it paper based, or spreadsheet based? - N/A

If bought what is the term of the contract you took out with the provider? - NTC system already in place

What are the total yearly costs for using said system? – Unknown

If you have a system in place how many staff administer the system? - 2 x FTE on Blue Badge team plus a Team Leader. Other Customer Service staff can access Lagan to respond to customer queries

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