Blue Badge Improvement Service: A report on the first year of implementation

March 2013

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Summary

The Blue Badge Improvement Service was introduced in January 2012 in England and Scotland and April 2012 in Wales. This report reviews the first year of operation of the new system based on overall scheme statistics and feedback from local authority users of the system.

The data gathered suggests that the first year of BBIS has been a success.

The key findings include:

- Over 1 million new design badges have been issued by the new system.

- Over 125,000 online badge applications have been submitted, resulting in 95,000 badges being issued so far.

- Nearly 90 per cent of respondents to the Department's feedback survey reported that the ease of use and efficiency of the new system was satisfactory or better, with over half saying it was 'good' or 'very good'.

- The contractors contact systems were rated as satisfactory or better by over 80 per cent of respondents.

- The majority of local authority respondents (67 per cent) said that the new system is more secure than the one they used previously.

- A fifth of respondents reported an increase in awareness of fraud since the introduction of BBIS, with around two-thirds of these saying that BBIS was the reason for their increased awareness.

- 8 per cent of authorities reported that BBIS had reduced administrative costs and 12 per cent felt that costs would reduce over the next few years. However, a large proportion of respondents answered 'don't know' indicating some uncertainty regarding costs of the new system at this stage.

Introduction and background

Aims of this report

1.2 This report reviews the first year of implementation of the Blue Badge Improvement Service (BBIS), drawing on available scheme statistics and feedback from local authority users collected through a short online survey between December 2012 and January 2013, to which 165 people (covering 108 different local authorities) responded.

1.3 This report aims to provide a high level summary of how the new system has performed during the first year. It does not represent a detailed evaluation of the system, which could only take place after the system has been in operation for at least three years.

The Blue Badge scheme

1.4 The Blue Badge scheme provides a range of parking concessions for people with severe mobility problems who have difficulty using public transport, so that they can park close to where they need to go. The scheme is run by local councils and operates throughout the UK. The government provides guidance and information on how to run and enforce the scheme[1].

1.5 In recent years, the Government has implemented a number of reforms to the system which aim to:

- Ensure that badges are only issued to people who meet the eligibility criteria, to ensure that the scheme remains sustainable for those disabled people who rely on it most

- Deliver efficiency savings and improving customer services for badge holders

- Deliver improved and effective prevention of abuse and enforcement

1.6 The main reforms[2] include amending legislation to require the wider use of independent mobility assessments to determine eligibility for badges from April 2012 (in England and Scotland), introduction of a new badge design that is harder to copy, new powers for local authorities to tackle abuse and the introduction of the Blue Badge Improvement Service.

The Blue Badge Improvement Service (BBIS)

1.7 The Blue Badge Improvement Service (BBIS) is a key part of the reform of the Blue Badge reform programme. It is a service available to all local authorities in Great Britain, and provides:

- Secure printing, personalisation and distribution of the new design badges

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[1] The guidance is available at: https://www.gov.uk/government/publications/the-blue-badge-scheme-local-authority-guidance-england
[2] A summary of the reforms can be found at:
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/3247/summary-of-reforms.pdf

- A central database of all Blue Badges on issue

- An on-line application form (including eligibility checker available via the Gov.uk (formerly DirectGov) and DirectScot websites)[3].

- A number of support services including bilingual system support service, initial enquiry support service, managed service administration and support.

1.8 BBIS contributes to the overall aims of the wider reform process, and in particular aims to:

- Improve customer services, resulting in faster processing for people whose circumstances do not change between applications.

- Implement new arrangements for printing and distribution to prevent fraud, and allow effective monitoring of cancelled, lost and stolen badges.

- Deliver operational efficiency savings of between £6.5 and £20 million per year.

1.9 The BBIS system went live on 1 January 2012 in England and Scotland, and 1 April 2012 in Wales.

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[3] The online application tool is available at https://www.gov.uk/apply-blue-badge

BBIS Scheme Statistics

2.1 The Department collects a range of statistics on Blue Badges[4], including the number of badges on issue and the number issued per year. However, as the most recent figures only cover the year to March 2012, it is too early to assess the impact of the reforms on the overall number of Blue Badges on issue, or to separate the effect of the various aspects of the reform programme.

2.2 Therefore, the following draws largely on management information provided by the BBIS contractor as part of regular service reports. These statistics illustrate the large number of new style badges issued through BBIS.

Badges issued through the new system

2.3 In total, over 1 million new design badges in Great Britain have been produced via the BBIS system. The chart shows how production has increased following the roll out of the scheme, with up to 100,000 new badges now being issued each month.

