



Reference: RFI 1702049

**Request:**

I wish like to make a Blue Badge Freedom of Information request. If all questions cannot be answered, please answer the ones you can?

1) What back office system do you use to manage your Blue Badge caseload (new applications, assessment, change in circumstance and payment)?

LAGAN Enterprise for Blue Badge case management. Payments are managed through Capita's Income Management product (AIM).

2) Is this a standalone system or is it part of a larger system? (e.g. CRM, Social Care, Parking)

LAGAN and Capita AIM are stand alone systems.

3) Which company provides this system to you?

LAGAN is provided by Verint (Kana). AIM is provided by Capita

4) How much do you spend per year on this system?

Information identifying the cost of managing the Blue Badge case load is not available. LAGAN and Capita are platforms used by North Tyneside Council and its partners to manage all customer contact and payments.

5) Is this system integrated with the national BBIS badge ordering system?

No

6) How do you store any application documents and supporting data?

a) In a paper filing system?

b) Electronically, in your blue badge back office system?

c) Electronically, in a separate Document Management system

b) Electronically, in your blue badge back office system?

7) If c), which company provides this Document Management system to you and how much do you spend per year on this Document Management system?

Not applicable



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8) Do you have an online blue badge application form on your authorities public website in addition to the National application form on the [GOV.UK](https://www.gov.uk) website?

No

9) If yes, please provide a link to your online form

Not applicable

10) Can you take online payments from blue badge applicants through your public website?

No

11) If yes, what system do you use to take these payments and how much does it cost you to process blue badge payments through this system?

Not applicable

12) How many FTE staff do you employ administering Blue Badges?

2.5 fte

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