



# Customer Satisfaction Index July 2008

## RESULTS

## **Introduction**

This report presents the results for the Customer Satisfaction Index survey undertaken in July 2008.

The objectives of the research were:

- For *importance*, find out customers' requirements and their relative importance
- For *satisfaction*, find out our customers' perception of our performance
- To create *Priorities for Improvement* (to deliver resident satisfaction and build loyalty organisations must match their performance with residents' priorities and these PFIs are an indication of whether this is happening or not). Therefore, PFIs are extremely useful in deciding where best to focus resources on making the improvements that will contribute most to increasing resident satisfaction.
- To create a *Satisfaction Index* (an overall measure of customer satisfaction which can be monitored over time)

A standard satisfaction survey just measures residents' satisfaction with the services an organisation provides. However, a Satisfaction Index survey measures whether it is 'doing best what matters most to their residents'.

## **Methodology**

The first survey of this kind for all public-facing services was undertaken in 2002. By building on this and to establish how important or unimportant chosen topic areas were to residents over time, focus groups have been held over the last few years. The first part of the discussions looked at the attendees' feelings of satisfaction and dissatisfaction with the Council in various subject areas. The second part of the discussions concentrated on the relative importance of each of the topic areas to those individuals.

It must be recognised that all the topics within the survey are important and in their own right should be priorities for the Council. However, the survey gives the Council a way of ranking these priorities and it is these which the Council must look to improve. In this instance, a 10 point scale has been recommended as good practice.

A questionnaire was sent to 5000 randomly selected named residents off the edited electoral role. 895 questionnaires (2 less than 2006) were returned in the timeframe allowed (52 were undelivered for various reasons). A response rate of 18.1% was achieved. For the comparatively long length of questionnaire, this is an expected response. According to specialists in this field, a return of 15-20% is the norm for this sort of research. On an observed statistic of 50%, the standard error of +/-3% was achieved in this survey.

## Summary of Findings (I)

The following are based on **all respondents**: -

- The overall satisfaction score for all Council services is 74.3%, an increase of 1.0% on 2006.
- The highest rated score for a service is 80.4% - refuse and recycling. The lowest rated services are planning (69.4%), then parking and public toilets (both 70.6%).
- Two services have improved their CSI score by more than 3% compared with the last survey – street cleaning and parking. Four service scores went down compared with 2006 – parks & open spaces, council tax, leisure facilities, and play areas.
- Compared against all 97 requirements used, the five highest scoring (with the lowest gap) were: *the friendliness of refuse collectors; the helpfulness of refuse collectors; opening times of SDC offices; the provision of green wheelie bins; and the provision of plastic refuse sacks.*
- The lowest scoring, which are the top priorities for improvement (with the highest gap) were: *the cost of car parking; the amount of car parking in the town centre; the number of public toilets available in the District; free of dogs/dog mess; and the range of items allowed for recycling.*

## Summary of Findings (II)

The following are based on **users** of a service: -

- The overall satisfaction score for users of Council services in 2008 is 70.4%, a 0.5% decrease on 2006.
- The highest rated score for users of a service is for council tax (75.4%), with the lowest being planning (62.1%).
- Compared with 2006, the satisfaction of residents rose by 2.7% for those who had used the parking service and environmental health (up 2.4%). Three services saw a decrease in their user CSI score: council tax (-3.0%), play areas (-2.0%) and planning (-1.8%).
- The highest rated service aspects for users were the *opening times of SDC offices, feeling safe using SDC's leisure facilities, the provision of park & ride in the District, the friendliness of leisure staff, and the information provided on SDC's leisure facilities and events.*
- The lowest rated aspects for users were the *cost of car parking, being consulted on the Districts planning policies, the availability of affordable housing across the District, providing a quick response to planning enquiries, and the amount of Council feedback on the future development of the District.*

## Summary of Findings (III)

The following summarises the best and worst aspects for each service surveyed (these are the same for both “all respondents” and “users”, except for the following: Best aspect for leisure facilities users was “feeling safe using the facilities” and the worst aspect for environmental health users was the “noise control within the locality” and “being consulted on the Districts planning policies”): -

<b>Service</b>	<b>Best Aspect</b>	<b>Worst Aspect</b>
<b>The Council in General</b>	Opening times of SDC offices	Keeping promises and commitments
<b>Council Tax</b>	Professionalism of staff	Accuracy of council tax billing
<b>Environmental Health</b>	Atmospheric pollution control	Controlling of health standards in public areas
<b>Housing</b>	Knowledge of housing staff	Availability of affordable housing across the district
<b>Leisure Facilities</b>	Information provided on SDC facilities/events	Cleanliness of leisure facilities
<b>Parking</b>	Provision of Park & Ride in the District	Cost of car parking
<b>Parks &amp; Open Spaces</b>	Amount of seating available	Provision of the same level of service across District
<b>Planning</b>	Receiving advice & information from planning staff	Amount of Council feedback on future development of District
<b>Play Areas</b>	Variety of equipment available in play areas	Free of dogs / dog mess
<b>Public Toilets</b>	Lighting in public toilets	Number of public toilets available in the District
<b>Refuse Collection / Recycling</b>	Friendliness of refuse collectors	Range of items allowed for recycling
<b>Street Cleaning</b>	Removal of abandoned cars	Keeping the streets free from dog fouling

## **Summary of Findings (IV)**

- The overall mean score for satisfaction with Council services using the CSI approach in 2008 is 6.52, 0.10 lower than that achieved in 2006.
- Respondents were asked to make additional comments. The top three mentions are the need for more recycling facilities / better recycling (17%), not enough refuse collections (10%), insufficient car parking/car parks closed (9%), and car park fees too high (9%).

## **How we calculate the Customer Satisfaction Index**

This example contains 10 requirements for a particular service:

Step 1. List all the average importance scores for each requirement and total them up.

Step 2. Calculate the percentage each average importance score is of the total of importance scores. This is the "weighted importance score" and adds up to 100%.

Step 3. Multiply the average satisfaction scores by the weighted importance scores, i.e. average satisfaction score (6.22) multiplied by weighted importance score (11.01%) equals 0.68.

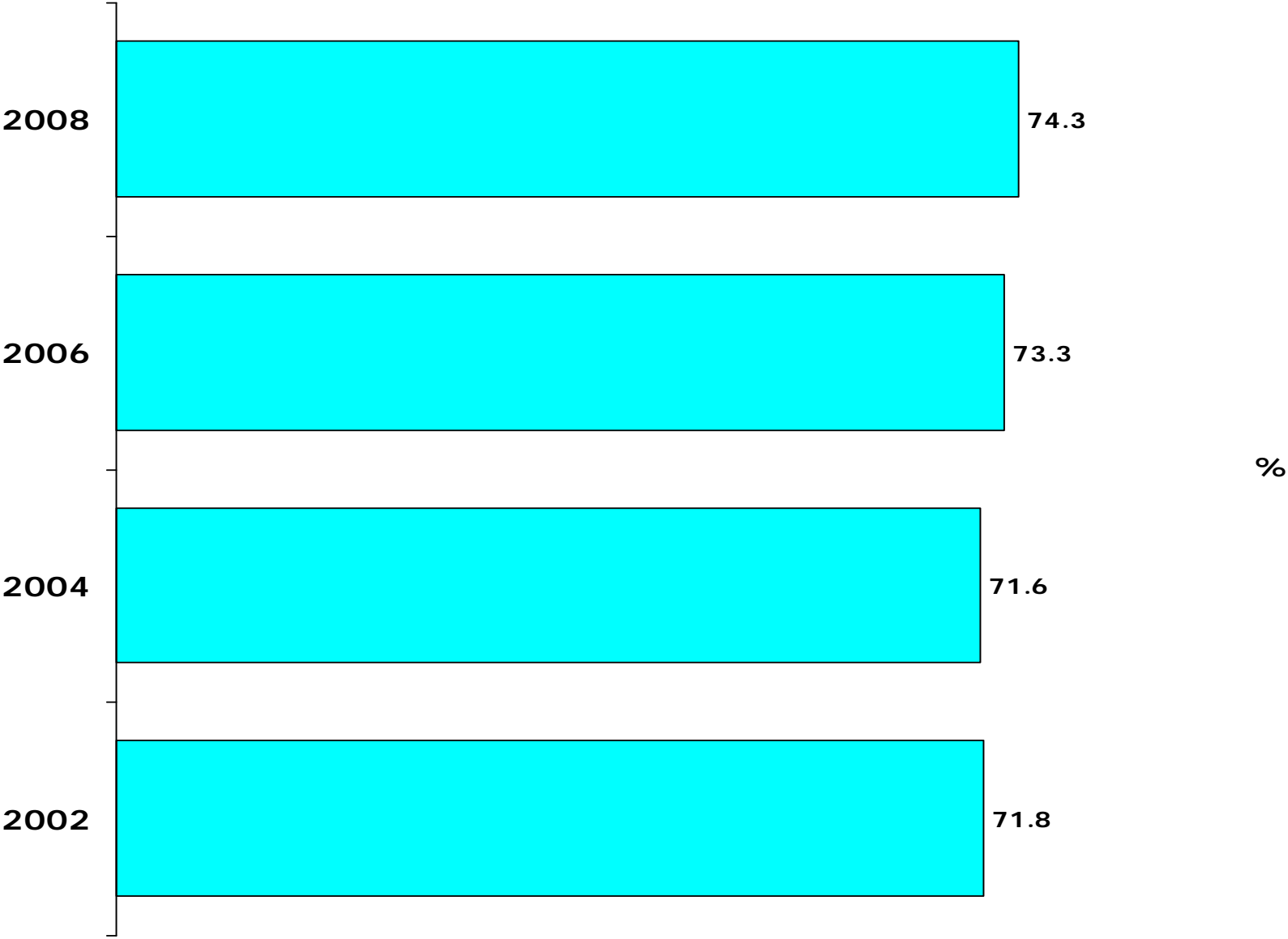
Step 4. Add up the weighted satisfaction scores.

Step 5. Multiply the total of the weighted satisfaction scores by 10 to give us the Satisfaction Index expressed as a percentage.

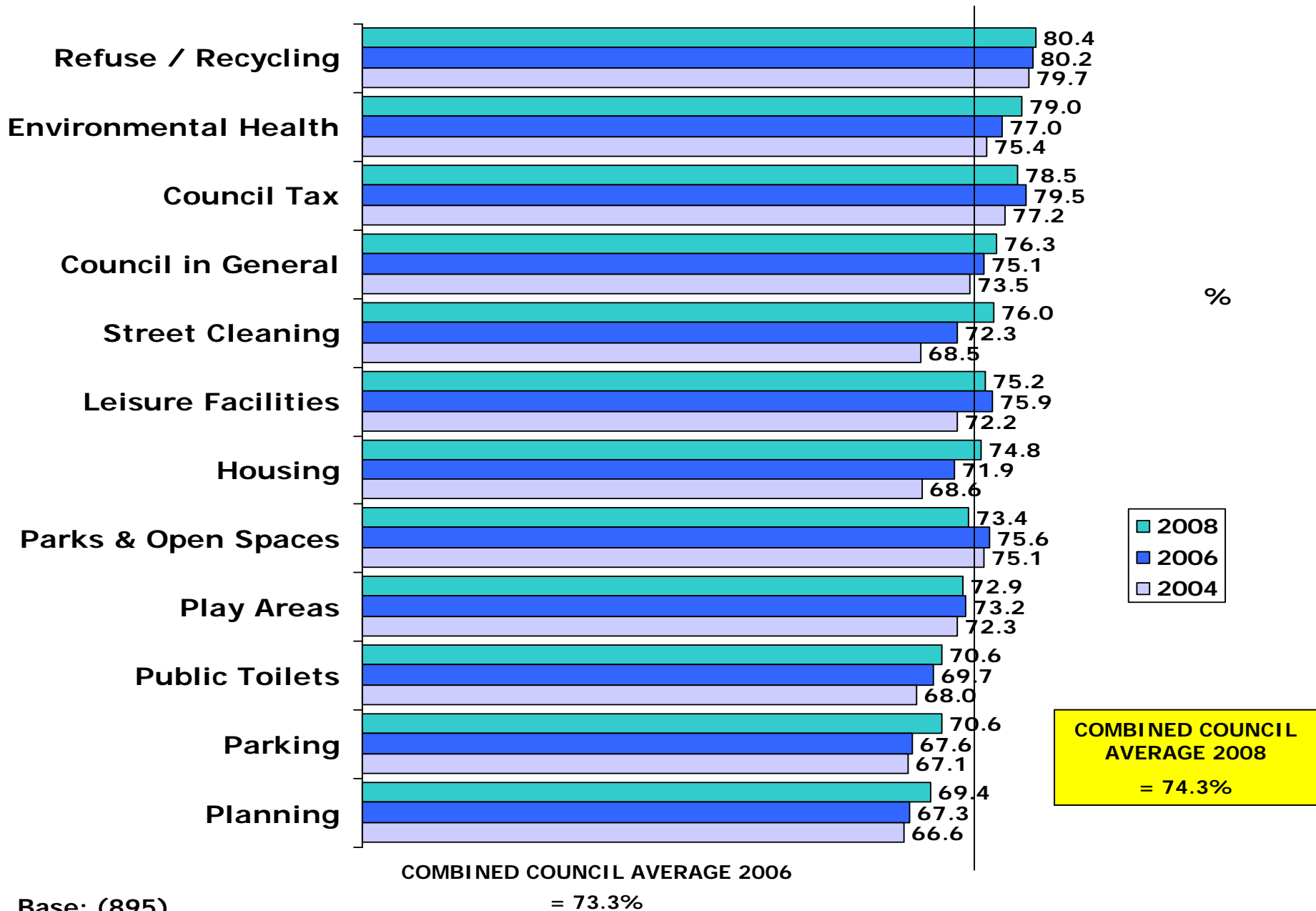
When using the 10 point scale for satisfaction, 7 is regarded as an "acceptable performance", with 8 and above being the target to be achieved in the future.

# Overall Results For Each Service

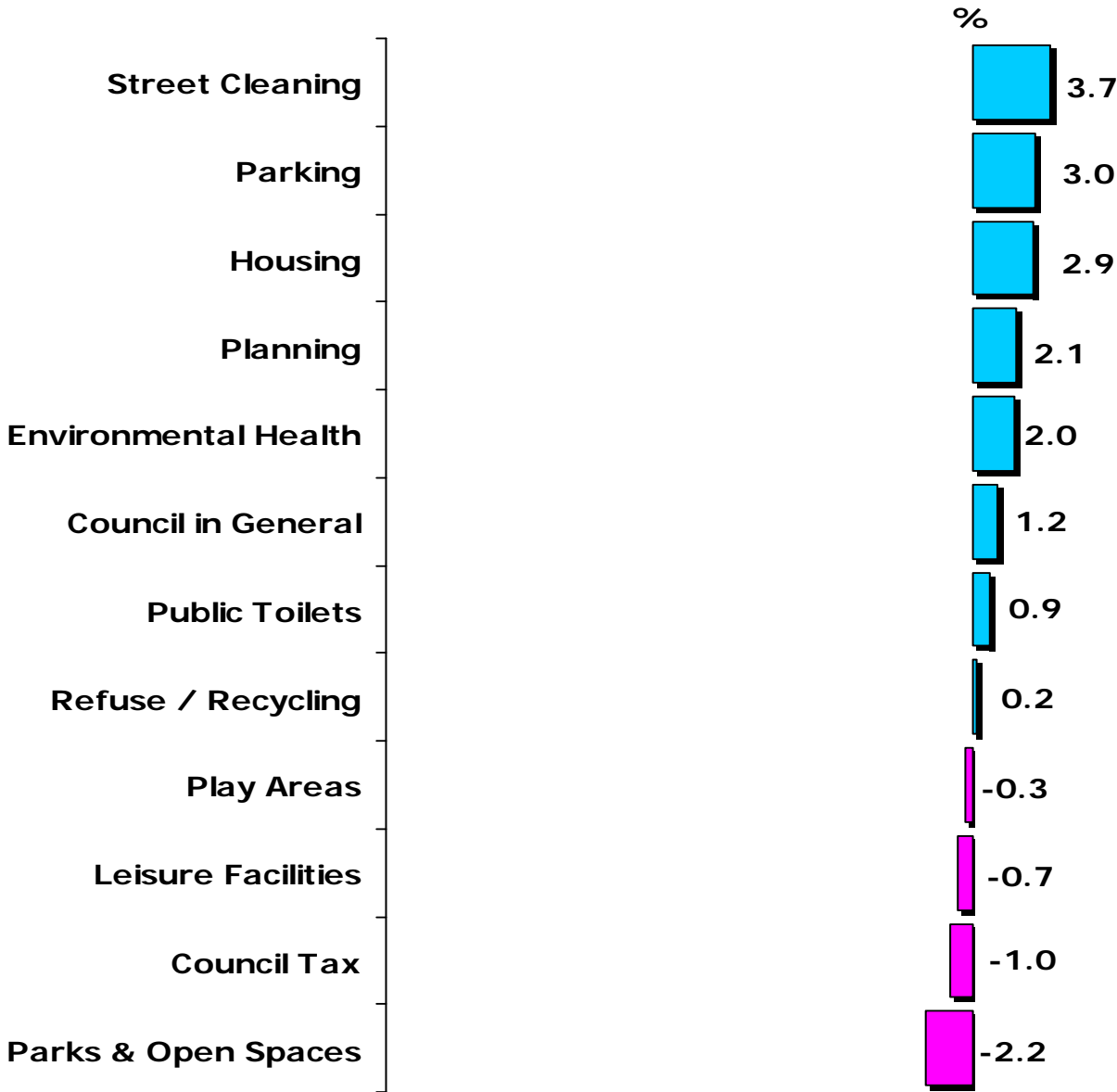
# OVERALL CUSTOMER SATISFACTION INDEX SCORES COMBINED COUNCIL AVERAGE - ALL RESPONDENTS (02-08)



