

Record of operational decision

Decision title:	To commission a provider to deliver the Occupational Therapy (OT) Assessment Service: Blue Badge and Concessionary Travel Schemes in Herefordshire
Date of decision:	21 April 2026
Decision maker:	Tracey Sampson - Director HR & OD
Authority for delegated decision:	This is a non-key decision as the contract is below £75,000, therefore can be taken by the Director HR & OD under: Constitution Part 3, Section 7 (Officer Functions) Contract Procedure Rules 4.6.10
Ward:	Countywide
Consultation:	The following internal representatives were consulted with, as part of this process: <ul style="list-style-type: none"> • Director HR & OD • All Age Commissioning Team • Procurement Team • Legal Team • Customer Service Team • Governance Team • Cabinet member for Corporate Services
Decision made:	To appoint The Occupational Therapy Service to deliver the OT Assessment Service: Blue Badge and Concessionary Travel Schemes in Herefordshire for a period of 12 months, at a maximum cost of £74,999.
Reasons for decision:	The current OT Assessment Service: Blue Badge and Concessionary Travel Schemes was being delivered in-house, after the previous provider ceased trading on 31 July 2025. Unfortunately, due to unforeseen and unplanned staffing changes, this service has now ended with immediate effect. Therefore, an external provider, with specific experience in this complex area, urgently needs to be appointed to ensure the council meets its statutory duty to complete OT assessments for Blue Badge and Concessionary Travel applications and reduce the backlog of unprocessed applications. The appointment will enable the current service to be stabilised, whilst affording the council sufficient time to undertake a full and open procurement process for a longer term provider.
Equality Considerations	Under section 149 of the Equality Act 2010, the 'general duty' on public authorities is set out as follows: A public authority must, in the exercise of its functions, have due regard to the need to: a) Eliminate discrimination, harassment, victimisation and any other

	<p>conduct that is prohibited by or under this Act.</p> <p>b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.</p> <p>c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</p> <p>The OT Assessment Service: Blue Badge and Concessionary Travel Schemes will have no negative impact on any group with a protected characteristic. The service ensures all residents in Herefordshire are able to have a timely and professional OT assessment to confirm their eligibility for a Blue Badge and / or Concessionary Travel Pass. Therefore, it positively helps to advance equality of opportunity between different groups.</p>
<p>Highlight any associated risks/finance/legal/equality considerations:</p>	<p>There are no associated risks with commissioning this service. The council's All Age Commissioning Team has worked in close partnership with the council's Procurement, Legal and Customer Service Teams to minimise and remove any potential risks.</p>
<p>Details of any alternative options considered and rejected:</p>	<p>Carry out a full procurement process: This was not recommended, as it would take between 6 to 8 weeks, during which the backlog of unprocessed applications would continue to increase. This would disadvantage our residents and put the council at risk of potential challenge and reputational damage for not delivering its statutory duty.</p> <p>Appoint a provider via a framework: This was not recommended, as unfortunately there are no existing / approved frameworks to which the council is already a member, which offer OT related services covering these particular schemes. Therefore, the council would have had to carry out a full procurement process.</p> <p>Appoint a locum OT: This was not recommended due to the high costs of temporary agency staff and the fact that they may not necessarily have the required Blue Badge OT assessment experience needed to deliver this service.</p>
<p>Details of any declarations of interest made:</p>	<p>None.</p>

Signed: Tracey Sampson

Date: 21 April 2026