Figure 1: Badges issued through BBIS by month, Great Britain 2012
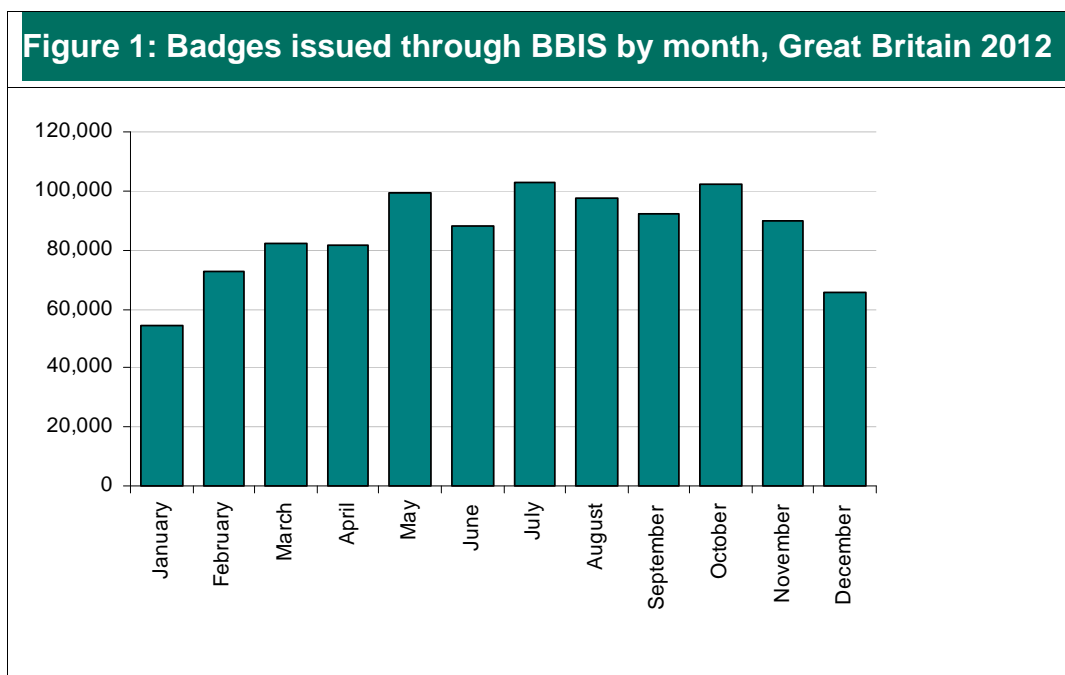
Source: BBIS Contractor badge management reports. Note Wales went live from April.

2.4 The majority of badges - nearly 900,000 - have been issued in England. Latest DfT statistics suggest that there are around 2.6 million badges on issue in England. Therefore, at the end of 2012 we estimate that around a third of all badges on issue are in the new design - broadly as expected given that the majority of badges are issued for three years.

2.5 The table shows a breakdown of the number of badges issued through BBIS by category; the majority (57 per cent) issued so far have been under the criteria

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[4] The latest figures are published here: https://www.gov.uk/government/publications/blue-badge-scheme-statistics-2011-12

requiring further assessment[5]. Where an assessment has been carried out, 61 per cent were desk based with a further 22 per cent carried out by an independent medical advisor.
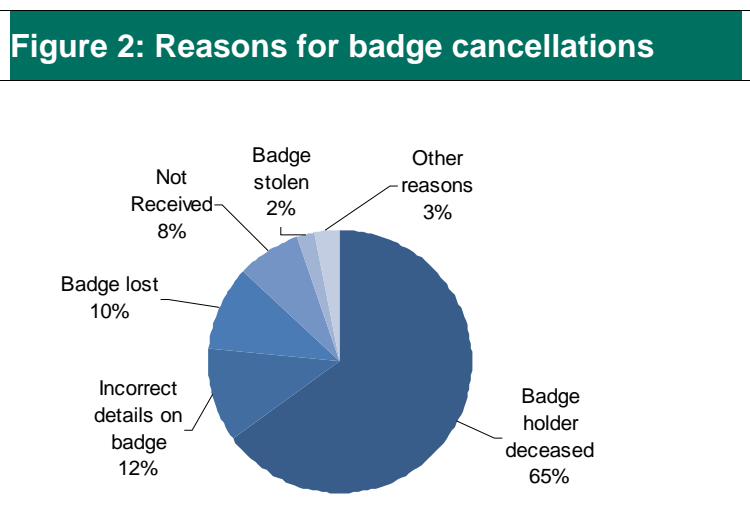
Table 1: Number of badges issued by type to 31 December 2012, Great Britain

	New	Renewal	Total
No further assessment criteria	**137,860**	**301,430**	**439,290**
Higher Rate Mobility Component of DLA	129,330	285,770	415,100
Severe sight impairment (blind)	7,470	13,040	20,510
War Pensioner's Mobility Supplement	940	2,520	3,460
Armed and Reserve Forces Scheme	120	100	220
Further assessment criteria	**249,640**	**327,520**	**577,160**
Walking Disability	248,580	327,160	575,740
Child under 3	830	100	930
Disability in both arms	240	260	490
Total badges issued	**387,500**	**628,950**	**1,016,450**

Source: BBIS Contractor badge management reports. Note numbers are rounded to the nearest 10.

Cancelled and replacement badges

2.6   Since the introduction of BBIS around 19,000 badges issued through the system have been cancelled, with the main reason for cancellation being death of the badge holder. Nearly 5,000 replacement badges have been issued.


Figure 2: Reasons for badge cancellations

- Badge holder deceased 65%
- Incorrect details on badge 12%
- Badge lost 10%
- Not Received 8%
- Badge stolen 2%
- Other reasons 3%

Source: BBIS Contractor badge management reports

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[5] This is broadly in line with latest statistics for England, which show 62 per cent of all badges held are under the 'subject to further assessment' category (table dis0107 available here: https://www.gov.uk/government/statistical-data-sets/dis01-valid-blue-badges-issued-and-held).

Badge applications

2.7 In the year to end December 2012, around 126,000 badge applications have been made online, via the DirectGov (now Gov.uk) and DirectScot websites, resulting in 95,000 badges being issued - around 9 per cent of total badges issued during the year.

2.8 The chart below indicates that the number of online applications had been growing steadily, though fell during the last two months of the year (lower numbers of badges were issued during these months, with the proportion of online applications compared to badges issued therefore being broadly steady). In addition to applications submitted online, a further 83,000 applications have been started but not submitted (and then purged from the system following a period of inactivity).

