

Advokit: A Husband's Guide to Blue Badge Applications & Appeals

0:00:00.000,0:00:06.480

Cool, I think we're ready to go. It seems to all be working. Okay, so we're here to

0:00:06.480,0:00:11.160

talk about all things disability benefits, focusing on expectations and

0:00:11.160,0:00:20.880

awareness. We plan to publish these conversations on a website to help applicants with aphasia, their families and friends. We've heard government

0:00:20.880,0:00:25.640

websites can be hard to use and people rely on friends and family or advisors,

0:00:25.640,0:00:30.600

for example the folks here at Aphasia Reconnect. So we're here to chat today

0:00:30.600,0:00:36.680

just about this topic and about specifically the blue badge. So to begin,

0:00:36.680,0:00:42.120

tell us a little bit about yourself and how aphasia has affected you in your

0:00:42.120,0:00:49.400

life. It's fine, I mean it's not affecting me. Yeah it's not affecting you? Well it's

0:00:49.400,0:00:54.040

affecting me in that my wife's the one with the aphasia. So your wife has aphasia.

0:00:54.280,0:01:03.040

Okay and how does it affect her day to day? Aphasia basically has completely

0:01:03.040,0:01:09.720

destroyed the life she had before. In the sense that she struggles to do

0:01:09.720,0:01:15.320

anything, she doesn't want to go out, she doesn't really want to mix. If she's in a

0:01:15.320,0:01:21.040

noisy environment she gets anxious and then she's got tremors which appear

0:01:21.280,0:01:30.040

as well in her limbs. So yeah it's not been a very good experience for her. Okay and so when

0:01:30.040,0:01:40.440

did she get aphasia? She had an intracranial subdural hematoma on the

0:01:40.440,0:01:56.560

1st of July 2024, which basically she became totally non-responsive and we

0:01:56.560,0:02:01.080

weren't really expecting her to survive. Well we, and I say we, I mean the doctors

0:02:01.080,0:02:06.980

as well. Anyway she mostly relieved the pressure on her brain by putting two

0:02:06.980,0:02:11.900

burs in. She's gradually started to come round but she's been left with right

0:02:11.900,0:02:20.700

sided weakness, aphasia, memory problems. So now where we used to be you

0:02:20.700,0:02:25.900

know sort of very lively and she would want to go places and restaurants and

0:02:25.900,0:02:30.380

things like that, she doesn't really want to do that anymore. And even in family

0:02:30.380,0:02:38.660

gatherings where you know we've got, it's purely family but because you know

0:02:38.660,0:02:44.100

when everyone's together it's quite a big family group, she still

0:02:44.100,0:02:50.940

panics and she has to take herself off and to calm down again. I have to say

0:02:50.940,0:02:55.540

this, I think this is not the first time we hear from people who have like an

0:02:55.540,0:03:02.740

acquired brain injury, that the first thing it affects is their confidence, which leads to a lot of

0:03:02.740,0:03:10.540

anxiety being you know going and talking to people because you lost your words. Yeah.

0:03:10.540,0:03:18.780

And therefore it affects you, how you feel about it. Yeah she does, I mean she's sort of, she

0:03:18.780,0:03:26.660

becomes very sort of fretful when she cries and because she realises she's you

0:03:26.660,0:03:32.820

know she gets frustrated and she can't really, when she's looking for a

0:03:32.820,0:03:38.860

word and she just can't find it. And also it's affected her speech, it's not just

0:03:38.860,0:03:43.420

the loss of not being able to find the right word at the right time,

0:03:43.420,0:03:49.220

it's the way she speaks has actually changed as well and she's developed this,

0:03:49.220,0:03:55.940

I don't know if it's a habit or if it's part of the illness, in that she

0:03:55.940,0:04:03.660

basically tries to draw a breath in the middle of a word, so it makes it

0:04:03.660,0:04:09.060

difficult to understand her. Yeah. And she's also got, she was diagnosed with

0:04:09.300,0:04:15.380

hearing loss and another problem we've got now is because the hearing loss has

0:04:15.380,0:04:22.180

been corrected, she thinks she's speaking louder than she actually is, so it means

0:04:22.180,0:04:26.020

it's really difficult to understand what she's saying because she's not really

0:04:26.020,0:04:31.980

speaking loud enough. She thinks she does. Yeah she thinks she can hear it normally

0:04:31.980,0:04:37.580

because her voice is being projected into her ears by the hearing aids, so that

0:04:37.620,0:04:42.860

makes it sound to her, it makes it sound loud, but to me and you, it's like even

0:04:42.860,0:04:47.180

from a couple of foot away, you can sort of, you have to struggle to hear what

0:04:47.180,0:04:55.300

she's saying as she chooses her words. Yeah, yeah, yeah. Now all these things that you

