

Decision Maker: Environment PDS Committee

Date: 15th March 2018

Decision Type: Non-Urgent Non-Executive Non-Key

Title: BLUE BADGE MISUSE

Contact Officer: Ben Stephens, Head of Parking Services
Tel: 020 8313 4514 E-mail: ben.stephens@bromley.gov.uk

Chief Officer: Nigel Davies, Executive Director of Environment & Community Services

Ward: All Wards

1. Reason for report

The purpose of this report is to inform Members of the activity the Shared Parking Service has undertaken over the past 2 years to combat Blue Badge misuse. It also sets out current procedures and policy regarding Blue Badge misuse investigations, confiscations and prosecutions, as well as future plans including community engagement and collaborative working with other authorities and partner organisations.

2. **RECOMMENDATIONS**

2.1 **Members to note activity and success of the Blue Badge misuse campaign and successful prosecutions.**

2.2 **Members to note plans to develop working relationships, sharing of data and possible campaigns with neighbouring and like-minded Boroughs.**

2.3 **Members to note proposals to develop use of Council Simple Cautions in some cases of Blue Badge misuse.**

Impact on Vulnerable Adults and Children

1. Summary of Impact: Having a Blue Badge can potentially be a life changing asset for the holder. The council's commitment to enforce the conditions of the Blue Badge scheme supports the many who rely on their badge. By communicating the correct usage of the badge with holders and educating the wider public through community engagement, the campaign can have a positive impact on vulnerable adults and children.
-

Corporate Policy

1. Policy Status: Not Applicable Existing Policy New Policy: Further Details
 2. BBB Priority: Excellent Council Quality Environment Vibrant, Thriving Town Centres
-

Financial

1. Cost of proposal: N/A
 2. Ongoing costs: N/A
 3. Budget head/performance centre: Disabled Parking
 4. Total current budget for this head: Cr £11.3k
 5. Source of funding: Existing controllable revenue budget for 2017/18
-

Personnel

1. Number of staff (current and additional): 15.77
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Non-Statutory - Government Guidance:
 2. Call-in: Applicable:
-

Procurement

1. Summary of Procurement Implications: N/a
-

Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Borough wide. Approx 9,000 live Blue Badges have been issued by LB Bromley. However all Badges issued nationally can be used within the Borough, and would be affected by our enforcement activity.
-

Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: N/a

3. COMMENTARY

- 3.1 A Blue Badge is a parking permit for individuals who have severe mobility-impacted health conditions. Blue Badges will only be issued to individuals who have a permanent and substantial disability, or to an organisation which is involved in the care of physically disabled people. A Blue Badge enables the holder to access convenient on and off-street parking spaces either as a driver or passenger. To get a Blue Badge, applicants can apply directly through the Bromley Council website paying an admin fee of £10, or through the gov.uk website. Along with their Blue Badge, successful applicants receive a copy of 'The Blue Badge Scheme: rights and responsibilities in England' written by the Department for Transport. This booklet sets out the rules and regulations of the scheme.
- 3.2 The Blue Badge scheme is currently governed by the Department for Transport who have devolved administrative powers to local authorities and to a national administrator; Northgate Public Services (UK) Limited. In Bromley, administration of applications is managed by a contractor; Liberata UK Limited. Enforcement of the scheme is conducted by Local Authorities, often in collaboration with private contractors.
- 3.3 Blue Badge misuse is a criminal offence. Despite good progress to eliminate misuse, unfortunately it still lingers nationally and within the Bromley Borough. A Department for Transport publication on Blue Badge misuse in 2011 estimated that across England misuse costs local authorities around £45 million every year, placing considerable strain on the public purse. Some common examples of misuse include using a badge without the holder being a part of the journey, or using a lost, stolen or cancelled badge.
- 3.4 In order to uphold the integrity of the Blue Badge scheme, the Shared Parking Service works closely with APCOA Parking Limited across the London Borough of Bromley and the London Borough of Bexley in the activity of inspecting and confiscating Blue Badges. Inspections are carried out by Civil Enforcement Officers (CEOs), who approach all vehicles with a Blue Badge on display and ask drivers specific questions in order to determine whether or not misuse is taking place. Where misuse is suspected, CEOs and authorised Council Officers are legally permitted to confiscate a Blue Badge and return it to the issuing Local Authority.
- 3.5 The London Borough of Bromley has developed a close working relationship with the Greenwich Fraud Team; a partner organisation responsible for undertaking criminal investigations and prosecutions. Cross-communication efforts have been stepped up and a collaborative process built to improve efficiency and these measures have resulted in high prosecution success rates. The development of these practices has been in close conjunction with advice from Audit.
- 3.6 The Blue Badge scheme continues to receive widespread support from Councillors and members of the public, who are often delighted to see checks being carried out.