Figure 3: Monthly online badge applications from April 2012, Great Britain
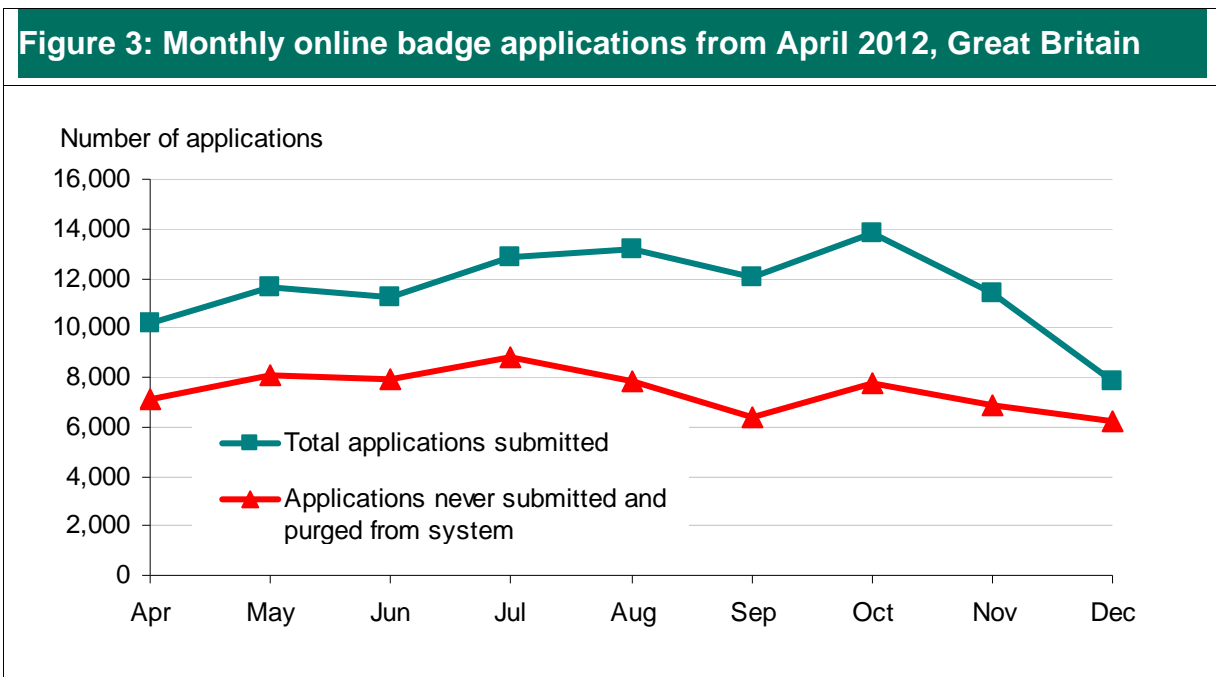
Review of the first year of operation of BBIS

3.1 To assess the first year of operation of the system, a short feedback survey of local authorities was carried out between December 2012 and January 2013. This voluntary survey was designed to highlight the overall feelings towards specific aspects of BBIS, including ease of use and operation, fraud prevention and administration costs[6]. This section presents results from the feedback survey alongside management information from the contractor, where this is available.

System and software operation

3.2 A core feature of the BBIS system is the availability of a central database of all Blue Badges on issue and key information on badge holders. Previously, local authorities had differing practices and ways of storing badge holder information, but the implementation of BBIS has created consistency and fairness in the process of awarding a Blue Badge.

3.3 The system has been adopted by all 206 local authorities in Great Britain. The successful implementation of the BBIS system demonstrates the strong partnership between national government and the private sector contractors to deliver an innovative solution to the printing and distribution of Blue Badges. The success of BBIS was recognised at the UK IT Industry Awards 2012, winning the 'IT Project Team of the Year' category[7]. BBIS was also highly commended in the Partnership Awards 2012, and shortlisted for the Innovation category of the Civil Service Awards 2012. This, together with the volume of badge activity highlighted in section 2 above, illustrates how well the new system has been introduced and is working operationally.

3.4 The chart shows the number of incidents logged over the first year of operation; these represent enquiries from local authorities to the contractor. As expected, there is an initial peak as the new system bedded in, followed by a steady reduction in the number of incidents as local authority users become more familiar with the system and it moves into 'business as usual'.

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[6] For more details on the survey, including details of coverage and response rates please see annex A.
[7] http://www.bcs.org/content/conWebDoc/48827