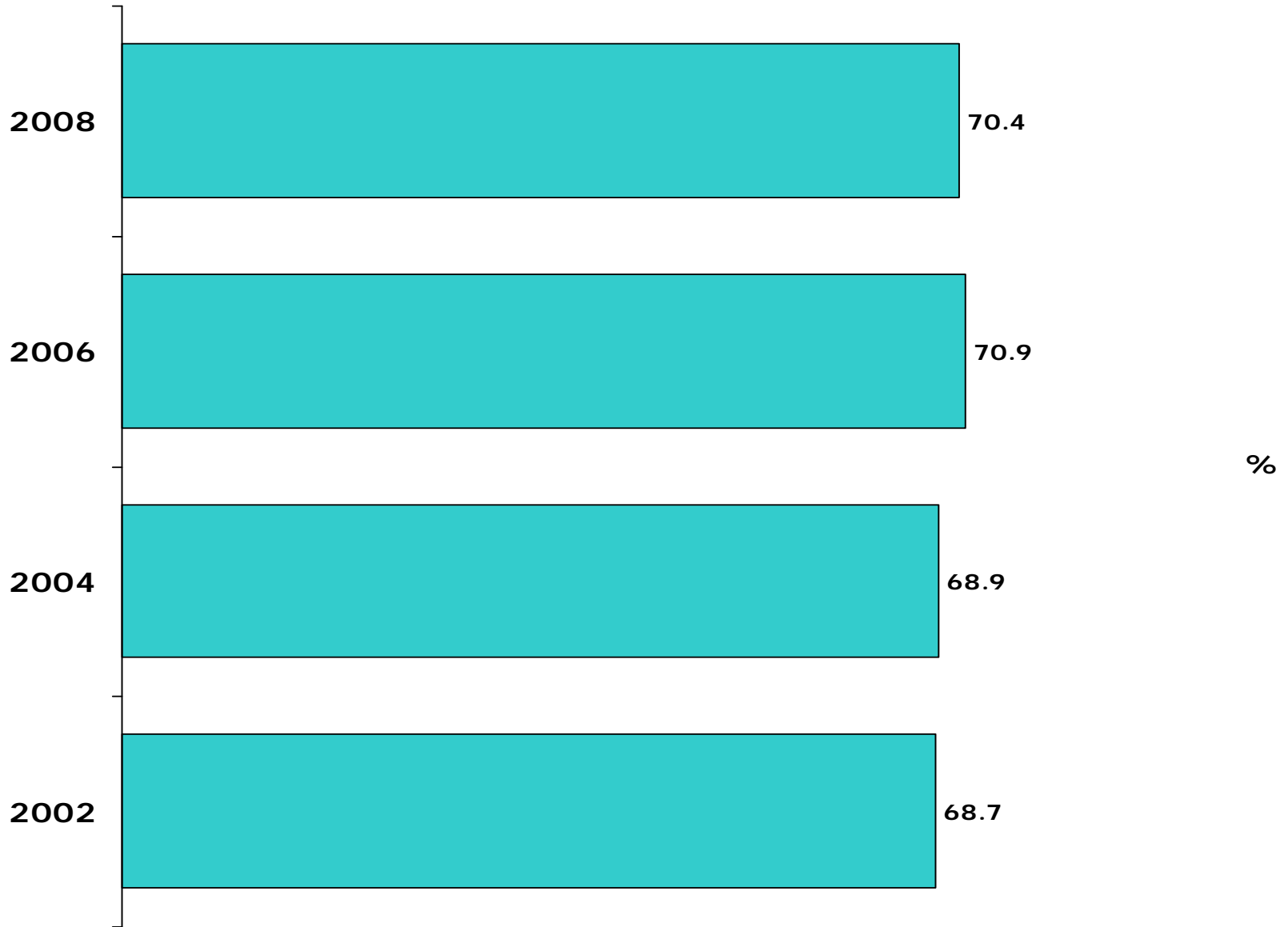
# OVERALL CUSTOMER SATISFACTION INDEX SCORES BY SERVICE - ALL RESPONDENTS (JULY 2008)



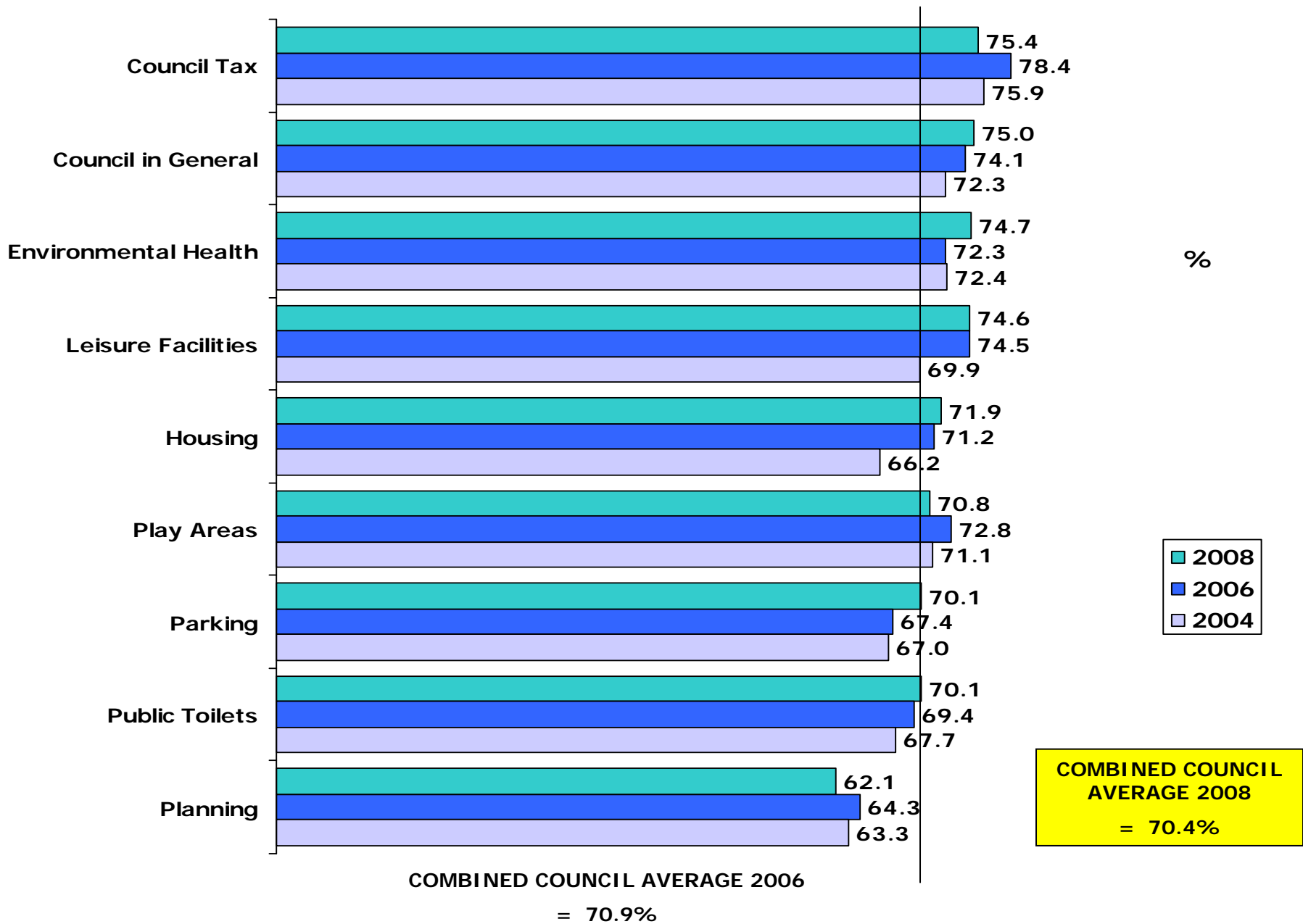
# SERVICE COMPARISON OF 2008 CSI SCORE VS 2006 CSI SCORE ALL RESPONDENTS (difference in % score)



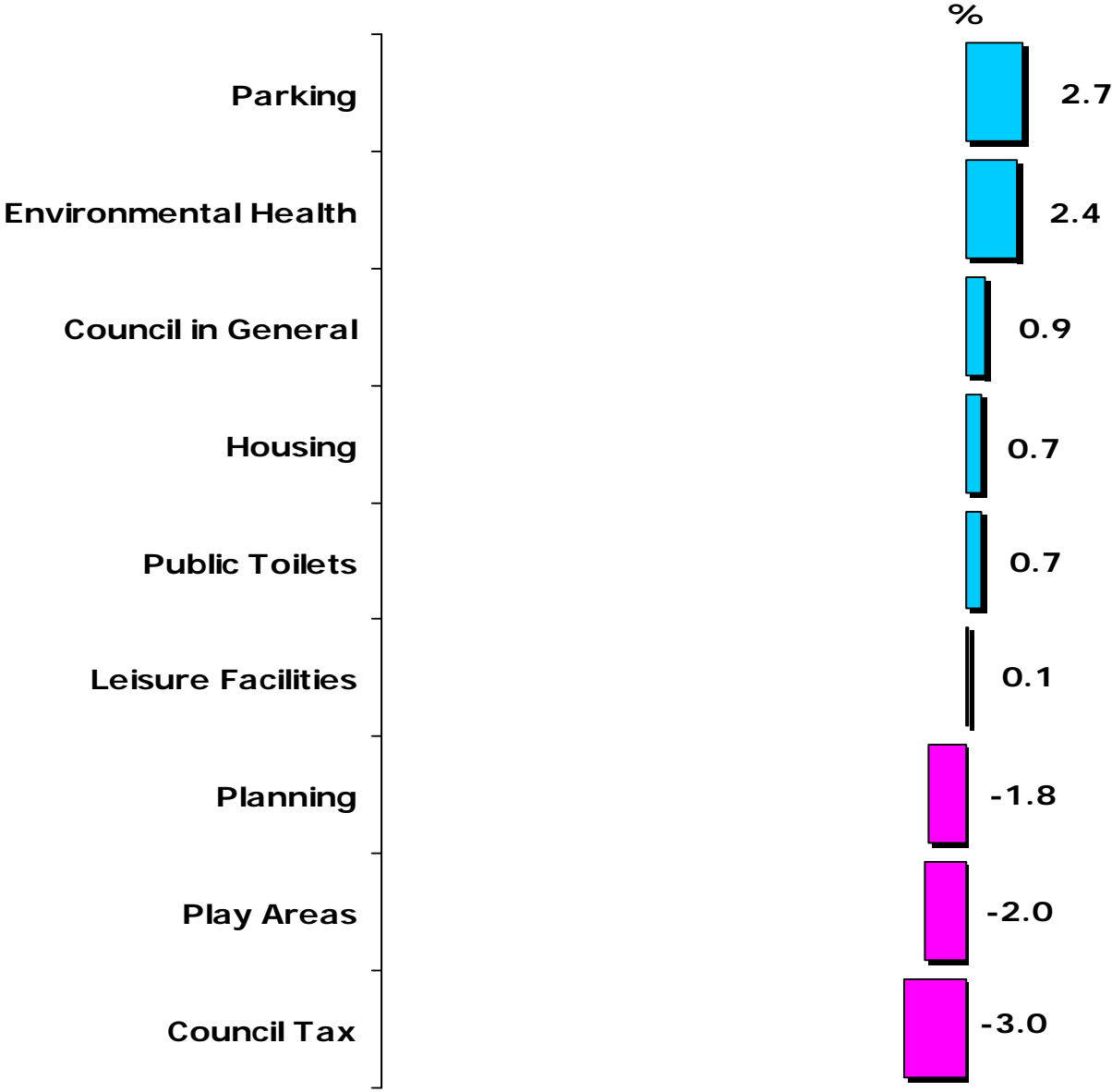
# OVERALL CUSTOMER SATISFACTION INDEX SCORES COMBINED COUNCIL AVERAGE - USERS (02-08)



# OVERALL CUSTOMER SATISFACTION INDEX SCORES BY SERVICE - USERS (JULY 2008)



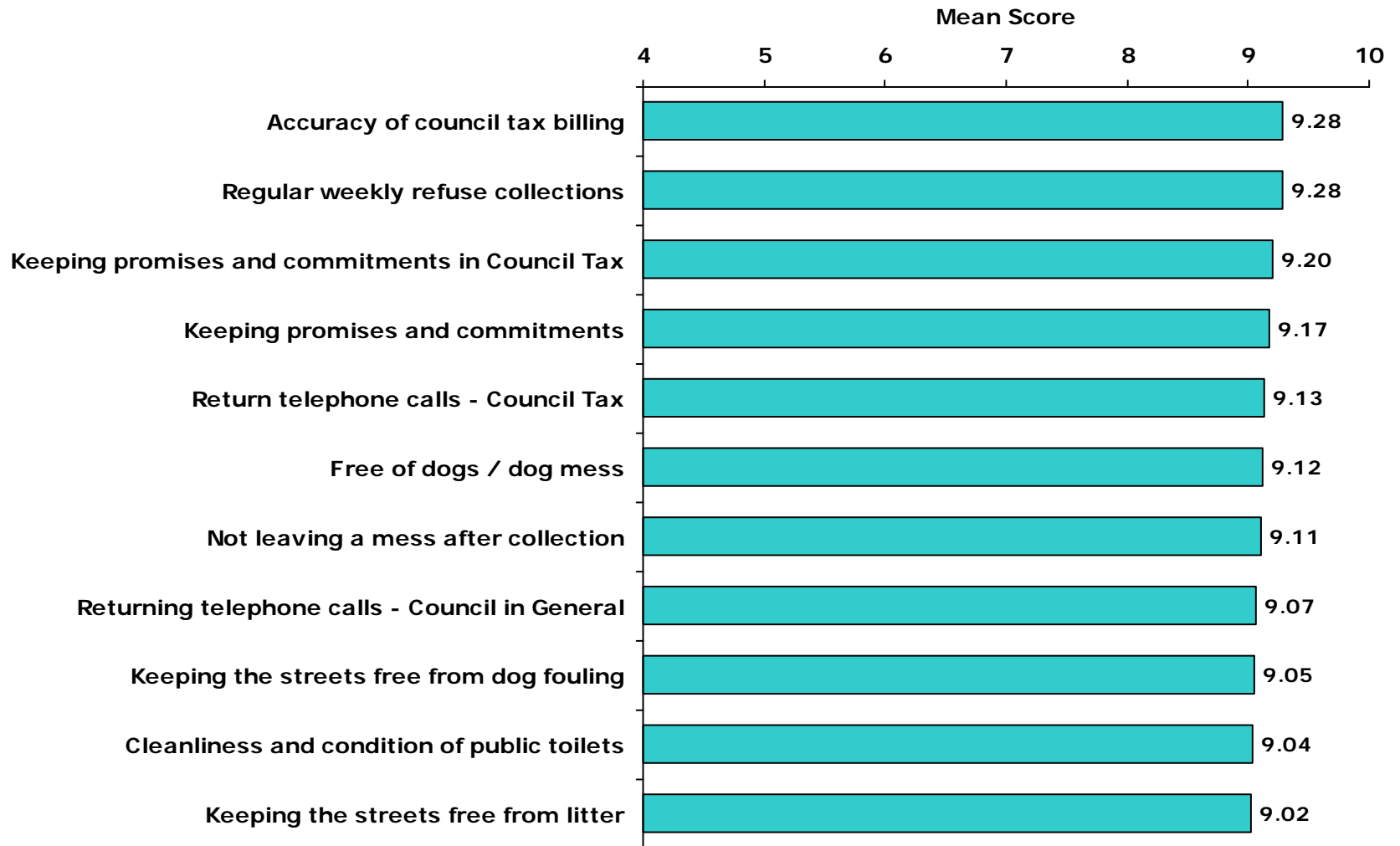
# SERVICE COMPARISON OF 2008 CSI SCORE VS 2006 CSI SCORE USERS (difference in % score)



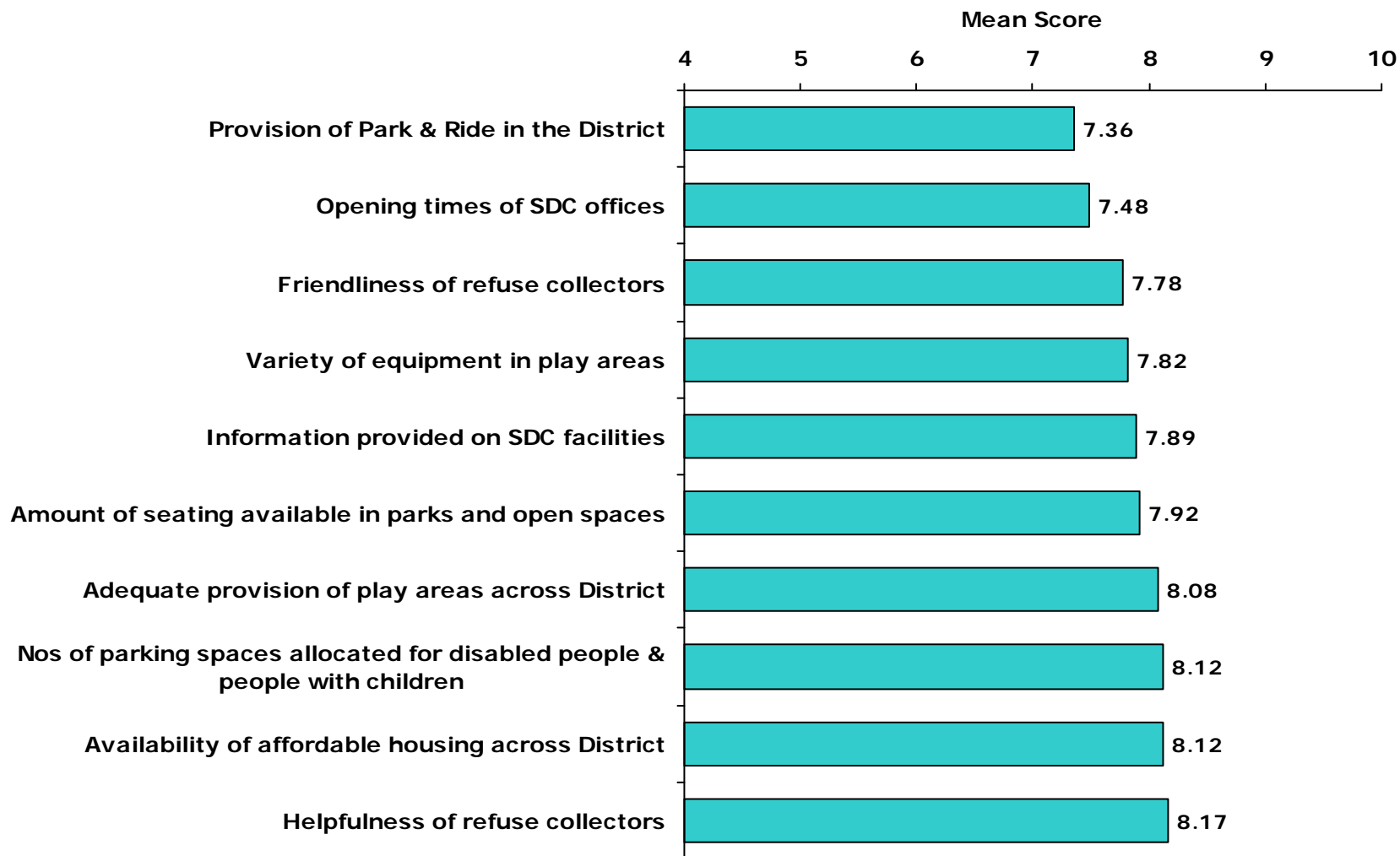
# Individual Results By Service (All Respondents)

The results for each service requirement are shown with the worst score first and the best score last. This creates our "Priorities for Improvement".