Communication with Blue Badge holders

- 3.7 For a second year, we have engaged with and listened to Blue Badge holders across the Borough through the release of a Blue Badge Bulletin. This year's bulletin aimed to raise awareness of the Blue Badge Scheme rules and gave an update on the campaign.
- 3.8 This year, we communicated directly with the 9,000 active Blue Badge holders, by text, email and letter linking to an online survey to gauge awareness of the various aspects of the campaign. We are very pleased that over 1,000 responses have been received so far. The survey included a quiz which provided an interesting insight into Blue Badge holders' understanding of the rules. Further details are given in appendix 4.

- 3.9 As the campaign has progressed, the council has stepped up its efforts to dissuade misuse and inform local residents of the progress made. This includes:
- Business cards (appendix 1) to allow individuals to report misuse.
 - Press releases to highlight every prosecution success and act as a further deterrent.
 - Stronger warning signs displayed in key areas on-street and in car parks (appendix 2).
 - A hotline and an e-form on the Council's website to help residents report misuse.
 - Distribution of feedback cards to encourage drivers to leave their comments after a Blue Badge inspection – 96% of feedback so far received has been positive.
 - Social media, such as Twitter, to raise awareness of the scheme.

Blue Badge Enforcement

- 3.10 CEOs are able to identify who a badge belongs to by the issue number of the front of the badge. This gives the officer an indication of the gender and age of the badge holder.
- 3.11 CEOs and nominated Council staff are legally permitted to inspect and confiscate a Blue Badge under the Chronically Sick and Disabled Persons Act 1970. When asked, and by regulation, a driver of a vehicle displaying a Blue Badge must hand it over for inspection. Not doing so is classified as a criminal offence and in these circumstances a Penalty Charge Notice (PCN) can be issued. If the badge holder is not in the vehicle, it is up to the CEO to ask investigative questions to determine whether the badge is being misused. CEOs are encouraged to ask:
- whether the holder of a badge can be contacted,
 - if the badge holder can return to the vehicle, or
 - if the CEO can walk with the driver to see the holder.
- 3.12 If a CEO is still not satisfied a Blue Badge is being used correctly after asking specific questions, they are able to confiscate the badge under the Disabled Person's Parking Badges Act 2013. All CEOs are equipped with a Blue Badge confiscation crib card (appendix 3), and to confiscate a badge they must read it in its entirety to the driver. The crib cards have been designed with assistance from Bromley Audit and the Greenwich Fraud Team.
- 3.13 From the moment a CEO first sees a badge on display on a dashboard, they must ensure their body worn video is switched on. They must also ask relevant investigative questions at the scene, noting their surroundings, including the vehicle registration mark and who is in the vehicle.
- 3.14 CEOs should return to base at the soonest possible opportunity to review the body worn video footage and complete a witness statement. A witness statement crib sheet is supplied as a guide and support is given by council officers to help complete each statement.

Intelligence gathering

- 3.15 Vital intelligence has been gathered by holding regular action days where CEOs report every Blue Badge number they see whilst on patrol. This intelligence has enabled Parking Services to pinpoint where badges are used most in the Borough. As well as identifying these hotspots, we have also been able to recognise common trends in situations where badges are being misused. For example, a child's badge being displayed during school hours, or an elderly person's badge being displayed outside a gym. From this, Parking Services are able to target certain locations at certain times in order to tackle misuse.
- 3.16 The Blue Badge Improvement System (BBIS) is a very useful tool for tackling misuse. This system allows council officers to see details of any given badge in real time, including the name of a badge holder, the issuing authority and whether or not the badge is valid. It also provides the badge holder's address, details of past badges and the same photograph that is printed on

the back of the holder's badge. BBIS can also be used to identify a badge holder on street, comparing them with a driver or passenger, as well as instantly making those authorised to use the system aware of any lost, stolen or deceased person's badges being displayed.

