

DISABLED PERSONS' PARKING POLICY CUSTOMER SURVEY 2010



We have recently undertaken a customer satisfaction survey in connection with our disabled persons' parking policy and the service provided to applicants. The survey was issued to individuals who have applied for a disabled persons' parking place during 2010, under the Disabled Persons' Parking Places (Scotland) Act 2009. We issued 111 questionnaires and 55 responses were received (a response rate of 49%). The survey can be viewed at www.falkirk.gov.uk/disabledfeedback under the section entitled Disabled parking bays.

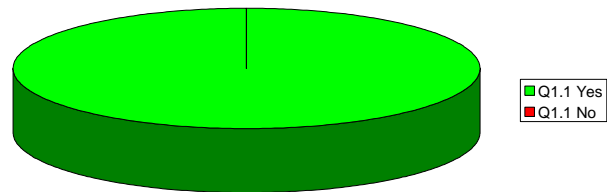
This summary outlines the results of the survey and what we intend to do with them.

1. Overall Application

The following questions were asked regarding the overall application process:

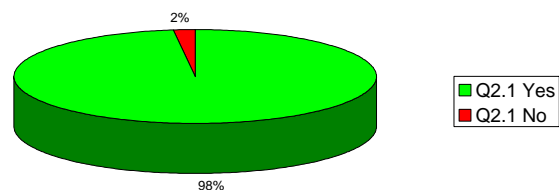
Q1.1. Did you understand the criteria relating to the application for disabled parking facilities?

100% of respondents said YES. Our target is to maintain this excellent response rate.



Q1.2. Did you find the form clear and easy to complete?

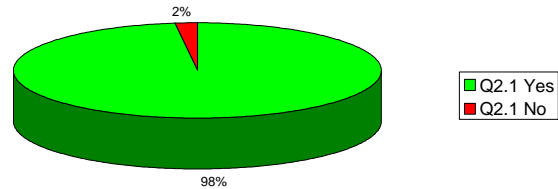
98% of respondents said YES. We will look at whether improvements can be made to the form.



2. Application Handling and Timescales

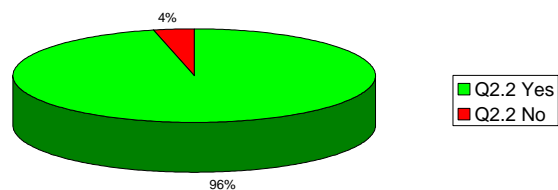
Q2.1. Was your application dealt with in a polite and professional manner?

Of the responses received, 98% agreed that their application had been dealt with in a polite and professional manner. We aim to receive 100% satisfaction in this area of our service and take on board the comments provided to try to improve our service.



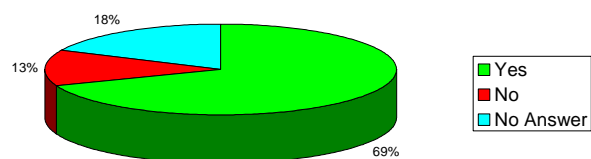
Q2.2. Was your application dealt with courteously and fairly?

96% of respondents said YES. We take on board the comments made by respondents with an aim to increasing our service satisfaction to 100% in this area.



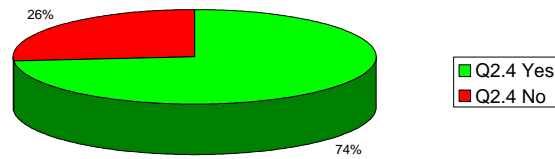
Q2.3. Where a timescale was given, was this met?

69% of respondents agreed that, where given, the timescale was met or even in some cases surpassed. Significant improvements can be made in this area of our service and we take on board comments supplied by respondents to improve this.



Q2.4. Where your application was unsuccessful, were you satisfied with the reasons given?

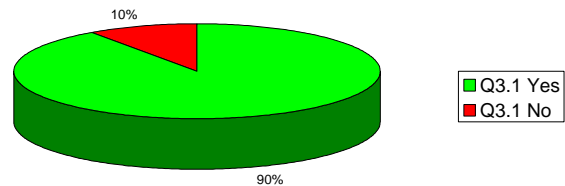
On this occasion, 74% of those who answered this question were satisfied with the reasons given. We continue to try to explain the reasons for rejecting applications as fully as possible, in particular to explain the criteria imposed upon the Council by the Disabled Persons' Parking Places (Scotland) Act 2009.



3. Overall Service Provided

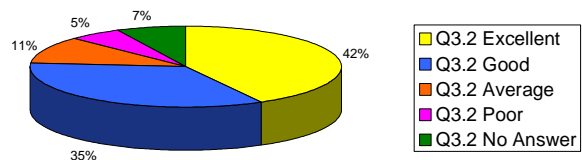
Q3.1. Overall was your request dealt with efficiently?

90% of respondents said YES. We aim to maintain or improve this level of achievement in this area next year.



Q3.2. How do you rate the service provided?

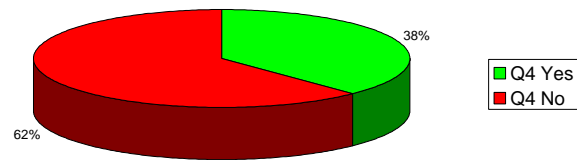
77% of respondents provided positive feedback (42% - Excellent, 35% - Good) on this aspect of our service. We take on board the negative ratings and aim to improve our service in future.



4. Feedback

Q4. Do you wish us to provide you with feedback on the results of the questionnaire?

38% of respondents indicated that they would like to be notified of the results of the questionnaire. In addition, the results of the survey are published on the Council's website.



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 2011, aiming to improve our performance, particularly in terms of timescales and informing an unsuccessful applicant of our reasons for refusing their application.

Space was provided for comments in order that customers could comment on the various aspects of the service. As a result, a variety of comments, ideas and compliments were received.

Where suggestions were made, we take these on board and aim to incorporate them, where best we can, in order to improve the service provided.