

DISABLED PERSONS' PARKING POLICY CUSTOMER SURVEY 2012



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 164 questionnaires and 85 responses were received (a response rate of 52%).

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? 99% of respondents said YES which is comparable with last year (100%). This is our third year using the simplified forms and criteria. Our target for this is 95% and we are pleased to have achieved this for a third year.

Q1.2 Did you find the form clear and easy to complete? 98% of respondents said YES. This is slightly lower than last year when we achieved 100%. This is the third year using our new forms which are endorsed by the Plain English Campaign. We aim to maintain a score of 90% and will review our form in due course.

2. Application Handling and Timescales

Q2.1 Was your application dealt with in a polite and professional manner? Of the responses received, 99% agreed that their application had been dealt with in a polite and professional manner. This shows a 1% increase on last year (98%). 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, the same percentage as last year. This is the third year we have asked this question and are pleased that this survey shows we have maintained a high standard. 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? 88% of respondents agreed that, where given, the timescale was met. This is a 3% decrease on the score achieved last year. We intend to investigate this to matter to improve and streamline the process.

Q2.4 Where your application was unsuccessful, were you satisfied with the reasons given. On this occasion 83% of respondents were satisfied with the reasons given. This is a 7% decrease from last year (90%) We will 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? 95% of respondents said YES. This is the second year that we have asked this question and unfortunately have scored lower than last time (99%) and we will aim to improve on this score. We aim to maintain a score of over 95%.

Q3.2 How satisfied are you with our service? 91% of respondents said they were either very satisfied or satisfied with our service. 4% of respondents were either dissatisfied or very dissatisfied. The number of dissatisfied and very dissatisfied customers has increased from 1% to 4%. We intend to investigate all reasons for dissatisfaction that have been provided.

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 2013, 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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