0:04:55.300,0:05:02.060

mentioned, problems and barriers and difficulties and disabilities is, and the

0:05:02.060,0:05:08.260

confidence to begin with. Yeah. I think that that's the reason why we want to

0:05:08.260,0:05:11.780

talk to people about disability benefits because it seems, and we found a lot of

0:05:11.780,0:05:17.140

reports and we talk to people all the time, that confidence will affect your

0:05:17.140,0:05:21.980

decision-making and then you either give up or you will think that you don't

0:05:21.980,0:05:27.100

deserve the benefits and so on. And that is part of this project, to really

0:05:27.340,0:05:32.500

deal and talk about those expectations because I think sometimes cheap people

0:05:32.500,0:05:37.860

just give up. Yeah, they just give up. So, and that's maybe our first question is,

0:05:37.860,0:05:43.740

how did you first hear about Blue Badge PIP or any disability benefits and how

0:05:43.740,0:05:52.420

did that go? The Blue Badge, we've been, [name], I shouldn't say the name. That's fine.

0:05:52.820,0:06:01.420

My wife, basically, has had heart problems from being, you know, a sort of child. She had

0:06:01.420,0:06:09.020

rheumatic fever when she was a child which affected the aortic and the

0:06:09.020,0:06:14.820

mitral valves and because of that, as she's been growing up, she's had all

0:06:14.820,0:06:23.180

these historical heart problems. She had, she was given porcine, the pig

0:06:23.180,0:06:28.940

valves, so she had the heart operation when they put pig valves in, took their

0:06:28.940,0:06:33.860

existing valves out. But unfortunately, they only lasted about five or six years

0:06:33.860,0:06:40.540

and then she ended up having to have titanium metal valves put in, ball and

0:06:40.540,0:06:46.780

cage valves. And if you sit close to her, you can actually hear them ticking. You can

0:06:46.780,0:06:52.860

hear it clicking. So because of that, it leaves her breathless and things

0:06:52.860,0:06:56.940

like that. So she's always, she's found it difficult to walk any sort of distance.

0:06:56.940,0:07:04.060

So she's been, you know, sort of claiming, she was eligible for the Blue Badge

0:07:04.060,0:07:09.180

room, you know, for the last 30 odd years. Okay. So that's how we got the

0:07:09.180,0:07:15.540

introduction into the Blue Badge. But where the, where the Blue Badge was

0:07:15.540,0:07:21.340

renewed every three years without having to provide any more evidence, the

0:07:21.340,0:07:26.380

system sort of changed so that instead of renewing your existing badge, you're

0:07:26.380,0:07:31.260

reapplying for a new badge. You have to prove. So then you've got to prove your

0:07:31.260,0:07:40.860

health and your disabilities all over again. And since, I think the first

0:07:40.860,0:07:53.420

time we experienced that was in 2019 and she was actually rejected. They

0:07:53.420,0:07:59.540

turned her down for the Blue Badge because the, because the assessor was

0:07:59.540,0:08:04.300

only interested in the amount of pain she was, she was in. And with [name], my

0:08:04.300,0:08:10.620

wife, she doesn't necessarily get lots of pain. She becomes breathless. You know,

0:08:10.620,0:08:16.940

so they rejected it and then we had to appeal. And in the meantime, I managed to

0:08:16.940,0:08:22.140

get letters from her consultants to say they supported the application for a

0:08:22.140,0:08:27.020

Blue Badge. And it was actually, you know, she became eligible for it again

0:08:27.660,0:08:29.300

because of the doctor's letters.

0:08:29.660,0:08:33.740

Okay. So just to get some understanding. So she was always an applicant. She

0:08:33.740,0:08:39.060

always received the Blue Badge because of these long term health conditions and

0:08:39.060,0:08:45.060

difficulties walking long distances. And then suddenly in 2019, they changed the

0:08:45.140,0:08:51.500

rules and terms. She got denied her renewal and then you didn't appeal that

0:08:51.500,0:08:52.980

decision, but you had to reapply.

0:08:52.980,0:08:59.340

Well, on the, on the online form, it actually states that they don't need to

0:08:59.340,0:09:05.380

see any medical evidence. So we didn't provide any medical evidence as such,

0:09:05.380,0:09:08.980

but we just filled the form in with all the, you know, the problems that she's

0:09:08.980,0:09:14.580

got and the conditions that she's got, the medications that she's got, how it

0:09:14.580,0:09:20.260

affects, you know, how the, you know, the conditions affect her well-being and the

0:09:20.300,0:09:26.500

ability to walk distances. But obviously that wasn't, we went, she then went for an

0:09:26.500,0:09:30.980

assessment, but the assessor wasn't really interested in anything to do with

0:09:30.980,0:09:36.660

breathlessness. And in fact, they tried to hide the fact that where the, the

0:09:36.660,0:09:42.780

interviewing would be in order to force us to try and search for it so they could

0:09:42.780,0:09:44.660

see how well she walks.

