



Red Badge Holder Survey Results

Environment Department

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Please note this report has been written using 12pt Arial, simple language and using basic graphics to make it accessible to a wide range of audiences, however, if you need assistance reviewing this report, please do not hesitate to contact us via telephone: 020 7606 3030 or email: strategic.transportation@cityoflondon.gov.uk

Executive Summary

The primary objectives of the Red Badge Holder survey (survey) were to assess the availability and accessibility of disabled parking, identify barriers faced by Red Badge holders, and gather suggestions for improving parking in the City of London. The Survey is part of a broader review on kerbside space and its utilisation in the City of London, as outlined in the City Corporation's Transport Strategy.

The survey was distributed to all 154 registered Red Badge holders, with options to respond online, via paper copy, or over the phone. The survey period lasted from July 24 to September 8, 2023. It included both quantitative (multiple choice) and qualitative (open text) questions to capture comprehensive data on parking usage, satisfaction, barriers, and suggestions for improvements.

The City Corporation received 54 completed surveys (a 35% response rate). Of the 54 respondents, 29 respondents were City workers (54%), 21 were City residents (39%), three were both a resident and a worker (6%), and one respondent did not provide a response (2%).

Survey key findings

Use of Parking Facilities:

- On-street disabled parking bays are the most popular, used by 93% of respondents. Followed by Pay and Display parking and parking on single yellow lines.
- Fewer respondents used car parks, residential parking or workplace parking.

Red Badge holder perceptions of parking availability:

- More than half of the respondents (52%) felt they could always or nearly always find a place to park where they needed to.
- 41% said they could sometimes find a place to park, and only 6% said they could rarely park where they needed to.

Satisfaction with Red Badge holder parking provision:

- 61% of respondents were satisfied or very satisfied with the amount of Red Badge parking in the City of London.
- 19% were neutral, while 21% were dissatisfied or very dissatisfied.

Challenges and barriers to parking:

- 45 responses were received to this question.
- The lack of disabled parking bays was as the main issue (cited 18 times).
- Disabled bays being occupied by non-badge holders was the second most cited barrier.
- The Yellow Line time restriction (of 30 minutes) was identified as being too short for completing tasks and deterred Red Badge holders from using them.

Difficulty finding a space close to the intended destination was also identified as a significant barrier.

- Respondents noted that often physical barriers prevented them from accessing parking bays, these included unlevel and cobbled road surfaces, difficulties accessing the roadside, cycles being locked to signage causing obstruction, and signage and cycles blocking access to the kerbside.
- Nine respondents did not leave a response and five respondents noted they did not have barriers to parking in the City of London. Having no barriers to parking was the fifth highest response.

Other types of transport

Difficulty parking in the City of London is not the only barrier that Red Badge holders face when trying to get around the City, and these challenges need to be considered holistically. Respondents noted they faced access barriers to using public transport, taxis and when walking / wheeling. They noted a lack of step-free access to Tube / rail stations, lifts that are out of order, challenging pavements, unpredictable journey times, fear of people riding cycles at speed, and poor cycle parking behaviours causing obstructions on pavements as some of their challenges.

Communication and administration of Red Badges

When asked about their understanding of Red Badge holder concessions, 93% of respondents were aware that they had free parking at on-street payment parking bays and disabled bays and free parking on a single yellow line for a period of 30 minutes. Three respondents praised the Red Badge Administration Team for their helpfulness and excellent service, with comments highlighting their politeness and prompt assistance. Another three respondents emphasized the usefulness of the Red Badge Scheme, expressing gratitude for its continuation. This high level of understanding suggests that the Red Badge scheme is being well used and is being effectively communicated to badge holders.

Next Steps

The Survey findings will inform the Disabled Parking Review, which forms part of the wider Kerbside Review 2024/25. Final recommendations will be brought to City Coporation Committees for decision, as part of the Disabled Parking Review from January 2025.

Next steps will:

1. Address the demand of on street disabled parking bays (especially near key points of interest) through occupancy surveys. This will identify if disabled parking spaces are overutilised and where additional bays might be necessary.

Undertake a mapping distribution analysis to identify areas with poor disabled

parking density and availability. Cross referencing these with locations reported by Red Badge holders as lacking parking.

2. Implement proactive enforcement to prevent misuse of disabled parking bays by non-badge holders and consider the use of educational campaigns to inform people driving and cycling about the importance of keeping bays available for badge holders.
3. Explore the potential to extend the permitted parking time on single yellow lines for Red Badge holders to allow more time to complete their tasks.
4. Audit disabled parking with the aim of improving parking for disabled people and reducing occupancy by non-badge holders could assist in removing some of the barriers identified by respondents. Auditing on-street Red Badge parking bays will ensure we are providing high standards of parking and management across the City of London.
5. Given the change in working patterns and flexible working post COVID19 it is recommended the Red Badge holder eligibility criteria and application process is reviewed to ensure it is fit-for-purpose.
6. Continue improving accessibility through the ambitions of the Transport Strategy. Keeping pavements obstruction-free, encouraging safer cycling and driving behaviours, engaging the community in decision-making, and working with our partners Transport for London to enhance accessibility in Underground and DLR stations.

Conclusion

The survey found that Red Badge holders use their Badges frequently and understand the concessions available to them. Survey respondents primarily use on-street disabled bays, pay and display bays and yellow lines. They are generally able to find parking and are satisfied with Red Badge holder parking in the City of London. However, Red Badge holders experience a number of difficulties and challenges accessing parking. The responses highlighted the emotional impact of these barriers, with many expressing frustration, pain, and fatigue. Addressing these concerns through further review of parking occupancy data, increased enforcement, and ensuring parking is accessible will significantly enhance the parking experience for Red Badge holders in the City of London.

Introduction and Survey Objectives

The City of London Corporation (the 'City Corporation') is responsible for managing the kerbside on all streets within the Square Mile, except for the Transport for London Road Network (TLRN). The kerbside is a key area of public space within the Square Mile that provides a variety of infrastructure and allows a number of activities to take place.

The City of London's Transport Strategy (City of London Corporation 2019) sets out how the City's streets will be designed and managed over the next 25 years to ensure it remains a great place to live, work, study and visit. The Transport Strategy's outcomes include using street space more efficiently and effectively and ensuring streets are accessible to all. The kerbside has been identified as an element of the street that could be made more efficient and thus its use and management, with City Corporation car parks, should be kept under frequent review. This includes the use of the kerbside by people who hold Red Badges to ensure adequate provision of well-located disabled parking bays.

As part of a wider review of how kerbside space is utilised in the City of London, it was decided to undertake a Red Badge Holder Survey (Survey) to engage with Red Badge holders to better understand their experiences of parking.

The survey was designed to:

- Explore perceptions of the amount of Red Badge holder parking in the City of London
- Identify the challenges and barriers to parking in the City of London, including but not limited to the availability of spaces and potential solutions for mitigating these barriers.
- Gather insight around the impact of other travel modes.
- Capture participants' ideas for any further actions to improve parking in the City of London, which may include action in relation to specific bays.
- Gather insight on the impact of not finding parking on Red Badge holders.

Background on the Blue and Red Badge schemes

The Blue Badge (Disabled Persons' Parking) scheme helps people with long term mobility problems access goods and services by allowing them to park closer to their destination, giving some benefits or exemptions from certain traffic management restrictions on street and often in car parks. The scheme provides a national range of on-street parking concessions (Department For Transport, 2020).

Due to specific traffic management concerns the Blue Badge scheme does not fully apply in the City of Westminster, the City of London, the Royal Borough of Kensington and Chelsea and part of the London Borough of Camden. These four

local authorities offer their own individual parking concessions to disabled people who live or work in their areas.

The City Corporation's local Red Badge parking scheme provides some different criteria and restrictions in the City of London. The Blue Badge scheme applies but with limited benefits in the City of London.