Investigation procedure

- 3.17 Once a badge has been confiscated, council officers carry out a thorough investigation. This may include checking CCTV, watching the confiscation footage or examining a challenge received in response to the PCN. As part of an investigation, Parking Services may also contact other council departments, such as Registrars and Council Tax, as well as other local authorities, schools and private organisations/businesses. Any request for information is made under the Data Protection Act (prevention and detection of crime) 1998, section 29(3).
- 3.18 Once the evidence has been collaborated by Parking Services the case is passed on to the Greenwich Fraud Team who lead the investigation and usually invite the driver to an interview under caution.
- 3.19 If a driver did not give their details at the roadside, the registered keeper can be contacted and asked to provide the name and address of the driver at the time of the alleged offence. These details are requested by the Greenwich Fraud Team under Section 17 of the Greater London Council (General Powers) Act 1972. If the registered keeper does not adhere to the request, the London Borough of Bromley has the power to prosecute for non-compliance.
- 3.20 Once the Greenwich Fraud Team has finished their investigation, the results are sent to Parking Services who are asked whether they wish to recommend the driver is prosecuted. The case is looked over again by the Head of Parking Service, and a recommendation is made to the Head of Audit who is delegated to make the final decision.
- 3.21 An officer from Parking Services observes each and every Blue Badge case referred for prosecution in court. This officer then reports back the prosecution outcome and gives the prosecuting solicitor any orders or additional information about a case should they require it.

Prosecution Success

- 3.22 Since the start of January 2016 to February 2018:
 - 165 badges have been confiscated as misuse had been suspected.
 - 83 drivers have successfully been prosecuted.*
 - In 54 instances, a prosecution was not considered the most appropriate course of action due to mitigating circumstances, and a warning letter was issued instead.
 - In 9 cases the driver could not be traced.
 - An additional 33 expired badges were taken off the street.
 - At the time of writing, 30 cases are still open and are currently being investigated.

* This includes 11 prosecutions where a badge was not confiscated, but a Penalty Charge Notice was issued by a Civil Enforcement Officer as misuse was suspected.

Further Success

- 3.23 Aside from prosecutions, there has been a significant decrease in the amount of Bromley issued badges being confiscated within the Borough, even though the number of overall confiscations has more than doubled. The table below demonstrates the annual decrease since January 2016. This is potentially the result of the Council's continuous strong stance towards misuse and the effective use of communications sent out to badge holders living within the Borough.

Time Period	Number of badges confiscated	% of Bromley issued badges confiscated
Jan 2016 – Dec 2016	56	42.8%
Jan 2017 – Dec 2017	131	34.3%

Civil Enforcement Officer Training

- 3.24 As part of the campaign, CEOs have been given comprehensive training and support by Parking Services in order to help identify Blue Badge misuse. They have been trained in confiscation techniques to the standard required for successful prosecutions.
- 3.25 The training also consisted of regular on-street support from council officers, as well as a classroom based briefing which all CEOs in Bromley were required to attend. The seven main objectives of this CEO training were:
- Awareness - why the misuse campaign is important across the Borough.
 - Understanding the information on a Blue Badge.
 - Knowing the difference between what is and what is not Blue Badge misuse.
 - Understanding inspection and confiscation procedures and knowing the questions to ask to determine whether misuse is taking place.
 - Writing a witness statement once a confiscation has taken place.
 - Understanding investigation procedures and knowledge of the court proceedings that follow.
 - Being comfortable in carrying out on-street Blue Badge checks.
- 3.26 As well as these training sessions, CEOs are given continuous feedback and support to ensure the highest levels of best practice are kept on-street. After a CEO has carried out a confiscation, they may be invited to meet with an officer of Parking Services and given feedback on their technique and how this can be improved in the future.

