

DISABLED PERSONS' PARKING POLICY CUSTOMER SURVEY 2011



West Lothian
Council

We have recently undertaken a customer satisfaction survey in connection with our disabled parking policy and the service provided to applicants. The survey was issued to individuals who have used this service within the last 12 months. We issued 121 questionnaires and 82 responses were received (a response rate of 68%).

This summary sheet has been provided to inform you of the results and what we intend to do with them.

1. Overall Application

Q1.1 Did you understand the criteria relating to the application for disabled parking facilities? 100% of respondents said YES which a significant improvement on last year is (96%). This is our second year using the simplified forms and criteria. Our target for this is 90% and we are pleased to have achieved this for a second year. We aim to maintain a score of over 95%.

Q1.2 Did you find the form clear and easy to complete? 100% of respondents said YES. Again, this is an improvement on last year (98%). This is the second year using our new forms which are endorsed by the Plain English Campaign. We aim to maintain a score of 90%.

2. Application Handling and Timescales

Q2.1 Was your application dealt with in a polite and professional manner? Of the responses received, 98% agreed that their application had been dealt with in a polite and professional manner. This shows a 2% increase on last year (96%). We aim to achieve 100% satisfaction for this area of our service.

Q2.2 Was your application dealt with courteously and fairly? 99% of respondents said YES. This is the second year we have asked this question and are pleased that this survey shows a 7% increase on last year. However, we will investigate all of the cases where customers said NO to try to establish what went wrong. We will aim to achieve 100% in this area.

Q2.3 Where a timescale was given, was this met? 91% of respondents agreed that, where given, the timescale was met. This is a 1% improvement on last year. We intend to investigate this to matter to improve and stream line the process.

Q2.4 Where your application was unsuccessful, were you satisfied with the reasons given. On this occasion 90% of respondents were satisfied with the reasons given. This is a significant improvement on last year (59%). We continue to try to explain the reasons for rejecting applications as fully as possible.



3. Overall Service Provided

Q3.1 Overall was your request dealt with efficiently? 99% of respondents said YES. This is the first year that we have asked this question and we will aim to achieve. We aim to maintain a score of over 95%.

Q3.2 How satisfied are you with our service? 92% of respondents said they were either very satisfied or satisfied with our service. Only 1% of respondents were either dissatisfied or very dissatisfied. This is the second time we have asked this question and this is significantly better than last year.

4. Conclusion and contact details

This survey was undertaken to obtain information from customers concerning their views of the service provided. Information conveyed by customers is very valuable to the council and allows us to monitor and improve the service that we provide.

It is our intention to undertake a further survey in 2012, aiming to maintain good service and improve our performance in terms of timescales.

Space was provided for additional remarks in order that customers could comment on all aspects of the service. Comment was encouraged where an individual was unhappy with the service. As a result, a variety of comments, compliments and ideas were received.

Each of the responses made will be considered and any matters arising from these will be investigated in due course.

Should you wish any further information on this survey or parking for disabled people in general, please contact :

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