Figure 4: Number of incidents logged by type, 2012
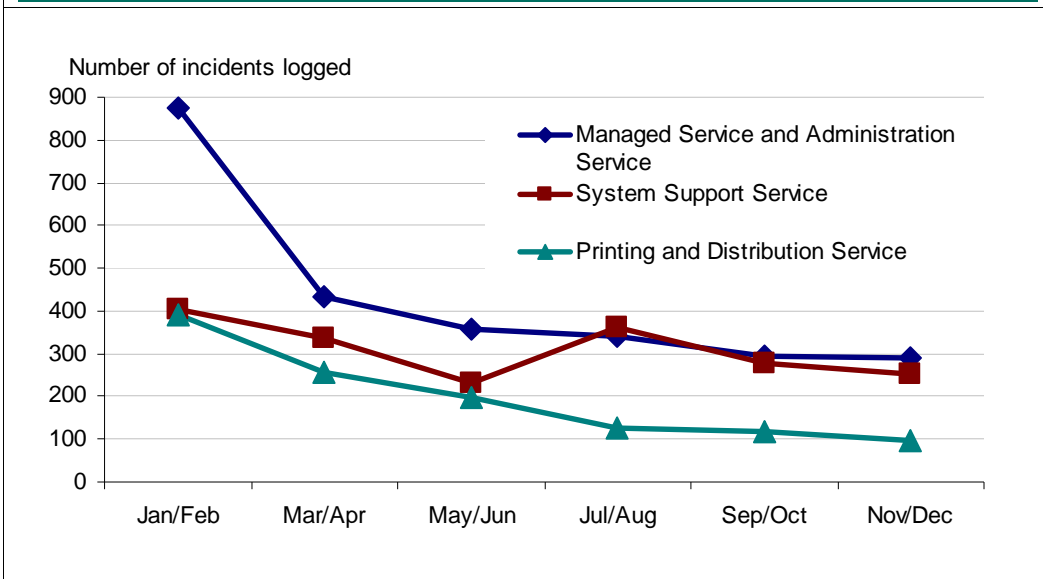
3.5 As details of the contractor's performance are commercially sensitive it is not possible to include detailed statistics in this report. There have been relatively few incidents, major or otherwise, and any problems have been resolved quickly and effectively.

3.6 Since implementation in January 2012, the system has been continually evolving to meet local authority needs and the contractor has set up a dedicated online portal where users are able to request changes. There are also optional services available to all local authorities who may want to enhance the features on their systems.

3.7 Feedback from local authorities (responding to the Department's survey) regarding the ease of use of the system was generally positive overall, with nearly 90 per cent rating this as satisfactory or better (over half saying 'good' or 'very good'), and over 80 per cent rating the service received when contacting the contractor as satisfactory or better.

Figure 5: Rating of operational aspects of the BBIS system
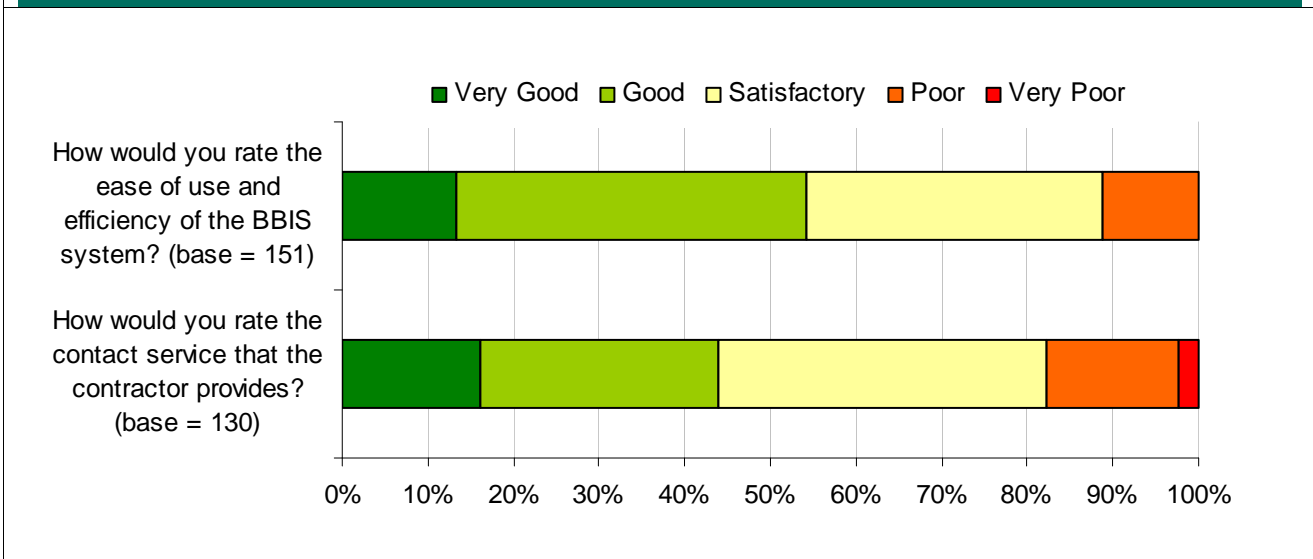
Source: Local authority feedback provided via DfT online survey

3.8   As part of the survey, respondents were asked to provide any comments. A total of 165 comments from 106 respondents (representing 74 different local authorities) were received relating to various aspects of the operation of the system, with the following three areas attracting most feedback.

Contact Services

3.9   23 respondents (representing 14 per cent of all comments) commented that they would like to see the contractor offer additional services to those in the contract. At present the contract enables authorities to make contact in written form only via an online portal that logs their queries. For example, one authority commented:

'BBIS is a good well designed system fit for purpose. The only area for development is having to log everything through the customer portal when it would in some cases be much better served by a telephone help line for local authorities to access'.

3.10   However, the system is designed this way to ensure that there is an effective record of all the issues that are raised, which can easily be tracked and traced. The online portal is available 24 hours a day, and having raised an issue, local authorities can keep track of progress through the portal. The portal also enables uploads of supporting evidence such as screen prints which can speed up resolution. The survey has though highlighted that an additional telephone help line service would be well received by many authorities.

Ease of use

3.11   16 respondents (10 per cent) commented on the speed or flexibility of the system, saying that sometimes the system slows down and can be difficult to navigate. For example, one respondent noted: 'The system appears to be extremely slow particularly in the afternoons'. This issue has been explored since the survey was conducted and the problem was found to be with the local authority networks, and not with BBIS. At management meetings on the running of BBIS, local authorities commented that realising this had been helpful to them.