0:09:45.100,0:09:52.260

Wow, gosh. So, so, so that process of reapplying and then being assessed was

0:09:52.260,0:09:53.740

was quite, was quite traumatic.

0:09:56.020,0:10:01.180

And the interview would normally take about 20 minutes, we were told. We was

0:10:01.180,0:10:04.980

there for an hour and a half and all the assessor wanted to, to know about was

0:10:04.980,0:10:10.060

pain. Whatever we spoke about, it came back to pain. So because she wasn't

0:10:10.100,0:10:14.500

getting a lot of pain, obviously, the assessor, you know, sort of made the

0:10:14.500,0:10:21.100

recommendation not to, not to reissue the badge. But then when you're informed of

0:10:21.100,0:10:25.540

the fact that you're not eligible anymore, they also give you a link where

0:10:25.540,0:10:30.700

you can, on an email, where you can appeal. So we did the appeal, I went and

0:10:30.700,0:10:35.900

got the letters from the doctors and they were kind enough to issue us

0:10:35.940,0:10:41.180

letters. And then, you know, we gave, we appealed, sent the letters off, gave our

0:10:41.180,0:10:47.260

reasons of why we were appealing. She then had another assessment by the

0:10:47.260,0:10:52.300

face-to-face assessment and the assessor couldn't understand why it'd been

0:10:52.300,0:10:57.940

refused in the first place. So the second time, you know, she wants to actually say

0:10:57.940,0:11:03.660

whether she would recommend that she, you know, she gets it or not. She just

0:11:03.660,0:11:08.340

said she would put a recall in and we'd hear in due course. And then about three

0:11:08.340,0:11:12.540

days later, we got an email saying that she'd actually been accepted and to pay

0:11:12.540,0:11:14.820

£10 and they would issue the blue badge.

0:11:15.660,0:11:19.460

Can we just pause for a second there? Because I think what you said is super

0:11:19.460,0:11:22.220

important. It's you saw a link in the email.

0:11:22.220,0:11:23.940

Yeah, when they reissued the email.

0:11:23.940,0:11:26.420

Is it like in a footnote? Is it like a small letters or?

0:11:26.420,0:11:31.140

No, no, it was just saying if you wish to appeal, you know, go to the...

0:11:31.180,0:11:35.940

Was your immediate reaction, yes, we're going to appeal? Or you took some days to

0:11:35.940,0:11:38.860

think about it or consult with someone?

0:11:38.860,0:11:46.180

Well, no, what I did is I thought, well, if we appeal, with the information we've

0:11:46.180,0:11:50.620

already done, we've given, there's a chance you might be turned down again.

0:11:50.620,0:11:55.460

So that's why I went to see the doctors. And then because you get 28 days in order

0:11:55.460,0:12:00.780

to appeal. So from the date of the email, you get 28 days to appeal.

0:12:01.660,0:12:04.900

So I'll use that time to get the letters through.

0:12:04.900,0:12:08.180

Do you think that's enough time to appeal or it's like very tight?

0:12:08.340,0:12:12.140

Well, it depends if you've got to get more, you know, if you're going to provide

0:12:12.140,0:12:16.500

more information or in my, in our case, it was letters from the consultant

0:12:16.500,0:12:19.420

supporting her application for a blue badge.

0:12:20.220,0:12:26.020

And so they did the letters of support and once I got those and then I clicked

0:12:26.020,0:12:29.820

on the link and filled the form and then they asked you why you're appealing.

0:12:30.420,0:12:32.660

And then you've got to give a reason why you're appealing.

0:12:32.660,0:12:40.380

The reason I asked about the time is because I'll go back just to PIP for a

0:12:40.380,0:12:46.780

second, because once you receive the PIP book, you have one month, I think.

0:12:47.020,0:12:48.660

I'm not sure.

0:12:48.780,0:12:49.180

Yeah.

0:12:49.180,0:12:50.780

But I think you have about one month.

0:12:50.820,0:12:54.940

However, there is this thing that most people are not aware, which is reasonable

0:12:54.940,0:13:00.660

adjustments. So you can request additional extra time, especially if you have

0:13:01.340,0:13:05.500

language disabilities, because the form is like a 40 page form that you have to

0:13:05.500,0:13:08.500

fill out and you have to collect those, all these things.

0:13:08.500,0:13:11.460

You have to answer some difficult questions, you know, have to reflect on

0:13:11.460,0:13:12.100

your own life.

0:13:12.900,0:13:17.980

But the thing is, they ask, they'll ask you a question, you're given an answer,

0:13:18.580,0:13:23.020

then ten questions down the line, they're asking you something similar.