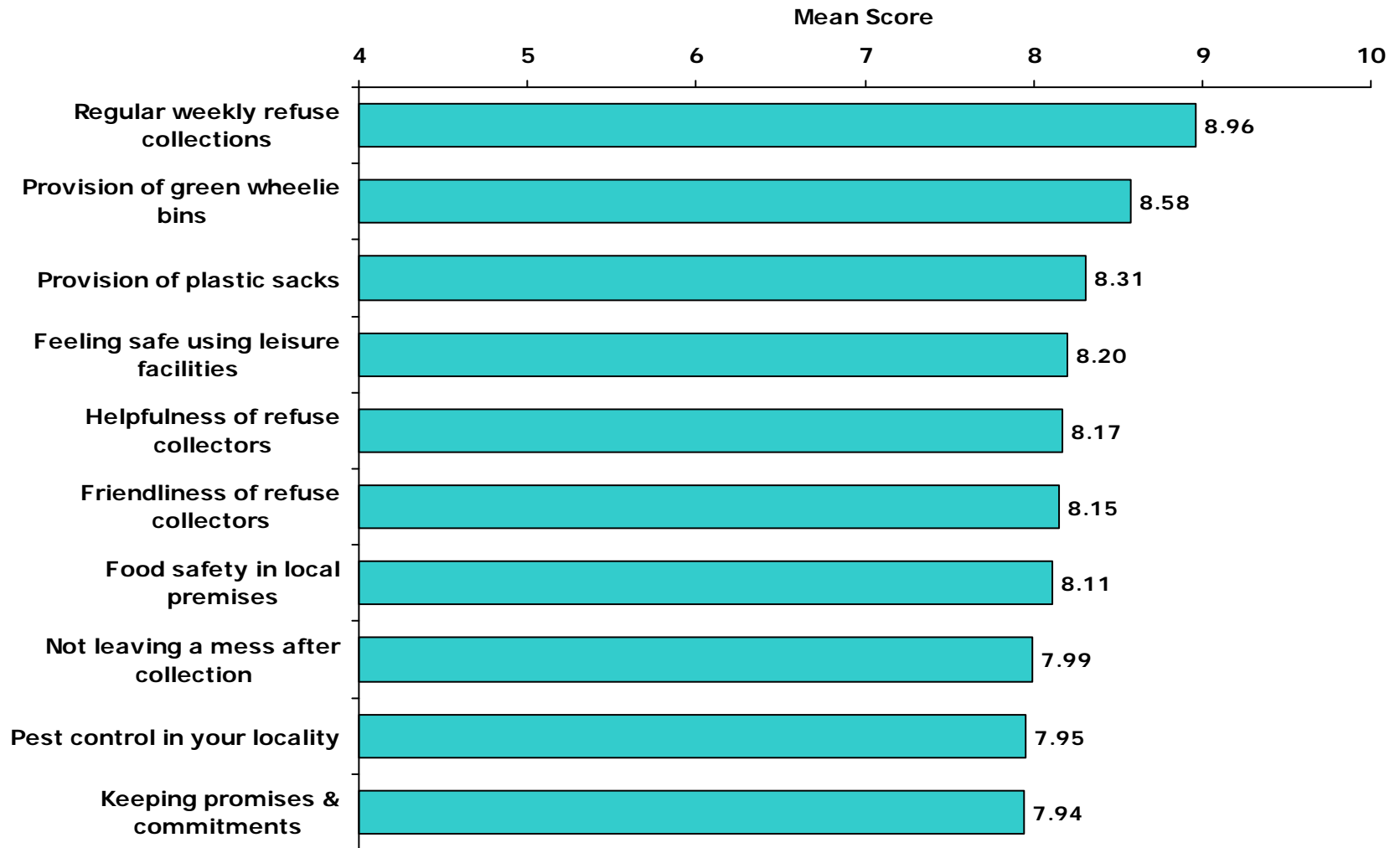
# TOP 10 MOST IMPORTANT INDIVIDUAL PRIORITIES ACROSS ALL SERVICES 2008 (ALL RESPONDENTS)



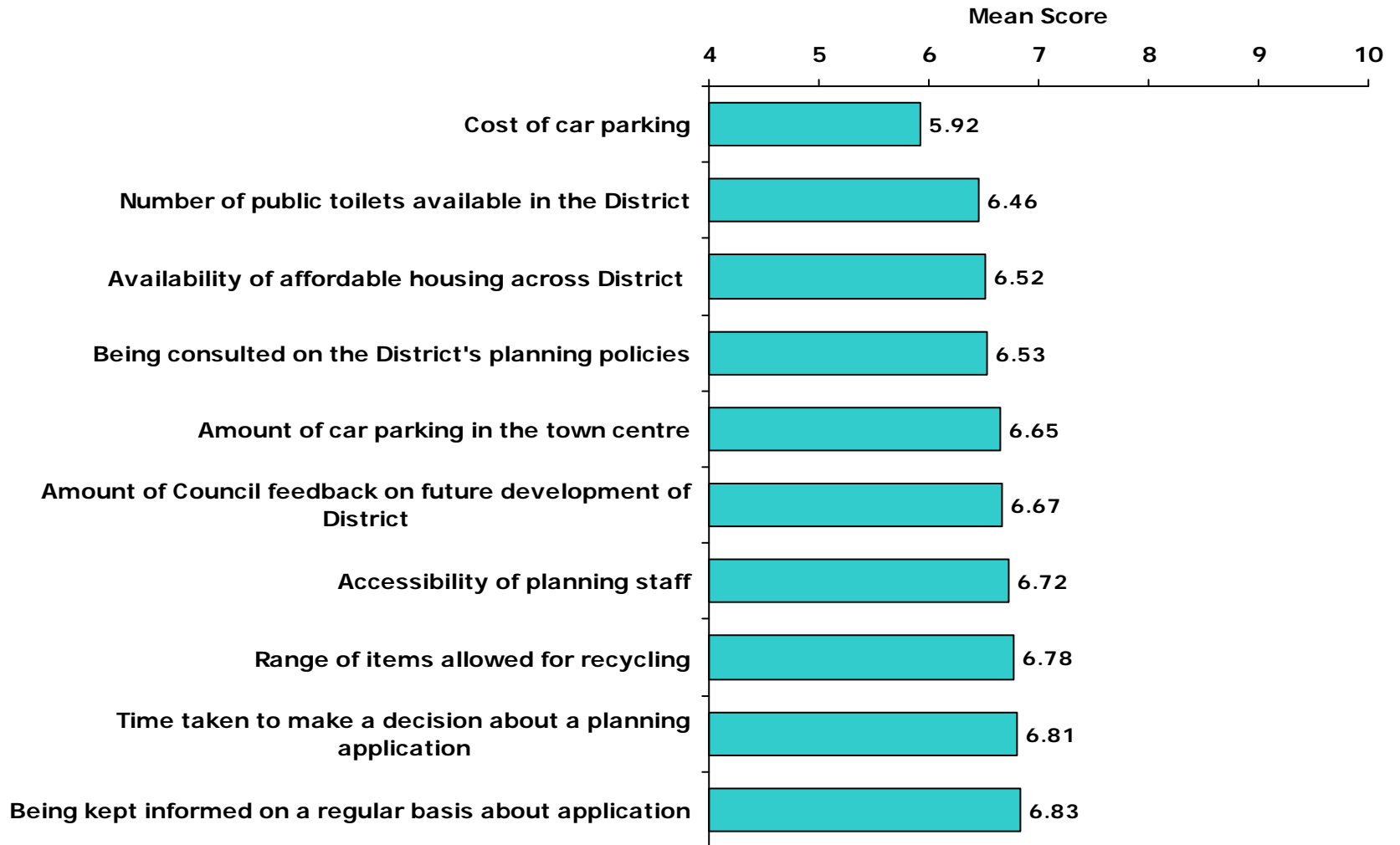
# TOP 10 LEAST IMPORTANT INDIVIDUAL PRIORITIES ACROSS ALL SERVICES 2008 (ALL RESPONDENTS)



# TOP 10 PRIORITIES RESIDENTS MOST SATISFIED WITH - ACROSS ALL SERVICES 2008 (ALL RESPONDENTS)



# TOP 10 PRIORITIES RESIDENTS LEAST SATISFIED WITH - ACROSS ALL SERVICES 2008 (ALL RESPONDENTS)



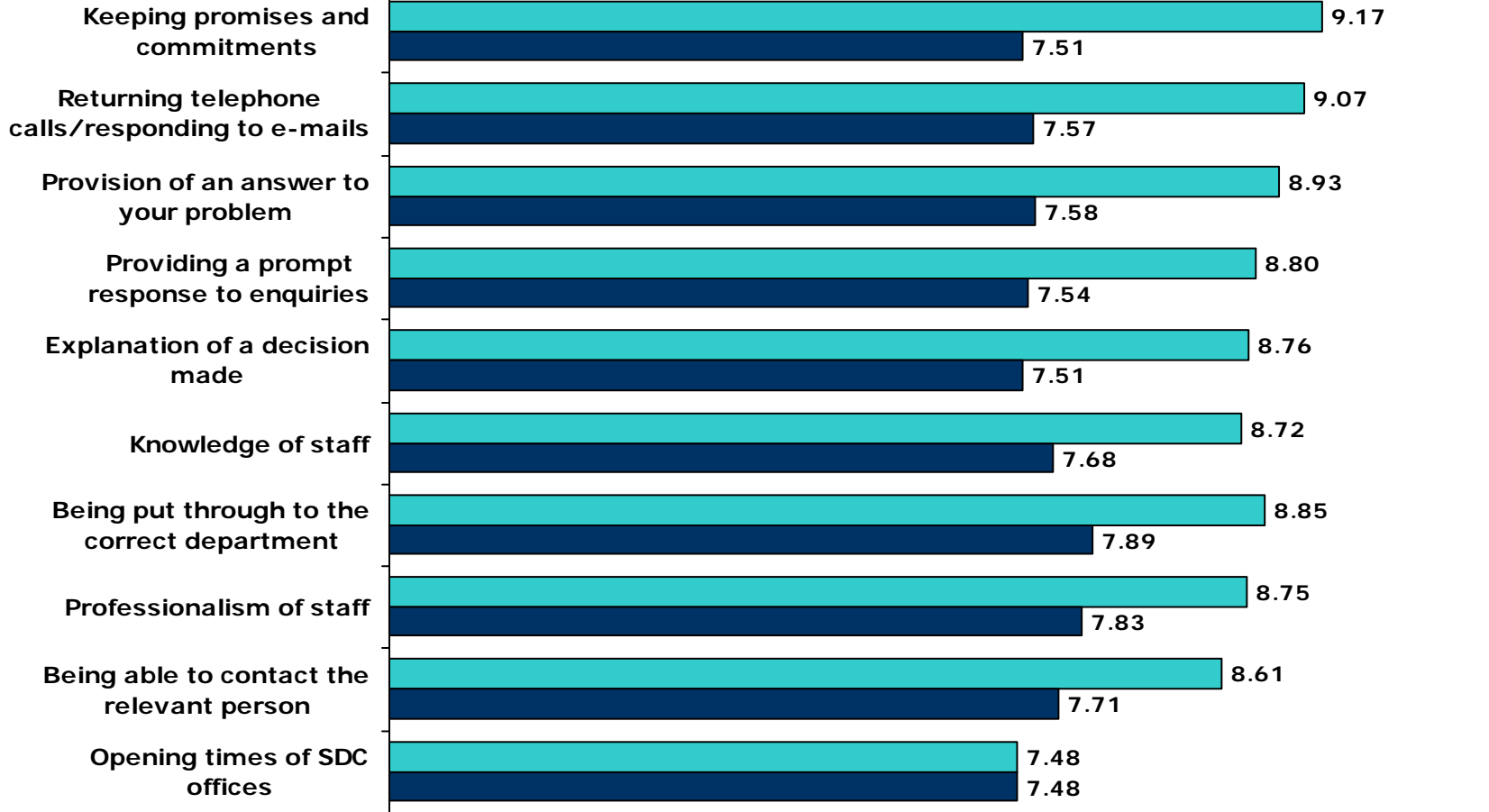
# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *THE COUNCIL IN GENERAL - ALL RESPONDENTS*

### *(JULY 2008)*

Mean Score

4                      5                      6                      7                      8                      9                      10



**CSI Score for Council in General = 76.3%**

■ Importance    ■ Satisfaction

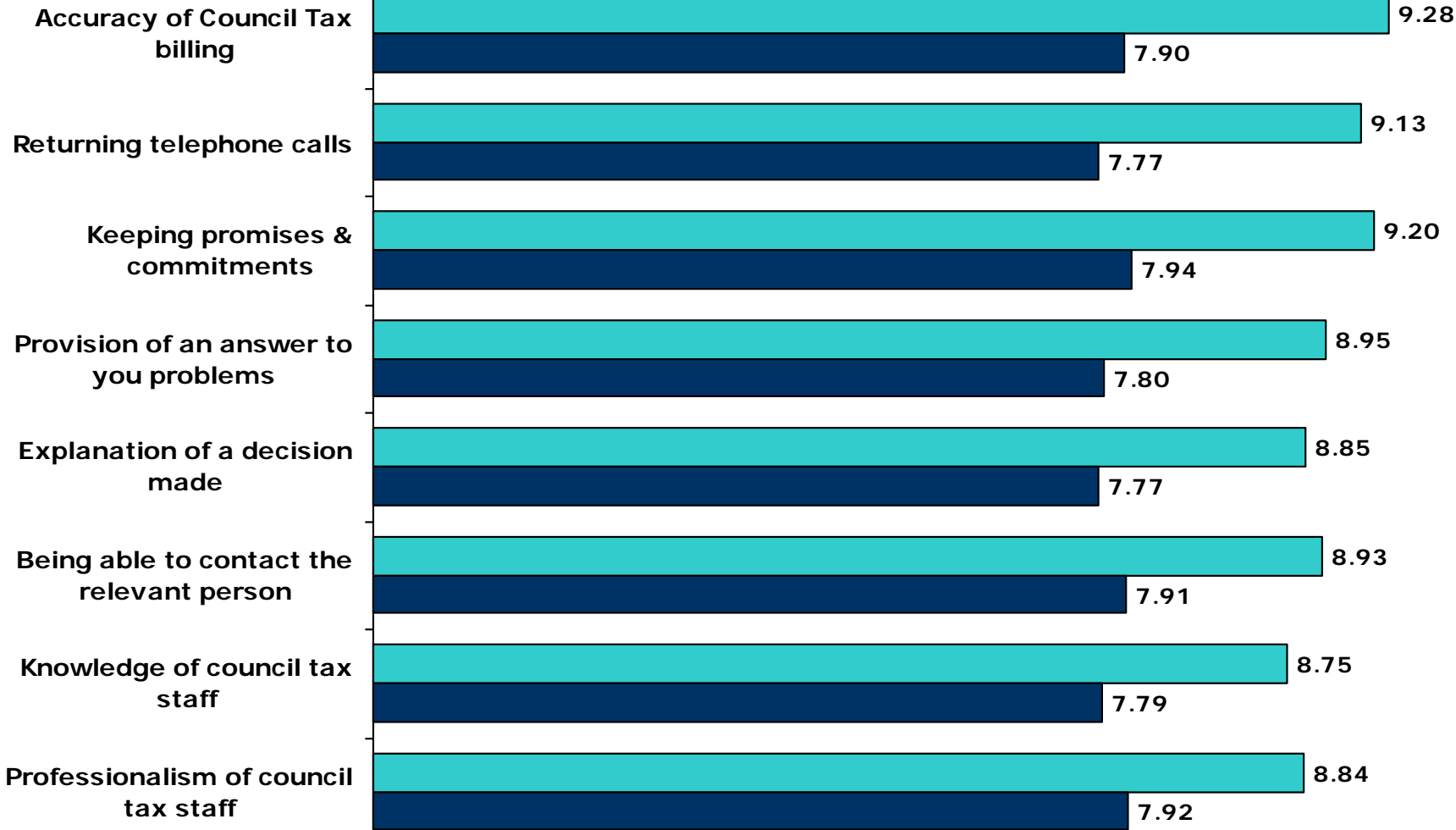
# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *COUNCIL TAX - ALL RESPONDENTS*

*(JULY 2008)*

Mean Score

4 5 6 7 8 9 10



BASE: (See Appendix)