3.12   Others noted that the system is inflexible, because once a badge application has been submitted it cannot be amended, even if the badge has not yet been printed. One local authority commented:

'The BBIS system is very unforgiving. If the wrong dates have been selected there is no chance to reselect the dates after the request has been submitted. [It] would be useful to have a cooling off period, in case an error has been made, before the badge is extracted'.

This feature was built into the contract specification, so that having checked and validated the details of the application the local authority would submit the information and the contractor would move quickly to printing and distribution. An application can be saved to be checked, and does not need to be submitted until the local authority is sure that it has passed internal quality assurance processes.

User guides/ manuals

3.13   8 respondents (5 per cent) commented on the need for a more user friendly guide to help them realise the full potential of the BBIS system. One local authority who

rated the efficiency of the system as 'good' and the contact service as 'very good' entered the following comment: '…I felt more extensive user guides would have helped to begin with'.

Fraud reduction

3.14 The BBIS system has been designed with a number of fraud prevention features at differing stages of the badge application, printing and enforcement process, for example:

- Automated checks are made at the application stage to prevent multiple and fraudulent applications

- Sophisticated anti-fraud technologies have been included in the new badge design

- A single badge supplier means more security in the supply, storage and distribution of badges

- Quick and easy enforcement checks can be made by officers from anywhere in the country on badges issued by any local authority, either using a desktop PC or a handheld smart phone.

3.15 It is expected that these fraud prevention features will have a substantial impact on the levels of Blue Badge abuse across Great Britain. However, at this early stage of the reform programme, it is not possible to make a quantitative assessment of the impact of BBIS on fraud reduction.

3.16 Respondents to the Department's feedback survey were asked if they had become aware of any fraudulent activity (e.g. multiple applications, applications for deceased people) since using BBIS, with around a fifth saying 'yes'. Those that answered yes were asked if their awareness of this type of fraud has increased since moving to the new system, with around two-thirds believing this to be the case.

Figure 6: Rating of the impact of the BBIS system on fraud awareness
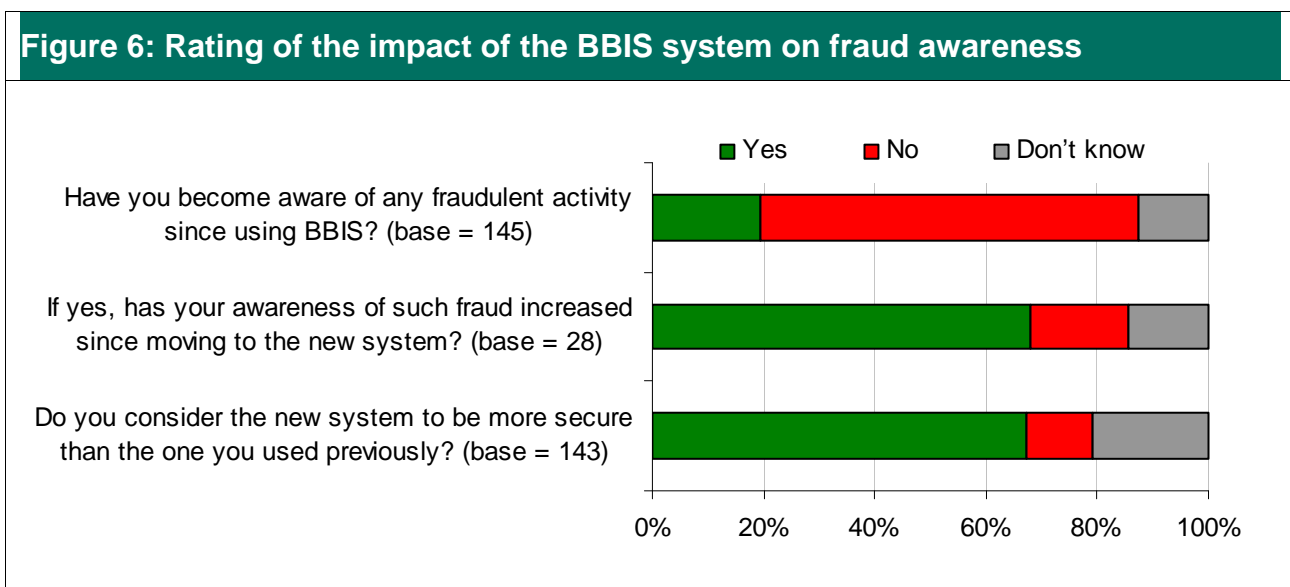
Source: Local authority feedback provided via DfT online survey

3.17 When asked if they considered the new BBIS system to be more secure and resistant to fraud than their previous badge application and production process, over 65 per cent of respondents answered 'yes'. The introduction of automated checks and the production of a badge with anti-fraud features have greatly contributed to this increased sense of security, as can be seen from the 70 comments received from 58 respondents (representing 46 different local authorities) on the fraud prevention aspects of the BBIS system. The comments were generally positive, with the most common areas of feedback as follows:

Automated checks

3.18 12 respondents (17 per cent) commented on the success of the automated checks, and specified that it is now much easier to check applications that may have been made in other local authorities. Some comments:

'Prior to this system it was difficult to check applications that may have been made in other areas; now it is easy and works very well indeed'.