The Blue Badge scheme

The benefits of the Blue Badge scheme to badge holders in the City are summarised below. To take advantage of these a Blue Badge holder must display the clock and the Blue Badge so that the serial number, expiry date and the issuing authority are clearly displayed.

Parking in designated disabled bays on-street

- Over 200 bays are available for free, provided the badge and clock are displayed. These can be used for up to four hours on weekdays. Around St Bartholomew's Hospital the bays can be used for up to six hours on weekdays. There is no time limit Saturday and Sunday.

Payment in parking bays with conditions on street

- Blue Badge holders can park for an extra hour, for free, at payment parking bays after the expiry of the purchased time.

Blue Badge holders cannot park.

- in a suspended bay
- on single or double yellow lines
- where there is a loading restriction indicated by yellow chevrons on the kerb stone
- on the pavement or footway
- in a bus lane
- in a bay reserved for specific users (e.g., a doctor's bay)
- where there is a dropped kerb or raised carriageway

The Red Badge scheme

Red Badge holders can park:

- in disabled parking bays without paying
- in payment parking bays without paying
- on a single yellow line for a maximum period of 30 minutes

Red Badge holders cannot park:

- in a suspended bay
- on double yellow lines

- where there is a loading restriction indicated by yellow chevrons on the kerb stone
- on the pavement or footway
- in a bus lane
- in a bay reserved for specific users (e.g., a doctor's bay)
- where there is a dropped kerb or raised carriageway

Red Badges are valid for one year and as of July 2023, when this survey was undertaken, there were 154 Red Badges on issue.

Currently, to qualify for a Red Badge the applicant must meet the following criteria:

1. Live within the City of London or work on a permanent basis at least 21 hours per week in the City of London; and
2. Be in receipt mobility allowance or the higher rate of the mobility component of the disability living allowance and provide satisfactory proof that they are in receipt of this.

The Contact Centre (City of London Police) is responsible for the administration of the Blue Badge Scheme for City residents and the Red Badge Scheme for City residents and permanent City workers. This includes making decisions on who is eligible for a badge, carrying out residency and identity checks, and dealing with applications and telephone enquiries from applicants for both schemes.

Survey Methodology

The survey was posted to all Red Badge holders and sought to:

- Explore perceptions of the amount of disabled parking.
- Identify issues and barriers to accessing parking in the City of London.
- Better understand what changes could improve accessibility, which may include action in relation to specific bays.
- Gather insight around the impact of other travel modes.
- Understand if the Red Badge scheme is fit for purpose.

It was developed with the support of Transport for All, a “disabled-led group breaking down barriers and transforming the transport system so disabled people can make the journeys we want, with freedom, dignity, ease and confidence”. Transport for All gave feedback on questions, ensured language was inclusive, and advised on the survey distribution to ensure it reached as wide an audience as possible.

The survey was circulated to 154 Red Badge holders on 24 July 2023 with the closing date of Friday 8 September 2023. This gave all Red Badge holders six weeks to respond to the survey.

It was made available in a range of formats to encourage participation:

- An online Microsoft Form survey.
- A paper survey posted to each Red Badge holders registered address, with a prepaid return envelope.
- And an option to complete the survey via telephone, with an officer.

Posters were displayed in City of London libraries including the Barbican, Shoe Lane, and Artizan Library to help remind badge holders to respond to the survey, where to obtain one if they had not received it, and who to contact if they preferred to have help completing the survey (Appendix 1).

The survey asked 10 questions using both open text and closed questions, collecting both quantitative and qualitative data from respondents.

- The quantitative method asked closed questions, which gave the respondent a limited number of options to choose from and gathered numeric data.
- The qualitative method was used to understand Red Badge holders’ experiences, attitudes and behaviours. This was collected through open text questions allowing the respondent to write what they wished.

The full list of survey questions can be found in Appendix 2.

Analysis of all qualitative data received through responses to open text questions were processed using response coding. A code is a word or short phrase that describes something that is characterised in the data. The code captures the meaning or the aspects that are relevant to the question within that data segment.

A maximum of four codes were recorded in each open text response, and these were generally the first four points raised or noted by the respondent. All codes were reviewed and codes that related to one another were compiled into one overarching code where necessary. In addition to these four codes, the open text questions recorded the persons feelings as a sentiment code and any street or parking locations. For example:

“Not enough disabled bays. Work vans, scaffolding lorries or delivery drivers often block disabled bays in Cheapside. This is frustrating when trying to find parking as it means I cannot park”.

The above comment would be coded as:

- Code 1: Not enough disabled bays
- Code 2: Spaces used by non-badge holders (trade and delivery vehicles)
- Location code : Cheapside
- Sentiment code: Negative (frustration)

This analysis process coding adopts an inductive approach, requiring officers to examine the data with as few preconceived notions as possible. Making sure that the meaning codes match the that data as closely as possible.

Survey Findings

The City Corporation received 54 completed surveys (a 35% response rate). 19 of the 54 responses were completed online and 35 were returned via post as paper copies.

Of the 54 respondents, 29 respondents were City workers (54%), 21 were City residents (39%), three were both a City resident and a City worker (6%), and one respondent did not provide a response (2%).

Parking facilities, usage and the understanding of concessions

Survey respondents were asked to identify what parking facilities they used. They were given the following options and asked to tick all that apply.

- On-street disabled parking bay
- Disabled parking bay in a car park
- Single yellow line
- Pay and display parking bay
- Parking space at my workplace
- A private or residential parking space
- Other

The survey found that respondents use a mix of parking facilities. 70% of respondents indicated they use up to three differing types of parking facilities. Only four respondents indicated they used more than four types of parking facilities and 12 respondents selected only one parking facility.

50 of the 54 respondents (93%) indicated they use on street-parking bays in the City. This was followed by 35 respondents (65%) indicating they use pay and display bays and 18 respondents (33%) indicating they use or park on single yellow lines.

13 respondents (24%) indicated they use disabled bays in car parks, 12 respondents noted they used residential parking (22%) and 6 respondents (11%) indicated they use parking spaces provided by their workplace.

A full breakdown of responses can be found Figure 1.

This highlights that on-street disabled parking bays are by far the most used parking option for Red Badge holders, followed by pay and display bays.

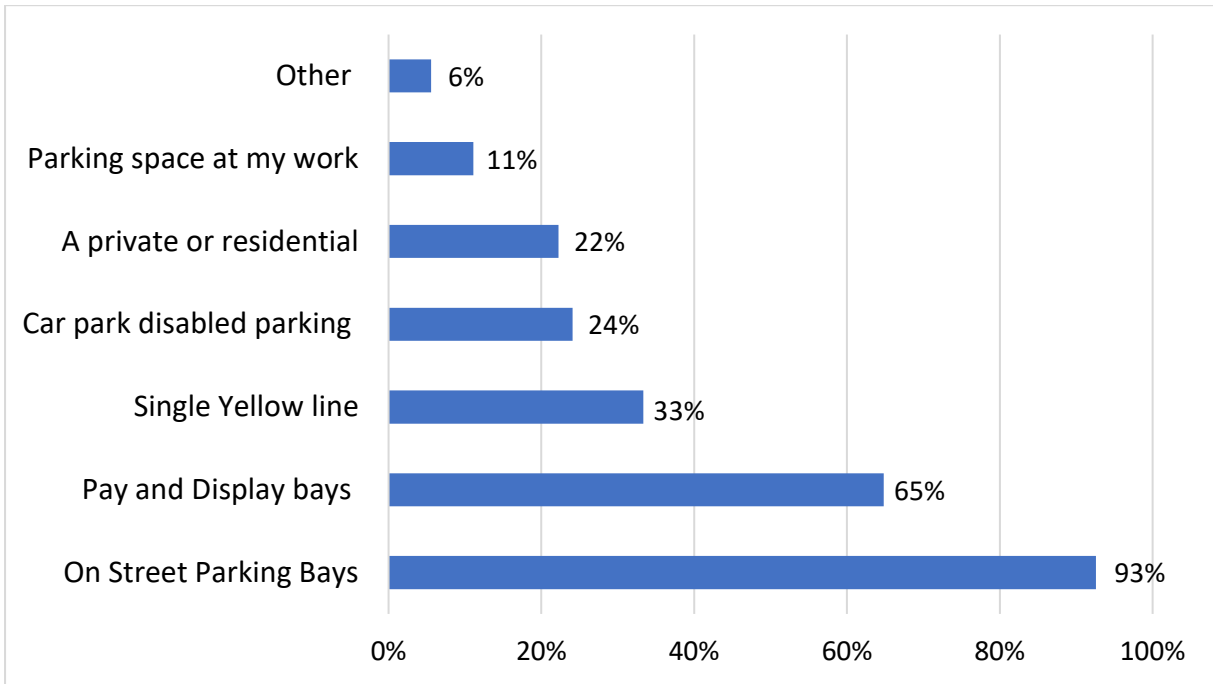


Figure 1: The types of parking facility respondents use when parking in the City.