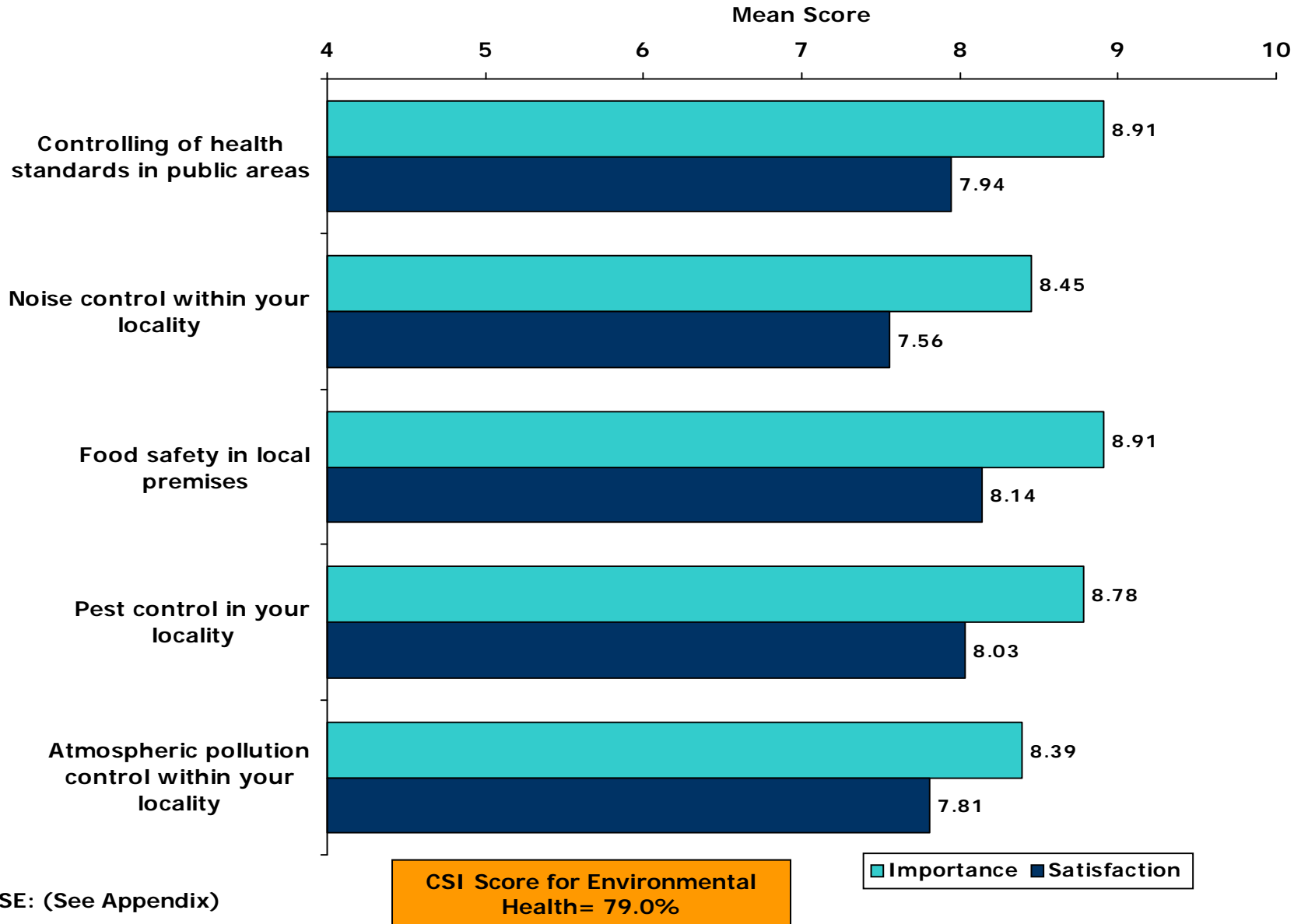
CSI Score for Council Tax = 78.5%

■ Importance ■ Satisfaction

# **CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION**

## ***ENVIRONMENTAL HEALTH – ALL RESPONDENTS***

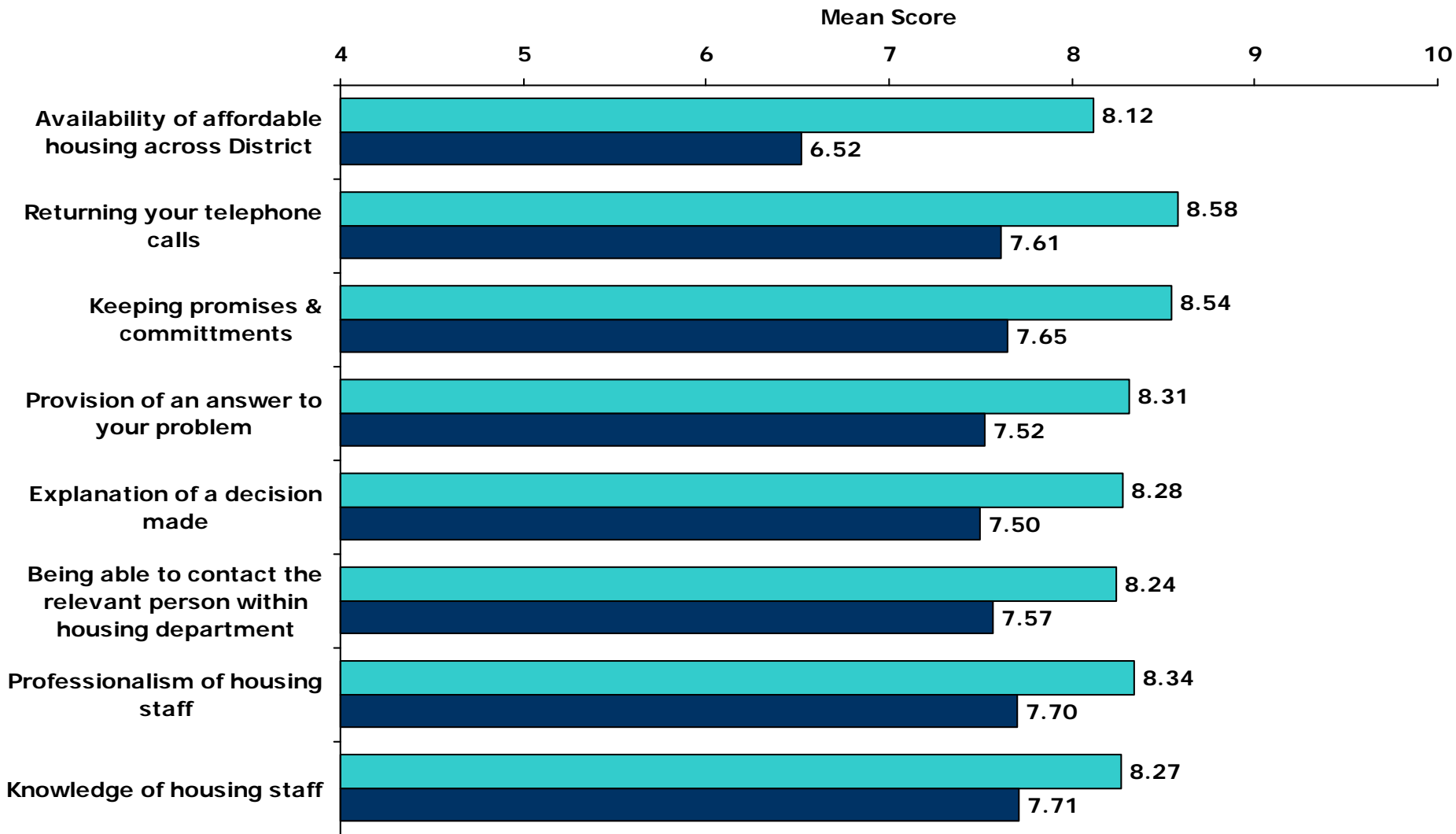
### ***(JULY 2008)***



# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *HOUSING - ALL RESPONDENTS*

*(JULY 2008)*



CSI Score for Housing= 74.8%

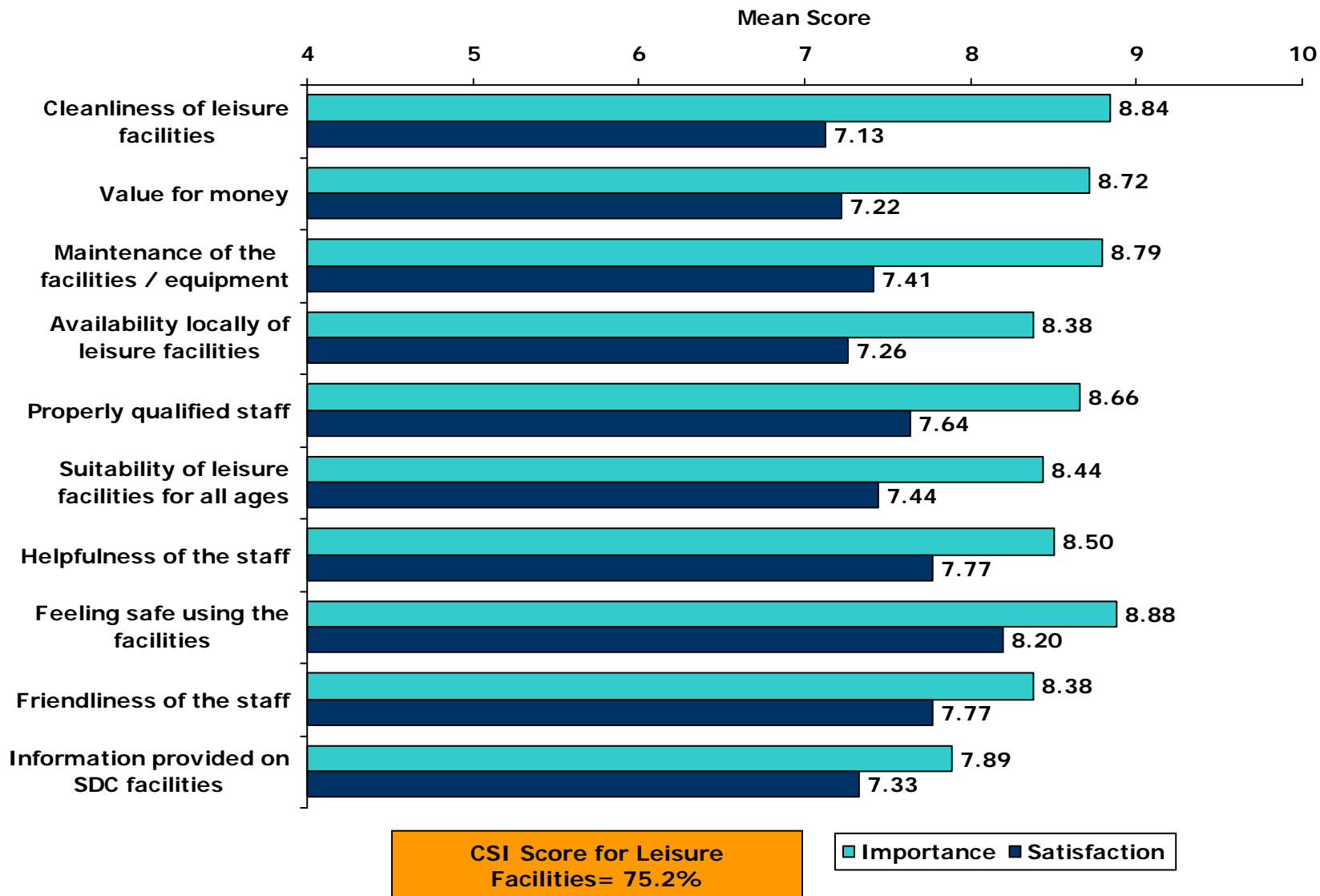
■ Importance ■ Satisfaction

BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *LEISURE FACILITIES - ALL RESPONDENTS*

### *(JULY 2008)*

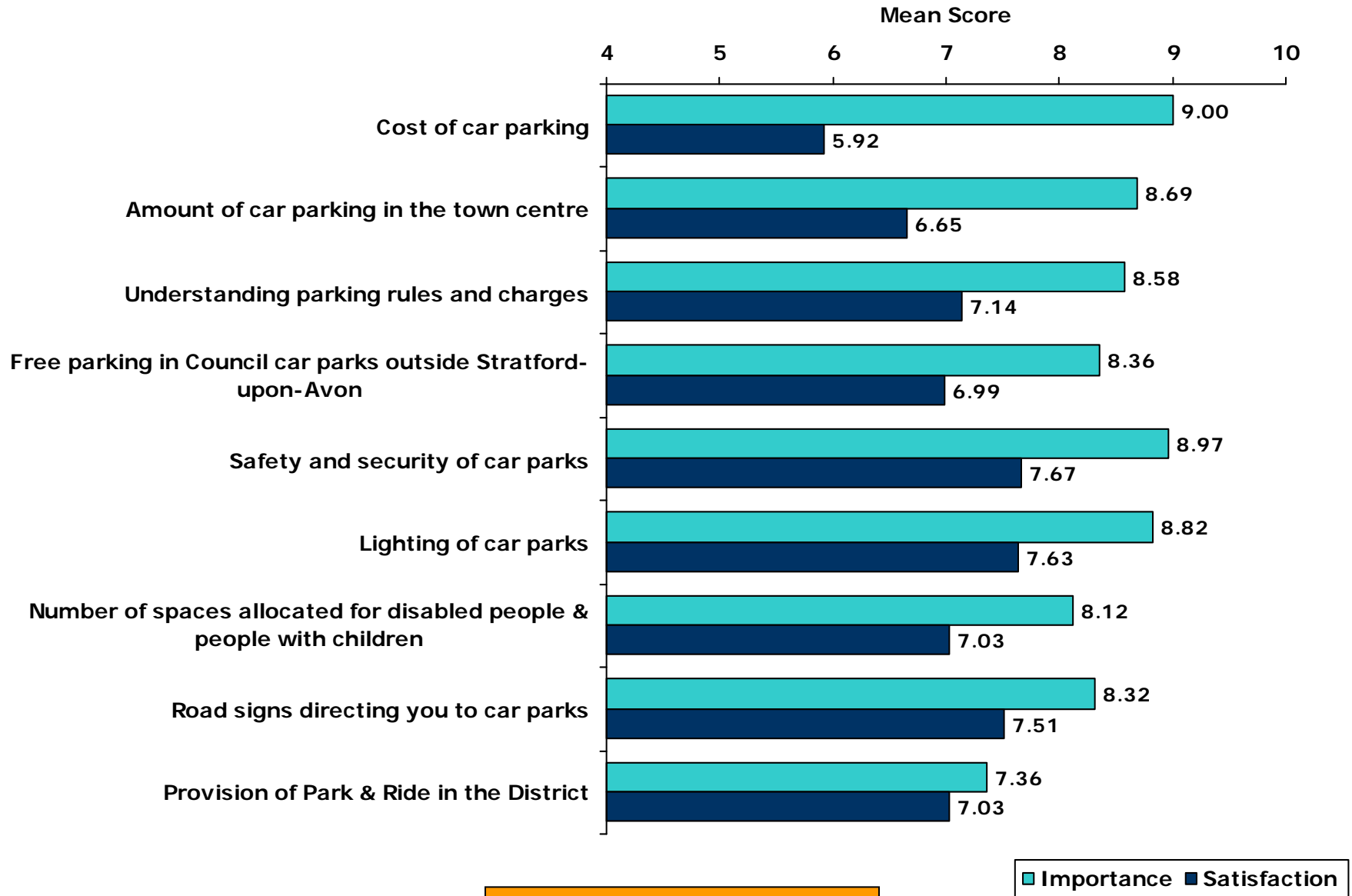


BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PARKING - ALL RESPONDENTS*

*(JULY 2008)*



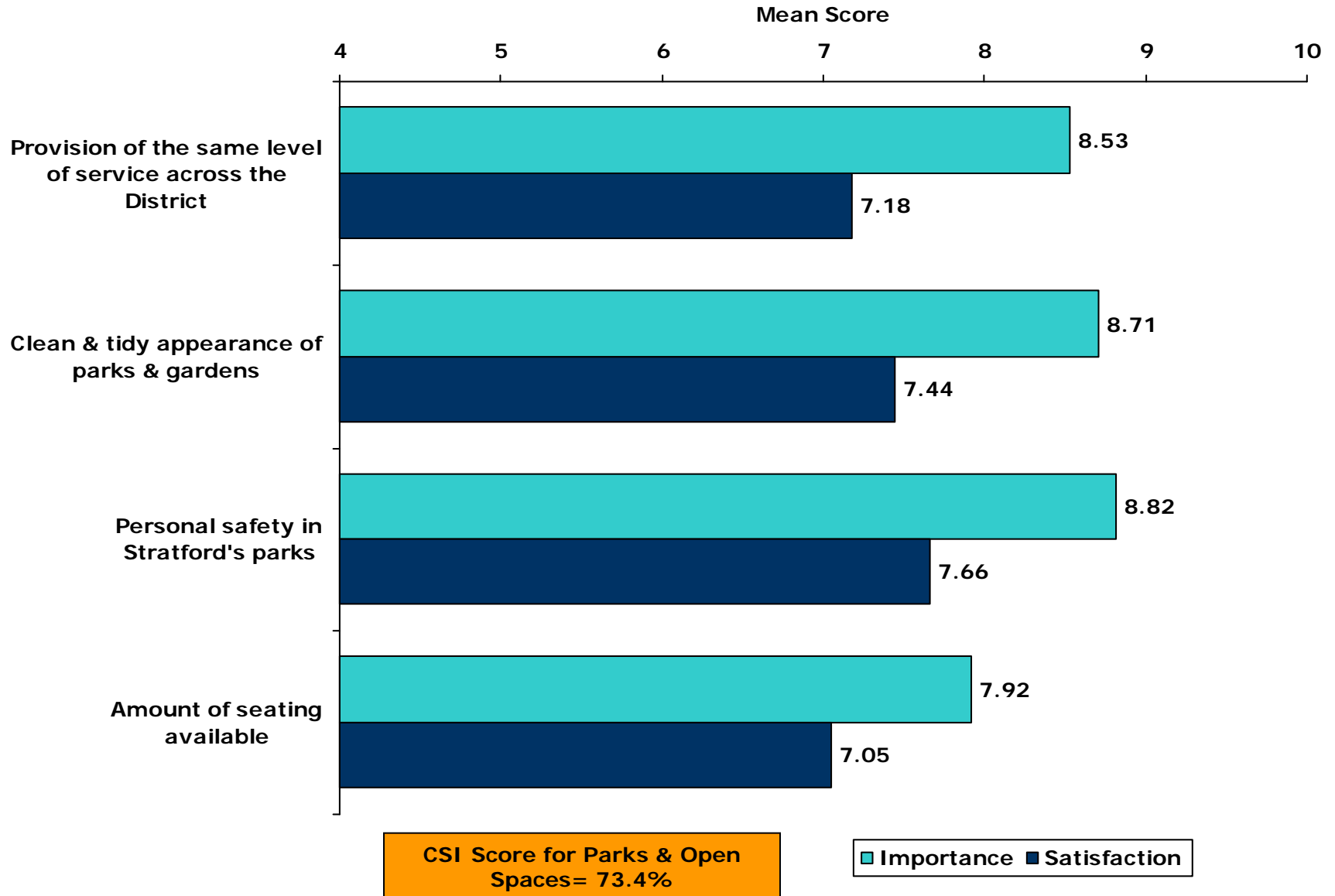
CSI Score for Parking = 70.6%

BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PARKS & OPEN SPACES - ALL RESPONDENTS*