Simple Council cautions

- 3.27 While undertaking research to improve our procedures and best practices we have discovered some local authorities offer drivers the chance to accept a “council simple caution.” These are used when the driver has admitted misuse at the scene or during an interview under caution, but it has been decided that the case is not suitable for prosecution.
- 3.28 Along with giving this “council simple caution”, a voluntary contribution towards the cost of the misuse investigation can be asked for. Other Boroughs which use this practice have seen the contribution paid in nearly 70% of cases. These contributions are then publicised as being used to protect the integrity of the Blue Badge scheme. One Borough uses a figure of £250 which represents costs incurred as part of their investigation.
- 3.29 In the few instances where the Head of Audit decides there is insufficient evidence to prosecute these cautions may be more appropriate. Bromley Legal Services has confirmed adopting this practice would be legal and within the powers of the London Borough of Bromley. We will continue to work with Legal Services to develop this practice in Bromley.

Working with neighbouring Boroughs and stakeholders (Community engagement)

- 3.30 Going forward, the London Borough of Bromley has the potential to expand its Blue Badge misuse campaign by working with neighbouring Boroughs – something which the Department for Transport is keen to see happen.

3.31 Working with neighbouring Boroughs brings about a number of opportunities. The London Borough of Bromley may be able to share relevant data with other authorities to help tackle misuse. For example, the data of vehicles suspected of misusing a Blue Badge. This will enable neighbouring boroughs to also keep a look out for the vehicles within their borders and increase the possibility of a suspected vehicle being apprehended and the driver prosecuted.

3.32 The Council will also now engage with organisations such as the boroughs Safer Neighbourhood Team and the Neighbourhood Watch Association, as well as local disability and mobility charities, doctor surgeries and libraries. By building a close relationship with these organisations, the Council can promote the misuse campaign via a range of sources and communicate with the wider public.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

4.1 Having a Blue Badge can potentially be a life changing asset for the holder. The council's commitment to enforce the conditions of the Blue Badge scheme supports the many who rely on their badge. By communicating the correct usage of the badge with holders and educating the wider public through community engagement, the campaign can have a positive impact on vulnerable adults and children.

5. POLICY IMPLICATIONS

5.1 The London Borough of Bromley's Blue Badge misuse campaign has adhered to the provisions of the Disabled Persons Parking Badges Act 2013, Data Protection Act (prevention and detection of crime) 1998, section 29(3), the Greater London Council (General Powers) Act 1972 (Section 17), and the Chronically Sick and Disabled Persons Act 1970.

6. FINANCIAL IMPLICATIONS

6.1 All enforcement activity and communication with badge holders is undertaken as part of this campaign / project, funded from within existing budgets.

7. LEGAL IMPLICATIONS

7.1 Advice has been sought from Bromley Legal as well as Bromley Audit who have confirmed both the simple council cautions and the voluntary contribution to investigation costs are legal and within the powers of the London Borough of Bromley. Further referenced in 3.28 to 3.30.

Non-Applicable Sections:	Personnel and Procurement Implications
Background Documents: (Access via Contact Officer)	Bromley Parking Strategy – approved 18 th January 2012 (ES12003) Bromley Parking Annual Report 16/17 Parking: Carers; Blue Badge Charges; Enforcement – 19 th July 2011 (ES11057)

Appendix 1 Business cards placed on vehicles displaying a badge

The Blue Badge scheme

To help us protect the scheme,
please report misuse.

www.bromley.gov.uk/reportbluebadge

Tel: 020 8313 4800



Parking Services



Using the Blue Badge correctly

The Blue Badge and its concessions are for the use of the badge holder only. Making sure that the scheme is not abused will benefit genuine badge holders. Further information is available on our website: www.bromley.gov.uk/parking

Please remember: Blue Badge misuse is a criminal offence which could lead to a **£1,000** fine and confiscation of the badge.

Appendix 2 Warning signs displayed in key areas on-street and in car parks



Blue Badge **misuse**
is a criminal offence

It could lead to a £1,000
fine and confiscation
of the badge

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**USE IT, DON'T
ABUSE IT**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**WE WILL
PROSECUTE**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge **misuse**
is a criminal offence

**WE NAME
AND SHAME**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking



Blue Badge misuse
is a criminal offence

**£1,000 FINE -
DON'T MISUSE**

Concerned about misuse?

Report in confidence:

www.bromley.gov.uk/reportbluebadge

or call: 020 8313 4800



www.bromley.gov.uk/parking

Appendix 3 Confiscation crib card carried by all Civil Enforcement Officers



Checking for correct use of a Blue Badge



(Body worn video must be switched when approaching the vehicle)

Read statements 1-3 to driver.