0:13:24.180,0:13:29.300

Yeah, it doesn't, you know, you've already given an answer to that question up

0:13:29.300,0:13:32.620

there and then they're asking about it again in a different way.

0:13:32.740,0:13:38.380

They say they reformat the question, but the answer is still the same as you gave

0:13:38.380,0:13:38.900

them up there.

0:13:38.980,0:13:40.060

Is this for the blue badge?

0:13:40.060,0:13:40.540

Yeah.

0:13:40.540,0:13:46.420

So it should almost pre-populate based on your initial answers later down the line

0:13:46.420,0:13:49.420

or they're asking too many questions about the same thing.

0:13:49.420,0:13:53.900

Yeah.

I mean, it's as though they're trying to catch you out, you know, so you've given

0:13:53.900,0:13:55.860

an answer saying, oh, if it's different here.

0:13:55.900,0:13:56.220

Yeah.

0:13:56.220,0:14:03.500

So by re-wording the question, the question's got the same meaning, but using

0:14:03.500,0:14:08.300

different wording, they, you know, you think, well, why are they asking that

0:14:08.300,0:14:09.620

again?

I've already told them that.

0:14:09.940,0:14:11.300

Yeah, that's quite nefarious.

0:14:11.300,0:14:15.980

So they're like getting you to answer details multiple times and then seeing

0:14:15.980,0:14:17.500

if there's inconsistencies.

0:14:17.540,0:14:18.060

Yeah.

0:14:19.300,0:14:20.940

Ask you something about this whole process.

0:14:21.380,0:14:30.580

Like it's a reflective question in the sense of what was your role?

0:14:30.580,0:14:34.700

Was your role completely doing this on behalf of your wife?

0:14:34.700,0:14:35.200

Yes.

0:14:35.700,0:14:37.980

Was she somehow involved?

0:14:38.260,0:14:41.860

Like, for example, you read the question, maybe ask her.

0:14:41.860,0:14:46.140

No, she, I'm with her 24 hours a day.

0:14:46.140,0:14:50.300

And I know, I mean, in my case, I know, I know all the, I mean, I'll do her

0:14:50.300,0:14:53.460

medications, I'll give her all the medications.

0:14:53.460,0:14:56.660

I know when she's, you know, I'll change her, stay in the bank.

0:14:57.300,0:14:58.660

Uh, I'll do everything.

0:14:58.660,0:15:01.060

I've cooked for her or I came for her.

0:15:01.060,0:15:02.940

I'll do everything for her.

0:15:02.940,0:15:08.260

So there isn't anything that she, you know, with, especially with the

0:15:08.260,0:15:12.300

impairments that she's got now, that she would be able to process any

0:15:12.300,0:15:13.580

sort of questions like that.

0:15:14.060,0:15:15.460

Do they ask you about that?

0:15:15.460,0:15:20.100

Like the assessors, you know, did you fill this out on your?

0:15:20.100,0:15:20.740

Yeah, they do.

0:15:20.740,0:15:24.060

If you, yeah, you know, you ask you if you're the applicant or you're

0:15:24.060,0:15:28.780

filling in the form on behalf of someone else and then they may ask you.

0:15:29.340,0:15:33.300

If you say it's someone else, then they ask you what your relationship is.

0:15:34.260,0:15:39.700

So, I mean, that's, uh, but I think this really changed when they changed the

0:15:39.700,0:15:44.700

rules about who's eligible for blue badge, because it used to be like, you

0:15:44.700,0:15:49.380

know, there was at least a few conditions that would actually be applicable or

0:15:49.380,0:15:52.100

eligible, um, but then they changed it.

0:15:52.100,0:15:55.900

So if you've got depression, if you've got anxiety, if you've got a hundred and

0:15:55.940,0:16:00.020

on other things, uh, you could still apply for a blue badge.

0:16:00.060,0:16:00.860

Do you think that's good?

0:16:01.260,0:16:05.180

No, I think it's good, but they're expanding the list of, yeah, because

0:16:05.180,0:16:09.660

it is, uh, it's mean that it means that they're issuing more blue badges now.

0:16:10.380,0:16:14.860

So I think they're trying to make some of the criteria harder to fulfill

0:16:15.740,0:16:17.780

in order to try and keep the numbers down.

0:16:17.820,0:16:20.140

That's what my gut feeling is anyway.

0:16:20.700,0:16:22.020

Yeah, you're probably correct.

0:16:22.260,0:16:28.980

Um, out of interest, we can make this a tad more positive, but like what, what

0:16:28.980,0:16:31.780

has getting a blue badge done for you in retail?

0:16:32.940,0:16:34.740

Well, it's basically changed their lives.

0:16:34.780,0:16:38.140

I mean, it always has done, but the fact that we couldn't, we didn't have it for

0:16:38.140,0:16:43.220

three or four months while all this appeal process went through, because

0:16:43.220,0:16:47.980

once you apply for it, they sent you an email to say you're, you know, you

0:16:48.220,0:16:51.260

renew your blue badge three months before it's due to run out.