When asked how frequently respondents make trips that require them to park in the City, 87% said they do so at least once a week, with 50% saying they do so at least once a day, suggesting that respondents use their Red Badges frequently. Very few respondents (14%) indicated they make trips fortnightly or less (Figure 2).

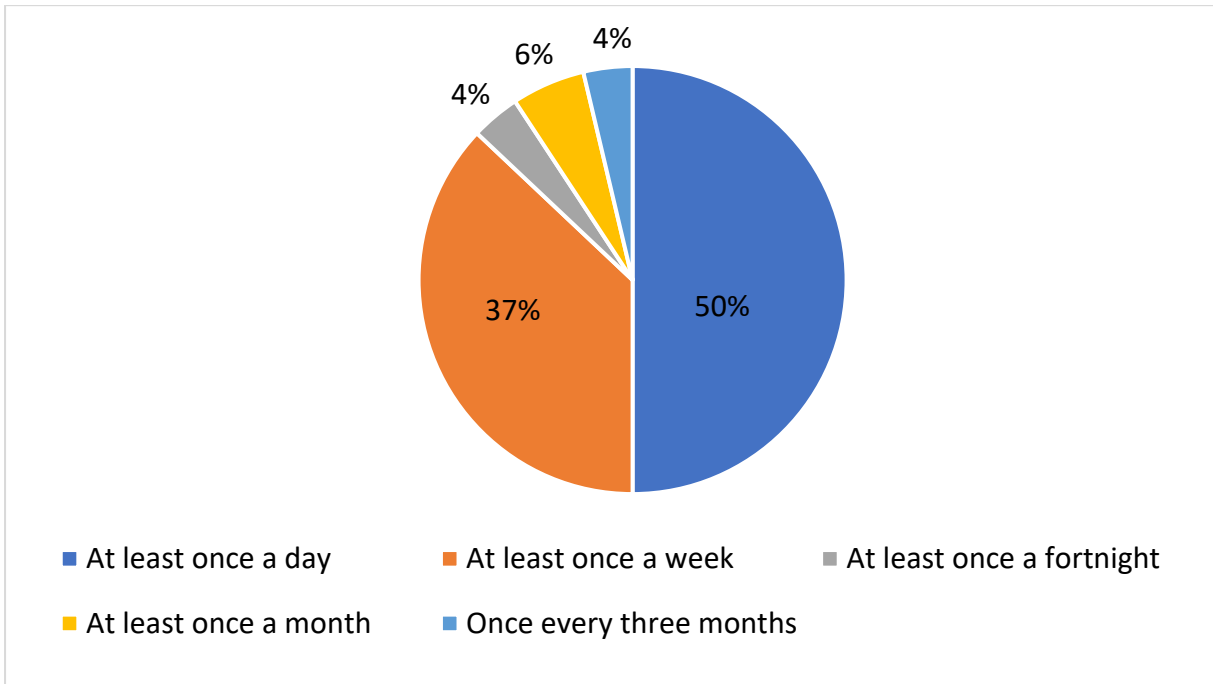


Figure 2: Responses to "How often do you make a car journey that requires you to park in the City of London?"

When asked about their understanding of Red Badge holder concessions 50 of the 54 respondents (93%) indicated they were aware that the following concessions were available or applied to them:

- free parking at on-street payment parking bays and disabled bays
- free parking on a single yellow line for a period of 30 minutes

Barriers to parking in the City of London

Survey participants were asked what barriers they faced to parking in the City of London. The Survey received 45 open text responses, and these were processed using open code analysis as outlined above.

12 themes were identified across 71 coded elements. Those themes are summarised below in alphabetical order.

1. Access issues relating to parking bay
2. Can't park on red routes
3. Difficult to find a space close to destination
4. Difficult to locate bays
5. Face no challenges or barriers to parking
6. High parking costs
7. Loss bay due during or after construction
8. No yellow lines close to me
9. Not enough disabled spaces
10. Spaces used by non-badge holders
11. Traffic restrictions and congestion
12. Yellow line limit to short

Nine respondents did not leave a response to this question and five respondents noted they did not have barriers to parking in the City of London. Having no barriers to parking was the fifth highest response (Figure 3).

The most common barrier to parking, cited and coded 18 times, was a lack of disabled parking bays within the City of London (Figure 3). Contributing factors include a general lack of parking bays, over occupancy of bays and the need for specific bays for certain Red Badge holders. Respondents noted:

- *“Not enough disabled bays in general”*
- *“Finding a parking bay that has gradual kerbs not blocked by other motorists or obstructions”.*
- *“In recent years due to construction of new buildings a lot of the disabled bays and pay and display bays have disappeared, even after construction is complete”.*

Further detail in responses indicated a variety of vehicles were parking in these bays, including trades vehicles, delivery vehicles and taxis. Cars causing

obstructions were included in this theme as it meant Red Badge holders could not use the bay and the results highlight that the misuse of bays is a significant barrier. Respondents noted:

- *“Delivery vehicles, workers in vans and taxi drivers often park in the spaces and make it an issue if you ask them to move.”*
- *“Trades men using disabled bays - stricter enforcement is necessary. I worry about finding disabled bays that are available”.*
- *“Black taxis, Uber drivers and work vans believe they can park in disabled spaces and nip in to get a coffee because they’ll only be a couple of minutes – very frustrating”.*

A lack of available bays was not the only barrier to parking in the City identified by respondents.

Time restrictions on single yellow lines was noted as the third most significant barrier, together with difficulty finding a parking space close enough to the respondent’s intended destination, each theme cited 7 times.

Several participants felt that the 30 minutes’ time limit for Red Badge holders to park on a single yellow line was not enough. The time restriction did not give some Red Badge holders enough time to accomplish small tasks. Respondents noted:

- *“30 minutes parking is not long enough to complete the reason for parking, hence I do not bother.”*
- *“Generally, I find it a challenge to do what I have to do if I can only park on a single yellow line because of the limited 30 minutes”.*

Respondents indicated that if they could not find a space then it was often necessary to make another journey to the destination itself – this can mean extra time or cost incurred for those respondents. Respondents noted this caused them to also travel further than intended leaving them feeling in pain, tired or frustrated. Some respondents noted they are so deterred by this barrier that in some cases they do not make the journey, or they use a different mode (and face the barriers associated with that mode instead).

Barriers preventing Red Badge holders from using bays were cited 5 times.

Respondent comments included difficulties finding unobstructed gradual kerbs near disabled bays, lack of space getting wheelchairs out of cars due to poorly parked vehicles, cycles locked to disabled signs causing obstructions or blocking access to the kerbside. Unlevel and cobbled pavements and road surfaces were also recorded. Respondents noted:

- *“Spaces are limited especially on busy roads; bikes being locked to the disabled sign cause difficulty getting wheelchair up onto pavement”*
- *“If that single disabled bay is occupied, I cannot park in the other bays as there is no room to get my wheelchair out”*

Motor vehicle traffic restriction (including one-way streets), congestion and construction preventing cars to access streets make it difficult to drive in the City and park close to your destination.

