

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 had submitted applications during the 2016/17 financial year. We issued 95 questionnaires and 59 responses were received (a response rate of 62%).

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 stated that they understood the criteria relating to their application for a disabled parking place. This is up slightly from previous surveys and suggests that criteria are clearly detailed on documentation.

Q1.2 Did you find the form clear and easy to complete? 95% of those surveyed stated that they found the form clear and easy to complete. The remaining 5% did not respond to the question.

2. Application Handling and Timescales

Q2.1 Was your application dealt with in a polite and professional manner? Of the responses received, 100% agreed that their application had been dealt with in a polite and professional manner. This is in line with our target to ensure that all applicants are dealt with in an appropriate manner.

Q2.2 Was your application dealt with courteously and fairly? 98% of respondents said YES, showing no change from the previous survey in 2014. This is the sixth year we have asked this question and are pleased that this survey shows we have maintained a high standard. The remaining 2% of respondents did not provide a response. There were zero NO responses received.

Q2.3 Where a timescale was given, was this met? 90% of respondents agreed that, where given, the timescale was met. This is a 5% increase on the score achieved during our last survey in 2014. Comments received suggested that these delays related predominantly to the erection of signage and this will be considered further through our policy review.

Q2.4 Where your application was unsuccessful, were you satisfied with the reasons given. On this occasion 100% of those that responded to this question were satisfied with the reasons given. This is a significant improvement on the results obtained during our last survey in 2014 (88%).

3. Overall Service Provided

Q3.1 Overall was your request dealt with efficiently? 97% of respondents said YES. This exceeds the aim set out in the 2014 survey summary to achieve a result of 95% or higher. We will continue to work to retain current results in future years.

Q3.2 How satisfied are you with our service? 95% of respondents said they were either very satisfied or satisfied with our service. This is higher than our previous survey in 2014 (84%). The number of customers that considered the service adequate was 3% and those that were dissatisfied with the service was 2% and there were no very dissatisfied customers. We intend to investigate all reasons for dissatisfaction that have been provided.

4. Conclusion and contact details

In conclusion the survey response rate improved by 10% from the 2014 survey results, although a smaller number of questionnaires were issued (95 as opposed to 209). The majority of the results show an improvement from the previous survey undertaken in 2014 and the service aims to maintain these levels going forward.

The next proposed customer satisfaction survey will be for the 2018/19 financial period.

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

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