0:16:51.740,0:16:53.900

So they give you three months to actually apply for it.

0:16:54.340,0:16:56.820

Cause they say it can take 12 weeks to process it.

0:16:58.340,0:17:05.020

Um, but the, you know, so there is sort of warning there, but, um, I've

0:17:05.020,0:17:06.260

lost the track of what I'm saying.

0:17:06.700,0:17:08.860

Yeah.

What, what does the blue badge do for you?

0:17:09.500,0:17:13.540

Three months or four months that it took to get the blue, get the blue badge

0:17:13.540,0:17:18.580

through again, it actually, I mean, it just restricted on movements going out

0:17:18.580,0:17:19.100

anywhere.

0:17:19.380,0:17:23.660

We had to forward plan everything even more than we do normally.

0:17:23.660,0:17:26.660

So we've got to know what parking, you know, if we're going to a shopping

0:17:26.660,0:17:29.220

center, we need to know where we can park.

0:17:29.220,0:17:32.620

And then we'd end up taking a wheelchair with us because you can't

0:17:32.620,0:17:36.260

manage all that, the walking around the shopping center, although she's

0:17:36.260,0:17:39.900

finding a supermarket because you're walking around very slowly and she's

0:17:39.900,0:17:44.700

hanging onto a trolley and then you're stopping every few yards, pick things

0:17:44.700,0:17:45.780

out, but look at something.

0:17:46.260,0:17:50.380

So that, you know, and then, uh, yeah, it was made it, it made life quite

0:17:50.380,0:17:54.780

difficult in that, you know, for those three months and then, yeah, it's not,

0:17:54.780,0:17:57.300

you know, it really affects your day to day life.

0:17:58.140,0:18:02.060

Were you at any point anxious about this whole process of applying for it?

0:18:02.260,0:18:02.860

I was anxious.

0:18:03.420,0:18:08.180

I was anxious about it six months before, before I knew because I mean,

0:18:09.060,0:18:13.460

she, we had to renew it again in 22.

0:18:15.020,0:18:22.820

And in 22, we re-sent, we had all the letters from the doctors and everything

0:18:22.820,0:18:29.140

else, and we sent those through and they decided with the application, online

0:18:29.140,0:18:34.540

application, and this time, you know, they decided to issue it anyway, we

0:18:34.580,0:18:40.460

had an assessment and the same thing happened because we had to renew it in

0:18:41.580,0:18:46.180

July this year and the same, again, we sent all the letters through from the

0:18:46.500,0:18:51.940

consultants and they don't take much notes of letters from the GP, but if

0:18:51.940,0:18:58.540

it's a letter from the consultant saying, um, you know, I support this because

0:18:58.540,0:19:02.180

of this, that and the other, they don't go into too much detail on the letters

0:19:02.180,0:19:07.380

because, um, but they always end up saying that if you require more

0:19:07.380,0:19:13.180

information, um, with the patients, you know, with the patient's permission,

0:19:13.180,0:19:15.220

we'll provide all the information that's needed.

0:19:15.780,0:19:20.060

So, and you already give you a permission for them to do that when you

0:19:20.060,0:19:22.380

actually, uh, fill the form in.

0:19:22.980,0:19:26.020

So you give them permission to check your health records and things like that.

0:19:26.300,0:19:27.060

Yeah.

Okay.

0:19:27.060,0:19:30.820

Uh, so if there's someone out there listening to this, who's considering

0:19:30.820,0:19:35.220

applying for a blue badge and they've also maybe had a stroke and aphasia,

0:19:35.620,0:19:37.020

what tips would you give them?

0:19:37.980,0:19:43.780

Um, first of all, check to make sure that you're not automatically eligible,

0:19:44.620,0:19:49.340

i.e. there's certain conditions, um, which is like if you've got a visual

0:19:49.340,0:19:55.060

impairment, um, if you've got a visual impairment, you need to get a certificate

0:19:55.380,0:20:02.340

visual impairment from your consultant and then register it with your council

0:20:02.700,0:20:03.460

wherever you live.

0:20:04.060,0:20:06.820

And then once you got there, you automatically, because you can register

0:20:06.820,0:20:09.540

blind, basically, you automatically get it.

0:20:10.260,0:20:17.380

Uh, and there's several other conditions, uh, and if you're, um, a disabled

0:20:17.380,0:20:20.860

soldier or things like that, then you can automatically get it without

0:20:20.860,0:20:22.380

going through the assessment process.

0:20:22.700,0:20:26.180

So are you saying that with some disabilities, it's easier to get it

0:20:26.180,0:20:32.540

with where, where, for example, thephasia might be a bit more difficult to explain

0:20:32.540,0:20:33.300

why it's important?