- *“The main problem is not with parking but with road closures and road works. It is now difficult to drive from A to B in the City”.*
- *“Most places are no go areas driving through. Almost every road is cut off or bicycles only. The whole point of driving is due to poor mobility. Parking further away from where one is supposed to be going makes no sense”.*

Other barriers noted are provided below:

- Difficulty locating bays or not knowing which bays are free and which are occupied can mean driving around.
- Bays being occupied or removed during or after construction, reducing parking availability.
- Red Badge holders being unable to use yellow lines due to certain Streets not having them.
- High parking costs in the City of London.

Accessing locations on Red Routes was also quoted as a barrier. Red Routes are a network of major roads managed by Transport for London. They make up 5% of London's roads but carry up to 30% of London's traffic. They do not fall under the highway authority powers of the City of London Corporation. Transport for London has general information on concessions for Blue Badge holders on streets that have priority, also known as (red) route controls. Holders can obtain this information by ringing TFL on 0845 305 1234 or by visiting the TFL [website: https://tfl.gov.uk/modes/driving/red-routes/rules-of-red-routes/blue-badge-disabled-parking](https://tfl.gov.uk/modes/driving/red-routes/rules-of-red-routes/blue-badge-disabled-parking)

Discussing the barriers Red Badge holders face when travelling and parking in the City of London was emotive for some respondents. Of the 13 respondents who expressed their sentiments two were positive and described travelling and parking as “easy”, however, the 11 others expressed negative sentiments. Noting it can be “difficult”, “painful”, “frustrating”, “tiring”, “worrying”, “inconvenient” and/or a combination of these.

Many respondents suggested improvements and changes to mitigate barriers, including using enforcement and education to deter people parking in Red and Blue Badge bays, extending the time on yellow lines, updating the disabled bay map and using real-time occupancy data to allow people to find a parking space more easily.

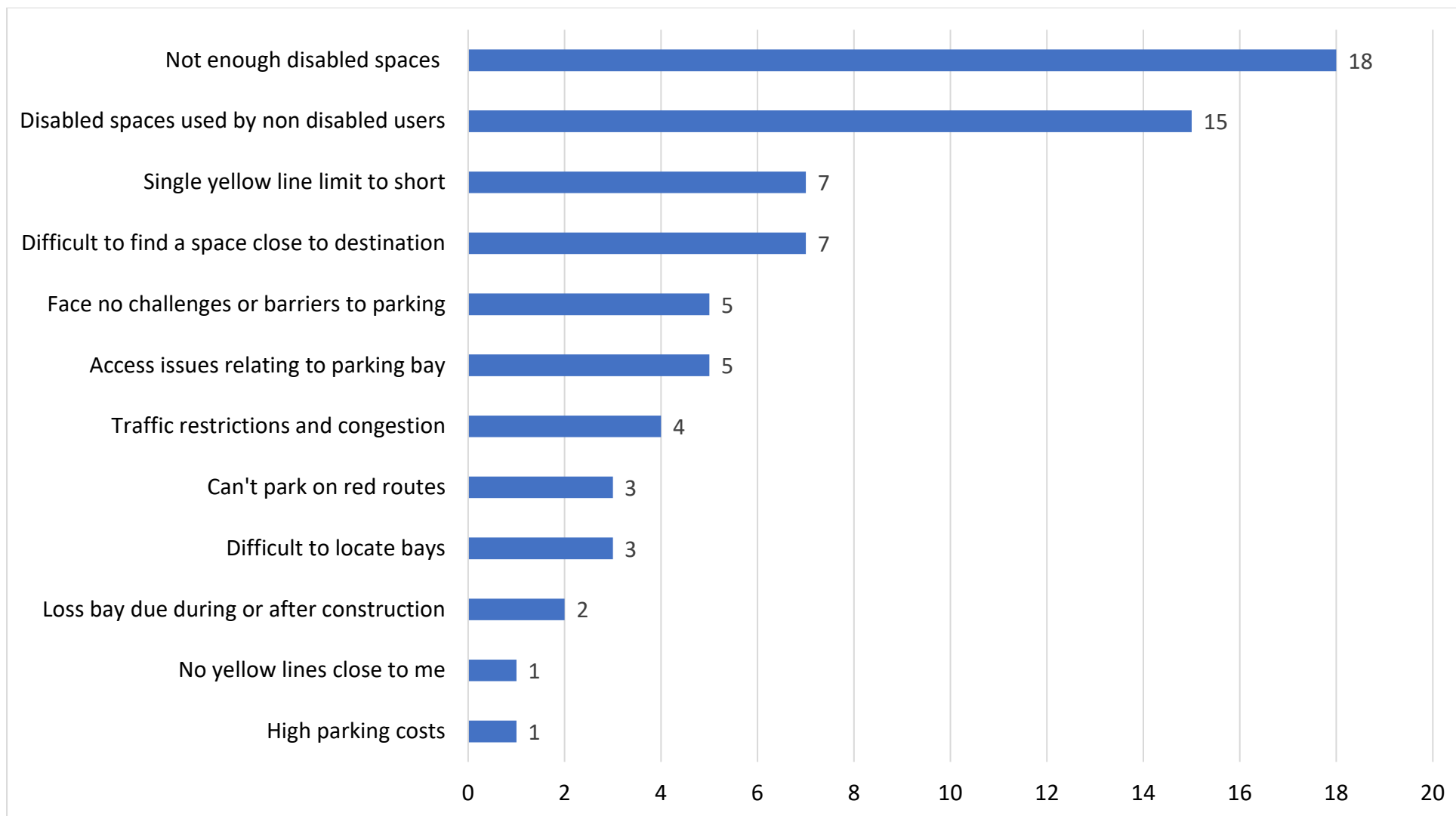


Figure 3: Responses to the challenges and barriers respondents face when parking in the City of London

Current parking provision for Red Badge Holders

Respondents were asked how they perceived the current level of provision for Red Badge holders in the City of London. The Survey found that more than half of respondents (52%) felt that “they could always” or “nearly always” find a place to park where they needed to. 41% felt that they could “sometimes find a place to park” and 6% said they could rarely park where they needed to (Figure 4).

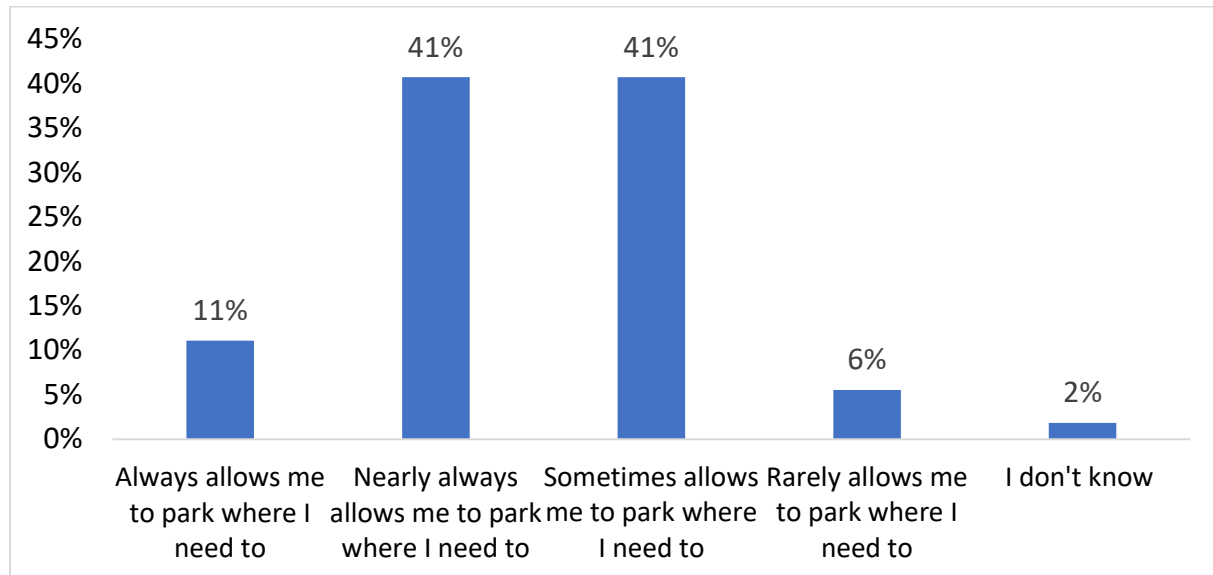


Figure 4: Responses to “How do you currently find parking provision for Red Badge holders in the City of London” (Please note that percentages % have been rounded up hence why they do not add up to 100%)

When Red Badge holders were asked if they were content with the amount of Red Badge parking provision in the City of London 61% indicating that they were “satisfied” or “very satisfied” with amount of Red Badge parking provision. 19% were “neither satisfied nor dissatisfied”, 17% felt “dissatisfied” and 4% felt “very dissatisfied” (Figure 5).