'BBIS is always notifying us of applicants on the system who have the same details i.e. same name, DOB, NI number etc allowing us to be aware that someone may have already applied or even get us to check our own simple mistakes to ensure we are inputting the data correctly.'

'The system flags up multiple applications which did not happen with the old system, this is a good thing and stops anyone from obtaining more than one badge nationally. Fraudulent use of badges has always been something that we were aware of and tried to combat. As the new system is nationwide it helps immensely to combat fraudulent/multiple applications'.

BBIS and badge security

3.19 9 respondents (13 per cent) commented on the improved fraud prevention features on the badge production and application process. Some comments include:

'I have personally had many comments that the badge is of a much better quality, which users are pleased with'.

'The application and issuing process is more secure than before when we wrote holder's name in black marker pen'.

Administration costs

3.20 The changes to the Blue Badge scheme have come at a time when there is increasing pressure across Government and the public sector to deliver more effective services to customers, whilst also reducing expenditure. The BBIS system was designed with this in mind, and is expected to reduce local authority costs in the long run. The system will also ensure that all local authorities have similar processes and administrative costs.

**3.21** In order to help limit any increases in costs, changes in legislation came into effect in January 2012, which saw the maximum fee that a local authority in England can charge for a badge increase up to £10 (Scottish local authorities have been able to charge up to £20 for a badge since 2007. In Wales the badge is free for individuals and the Welsh Government has provided funding to local authorities to mitigate

costs). This is expected to help offset some administrative costs for local authorities, along with the reduction of lost parking revenue due to the more fraud resistant badge and better enforcement procedures. Applicants are also able to apply online for their badge, which depending on take up is predicted to streamline local authority processes and reduce costs.

3.22 There are a number of reasons why it is difficult to make a reliable assessment of the impact of BBIS on costs at this stage. For example, not all local authorities have a record of the costs related to Blue Badge administration specifically, and so making an accurate comparison with previous systems is likely to be difficult. It may also be the case that local authorities have seen a change in their costs due to other Blue Badge reforms, such as the introduction of independent medical assessments to check the eligibility of Blue Badge applicants, which does not relate to BBIS.

3.23 Due to the nature of the inconsistency in previous badge processing methods, it is conceivable that some local authorities will have seen their administrative costs increase over the first year of the new system. It is also possible that costs will be greater as the transition is made from legacy systems to BBIS may involve initial costs e.g. time to train staff. Many of the savings made possible by the new system relate to making the renewal process easier, and these will only be realised once badges issued via BBIS are due for renewal in several years time. This should be borne in mind in interpreting the feedback provided over the first year.

3.24 Survey respondents were asked if they had experienced a reduction in administrative costs at their local authority, to which over half (54 per cent) answered 'no', with just 8 per cent saying 'yes'. It is worth noting that nearly 40 per cent of respondents answered 'don't know' for this question, indicating the relatively high level of uncertainty amongst respondents. Of those saying no, the majority (75 per cent) also said that they expected to see no reduction in costs over the next few years, compared to 12 per cent who did expect a reduction in future.

Figure 7: Rating of change in administration costs
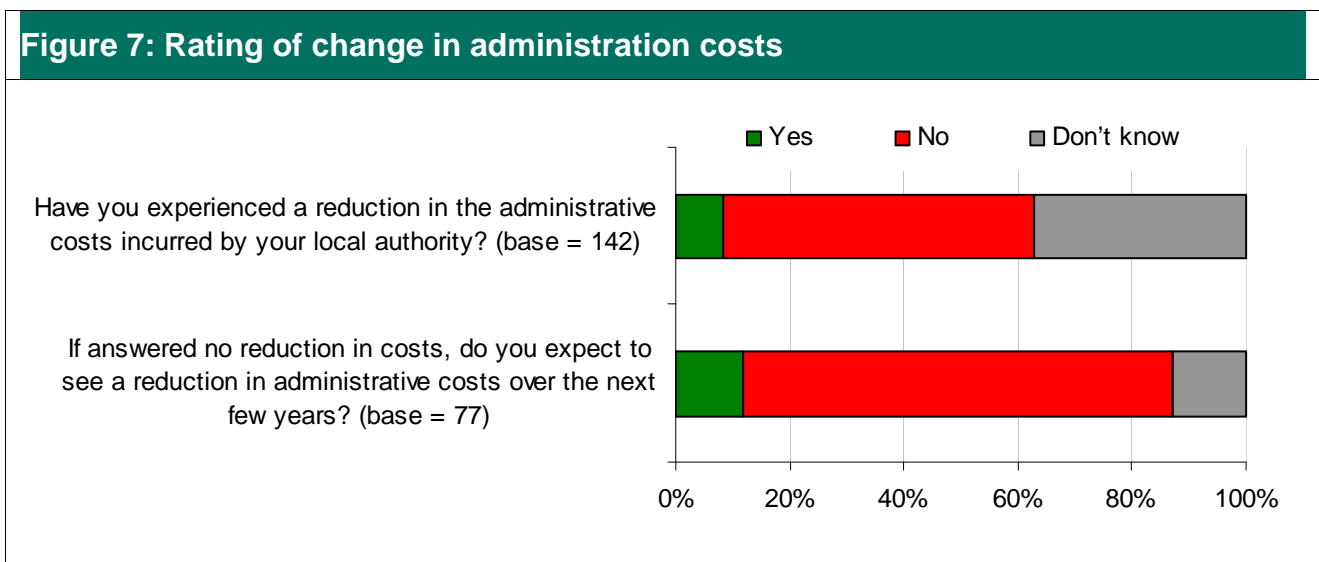
Source: Local authority feedback provided via DfT online survey

3.25 Respondents were asked to provide any comments and further details in relation to how BBIS had affected the costs of Blue Badge administration. A total of 78

comments were received from 61 respondents (representing 53 different local authorities) and the three most popular areas are covered below.