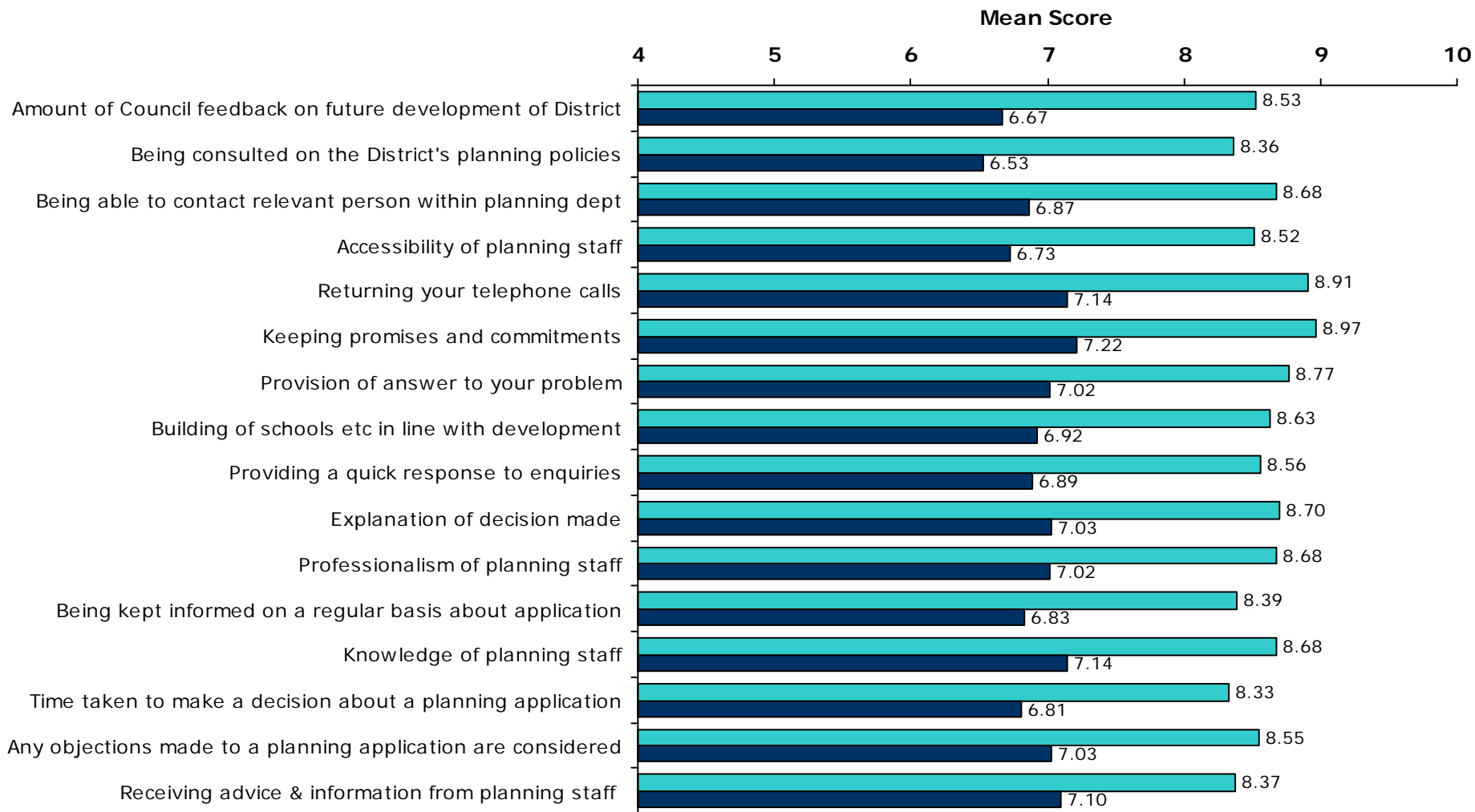
### *(JULY 2008)*



# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PLANNING – ALL RESPONDENTS*

### *(JULY 2008)*



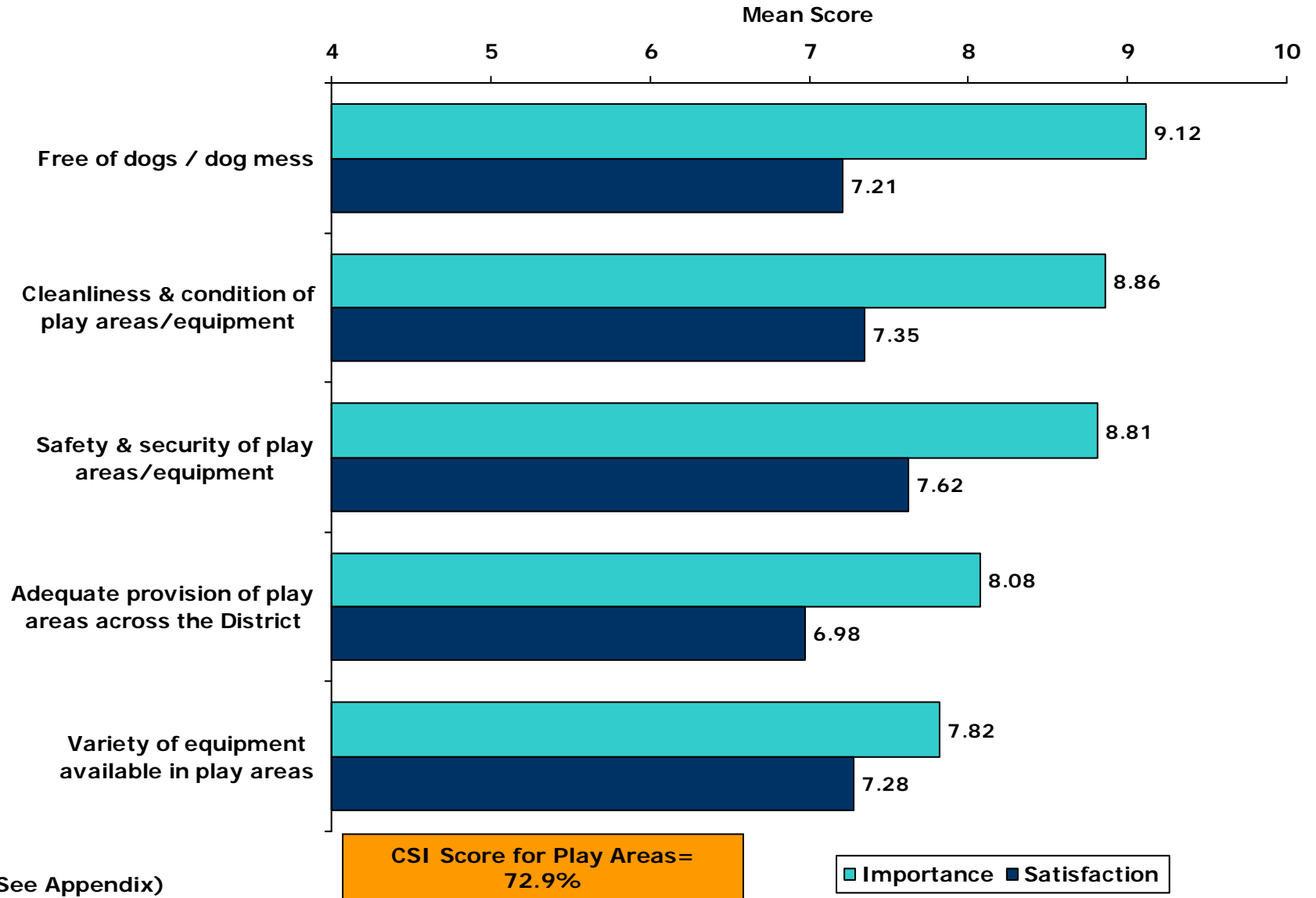
**CSI Score for Planning= 69.4%**      ■ Importance ■ Satisfaction

**BASE: (See Appendix)**

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PLAY AREAS – ALL RESPONDENTS*

### *(JULY 2008)*

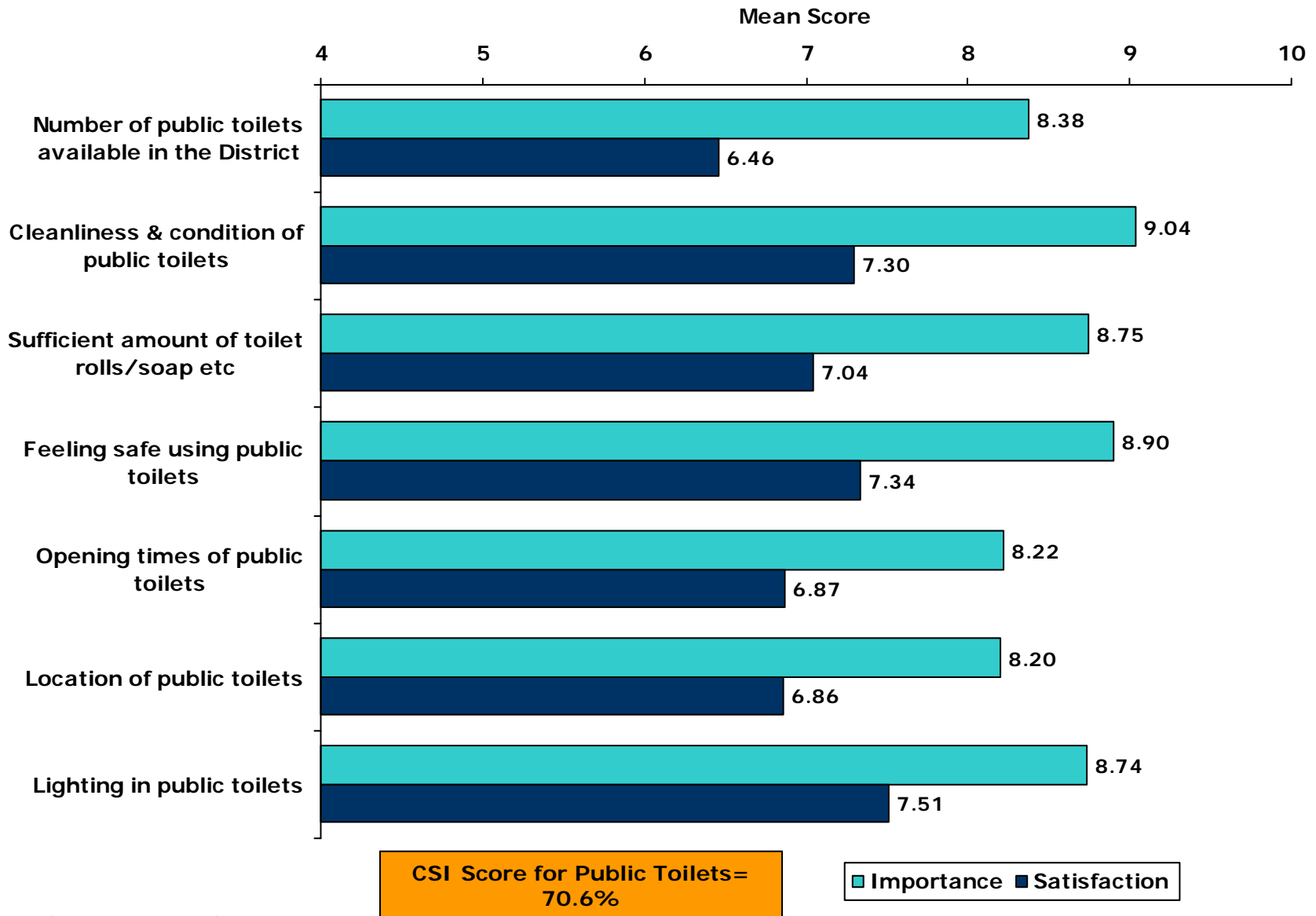


BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PUBLIC TOILETS – ALL RESPONDENTS*

*(JULY 2008)*

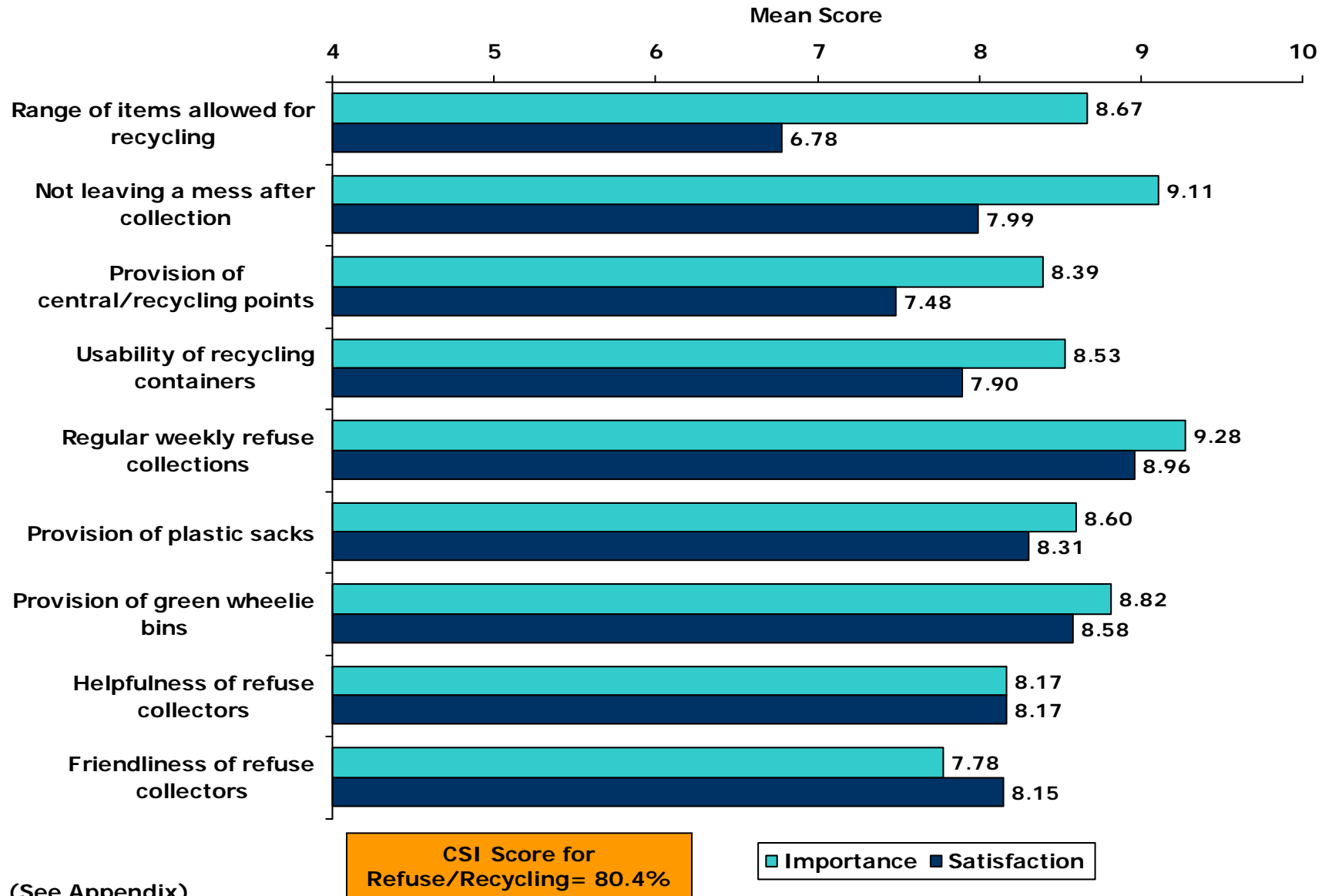


BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *REFUSE COLLECTION/RECYCLING - ALL RESPONDENTS*

### *(JULY 2008)*

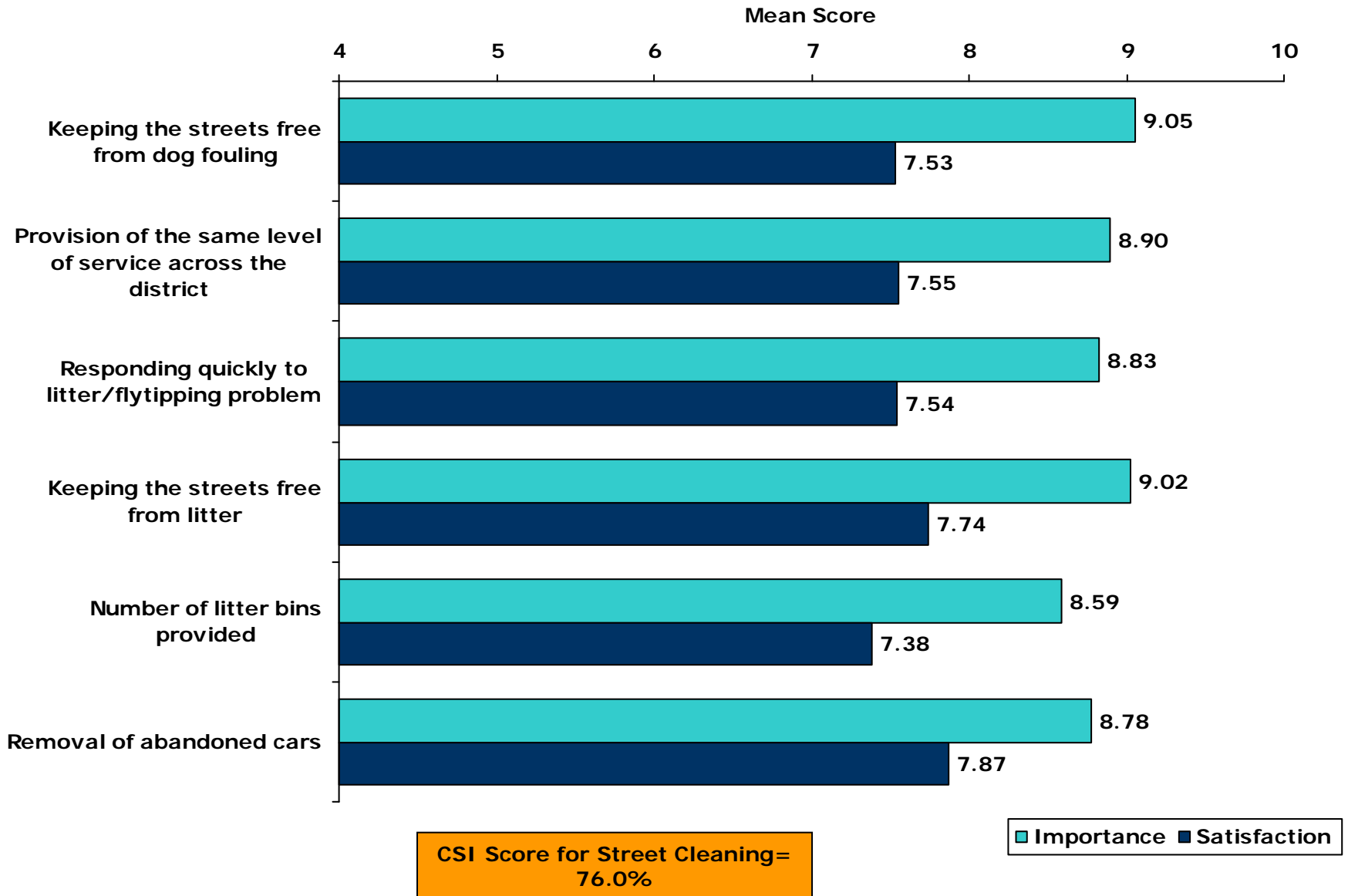


BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *STREET CLEANING - ALL RESPONDENTS*