This suggests that while most Red Badge holders are generally content with the current provision of parking in the City of London, there is a notable minority who are not.

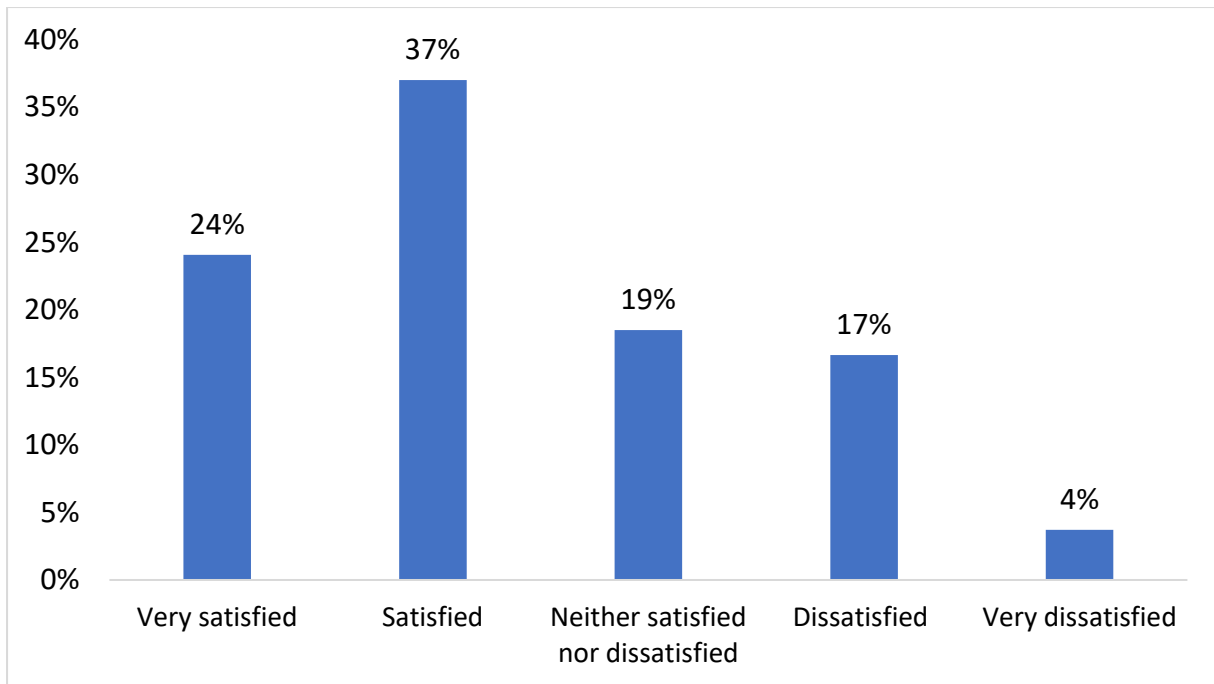


Figure 5: Responses to “Overall, how satisfied are you with the amount of Red Badge parking provision in the City of London?”

Improving parking provision for Red Badge holders

Respondents were asked what the City Corporation could do to improve the experience of disabled parking in the Square Mile, alongside identifying specific locations or streets they felt needed more bays or changes. Responses were received as open text and processed using open code analysis. All locations were noted.

44 responses were received, which generated 51 codes across 14 themes. Those themes are summarised below in alphabetical order:

1. Better signage/map of disabled bays
2. Encourage new buildings to have parking
3. Felt current disabled parking was fine
4. Implement similar parking rules to Islington
5. Implement single yellow lines close to schools
6. Inset parking bays away from traffic
7. Longer parking times on yellow lines
8. More disabled parking bays in general
9. More disabled parking bays near points of interest
10. More enforcement and education
11. Provide temporary bays, when removed for construction
12. Reduce the number of parking restrictions
13. Review the Red Badge Policy qualification criteria
14. Update the badge recognition system

The most noted theme was “More disabled bays”, which when combined with “More disabled bays at points of interest” resulted in 57% of response codes (Table 1).

The second most cited request was an appeal for “more enforcement” to reduce non-bade holders parking in disabled bays and requests for further education for “inconsiderate” drivers of the importance of leaving disabled bays for those who need them.

The third most cited request was extending the time limit for Red Badge holders to park on a single yellow line, which would improve the experience of parking in the City of London. Difficulty locating bays or not knowing which bays are free and which are occupied was noted as a barrier and can mean respondents spend time driving around. Updating the disabled bay map and improving wayfinding were also noted as ways to improve parking in the City.

Table 1: Theme responses (raised by more than one participant) to improve experience of disabled parking in the City of London.

Suggestion Category	Number of times raised by respondents	Percentage %
More disabled parking bays	24	47%
More enforcement and education	6	12%
More disabled parking bays near points of interest	5	10%
Felt current disabled parking was fine	3	6%
Longer parking times on yellow lines	3	6%
Better signage/map of disabled bays	2	4%

Respondents left 39 locations related comments, where they felt additional bays or changes were needed to improve their experience of parking in the City. In total 30 individual locations were cited, with the following locations mentioned more than twice:

- Cheapside/One New Change was recorded five times
- St Bartholomews Hospital/EC1A 7BE was recorded three times
- Bank/Bank of England was recoded four times

A full list of locations can be found in Appendix 3.

Requests to Review of the Red Badge application process and criteria was raised by two participants in the Survey, in different ways. One noted the City should consider bi-annual or tri-annual Red Badge renewals. While another respondent expressed concern that changes in their working hours could affect their eligibility for a Red Badge.

Other types of transport

Respondents were asked if they used other types of transport to get around the City of London (including bus, taxi, and walking or wheeling) and encouraged to provide more detail regarding their lived experience if they felt comfortable to do so.

Responses were received as open text and processed using open code analysis. Each response was assigned up to two modes of travel or "codes", which were then used for understanding the level of sentiment toward different themes and issues. All locations were noted. Any responses that did not mention a mode of transport or that re-noted their experiences of driving in the City were coded as "Other".

A total of 34 responses were received, resulting in 46 open text codes across seven themes. Those themes are summarised below in alphabetical order:

1. Bus
2. Mobility scooter
3. No other mode
4. Other
5. Taxi and/or Private Hire
6. Underground and/or train
7. Walking or wheeling (using a wheelchair or mobility aid)

Seven of the 34 respondents stated they used more than one than one mode to travel around the City of London.

Walking and/or wheeling (using a wheelchair) was the most common mode of travel if respondents could not use their cars. 11 respondents noted that they walked or wheeled if they did not drive. Eight of these responses were associated with negative sentiments regarding challenging streets and/or pavement environments including cobblestones, raised flagstones, steep slopes and lack of ramps. Some respondents expressed that long distances from London Underground or train stations to their destinations were tiring and, in some cases, painful to travel. One respondent stated that crossing streets unaccompanied can be difficult and dangerous at times, and two others stated that when they walked, they had a fear of people cycling too fast.