0:20:33.300,0:20:38.060

Well, this year it was actually made easier because she's obviously got the

0:20:38.060,0:20:41.780

right-sided weakness, apart from the heart issues, she's also got the

0:20:41.780,0:20:44.620

right-sided weakness in her arm and her leg.

0:20:45.260,0:20:50.300

So she drags her left leg, so it makes the walking even more challenging.

0:20:50.300,0:20:50.980

Yeah, that's right.

0:20:51.380,0:20:59.140

So the, the, um, the cardiac, um, doctors or the cardiologists and the, um,

0:21:00.820,0:21:05.540

one of the other medical consultants basically did, uh, the letters that they

0:21:05.540,0:21:10.980

did brought that issue into, into play as well, where she's had a bleed on the

0:21:10.980,0:21:14.740

brain and it's left her with these disabilities basically.

0:21:14.820,0:21:19.780

So, so your tips are, you know, check automatic routes and then make sure you

0:21:19.780,0:21:22.940

get good evidence and letters from these consultants.

0:21:22.980,0:21:23.300

Yeah.

0:21:23.300,0:21:27.220

If you're, if you're not under a consultant, then I'm not, you know, um,

0:21:27.260,0:21:32.580

I've sent in, you know, I'm not sure that they take any notice of GP letters

0:21:33.260,0:21:38.540

because, but with a consultant, I think they find it, uh, and even if they do an

0:21:38.540,0:21:43.180

assessment, if it's an occupational therapist, then they're not, and there's

0:21:43.180,0:21:48.380

a sort of orthopedic surgeon saying, you know, they support your, I don't think

0:21:48.420,0:21:53.180

any sort of, um, any, any assessor is going to go against the word of a

0:21:53.180,0:21:58.380

consultant, you know, so if you're an, an occupational therapist and you're doing

0:21:58.380,0:22:01.660

the assessment and you've got a consultant there saying, well, she's got

0:22:01.660,0:22:04.140

this thing and I'll support her application.

0:22:04.700,0:22:09.380

I think it's not going to be quite as easy for them to say, no, you're not

0:22:09.380,0:22:10.220

eligible for it.

0:22:11.540,0:22:13.980

I think we have about two more questions and then we can.

0:22:13.980,0:22:15.340

Yeah.

A couple more questions.

0:22:15.380,0:22:20.820

Um, what would you say to someone who's maybe like, I'm an R-ing whether to

0:22:20.820,0:22:21.860

get a blue badge or not.

0:22:21.860,0:22:26.500

They don't know, you know, they maybe have a disability, but they're

0:22:26.500,0:22:28.500

not fully accepting of it.

0:22:28.580,0:22:29.080

Yeah.

0:22:29.780,0:22:34.340

Well, I would say go for it because it's, if you can get it, it's life changing.

0:22:35.780,0:22:36.860

I think that's a great point.

0:22:37.300,0:22:44.420

And, um, another one is, uh, what do you think, what do you say to, you

0:22:44.420,0:22:47.660

know, fellow caregivers out there who are maybe trying to support someone

0:22:47.660,0:22:50.220

through a blue badge application?

0:22:50.220,0:22:52.180

Do you have any tips or advice for them?

0:22:53.300,0:22:59.580

Be patient really, and list everything that you can think of, you know, I go

0:22:59.580,0:23:02.260

for the worst day of the person's life.

0:23:02.980,0:23:07.100

When they're at their worst, not when they're feeling not too bad and they

0:23:07.100,0:23:11.700

can walk further or they're less pain or whatever, you always put down the

0:23:12.100,0:23:15.500

worst-case scenario, you know, that they've ever been.

0:23:16.140,0:23:24.380

Um, and, and really just don't just focus on the primary cause that, you

0:23:24.380,0:23:29.300

know, the reason that you're applying for it, look at the knock-on effects of

0:23:29.300,0:23:33.380

that, you know, what that primary cause is having away, you know, do you also

0:23:33.380,0:23:38.420

get anxiety, do you, do you get depressed about the fact that you're going to go

0:23:38.420,0:23:43.940

out because you, you know, you can't say any psychological, anything like that

0:23:43.940,0:23:48.420

affects it, you know, sort of walking or the fault of walking too far.

0:23:49.940,0:23:50.420

Yeah.

0:23:50.420,0:23:55.060

So, and also list all your medications that are, um, so if you put down an

0:23:55.060,0:24:01.100

ailment, put down all the medications that you're, that you're, um, you're

0:24:01.140,0:24:02.900

sort of taking to mitigate that.

0:24:03.780,0:24:09.860

So, um, and also what you've done to help yourself, IE, you know, do you, you

0:24:09.860,0:24:13.700

went and bought yourself walking sticks, uh, you went and bought yourself a

0:24:13.700,0:24:18.700

wheelchair so people, uh, can sort of immobilize with you.