### *(JULY 2008)*



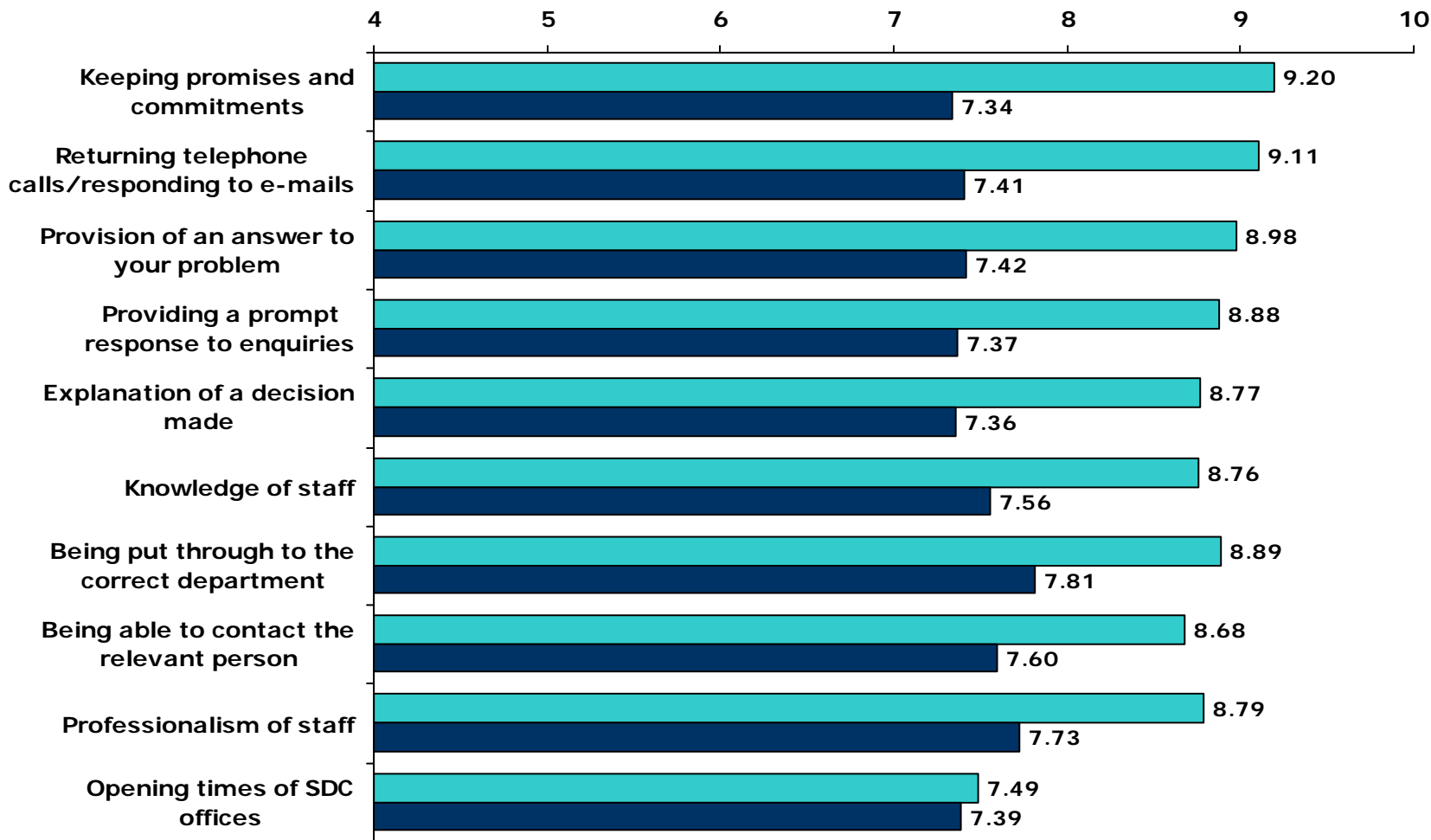
Individual Results  
By Service  
(Users of a Service in  
Last 2 Years)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *THE COUNCIL IN GENERAL - USERS*

*(JULY 2008)*

Mean Score



CSI Score for Council in General = 75.0%

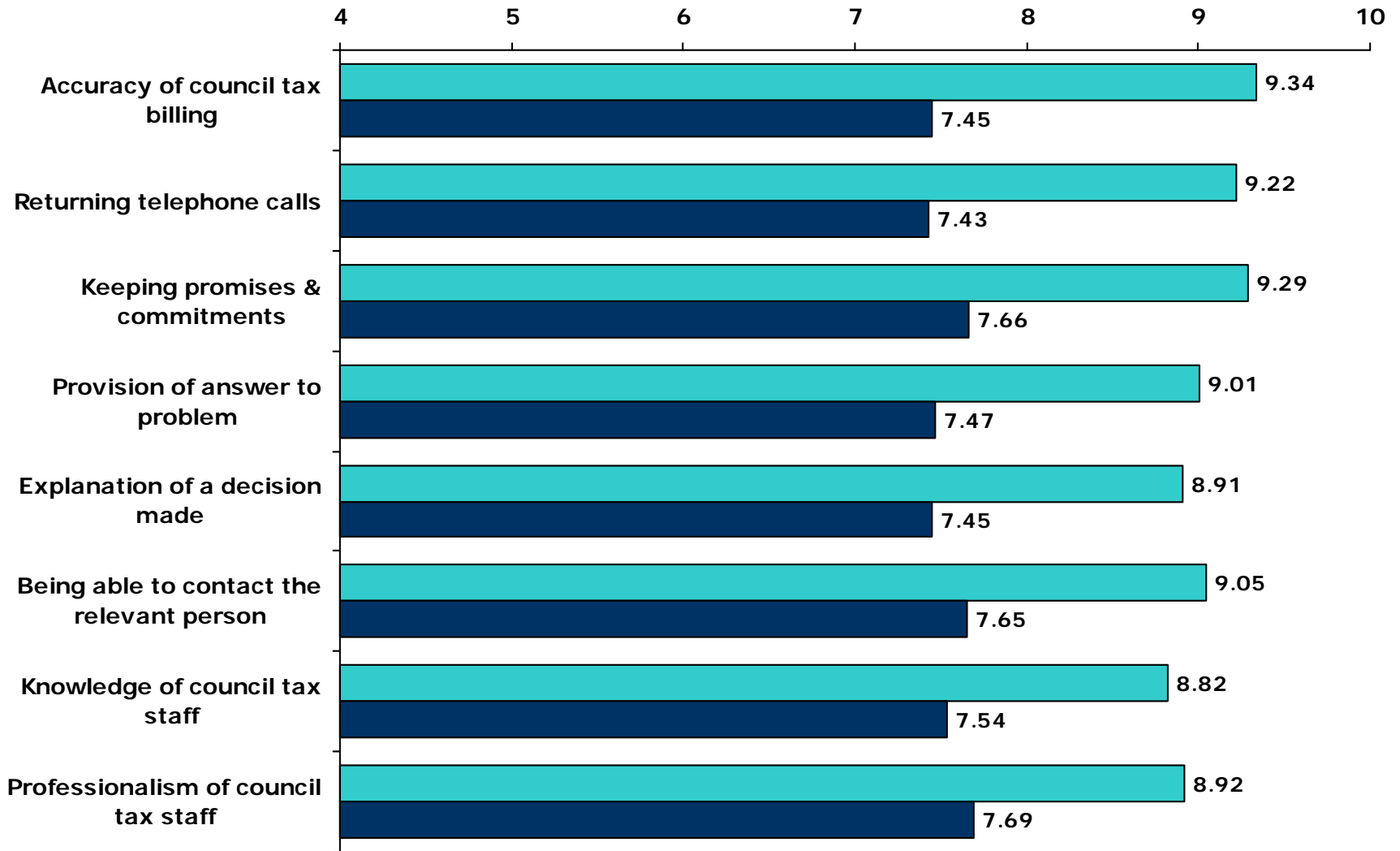
Importance Satisfaction

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *COUNCIL TAX - USERS*

*(JULY 2008)*

Mean Score

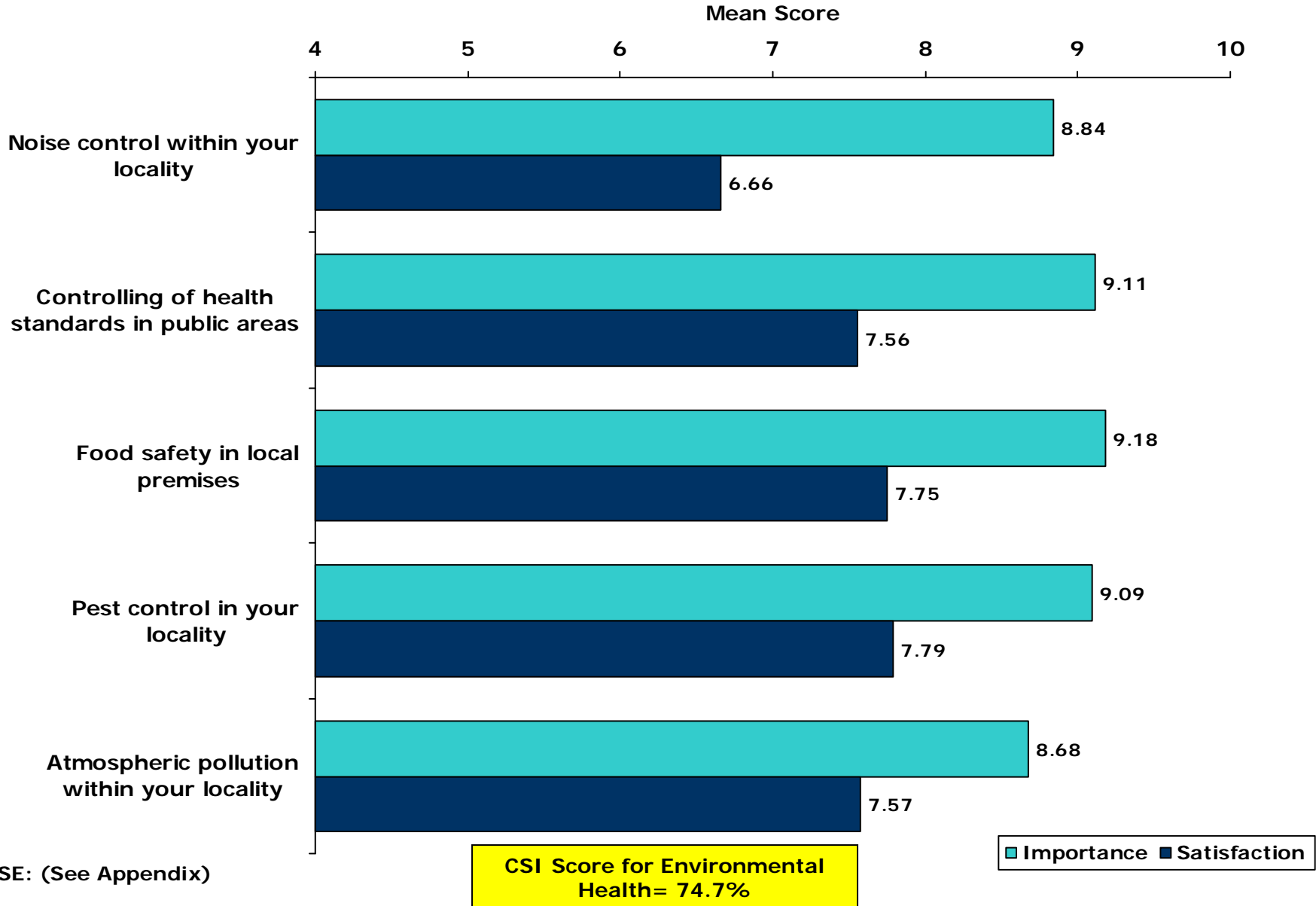


**CSI Score for Council Tax =  
75.4%**

■ Importance ■ Satisfaction

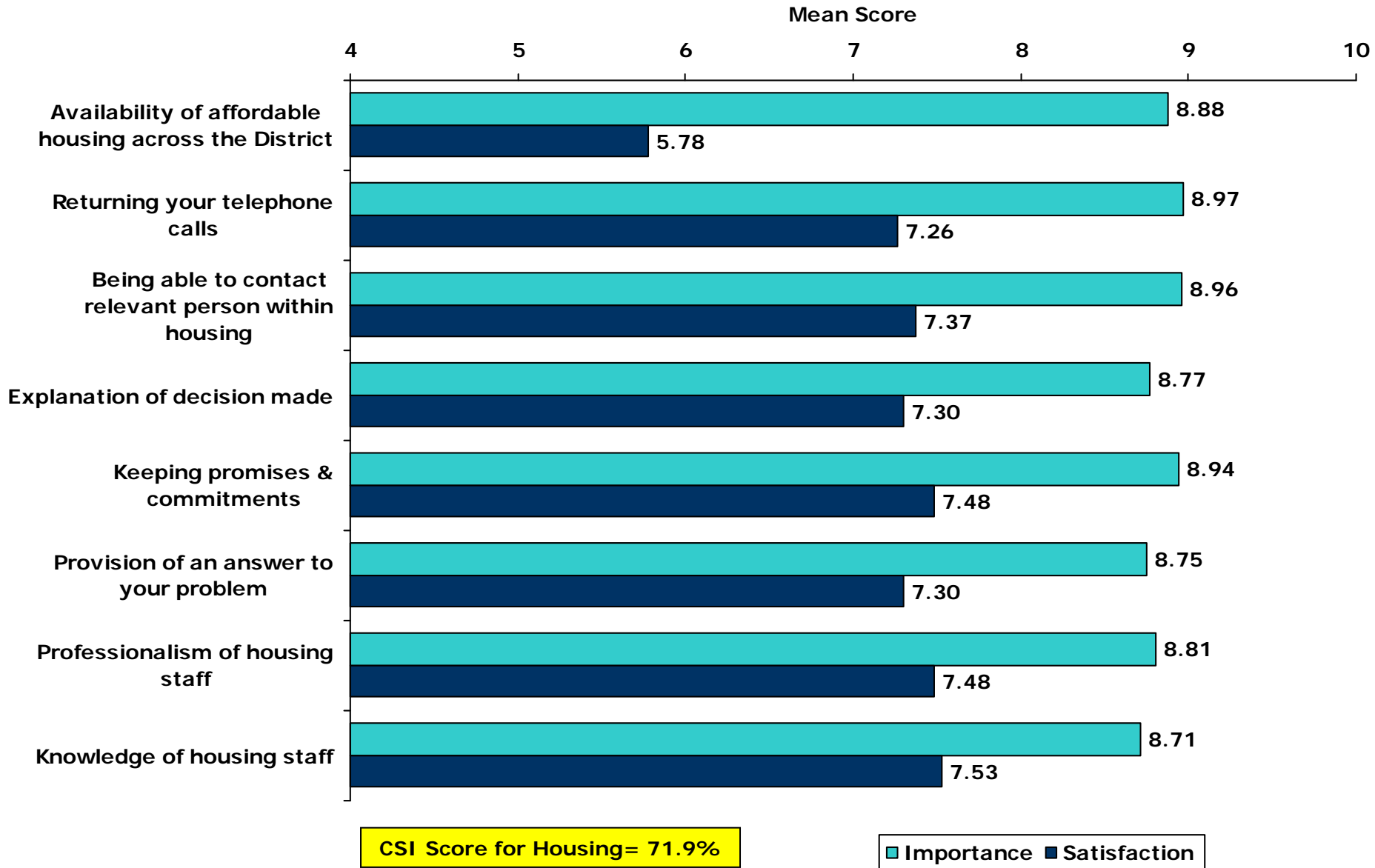
BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION *ENVIRONMENTAL HEALTH - USERS* *(JULY 2008)*



# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *HOUSING - USERS* *(JULY 2008)*