Using a Taxi was the second most common mode of travel. 10 people noted they used Taxi's, with one noting they also used private hire. Survey respondents experience of using Taxis were mixed. Two participants noted it was a positive experience due to Taxi's having ramps and assistance. One person noted they preferred not to take a taxi, and another described his experience as negative because wayfinding is often difficult, with road closures and traffic leading to unpredictable journey times. The high cost of travel was also noted as a negative aspect of using a taxi.

Six respondents noted they used the underground or trains, with five people expressing negative sentiments and experiences due to cost, inaccessible stations including those without lifts and overcrowding.

Six respondents noted they used buses. These experiences were generally negative due to overcrowding including not being able to find a seat, bus drivers not waiting for passengers to sit down resulting in injury or fear of injury, traffic and unpredictable journey time. However, two participants felt that they worked very well and had positive experiences.

A further six people noted they do not, or cannot use any other modes, with two participants noting this is for health-related purposes.

Three respondents noted they used their mobility scooters, and that often kerbs aren't low enough and that wayfinding can be difficult.

Finally, four respondents did not note the mode of travel but noted:

- Wayfinding is difficult, and that google maps is not always up to date with restrictions
- People riding cycles at speed is an issue
- There are too many road closures and restrictions in the City of London

Additional open text responses

The final question of the Survey asked respondents if there was anything else they wanted to share with the City Corporation. Comments were received in open text paragraphs, and each significant point made by the respondent were categorised into codes. The first four points noted by the recipient were taken into consideration.

The 24 responses to this question, and these were not coded as they were significantly varied.

One of the common response quoted by three respondents were positive remarks regarding the Red Badge Administration Team in the Contact Centre. A few of those comments are included below:

- *"Just to say thank you to you people who deal with the red badge applications - very polite and helpful".*
- *"Team are excellent, really goes the extra mile to help residents with learning difficulties, should be commended please, great understanding and prompt service."*

The other most common response cited by three respondents referred to the Red Badge Scheme being useful. A few of those comments are included below:

- *"Just, please keep the red badge going, it is extremely helpful"*
- *"grateful for the red badge"*

Other comments left by respondents included requests for:

- More accessibility improvements across the City of London including safer, more accessible pavements.
- More consideration to be given to disabled people who have to drive and the impacts of closures and construction.
- More enforcement of poor behaviour from people riding cycles.
- Considering bi-annual/ tri annual Red Badge renewal
- One respondent noted that a change in working patterns hours post COVID has led to them not fulfilling the required hours for Red Badge holders. This could lead to them being unable to renew their Red Badge, which would make traveling to work very difficult. They recommended the process should be reviewed to ensure it is giving disabled people the opportunity to work in the City of London.
- Consideration to allow Red Badge holders to park in any bay (and on Red Routes) without time limits.
- More enforcement of illegal parking in disabled bays, especially at night.
- More disabled bays

Communication and administration of Red Badges

When asked about their understanding of Red Badge holder concessions, 93% of respondents were aware that they had free parking at on-street payment parking bays and disabled bays and free parking on a single yellow line for a period of 30 minutes.

This supports that the Red Badge scheme is being well used, and suggests it is being effectively communicated to Badge holders. Furthermore, several compliments received for the Red Badge Team in the Contact Centre confirm that some holders are appreciative of the scheme and the Team's administration of it.

Conclusion

The key findings from survey responses and feedback are summarised below.

Responses received will be used to inform existing disabled parking bay policies in the wider Kerbside Review being undertaken to improve how the City's limited kerbside space is utilised.

Red Badge holder insights on parking in the City

The survey found that 93% of all Red Badge holders have a good understanding of their concessions and 87% use their Badges regularly, parking in the City of London at least once a week. This high level of understanding of Red Badge holder concessions suggests that the Red Badge scheme is being well used and is being effectively communicated.

Red Badge holders use a mix of parking facilities primarily choosing to park on-street disabled parking bays, followed by Pay and Display bays and single yellow lines. Fewer respondents use disabled bays in car parks, residential parking, or workplace spaces, suggesting these are less desirable, less convenient or available. The potential impact of parking charges in City of London car parks, although not explicitly highlighted, might also be a factor affecting these preferences.

The majority of respondents (61%) expressed satisfaction with the amount of Red Badge parking available, while only 21% noted they were dissatisfied. Most respondents that they could find a place to park where they needed to, with only 6% indicating that they rarely found parking where they need it. These findings suggest that Red Badge holders use their badges regularly and that overall satisfaction and availability are high.

Barriers to parking in the City of London

The survey's exploration of challenges and barriers to parking in the City of London was responded to by 45 of the 54 (83%) respondents. 14 (25%) Red Badge holders did not leave or noted they did not have barriers to parking.

The results identified a range of barriers, with the lack of available disabled parking bays emerging as the most significant challenge. This contradicts the previous section's findings and suggests that while many people felt they could "always or nearly always" find somewhere suitable to park, some disabled people face significant barriers when trying to locate parking in the City.

Respondents frequently mentioned the misuse of these bays by non-badge holders, such as delivery vehicles and taxis, exacerbating red badge holders trying to park.

Time restrictions on single yellow lines and difficulty finding parking near destinations were also significant barriers, causing inconvenience and additional travel for some respondents. Furthermore, challenges related to access issues, such as obstructed kerbs and unlevel pavements, were noted, along with the high parking costs and restrictions on red routes.

The responses highlighted the emotional impact of these barriers, with many expressing frustration, pain, and fatigue. Some respondents noted that they avoided trips or used alternative modes of transport due to these barriers. Some respondents noted that streets that have only one accessible parking bay (such as in Bridgewater Square and on Laurence Poultney Hill) can cause significant challenges for Red Badge holders when the bay is occupied. Several streets and specific locations were identified by more than one respondent as needing more disabled bays. These included significant areas for business and retail such as Cheapside, Bank and Leadenhall, as well as, around St Bartholomew's Hospital, Minories, which have

residential dwellings. The occupancy of bays in these locations may need further review to understand how to improve the parking experience on these streets.

Having no barriers to parking had the fifth highest response (Figure 3), when considered together with the number of participants who did not leave a response (25%). This could support the earlier findings that people are generally satisfied with Red Badge holder parking.

Suggestions for improvement recorded in this section included stricter enforcement against misuse of bays, extending parking time limits on yellow lines, updating maps of disabled bays, and providing real-time occupancy data to aid in finding available parking. Addressing these barriers could significantly enhance the parking experience for Red Badge holders in the City of London.

Locating and accessing parking

The survey results indicate that a 52% of Red Badge holders felt confident in their ability to always or nearly always find a place to park where they needed to in the City of London. Another 41% of respondents reported that they could sometimes find a place to park, while a smaller group, 6%, expressed that they rarely found parking where they needed it.

Respondents noted the following physical barriers to accessing parking:

- unlevel and cobbled pavements, road surfaces and access to the roadside,
- cycles being locked to signage causing obstruction,
- signage and cycles blocking access to the kerbside

City Corporation encourages people to report highway faults and accessibility barriers on our streets and public spaces. This includes lift faults, potholes, carriageway/pavement damage, street furniture defects etc. Anyone can report a fault by calling 020 7606 3030 or using the online reporting tool on the website: https://cityoflondon-self.achieveservice.com/service/Fault_reporting

A few respondents noted that navigating the City of London can be challenging due to one-way streets, road works and road closures not being translated into navigation applications, such as, Google maps or City Mapper. Wayfinding is about knowing where you are, where you're heading, how to get there, and how to recognise when you're there. Planned road closures and traffic restrictions are communicated on the City Corporation website:

<https://www.cityoflondon.gov.uk/services/streets/road-highways-and-pavements/road-closures>. We will continue to improve wayfinding in the City of London. The City Corporation currently has a close relationship with Google, and we will continue to work closely with them, and businesses to improve wayfinding and disabled information. Google has added an “Accessibility attributes” feature to Google maps, which collects information about businesses to share with customers

who have specific accessibility needs. Business can disclose whether they have a step free business entrance, toilets, seating, parking, and lifts for people in wheelchairs. The more information businesses can disclose the more accurately people can plan their journeys.