- 1. I notice you are not the Blue Badge holder** - I need to establish that: The badge is being used correctly. The badge holder is nearby. The badge holder is benefiting from the concessions of the Blue Badge scheme.
- 2. Can you tell me:** Why you are using the Blue Badge? Where the badge holder is? Were you given permission to use the badge? What is your relationship with the badge holder?
- 3. I am willing to:** Wait until the badge holder returns. Walk with you to where they are. You can call them and ask them to return (do not handle driver's phone).

If you are not satisfied that the badge is being used correctly, read this section to driver.

4. This is important, please listen very carefully:

- **Blue Badge misuse is a criminal offence which could lead to a £1,000 fine.**
- **I believe this badge is being misused** under the Chronically Sick and Disabled Persons Act 1970. I am therefore confiscating it as permitted under the Disabled Persons' Parking Badges Act 2013. In these circumstances, the Blue Badge Scheme parking concessions do not apply.
- **You are NOT under arrest but I must caution you.** You do not have to say anything, but it may harm your defence if you do not mention, when questioned, something which you rely on in court. Anything you do say can be given in evidence.
- **I am not required to return the Blue Badge to you.** The badge is the property of the issuing Local Authority. They will retain the badge while they investigate the matter and contact you shortly.
- **I will give you a Blue Badge Confiscation Notice**, which has more information, but if you have any questions, please complete the form on the Council's website. I cannot discuss the confiscation of the badge and Council officers are not permitted to meet with you in person or discuss the matter under any circumstances. *(Add date, ID and Blue Badge number to the notice).*
- **I am now going to make a note of your vehicle details.**

- 5. Commence PCN issue process** by inserting only VRM and contravention code into HHC at this stage.

Read statement/questions under 6 to driver.

- 6. Now I'm going to ask for some details about you** *(record answers in HHC).*

1. Name 2. Address 3. Date of birth 4. Telephone number

- 7. Ask to see evidence:** preferably driving licence, passport or other photo ID, but anything with their name is better than nothing.
- 8. Now complete the issue of the PCN** and serve (drive away if appropriate). Issue an instant PCN in all cases – no observation period required.
- 9. Radio through to base** and give full details of the incident.
- 10. Return to base immediately**, review footage and complete Witness Statement.

Guidance

- **When you suspect misuse:** **Body worn video must be switched when approaching the vehicle.** Record what the driver was doing and who was with them at first sight, e.g. sitting in the vehicle with another male passenger, returning to the vehicle with shopping bags, etc.
- **When inspecting a Blue Badge:** make sure that you have possession of it and do not return it to the driver unless you are satisfied that it is not being misused. If the Blue Badge holder is not present, please follow guidance from section 4 onwards.
- **When you suspect misuse:** even if you do not confiscate the Blue Badge, you **must** report the incident to base and issue a PCN if appropriate.
- **Decoding the Blue Badge serial number:** Y=Female X=Male. The 4 digits before X or Y is month and year of birth. (Does not apply to organisational badges).
- **If threatened:** return badge but state 'I am only returning this badge to you as I do not feel safe, but your behaviour will be reported to the Police, under section 5 of the Public Order Act 1986'.
- **Feel free to check the validity of a Blue Badge:** by radioing through to base.

Appendix 4 Blue Badge survey analysis - key findings

This year's bulletin aimed to raise awareness of the Blue Badge Scheme rules with an update on the campaign. The bulletin linked to an online survey to gauge awareness of the various aspects of the campaign and so far, over 1,000 responses have been received. We have broken down the results to determine key factors which could help to improve our campaign as a whole and the communications we have with Blue Badge holders.