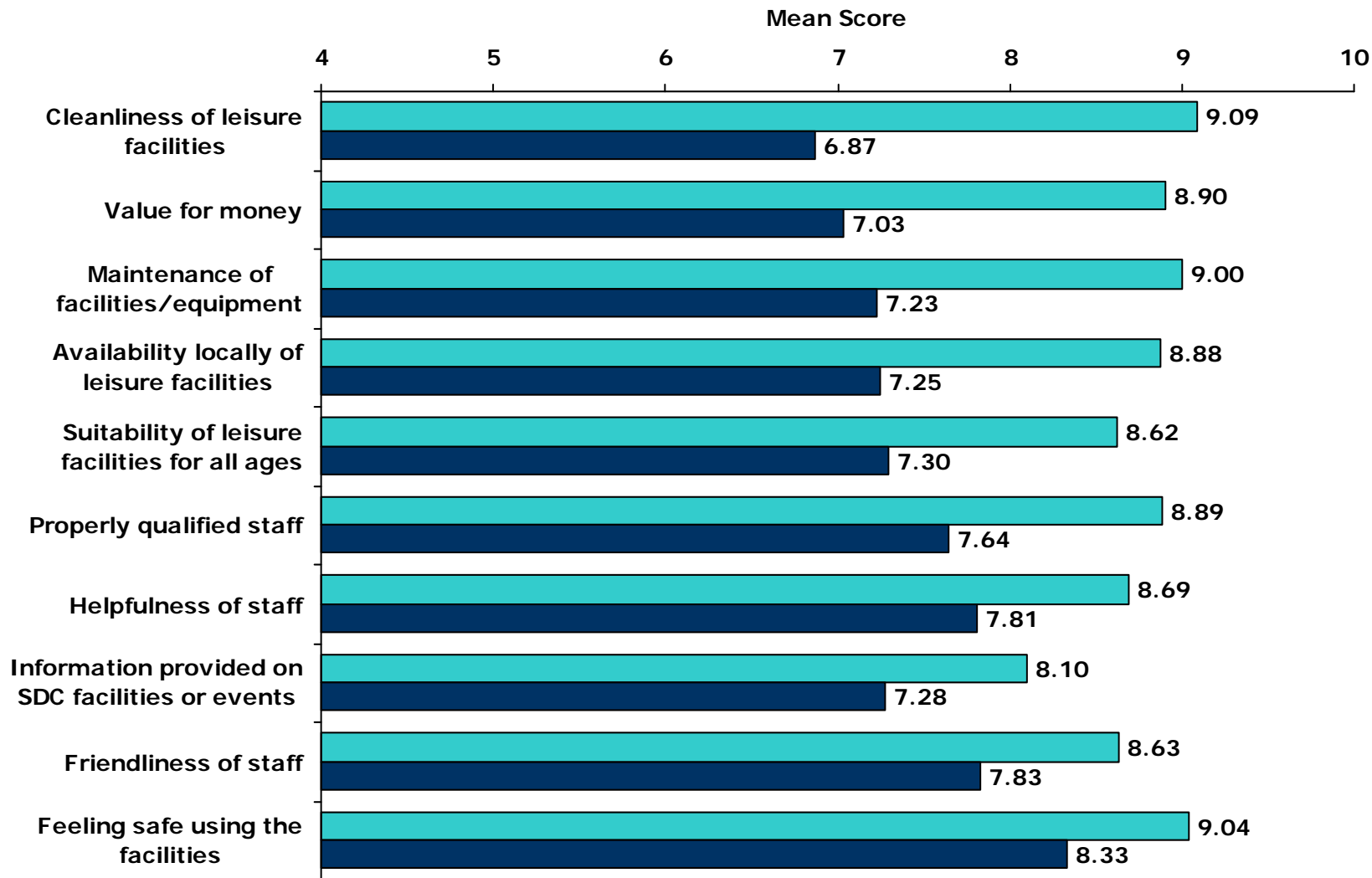


BASE: (See Appendix)

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *LEISURE FACILITIES - USERS*

*(JULY 2008)*



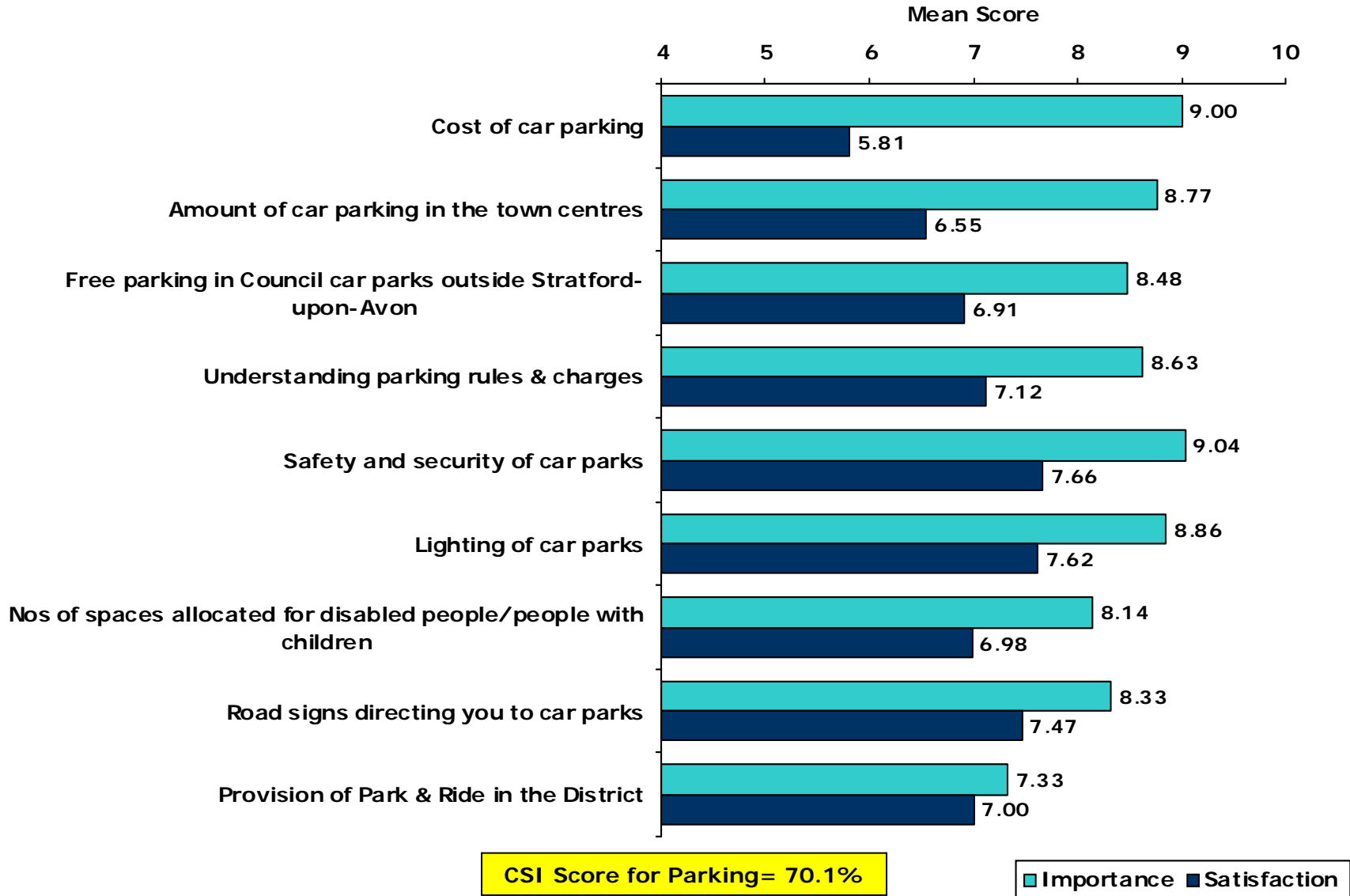
CSI Score for Leisure Facilities = 74.6%

■ Importance ■ Satisfaction

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PARKING - USERS*

### *(JULY 2008)*



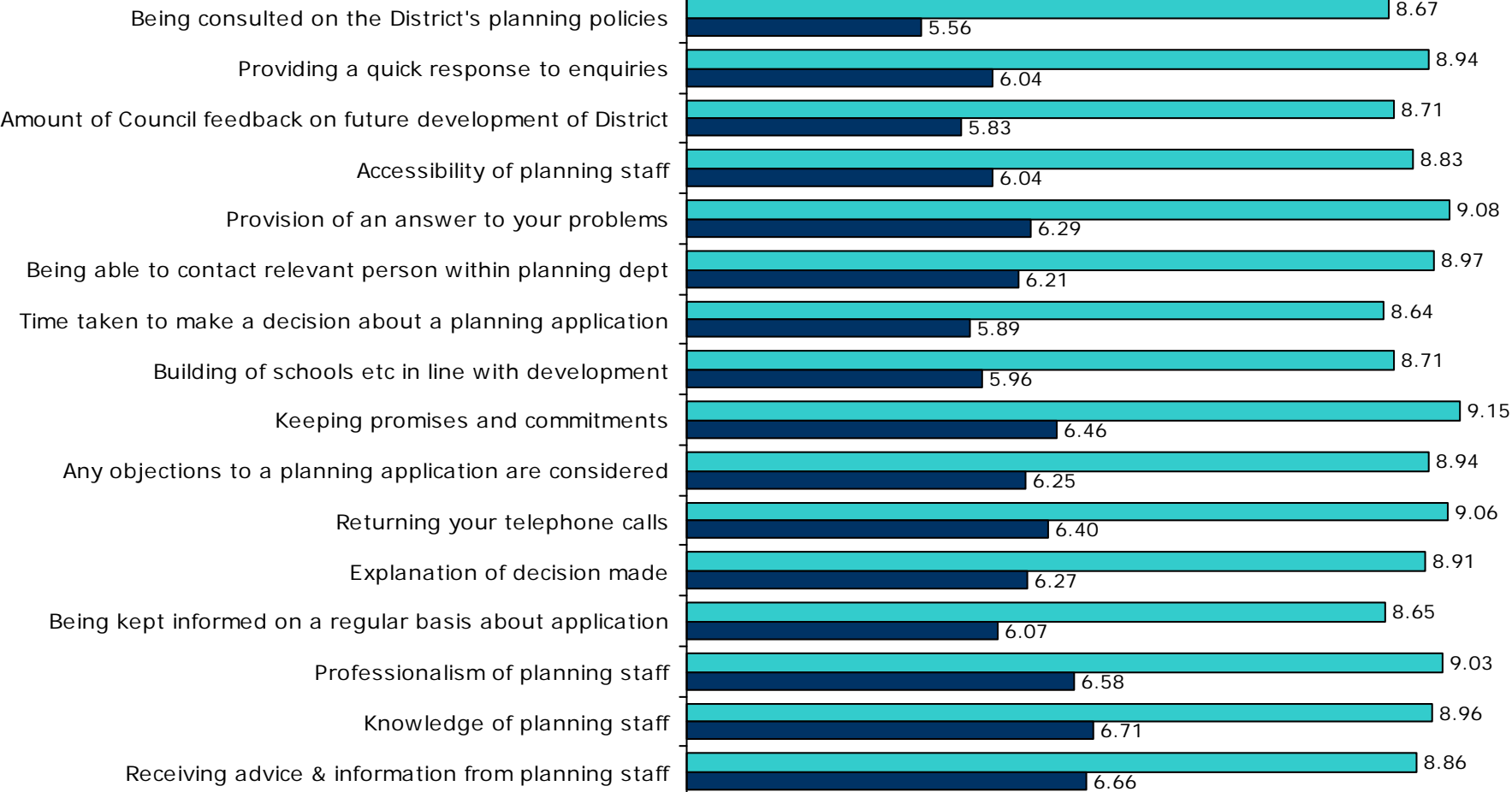
# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PLANNING - USERS*