0:24:18.700,0:24:23.460

You like, so you just put down whatever it is that you've already tried to do.

0:24:24.700,0:24:29.460

What's interesting here when you say put down, um, I think that can be quite

0:24:29.620,0:24:35.020

difficult because if you ask me now to sit and write about my life and my

0:24:35.020,0:24:40.660

problems, I feel like I can maybe come up with a few things, but I'm going to

0:24:40.660,0:24:43.940

miss and skip a lot of other things.

0:24:43.940,0:24:47.700

And I wonder, were you like taking little notes and going back to them,

0:24:47.700,0:24:52.740

like little memory, or you just sit and, and you write it up because you have

0:24:52.740,0:24:56.220

everything here, you can like do that, but I think, yeah, you can.

0:24:56.260,0:25:01.140

Um, yeah, I mean, the thing is, is it, this is all, it's not something that

0:25:01.140,0:25:06.980

came automatically, I mean, filling in that very first form, uh, after so many

0:25:06.980,0:25:14.540

years, um, you know, sort of actually supplying any new evidence, um, it was,

0:25:14.580,0:25:18.740

you know, you know, I had to sit down and I really struggled doing it.

0:25:19.300,0:25:23.500

Uh, but then I sort of built on that because I knew what answers we put down

0:25:23.780,0:25:26.980

in that particular application, which is the one that failed.

0:25:27.500,0:25:31.660

Uh, and then what I did to, uh, to appeal it.

0:25:32.140,0:25:39.900

And then, you know, so when we did the second one, you know, in 22, uh, 2022,

0:25:40.220,0:25:44.300

well, not the second one, but the following one, um, we, I used those,

0:25:44.300,0:25:46.220

some of those answers so you can build on.

0:25:46.700,0:25:51.340

So it is in a way like taking notes because you were like building on

0:25:51.380,0:25:53.620

previous years and answers.

0:25:53.620,0:25:55.580

So it was like a process, right?

0:25:55.940,0:25:56.500

Yeah, it is.

0:25:56.500,0:26:01.700

And when you actually meet the assessors, you can get, you can get a sense of

0:26:01.700,0:26:05.580

where they're, where they're trying to, what they're delving into.

0:26:06.220,0:26:10.140

So, and I suppose it depends on the assessor you get, because someone might

0:26:10.140,0:26:16.420

focus on the pain and another one might focus on something else, uh, because none

0:26:16.420,0:26:19.580

of them are, I don't know if there's a script that they're supposed to follow

0:26:20.220,0:26:24.660

or a particular, you know, ask us what questions there, but in my, in my

0:26:24.660,0:26:31.780

experience, they, they sort of tend to be more orientated again about one thing

0:26:31.780,0:26:37.860

rather than asking about everything, you know, the reason why I asked this is

0:26:37.860,0:26:41.180

because something I came to this conclusion that it seems like it would be

0:26:41.180,0:26:46.780

very beneficial to actually have a little diary and if you're starting this,

0:26:46.780,0:26:51.500

you know, and, and, you know, it's your first time you want to apply for blue

0:26:51.500,0:26:56.980

badge, PIP or whatever to really start slowly, like putting down the things

0:26:56.980,0:26:58.220

you struggle with.

0:26:58.260,0:26:59.140

Yeah, absolutely.

0:26:59.140,0:27:02.020

Every day, you know, so you should keep it in.

0:27:02.020,0:27:06.380

If you think that you might be applying for a blue badge, just keep a diary.

0:27:06.900,0:27:09.100

So, you know, you're going on a shopping trip.

0:27:09.500,0:27:10.220

What happened?

0:27:10.220,0:27:12.900

How did you manage it with that shopping, uh, shopping trip?

0:27:13.460,0:27:20.100

Um, and then, you know, so, and build up a bit of background of what your

0:27:20.100,0:27:25.340

daily life is like, you know, so, you know, if you, you may have 10 good days

0:27:25.340,0:27:31.420

and 15 really bad days, you know, and it could be that you've been given some

0:27:31.420,0:27:35.740

sort of medication and it's affected you in a certain way, but you know, you

0:27:35.740,0:27:40.340

might take, I don't know, antibiotics and they might give you diarrhea, in

0:27:40.340,0:27:43.140

which case you need to, you know, you need to mention that.

0:27:43.140,0:27:43.640

Yeah.

0:27:43.660,0:27:49.260

You know, so, um, I think it's, it's unfortunate, but everyone has this

0:27:49.260,0:27:54.860

intuitive nature to them, uh, to kind of minimize their experiences.

0:27:55.220,0:27:58.340

And I think it's very hard because the application really wants you to not

0:27:58.340,0:28:00.020

minimize it wants to do the opposite.