Additional processes

3.26 16 respondents (21 per cent) commented on the increased levels of work that BBIS has created for them. Many cited specific processes like processing documentation as having a big impact on their efficiency and that the additional tasks limit the number of badge applications that they are able to process a day. For example, one respondent commented:

'The administration of the scheme has increased, from checking applications to requesting badges on BBIS and collecting payment. This has also increased the processing time of applications, with longer delays for the customers applying for badges.'

3.27 The changes to the Blue Badge scheme, that now ensure badges are administered fairly and consistently across all local authorities, have meant that some local authorities are experiencing an increase in their workload. This coupled with increased administrative costs was to be expected for local authorities who may not have had such extensive procedures in place for checking Blue Badge applications prior to BBIS. Looking forward these costs are predicted to decrease and the benefits of having a more fraud resistant badge and application process should be realised. One local authority commented:

'Opportunity to charge for badges has enabled us to complete more activities for the same money, rather than saving any money, so the results of the reform and of the BBIS are still positive.'

3.28 Prior to BBIS applications would still have had to have been checked, supporting proof of identity and eligibility should have been requested and checked, badges had to be prepared and laminated by the local authority and payment had to be collected by those who charged. Local authorities no longer have to prepare their own badges and, if they choose to collect a payment, can now charge £10 as opposed to £2. The new system is designed to eliminate fraudulent applications, protecting parking revenues for authorities and parking spaces for disabled people.

Still running two systems

3.29 9 respondents (12 per cent) mentioned that because they are still running their old system alongside the BBIS system, they have not seen a reduction in their costs. Some feel that their previous system was able to record more information than the new system can, including data such as records of individuals that have had their application rejected. As a result some authorities have chosen to keep their old system operational. For example:

'BBIS itself is of little cost saving benefit whilst we have to maintain a separate system to track enquiries due to this not being available in the existing BBIS system. In addition, the failure to provide a means to migrate data from existing systems means we are running BBIS and the old system in parallel'.

3.30 The 206 local authorities across Great Britain previously used a range of platforms to administer the Blue Badge scheme. A standard system for administering badge applications and securely printing the Blue Badge was required, which was

introduced with BBIS. A decision was taken early in the development of the system to not migrate existing data from such a variety of legacy systems.

3.31   BBIS allows local authorities to keep track of the badges that they have issued in a set time period, and records a running total of the number of badges that are held by individuals in that area. Since Blue Badges are valid for a maximum of three years, the BBIS record will not capture information on all badge holders until 2015, three full years after it went live. From this point, all Blue Badges will be of the new, secure design issued by BBIS and there should be no reason why an authority would need to maintain two systems.

Expect costs to reduce

3.32   6 respondents (8 per cent) made comments related to expecting costs to reduce in the future. They predict that the online application facility will reduce the data input requirements and that the renewal process will be much easier once all badge holder information is already on the system. For example:

'Originally we had to pay for the laminating sheets, the parking cards/clocks and as we only charged £2.00 per badge this never gave us any way of actually profiting from the service or offering any additional help. BBIS has made this much easier and as it's online, new implementations and upgrades will be made when released.'

'Once all the initial 3 years of data is on the system i.e. in 2015 there should be a reduced cost in maintaining the data correctly and processing badges, this will be assisted by automatic reminders.'
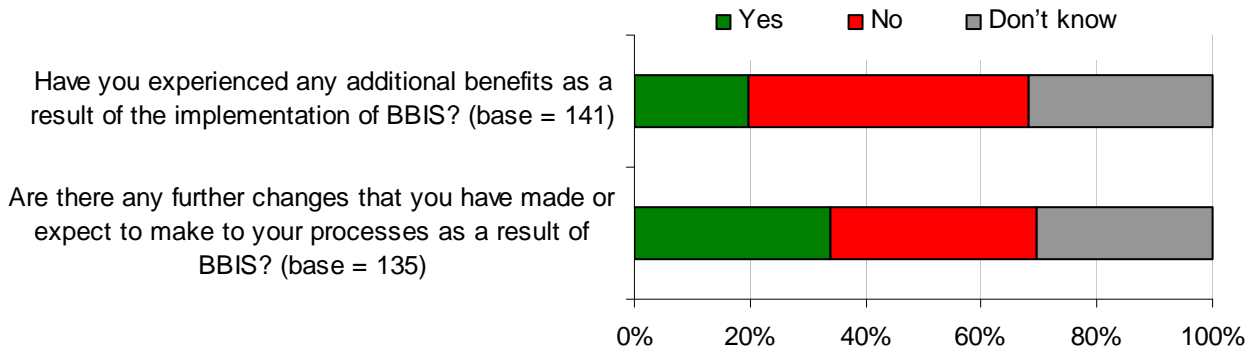
Additional benefits of the new system

3.33   As part of the feedback survey, local authorities were asked if they had seen any additional benefits as a result of implementing the new system. Over a fifth of local authorities reported that they have experienced benefits to their processes as a result of BBIS. The majority of these respondents commented that they had seen improvements in enforcement, either due to the more fraud resistant badge or because of the system's ability to flag up possible multiple applications.

'We now have an online appointment system for processing of face to face applications whereas previously the customer could walk in to apply'.

