

The Blue Badge Service – Costs

The following information is based on a **WHOLE LIFE cost per badge** and includes costs for fast track, replacement clock, one change of circumstance.

CURRENT Blue Badge scheme - WC Blue Badges Team	Cost PER BADGE	REVISED Blue Badge scheme JAN 12 onwards - WC Blue Badges Team	Cost PER BADGE
Cost of badge (Blank badge, Clock, Tamper proof wallets)	£0.60	Cost of badge (produced by Payne Security) incl. clock wallet	£4.60
Spare Leaflets and Clocks (estimate 200) included in above)	N/A	Spare Leaflets and Clocks (estimate 200)	£0.41
Fast-track Badges (for urgent cases - estimate 50 per year) staff costs	N/A	Fast-track Badges (for urgent cases - estimate 50 per year) staff costs	N/A
Fast-track Badges (for urgent cases - estimate 50 per year) northgate charge	£0.00	Fast-track Badges (for urgent cases - estimate 50 per year) northgate charge	£2.58
Postage	£0.72	Postage	£0.60
Printing (letters,application forms and badges0.55) *	£0.22	Printing (Letters and forms (no badges)) *	£0.35
Staff Costs:		Staff Costs:	
Making up badges (includes sticking photo onto badge)	£0.50	Admin of photos (receiving badges, electronic scanning, cross referencing, validating, saving and transmitting to Northgate)	£0.50
Inputting new application data onto WC database INCLUDING Assessment**	£2.80	ONLY Inputting new application data onto national database only 22 page form)**	£2.80
		Assessment **	£4.70
Inputting change of circumstance data onto existing database	£0.93	Inputting change of circumstance data onto existing database	£0.93
Payment admincosts Blue Badge team time (currently no charge)	N/A	Payment admin costs Blue Badge team time	£1.22
Payment admin costs central finance team (currently no charge)	N/A	Payment admin Cash Receipting team 81p per card transaction and 96p per cheque transact	£0.81
Processing charges	N/A	22p per transaction for a debit card & 1.8% for credit card i.e. if £10 charge then 25p., £2.00 for a cheque.	£0.22
WHOLE LIFE cost of badge	£5.77	WHOLE LIFE cost of badge	£19.72
BASIC cost of badge (minus fast track replacement clock and change of circ)	£4.84	BASIC cost of badge (minus fast track replacement clock and change of circ)	£14.99
cost of Replacement Badge (lost or damaged by customer)	£0.00	Mandatory charge for lost or stolen badge treated by government as new badge	£4.60
* Anticipate a higher cost initial cost on printing forms as our existing forms are 4 pages. The new forms are 22 pages! That said, the new online facility should see a reduction in form requests but it is difficult to predict how much of a reduction bearing in mind that many of these customers are vulnerable and need assistance and the time it will take for people to migrate to that method. To offset this we will not have to print badges any more and in 3 years time, we won't have to print renewals letters. Therefore any real savings will not materialise for about 3 years		** the variation of the assessment time is down to an estimated increase in staff time to assess. The new application form is 22 pages (Current WC form 4 pages) with a greater level of checking and information required; e.g. We now have to verify address details from Council Tax records. It is anticipated that assessment time will increase from 10-15 mins to 25 mins per badge.	
# Northgate will only provide certain aspects of the Blue Badge process there is not a fully outsourced solution. The assessment, checking of the photo against individual etc all has to be managed by the LA			