0:28:00.300,0:28:05.140

The only way you'll get one is if you maximize the, you know, your difficulties.

0:28:05.380,0:28:05.880

Yeah.

0:28:06.660,0:28:07.980

And that's the only way you'll get one.

0:28:07.980,0:28:11.540

If you say, you know, if you give them all the information about the best

0:28:11.540,0:28:14.860

day you've ever had in your life, of course, they're not, you know, they're

0:28:14.860,0:28:20.220

not going to give you nothing, but so, um, yeah, and there are, you know,

0:28:20.220,0:28:25.180

when they ask the questions, there are, they'll say, for example, and they

0:28:25.180,0:28:30.580

will actually within the question, give you sort of the type of thing that

0:28:30.580,0:28:36.420

they're after, you know, um, do you get anxious or, you know, there are some

0:28:36.420,0:28:42.900

things on the questionnaire actually, um, you know, within the question,

0:28:42.900,0:28:48.100

they'll say, for example, you know, this, you know, this type of thing.

0:28:48.100,0:28:51.500

So you give the, you know, the question itself gives you an idea of where,

0:28:52.020,0:28:55.380

where they're trying to get to, if you see what I mean, because they'll give

0:28:55.380,0:28:59.220

you an example of a tip, you know, of a, of a typical answer.

0:29:00.060,0:29:04.060

So maybe last question, but it actually relates to that.

0:29:04.540,0:29:11.620

You mentioned a leaflet and that it helped you a lot with the application.

0:29:11.620,0:29:13.980

So my question, maybe two questions.

0:29:13.980,0:29:18.540

How did you find, uh, that leaflet and how did it help you with the application?

0:29:19.140,0:29:22.220

Uh, yeah, I mean, with the, uh, finding it, it was just, I just did a

0:29:22.220,0:29:30.900

search on the internet and just put down blue badge sort of an application.

0:29:31.860,0:29:36.940

Uh, and it came up with all sorts of, um, sort of from different hospitals

0:29:36.940,0:29:41.340

and different health trusts and things like that, and different cancer,

0:29:41.340,0:29:46.260

uh, different cancers that have got, they've produced leaflets and like

0:29:46.260,0:29:51.860

with advice on how to, to apply for it basically, and it does actually.

0:29:52.780,0:29:54.380

Um, so you picked one.

0:29:54.500,0:29:56.900

Yeah, I just think I read for a few.

0:29:57.020,0:29:58.260

Okay.

And I picked the best one.

0:29:58.300,0:30:00.700

Basically the one I thought was the best.

0:30:00.700,0:30:05.140

Cause it explained about the auto people that, um, you know, illnesses

0:30:05.140,0:30:09.220

that automatically risk getting eligible for blue badge without

0:30:09.220,0:30:10.580

going through any assessments.

0:30:10.980,0:30:14.500

So all you've got to do is say, um, partially blind and providing

0:30:14.500,0:30:17.980

you got certificate of impaired vision.

0:30:18.740,0:30:21.300

Um, are you looking for more?

0:30:21.380,0:30:21.900

Yeah.

0:30:21.900,0:30:25.740

I mean, it's, you know, you're, you know, you'll get that.

0:30:25.740,0:30:28.620

So you still got to fill in the form, but you, you'll, you haven't, you

0:30:28.620,0:30:30.940

won't have to go through any, for an assessment.

0:30:31.500,0:30:31.820

Okay.

0:30:31.820,0:30:36.100

So, but the, the important thing with that, you know, with the vision thing

0:30:36.500,0:30:43.100

is, uh, most councils want you to register that certificate with them.

0:30:44.060,0:30:48.460

So if you get the certificate from the, um, from your consultant,

0:30:48.780,0:30:53.260

get it registered, get it registered because you, you know, um, I think

0:30:53.580,0:30:56.500

there's a, there's a re-able thing called re-ablement in most

0:30:56.740,0:30:58.660

department in most councils.

0:30:59.180,0:31:04.420

Um, and then you, you know, they'll tell you who needs to have it.

0:31:04.740,0:31:08.780

But then when you, when you do the application, you send a copy, you know,

0:31:08.780,0:31:14.620

sort of have a digital version of that, you know, scan it or whatever, or

0:31:14.620,0:31:18.100

photograph it and send that photograph in with the application.

0:31:18.700,0:31:24.460

So, and there are at best, there's probably about eight or nine elements

0:31:24.460,0:31:26.460

that automatically qualify.

0:31:27.660,0:31:28.260

Awesome.

0:31:29.260,0:31:29.980

Yeah, that's it.

0:31:30.100,0:31:31.060

Thank you very much.

0:31:31.100,0:31:31.780

Thank you so much.

0:31:31.780,0:31:33.460

Yeah, that's brilliant advice.