'It has given us a reason to "raise the bar" It has been a good opportunity to fine tune processes, especially around desktop and IMA assessments'.

3.34   In addition, over a third of local authorities that filled in the survey are planning to make further changes to their processes. This included plans by some local authorities to take up the assisted interview service provided by the contractor and also increasing promotion of the online application and payment services to the applicants.

Figure 8: Additional benefits of using the BBIS system

Legend: ■ Yes ■ No ■ Don't know

Have you experienced any additional benefits as a result of the implementation of BBIS? (base = 141)

Are there any further changes that you have made or expect to make to your processes as a result of BBIS? (base = 135)

Source: Local authority feedback provided via DfT online survey

Conclusions and next steps

4.1   This report has reviewed the first year of operation of the new Blue Badge Improvement Service (BBIS), based on scheme statistics and feedback gathered from local authority users via an online survey.

4.2   The first year of operation of BBIS has gone well. More than 1 million new design, fraud resistant, badges have been issued via BBIS with over 125,000 badge applications made online.

4.3   The software system has performed well, including winning an IT industry award. The operational performance has been rated by nearly 90% of local authority users as satisfactory or better. Some local authority users have also highlighted some areas where they would like to see additional features.

4.4   In general, local authority users feel that the new system is more resistant to badge abuse compared to their previous processes, though there is no data on which to make an assessment of the impact on reducing fraud at this stage.

4.5   Feedback from local authorities suggests that in general the new system is yet to make a big impact on reducing the costs of administering the Blue Badge scheme. However, as noted above there are reasons why this is not surprising at a relatively early stage in the lifetime of the new system.

4.6   The Department, contractor and local authorities are working together closely to continue to deliver improvements to the BBIS system, and to complete the wider programme of Blue Badge reform. This will see continued development of the BBIS software and processes over the next few years. For example, the Department will be working with the Department for Work and Pensions (DWP) to create an electronic interface with BBIS so that local authorities can easily confirm applicants' eligibility to Disability Living Allowance or Personal Independence Payment awards. This will save local authorities from undertaking time consuming correspondence with DWP, as is currently required.

4.7   The Department will continue to monitor performance of the BBIS system, for example through continuation of regular stakeholder meetings and service level reports received from the contractor on a regular basis.

Annex A: Local authority feedback survey

In order to gather feedback from local authority users of the BBIS system, DfT set up a short user online feedback survey which ran between 19 December 2012 and 29 January 2013. A link to the online form was circulated to local authority stakeholders, and publicised through the December BBIS newsletter.

Survey questions were as follows:

Blue Badge Improvement Service - User Feedback Request

The Blue Badge Improvement Service (BBIS) has been in place for almost a year and DfT will be producing a report reviewing its implementation. We would greatly appreciate any feedback you are able to provide, to feed into this report.

Please enter the name of the local authority you represent:

Q1(a) Thinking about ease of use and efficiency, how would you rate the BBIS system?
Very Good / Good / Satisfactory / Poor / Very Poor

Q1 (b) Thinking about any times that you have needed to contact Northgate, how would you rate the service that they provide?   Very Good / Good / Satisfactory / Poor /Very Poor / Did Not Contact

Q1 (c) Please enter any comments that you have regarding the operation of the BBIS system, including any areas for developments.

Q2 (a) Have you become aware of any fraudulent activity (e.g. multiple applications, applications for deceased people) since using BBIS?   Yes / No / Don't know

Q2 (b) If yes, has your awareness of such fraud increased since moving to the new system? Yes / No / Don't know

Q2 (c) Do you consider the new system to be more secure (resistant to fraud) than the one you used to process badge applications previously?   Yes / No / Don't know

Q2 (d) Please provide further details/comments if possible

Q3 (a) Since the implementation of BBIS in January 2012, have you experienced a reduction in the administrative costs incurred by your local authority?   Yes / No / Don't know
Note: By administrative costs we mean the costs of processing badge applications, not including making up badges physically or the cost of assessments.

Q3 (b) Do you expect to see a reduction in administrative costs over the next few years as a result of using the new system?   Yes / No / Don't know

Q3 (c) Please provide any comments or further details you have in relation to how the use of BBIS specifically has affected the costs of blue badge administration

Q4 (a) Have you experienced any additional benefits as a result of the implementation of BBIS? (e.g. in relation to on-street enforcement)   Yes / No / Don't know

Q4 (b) Are there any further changes that you have made or expect to make to your processes as a result of BBIS? Yes / No / Don't know

Q4 (c) If you've answered yes to a) or b) above, please provide brief further details:

Thank you for completing this questionnaire.

Local authority responses

In total 165 responses were received, although not all respondents answered every question. In some cases, more than one respondent replied for the same local authority, with the response covering 108 different authorities (around half of the total) with representation in all regions.

The table below shows the coverage of the feedback survey by region:

Region	Local authorities (LAs) with at least one response	Total LAs in region	Proportion covered
England	**89**	**152**	**59%**
East Midlands	*5*	*9*	*56%*
East of England	*6*	*11*	*55%*
London	*18*	*33*	*55%*
North East	*6*	*12*	*50%*
North West	*13*	*23*	*57%*
South East	*13*	*19*	*68%*
South West	*13*	*16*	*81%*
West Midlands	*7*	*14*	*50%*
Yorkshire and the Humber	*8*	*15*	*53%*
Scotland	**11**	**32**	**34%**
Wales	**8**	**22**	**36%**
Great Britain	**108**	**206**	**52%**