These findings suggest that while a significant portion of Red Badge holders are generally able to find parking, there remains a substantial number who experience occasional to frequent difficulties locating parking, highlighting the need for further occupancy surveys and review to disabled bay accessibility.

Transport barriers

The Survey looked to gather insight around the impact of other travel modes and issues on disabled people. Respondents identified that difficulty parking in the City of London is not the only barrier to that Red Badge Holders face and these barriers need to be considered holistically.

Access barriers to using public transport and walking / wheeling in the City include lack of step-free access to Tube / rail stations, lifts that are out of order, challenging pavements, poor cycle parking behaviours causing obstructions at disabled bays. Ensuring the streets of the City of London are accessible is integral to the delivery of the Transport Strategy.

The City Corporation continues to make the City's streets more accessible by:

- Applying the City of London Street Accessibility Tool (CoLSAT) on all projects to identify opportunities to improve accessibility.
- Delivering accessibility improvements at locations that are not covered by existing or planned projects through the Healthy Streets, and by working with developers to identify opportunities to resurface our pavements and to introduce step free access as part of new developments and major refurbishments.
- Continuing to engage with construction sites and road works companies to minimise disruption.
- Continuing to liaise with TfL to identify the programme of investment required to make accessibility improvements to stations in the City of London and London's wider public transport network. The ambition within the Transport Strategy is that all stations within the Square Mile will be accessible by 2044.

Next Steps

Red Badge holders who took part in the survey will be contacted and notified of the survey findings. The next steps that will inform the wider Disabled Parking Review, which forms part of the wider Kerbside Review 2024/25.

Final recommendations will be brought to City Corporation committees for decision as part of the Disabled Parking Review from January 2025

1. Review parking occupancy data against Survey findings

The feedback suggests that Red Badge holders can generally find parking and are satisfied with parking availability in the City of London. However, the most common barrier cited was the lack of disabled parking bays.

We will review the demand of disabled parking bays using occupancy audits data (including at key points of interest highlighted by residents). Occupancy audits of disabled parking spaces and other parking facilities have been undertaken for the wider Disabled Parking Review. This occupancy data will be reviewed against the Red Badge Holder Survey report to better understand if disabled parking spaces are overutilised across the City, and if there are certain areas with a high demand for disabled parking where additional bays might be necessary. Examining:

- the full list of Red Badge holder identified locations.
- bay occupancy on streets where there is only one disabled bay. It is clear from the results of the survey that respondent noted that streets that have only one accessible parking bay can cause significant challenges when the bay is occupied. This will help officers understand if more bays are needed. what type of vehicle is occupying the bay as respondents suggest that trades vehicles, delivery vehicles and taxis are parking in disabled bays.

Conduct a Red Badge Parking distribution mapping exercise to identify areas with limited disabled parking. Explore the feasibility of providing additional disabled to address any gaps in provision.

2. Improve enforcement and education to reduce misuse of Red Badge holder parking

Proactively enforce against vehicles illegally parked in disabled bays to reduce misuse of disabled bays by non-disabled users. Consider the use of behaviour change and educational campaigns to remind people not to park in disabled bays or park in a way that can cause obstruction. This will free up more spaces for use by Blue and Red Badge holders.

Provide Red Badge holders with phone number and email address to report non-badge holders in bays, or other issues, directly to our enforcement service who can despatch rapid response officers.

3. Extend permitted parking time on yellow lines for Red Badge holders

Explore extending the yellow line time limit for Red Badge holders could allow disabled people more time to undertake small tasks, which could include, picking up or dropping off, shopping, short health appointments, etc.

Uncertainty about whether it will be possible to find somewhere to park close enough to their destination – both in terms of locating parking and understanding if bay are available is a barrier. Extending the time on yellow lines could help lessen the pressure of a short time limit and allow some Badge holders to park closer to their destination.

4. Audit existing disabled parking spaces to remove accessibility barriers

Audit disabled parking with the aim of improving parking for disabled people and reducing occupancy by non-badge holders could assist in removing some of the barriers identified by respondents. Auditing on-street Red Badge parking bays will ensure we are providing high standards of parking and management across the City of London.

5. Review the Red Badge eligibility criteria and administration

One valuable tool in improving workplace equality and creating inclusive cultures is flexible working. It can help parents return to work, reduce the gender pay gap, help people with fluctuating health conditions stay in work and help carers to balance their work and caring responsibilities. Given the change in working patterns and flexible working post COVID19 it is recommended the Red Badge holder eligibility criteria is reviewed to ensure it is fit-for-purpose.

Respondents noted that the Red Badge renewal process is taxing for some disabled people. City Corporation could consider extending its annual Red Badge renewal to Bi-Annually. This could reduce the reduce administrative costs for City Officers, however, it would need to be investigated further to understand if there are increased costs to Red Badge Holders associated with Bi-annual renewal.

The Office of National Statistics (2023) found that on average, between 2014 and 2021, disabled workers moved out of work at nearly twice the rate (8.9%) of non-disabled workers (5.1%). Furthermore, disabled workers are more likely to be working part time, with 32% of disabled workers and 21.5% of non-disabled workers working part-time. Reviewing the holder eligibility criteria and administration policy

would ensure the policy aligns with the Corporate Plan Vibrant thriving destination by ensuring people have equal opportunities to enrich their lives and prosper. It would support diverse engaged communities by ensuring our residents and workers, can feel that they belong.

6. Continue to champion inclusive streets and improve the accessibility of our street and transport connections

The City Corporation continues to have a strong commitment to improve accessibility in the Square Mile through the Transport Strategy. The Transport Strategy sets out commitments to champion inclusive streets in Outcome 3 and in numerous Proposals throughout the Strategy. Ensuring we:

- Keep pavements free of obstructions.
- Continue to engage with City of London Police, Transport for London, and electric bike operators to encourage safer cycle riding, and cycle parking behaviour across the City to reduce fear of injury due to speed and obstructions on our pavements.
- Encouraging community participation and engagement on our schemes to ensure a diversity of voices are heard through the decision-making process.
- We will work with TfL to prioritise investment in accessibility improvements to Underground and DLR stations.

For more information on the Transport Strategy please visit:

<https://www.cityoflondon.gov.uk/transportstrategy> or request a hard copy of the Strategy from the Transport Strategy Team:
strategic.transportation@cityoflondon.gov.uk

References

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4. Greater London Authority (2019). Equality, diversity and inclusion evidence base for London. <https://data.london.gov.uk/dataset/equality--diversity-and-inclusion-evidence-base>
5. Office for National Statistics (2023). [Employment of disabled people 2022](https://www.gov.uk/government/statistics/the-employment-of-disabled-people-2022/employment-of-disabled-people-2022). <https://www.gov.uk/government/statistics/the-employment-of-disabled-people-2022/employment-of-disabled-people-2022>

Appendices

Appendix 1: Red Badge Survey Poster

Appendix 2: Red Badge Holder Survey

Appendix 3: Locations Red Badge holders feel need more disabled bays or attention.

Appendix 4: Risk Register and Mitigation Measures

Are you a Red Badge holder?

Disabled Parking Review

The City of London Corporation is undertaking a review of disabled parking in the City of London.

We would be grateful if you could complete this brief survey on your experiences of parking in the City of London.

Only fill in the survey if you are a Red Badge holder and please DO NOT provide your name or address when responding to the survey.

Please complete and return the survey by Friday 14 July, by scanning the QR code below.

If you would like help to complete the survey or to request a large print version, or would like to feedback your views in person, please feel free to call us on 020 7606 3030, or email us at strategic.transportation@cityoflondon.gov.uk.