*(JULY 2008)*

Mean Score

4 5 6 7 8 9 10

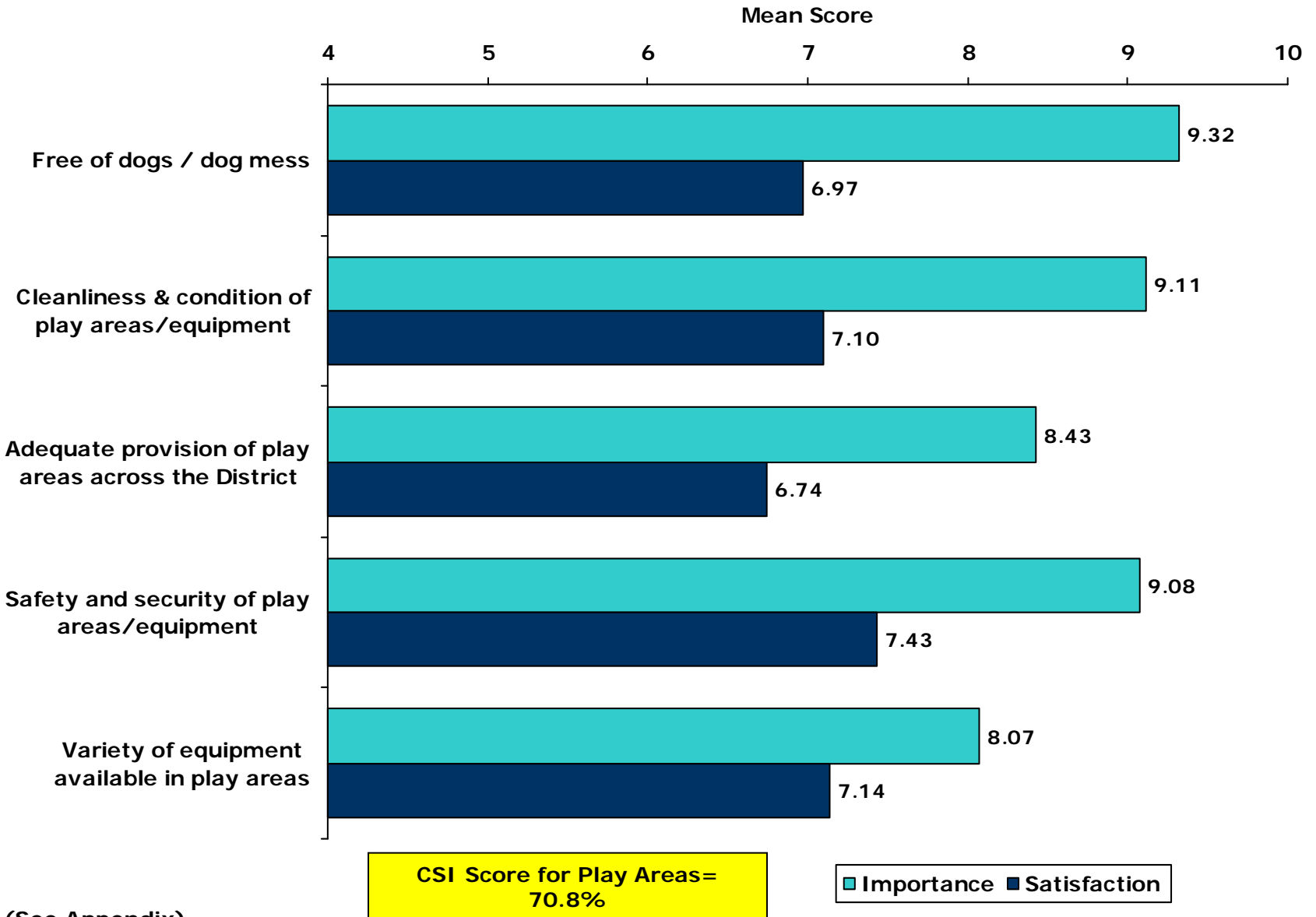


**CSI Score for Planning = 62.1%**

■ Importance ■ Satisfaction

# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

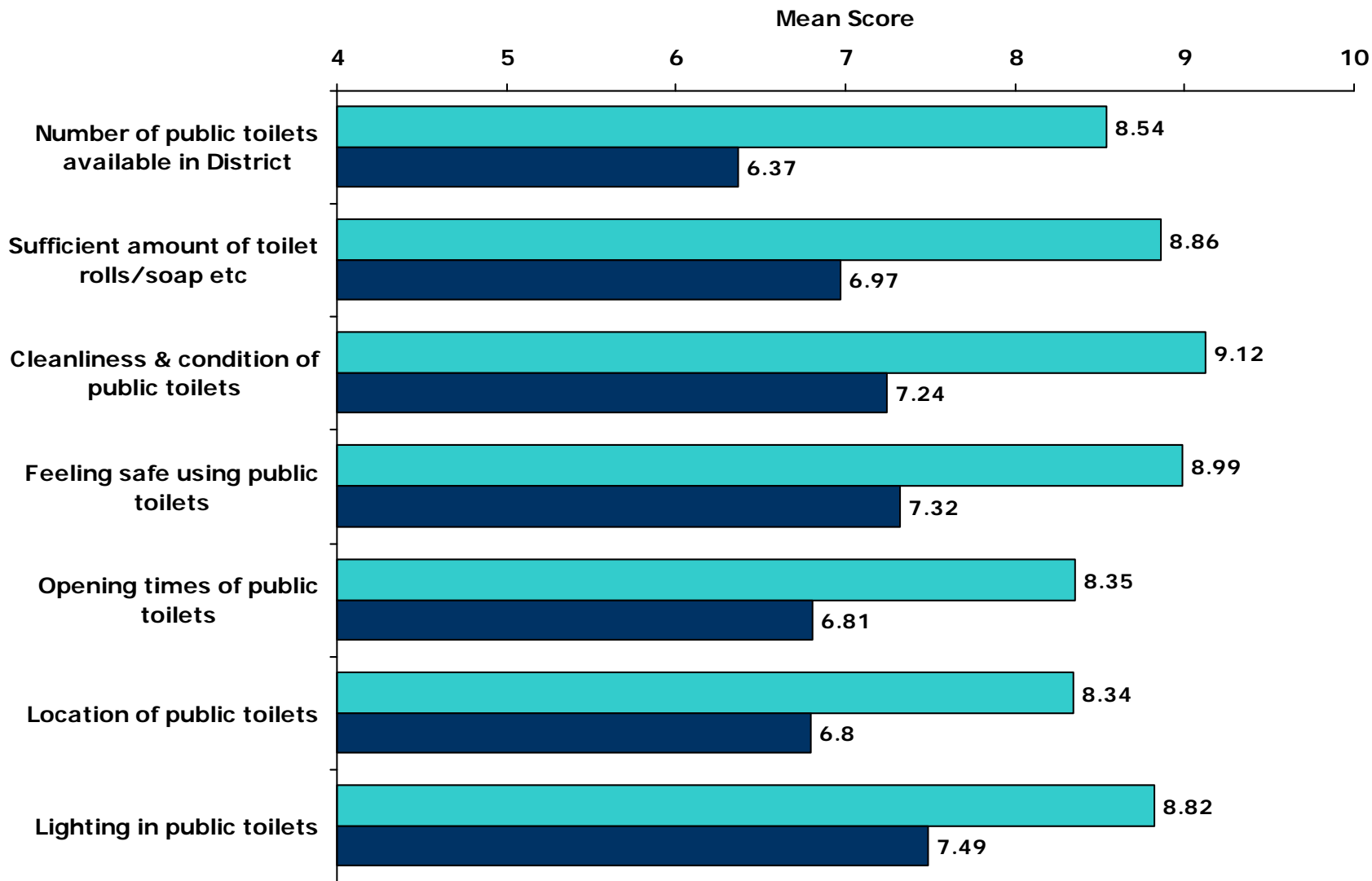
## *PLAY AREAS - USERS (JULY 2008)*



# CUSTOMER SATISFACTION INDEX: IMPORTANCE VS SATISFACTION

## *PUBLIC TOILETS - USERS*

*(JULY 2008)*



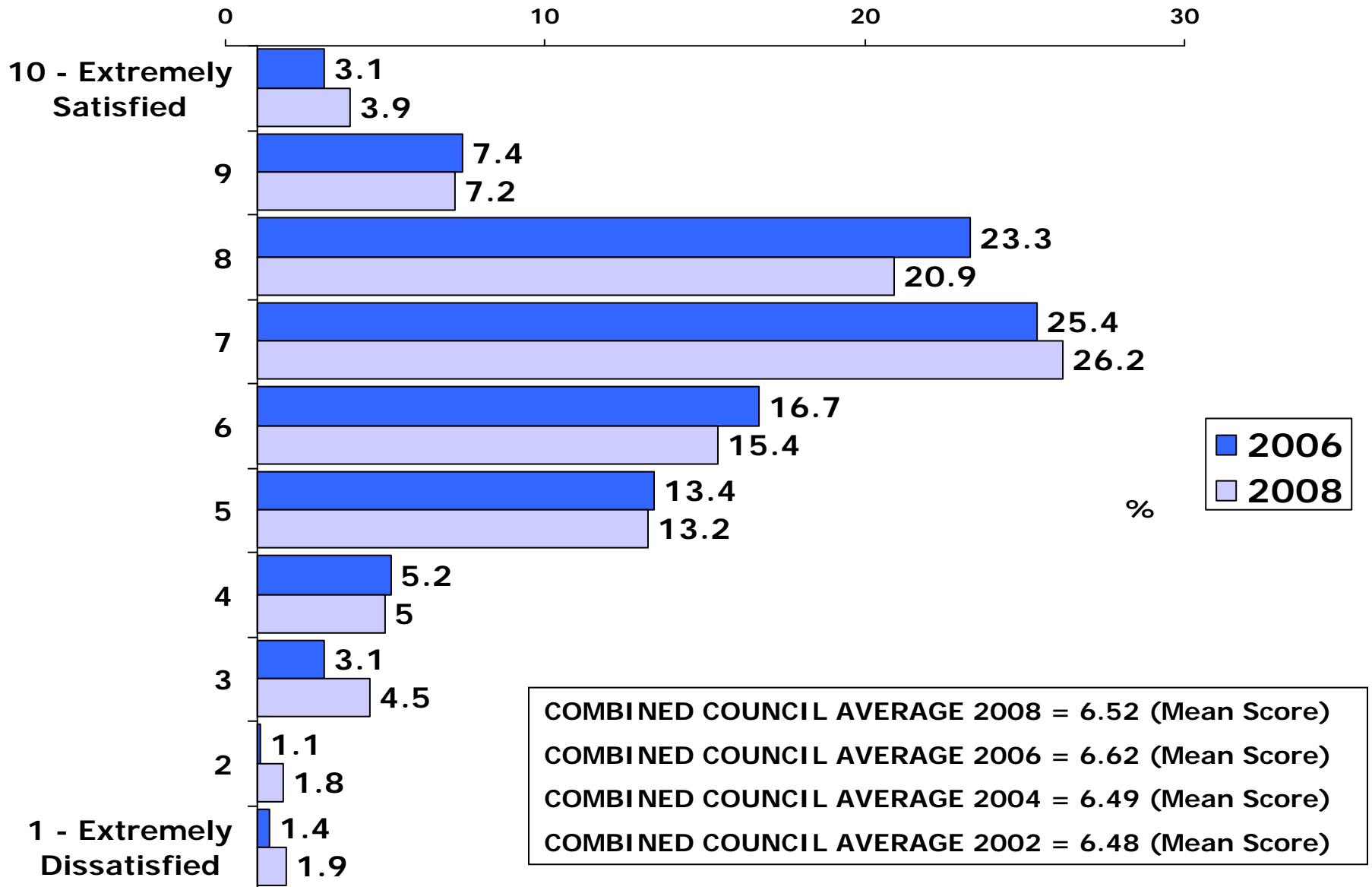
CSI Score for Public Toilets=  
70.1%

■ Importance ■ Satisfaction

# Overall Views of Council Services (All Respondents)

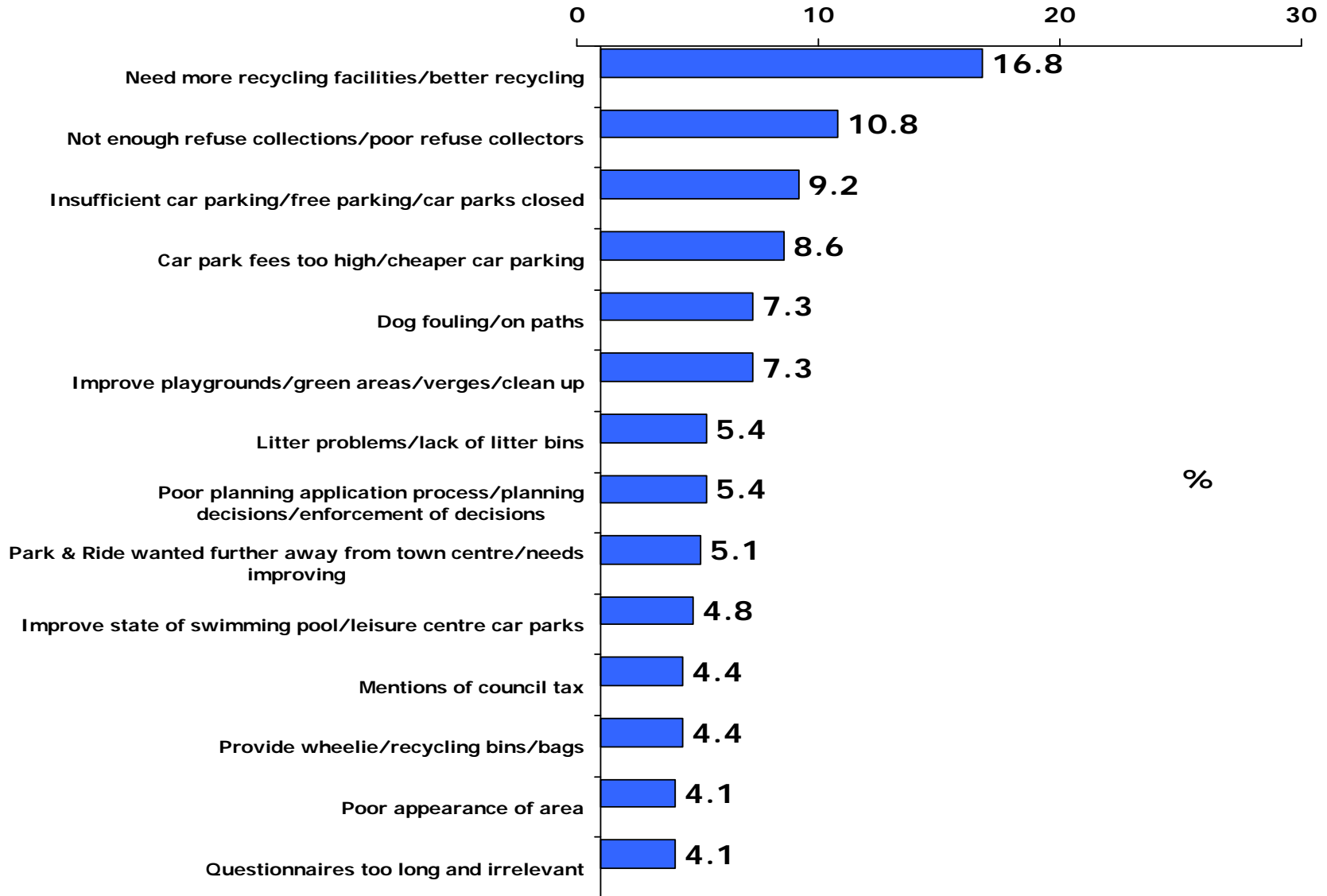
# CUSTOMER SATISFACTION INDEX

## *OVERALL SATISFACTION WITH COUNCIL SERVICES ALL RESPONDENTS (JULY 2006/2008)*



Base: (846)

# CUSTOMER SATISFACTION INDEX *ADDITIONAL COMMENTS (JULY 2008)*



Mentions 4% or more

# APPENDIX A

## (Respondent Profile)

## RESPONDENT PROFILE 2008

<b>AGE:</b>	<b>%</b>	<b>ETHNICITY:</b>	<b>%</b>
16 – 25	3.2	British	97.7
26 – 35	6.7	White Other	1.5
36 – 45	13.1	Indian	0.3
46 – 54	18.3	Irish	0.1
56 – 65	23.2	White & Black Caribbean	0.1
Over 65	35.6	White & Black African	0.1
	(880)	White & Asian	0.1
			(870)
<b>GENDER:</b>	<b>%</b>		
Male	41.6		
Female	58.4		
	(849)		

# APPENDIX B

## (Base Sizes)

## **BASE SIZES - IMPORTANCE (I)**

<i><b>Council in General</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>	<i><b>Council Tax (Continued)</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>
Being able to contact relevant person	862	571	Provision of answer to your problem	849	229
Being put through to the correct dept	867	576	Explanation of a decision made	846	229
Providing a prompt response to enquires	869	577	Keeping promises & commitments	848	226
Professionalism of staff	864	572	Returning your telephone calls	849	227
Knowledge of staff	858	570	<i><b>Refuse Collection / Recycling</b></i>		
Provision of answer to problem	859	569	Usability of recycling containers	863	N/A
Explanation of a decision made	851	567	Provision of central recycling points	859	N/A
Keeping promises & commitments	857	570	Range of items allowed for recycling	870	N/A
Returning your telephone calls	844	557	Regular weekly refuse collections	878	N/A
Opening times of SDC offices	819	648	Friendliness of refuse collectors	864	N/A
<i><b>Council Tax</b></i>			Helpfulness of refuse collectors	870	N/A
Accuracy of council tax billing	871	232	Not leaving a mess after collection	876	N/A
Being able to contact the relevant person	853	229	Provision of black bags	866	N/A
Professionalism of staff	851	230	Provision of green wheelie bins	871	N/A
Knowledge of staff	845	230			

## **BASE SIZES - SATISFACTION(II)**

<i>Council in General</i>	<i>All</i>	<i>Users</i>	<i>Council Tax (Continued)</i>	<i>All</i>	<i>Users</i>
Being able to contact relevant person	800	568	Provision of answer to your problem	648	226
Being put through to the correct dept	802	571	Explanation of a decision made	648	225
Prompt response to enquiries	801	571	Keeping promises & commitments	648	223
Professionalism of staff	801	571	Returning your telephone calls	651	226
Knowledge of staff	795	567	<b><i>Refuse Collection / Recycling</i></b>		
Provision of answer to problem	793	563	Usability of recycling containers	832	N/A
Explanation of a decision made	784	557	Provision of central recycling points	822	N/A
Keeping promises & commitments	783	553	Range of items allowed for recycling	834	N/A
Returning your telephone calls	783	556	Regular weekly refuse collections	842	N/A
Opening times for SDC offices	789	560	Friendliness of refuse collectors	820	N/A
<b><i>Council Tax</i></b>			Helpfulness of refuse collectors	822	N/A
Accuracy of council tax billing	674	226	Not leaving a mess after collection	840	N/A
Being able to contact the relevant person	648	225	Provision of black bags	839	N/A
Professionalism of staff	649	226	Provision of green wheelie bins	833	N/A
Knowledge of staff	646	225			

## **BASE SIZES - IMPORTANCE (III)**

<b><i>Street Cleaning</i></b>	<b><i>All</i></b>	<b><i>Users</i></b>	<b><i>Public Toilets (Continued)</i></b>	<b><i>All</i></b>	<b><i>Users</i></b>
Keeping the streets free from litter	886	N/A	Sufficient amount of toilet rolls/soap etc	854	546
Removal of abandoned cars	873	N/A	<b><i>Leisure Facilities</i></b>		
Keeping the streets free from dog fouling	877	N/A	Cleanliness of leisure facilities	825	235
Provision same level of service across district	857	N/A	Availability locally of leisure facilities	815	232
Responding quickly to litter/flytipping	867	N/A	Properly qualified staff	818	234
No of litter bins provided	871	N/A	Friendliness of the staff	817	235
<b><i>Environmental Health</i></b>			Helpfulness of the staff	514	235
Controlling of health standards in public areas	860	112	Maintenance of the facilities/equipment	817	233
Noise control within your locality	861	112	Value for money	820	234
Atmospheric pollution within your locality	855	111	Feeling safe using the facilities	815	232
Food safety in local premises	868	112	Information provided on SDC facilities or events	810	234
Pest control in your locality	868	113	Suitability of leisure facilities for different ages	814	234
<b><i>Public Toilets</i></b>			<b><i>Play Areas</i></b>		
Cleanliness & condition of public toilets	868	555	Safety & security of play areas/equipment	808	342
Number of public toilets	853	546	Cleanliness & condition of play areas/equipment	809	342
Opening times of public toilets	847	544	Free of dogs/dog mess	816	342
Location of public toilets	844	542	Variety of equipment	793	340
Feeling safe using public toilets	851	546	Adequate provision across the District	802	343
Lighting in public toilets	849	544			

## **BASE SIZES - SATISFACTION (IV)**

<i><b>Street Cleaning</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>	<i><b>Public Toilets (Continued)</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>
Keeping the streets free from litter	839	N/A	Sufficient amount of toilet rolls/soap etc	718	541
Removal of abandoned cars	801	N/A	<i><b>Leisure Facilities</b></i>		
Keeping the streets free from dog fouling	827	N/A	Cleanliness of leisure facilities	606	236
Provision same level of service across district	792	N/A	Availability locally of leisure facilities	600	235
Responding quickly to litter/flytipping	784	N/A	Properly qualified staff	600	234
No of litter bins provided	814	N/A	Friendliness of the staff	601	236
<i><b>Environmental Health</b></i>			Helpfulness of the staff	598	236
Controlling of health standards in public areas	632	106	Maintenance of the facilities/equipment	599	235
Noise control within your locality	635	107	Value for money	599	235
Atmospheric pollution within your locality	619	104	Feeling safe using the facilities	596	234
Food safety in local premises	630	102	Information provided on SDC facilities or events	596	233
Pest control in your locality	635	104	Suitability of leisure facilities for different ages	584	233
<i><b>Public Toilets</b></i>			<i><b>Play Areas</b></i>		
Cleanliness & condition of public toilets	729	553	Safety & security of play areas/equipment	636	346
Number of public toilets	711	534	Cleanliness & condition of play areas/equipment	633	348
Opening times of public toilets	713	537	Free of dogs/dog mess	635	348
Location of public toilets	721	542	Variety of equipment	632	348
Feeling safe using public toilets	721	543	Adequate provision across the District	630	343
Lighting in public toilets	715	538			

## **BASE SIZES - IMPORTANCE (V)**

<i><b>Parks &amp; Open Spaces</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>	<i><b>Planning (Cont)</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>
Clean & tidy appearance of parks & gardens	866	N/A	Provision of answer to your problem	757	206
Provision same level of service across district	853	N/A	Explanation of decision made	753	205
Personal safety in Stratford's parks	856	N/A	Keeping promises & commitments	765	204
Amount of seating available	857	N/A	Returning your telephone calls	765	208
<i><b>Planning</b></i>			<i><b>Housing</b></i>		
Receiving advice from planning staff pre application	768	205	Availability of affordable housing across the District	814	108
Time taken to make decision on an application	763	506	Being able to contact relevant person in housing	785	108
Providing a quick response to enquiries	766	207	Professionalism of housing staff	785	109
Any objections made to planning application	753	205	Knowledge of housing staff	778	106
Being kept informed on a regular basis	759	206	Provision of answer to problem	767	106
Building of schools in line with housing developments	777	204	Explanation of a decision made	765	106
Amount of information the Council provides on the future development of District	781	207	Keeping promises & commitments	768	105
Consultation on planning policies	773	206	Returning your telephone calls	769	105
Being able to contact relevant person in planning	763	208			
Accessibility of planning staff	753	206			
Professionalism of planning staff	757	205			
Knowledge of planning staff	755	205			

## **BASE SIZES - SATISFACTION (VI)**

<i><b>Parks &amp; Open Spaces</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>	<i><b>Planning (Cont)</b></i>	<i><b>All</b></i>	<i><b>Users</b></i>
Clean & tidy appearance of parks & gardens	754	N/A	Provision of answer to your problem	580	209
Provision same level of service across district	733	N/A	Explanation of decision made	579	208
Personal safety in Stratford's parks	742	N/A	Keeping promises & commitments	580	208
Amount of seating available	744	N/A	Returning your telephone calls	583	210
<i><b>Planning</b></i>			<i><b>Housing</b></i>		
Receiving advice from planning staff over the telephone	588	210	Availability of affordable housing across the District	547	104
Time taken to make a planning decision	585	211	Being able to contact relevant person in housing	529	406
Providing a quick response to enquiries	589	214	Professionalism of housing staff	528	107
Any objections made to planning application are considered	579	208	Knowledge of housing staff	528	106
Being kept informed on a regular basis	582	210	Provision of answer to problem	527	104
Building of schools in line with housing developments	571	197	Explanation of a decision made	525	105
Amount of information the Council provides on the future development of District	583	207	Keeping promises & commitments	527	106
Being consulted on the Districts planning policies	577	205	Returning your telephone calls	527	105
Being able to contact relevant person in planning	585	211			
Accessibility of planning staff	580	210			
Professionalism of planning staff	579	208			
Knowledge of planning staff	580	210			

## **BASE SIZES - IMPORTANCE (VII)**

<i>Parking</i>	<i>All</i>	<i>Users</i>
Safety and security of car parks	853	709
Lighting of car parks	850	707
Cost of car parking	852	709
Road signs directing you to car parks	844	703
Amount of car parking in the town centre	846	703
Understanding rules & charges	834	694
Numbers of spaces for disabled people/people with children	838	692
Free parking in Council car parks outside Stratford-upon-Avon	844	701
Provision of Park & Ride in the District	830	693

## **BASE SIZES - SATISFACTION (VIII)**

<i>Parking</i>	<i>All</i>	<i>Users</i>
Safety and security of car parks	786	702
Lighting of car parks	776	695
Cost of car parking	780	699
Road signs directing you to car parks	777	697
Amount of car parking in the town centre	782	701
Understanding rules & charges	772	692
Numbers of spaces for disabled people/people with children	769	689
Free parking in Council car parks outside Stratford-upon-Avon	760	681
Provision of Park & Ride in the District	757	677