



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 150 individuals, who have used this service and participants were chosen at random. 65 responses were received.

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

1. Overall Application

The following questions were asked regarding the overall application process -

Q1.1 Were you supplied with an information leaflet at the same time as receiving your application form? 82% of respondents said YES, we aim to increase receipt of information leaflets to 90% over the next year. This issue has been investigated and we have taken steps to address this.

Q1.2 Did you understand the criteria relating to the application for disabled parking facilities? 89% of respondents said YES, maintaining and increasing this score to 90% is desirable; this will be our target between now and the next survey.

Q1.3 Did you find the form clear and easy to complete? 89% of respondents said YES. Desired changes have been identified and these will be considered to improve this score.

We received lots of comments on the application process and will use these to improve the provision of our service.

2. Application Handling and Timescales

Customers were asked whether their application dealt with in a polite and professional manner. Of the responses received, 95% agreed that their application had been dealt with in a polite and professional manner. Each of the cases where respondents gave additional information will be investigated further. We aim to achieve 100% satisfaction for this area of our service.

Customers were also asked about timescales, in particular whether any timescale given was met. 85.5% of respondents agreed that, where given, the timescale was met. This is an area of our service that requires improvement and careful consideration will be given to this matter. Improved information provision to customers is one area that will be targeted.

The final question asked related only to those who were unsuccessful in their application for a disabled parking bay, asking if the application was unsuccessful was the client satisfied with the reasons given. On this occasion only 35% of respondents were satisfied with the reasons given. All comments received will be considered in order to improve our service.



3. Additional Comments and Summary

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 2009, aiming to improve our performance, particularly 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 the Disabled Parking Policy, please contact :

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