Thank you for sharing your experiences of parking in the City of London and your ideas for any improvements that could be made.



Red Badge Holder Survey



1. Are you a...? (tick one) City of London worker

City of London resident

Both

2. When parking in the City of London, which types of parking facility do you use? (tick all that apply)

On-Street disabled parking bay

Car park disabled parking bay in a car park

Single yellow line

Pay and Display parking bay

Parking space at my workplace

A private or residential parking space

Other

3. How often do you make a car journey that requires you to park in the City of London? (tick one)

At least once a day

At least once a week

At least once a fortnight

At least once a month

Once every three months

4. Did you know that Red Badge holders have the following concessions in the City of London? (tick one)

- Free parking at on-street payment parking bays and disabled bays
- Free parking on a single yellow line for a period of 30 minutes

Yes

No

5. What are the challenges and barriers you face when parking in the City of London? (Please give us the location details if it is relevant)

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6. Thinking about the parking provision for Red Badge holders in the City of London, do you find current parking provision? (tick one)

- Always allows me to park where I need to
- Nearly always allows me to park where I need to
- Sometimes allows me to park where I need to
- Rarely allows me to park where I need to
- I don't know

7. Overall, how satisfied are you with the amount of Red Badge parking provision in the City of London? (tick one)

- Very satisfied
- Satisfied
- Neither satisfied nor dissatisfied
- Dissatisfied
- Very dissatisfied

8. What could the City of London Corporation do to improve your experience of disabled parking in the City of London? Are there any streets or specific locations you feel need disabled bays?

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9. If you use other types of transport to get around the City of London (bus, taxi, and including walking or wheeling), please tell us briefly about your experiences of this.

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10. Finally, is there anything else you would like to share with us?

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Appendix 3: Locations Red Badge holders feel need more disabled bays or attention.

Location identified	Number of times noted by repondants
Cheapside	3
Cheapside - One New Change	2
St Barts (EC1A 7BE)	3
Bank	2
Bank of England	2
Minories	2
Mitre Street	2
Aldgate School	1
Bishopsgate	1
Bloomfield Street	1
Bride street	1
Chiswell St	1
Devonshire Square	1
Finsbury circus	1
Golden Lane	1
Guildhall	1
Haydon street	1
Houndsditch	1
King Edward Street (EC1A 1HQ)	1
Little Somerset Street	1
Liverpool Street	1
Ludgate Circus	1
Minster Court	1
Monument	1
Portsoken Street	1
St Helens	1
St Martin Le Grand (EC1A 4NP)	1
St Pauls	1
Stonecutter	1
Thavies Inn, Holborn	1

Appendix 4: Risk Register and Mitigation Measures

Risk	Mitigation
<p>Validity of questions for the propose of the project, risk scrutiny of the Survey and Survey questions</p>	<ul style="list-style-type: none"> • Work with Transport for All – Who will provide two rounds of feedback on the Survey. • Ensuring the Survey is designed and signed off by the Parking team, Information officers, and Corporate Communications Team. • Ensure the Contact Centre who will support the Survey are briefed and can direct anyone who needs to contact us to complete the Survey. • Survey is approved by Assistant Director of Policy and Projects, and Head of Transport Strategy Team.
<p>The technical and complex nature of some of the language used in the consent for data processing section may make it inaccessible to some disabled people, including people with learning difficulties, dyslexic people and some neurodivergent people.</p> <p>TFA identified the following examples of inaccessible language used include:</p> <ul style="list-style-type: none"> • Special category data • Processing data • “as requested for the purposes of researching the user parking experience”. • Privacy notice • Consent / do not consent / withdraw consent. • Square Mile <p>They also noted that, some disabled people may be concerned about making a legal declaration for the purposes of a Survey.</p>	<ul style="list-style-type: none"> • Make the wording in the request for consent as accessible as possible and if it is necessary to retain technical terms for legal purposes, provide a short explanation of these terms. • Remove the request for consent and explicitly state on the Survey that respondents should not provide any information that could be used to identify them (e.g., name or address etc.). • It is important that only Red Badge holders complete the Survey, so it would be helpful to reiterate this in the introductory text. • Some people may not know what ‘the Square Mile’ means. TFA recommend the Survey reference the ‘City of London’.
<p>The Accessibility Conformance Report for Microsoft Forms outlines the few areas where the Web Content Accessibility Guidelines (WCAG) guidelines are not met. https://www.microsoft.com/en-</p>	<ul style="list-style-type: none"> • Microsoft Forms meets most of the Web Content Accessibility Guidelines (WCAG), the internationally recognised standards for making digital content accessible. This will help ensure that it is accessible to people with a range of impairments, including those

Risk	Mitigation
us/accessibility/conformance-reports	who use screen readers. However, it will be important to ensure that other Survey formats are available.
It may be likely that a high number of questions will either put off or prevent some people from responding. Furthermore, it may take some disabled people longer to complete the Survey particularly if they need to discuss this with people who drive them.	<ul style="list-style-type: none"> • Reduce the number of questions to keep the Survey as short as possible and ensure the questions are short and to the point, written in plain English. • Include open text questions where people can write about their experiences. • Be consistent with adding instructions such as 'Tick one' or 'Tick all that apply'. • Use the 'active voice' rather than the 'passive voice' to makes text more accessible.
Survey is not accessible to our target audience	<ul style="list-style-type: none"> • Multiple Survey formats and channels. It is intended that the Survey will be made available as follows: <ul style="list-style-type: none"> ○ Online Microsoft Form, ○ Paper Survey posted out, ○ Telephone Survey option.
Paper Survey is not accessible	<ul style="list-style-type: none"> • The Survey document uses an easy to read for and 12pt or above text, which meets the requirements for 'clear print'. If the standard Survey document 12 is produced in 14pt font, this may reduce the need for some people to request a large print version. • Boxes be provided on the Survey to make it more obvious where to tick. These should be a comparable size to the text. • Provide sufficient colour contrast between text and backgrounds and avoid putting text on images. • The Survey should be printed on matt paper rather than glossy, and the paper should be sufficiently thick to ensure that the text on the other side cannot be seen through it. • A4 size is recommended as it is the easiest size to handle. • A pre-paid envelope will be included with the Survey. The font used for the Survey should also be used for the address printed on the envelope, so that this is equally as accessible. • Add the address onto the Survey document in case the pre-paid envelope gets lost.

Risk	Mitigation
Telephone Survey interviewer is not leading or bias	<ul style="list-style-type: none"> • The telephone Survey should be completed in the same way as the paper Survey would be. • If the respondent requires further clarification this should be carefully considered to ensure that it is not leading. • Users of textphones, who may be D/deaf or have a speech impairment, may wish to use Relay UK to contact City Corporation It is important to ensure that anyone answering phone calls is aware of how this service works: https://www.relayuk.bt.com/.
<p>Ensure that the timescales for returning the Survey include sufficient time for:</p> <ul style="list-style-type: none"> • Respondents to request an alternative format and this be sent out to them. • Respondents to make contact to ask for assistance with understanding any of the questions on the Survey. • Respondents to arrange assistance for completing the Survey, such as a PA or Support Worker. 	<ul style="list-style-type: none"> • Have the Survey open for at least four weeks. • It may be possible to use the Survey distribution to recruit participants for the workshop. To avoid further issues relating to Data Protection it may be preferable to do this by signposting people to a means of signing up rather than adding a question to the Survey.
We do not get enough respondents filling the Survey	<ul style="list-style-type: none"> • Work with Transport for all. • Ensure the timescales for completing the survey are more than four weeks. • Have multiple ways to fill the Survey, paper, online and via phone. • Have posters encouraging Red Badge holders to complete the Survey. Although the Survey will be posted out, some people may not pay attention to this, or may not get round to completing it. These could be displayed in places where people may have time to complete it whilst they wait, such as, healthcare buildings and libraries.