Question	Key findings (percentages)	Analyses
Q1: Are you a Blue Badge holder?	<ul style="list-style-type: none"> • Yes, but I don't generally drive myself (36%) 	This figure demonstrates that over a third of Blue Badge holders rely on a driver to assist them with their transport needs. It is therefore vital that we communicate with these drivers to ensure they are also aware of the Blue Badge Scheme rules.
Q2: How often do you use a Blue Badge?	<ul style="list-style-type: none"> • Daily (33%) • More than once a week (47%) 	These results show how valuable the badge is to the holder. A third are using their badges daily and almost half are using their badges more than once week.
Q3: What is the age of the badge holder?	<ul style="list-style-type: none"> • 60-74 (25%) • 75+ (63%) 	As expected, this question demonstrates that the majority of badge holders are elderly. The challenge is how we communicate, as social media and web may not be the best way to reach this demographic. We have however achieved some success through our on-street signs and direct communications by email, text and letter.
Q5: What is your gender?	<ul style="list-style-type: none"> • Male (45%) • Female (55%) • Prefer not to say 	
Q6: What do you use your Blue Badge for? To park near:	<ul style="list-style-type: none"> • The shops (95%) • My property (15%) • An appointment (84%) 	This was a multiple choice question which shows that the most common reasons by far for using the badge are for shopping and appointments.
Q7: Were you aware of our Blue Badge misuse campaign before reading the bulletin?	<ul style="list-style-type: none"> • No • Yes (please say how you knew) 55% 	<p>We are pleased that 55% were aware of the misuse campaign before reading the bulletin which demonstrates the work already undertaken is reaching a significant percentage of badge holders.</p> <p>The additional information from the other survey questions will help us to develop our communication strategy to reach more badge holders in the coming year.</p>
Q8: Was the bulletin helpful?	<ul style="list-style-type: none"> • Yes (81%) • No, I already knew all the information (17%) 	<p>Although some were obviously aware of the work we had already undertaken, we are pleased that our direct communications to Blue Badge holders by text, email and letter were welcomed and served to inform and educate.</p> <p>This method of communication seems to be an effective way to reach our target audience.</p>
Q9: Were you aware that you could report misuse?	<ul style="list-style-type: none"> • No (30%) • Yes, but I wouldn't feel comfortable doing so (24%) • Yes and I would feel comfortable doing so (46%) 	We are disappointed that 30% did not know they could report misuse, but pleased these badge holders are now aware after receiving the bulletin. We occasionally distribute business cards to windscreens encouraging badge holders to report misuse and we will increase the regularity of distribution to ensure all badge holders are aware.

		<p>We are addressing the 24% who said they would not feel comfortable reporting misuse to try and understand why. A possible resolution would be to offer greater reassurance of confidentiality.</p> <p>We are pleased that 46% knew they could report misuse and would feel comfortable doing so. We aim to raise this percentage however and continue to develop easier ways for the public to report misuse. There are currently two main ways to report misuse; through an e-form on the Council's website and by calling the hotline number which is advertised on signage and 'report it' business cards.</p>
<p>Q10: Please indicate which of the following Blue Badge misuse prevention measures you are aware of:</p>	<ul style="list-style-type: none"> • Blue Badge bulletin (47%) • Press and social media (40%) • Misuse reporting service (25%) • On-street and off-street warning signs (62%) • Daily Blue Badge inspections (35%) • Other (please specify) (4%) 	<p>We are pleased with the balanced response which demonstrates that the range of communications has been successful. It is noted that the percentage of those who chose the warning signs answer is high and we have already increased the number of signs displayed across the Borough with new bolder messages.</p> <p>We will continue with the use of press and social media, as this seems to be a well-received way of getting the message across to Blue Badge holders.</p> <p>We will also continue to work with CEOs to increase Blue Badge inspections by helping to develop their confidence and undertaking mystery shops, where members of parking staff display a Blue Badge on-street to prompt an inspection.</p>
<p>Q11: Would you agree that these measures are effective?</p>	<ul style="list-style-type: none"> • Neither agree nor disagree • Disagree • Strongly disagree <p>Combined total - 36%</p>	<p>Although the majority have confirmed the measures we have taken are effective, there is a minority who believe we have not done enough. We will be considering the ideas and suggestions made with a view to further improving the effectiveness of our misuse prevention measures.</p>
<p>Q12: What more could we do to improve communication with the public and badge holders to deter misuse?</p>	<ul style="list-style-type: none"> • More inspections 19% • Media/comms 14% • Higher fines 8% • Supermarket enforcement 7% • Compliments 5% • Other 39% 	<p>These were the most common answers with a large proportion suggesting more on-street Blue Badge inspections would help to deter misuse. Although inspections are being carried out daily across the borough, this result demonstrates that some badge holders may not have been aware. As mentioned, we will continue work with CEOs.</p> <p>'Other', this included changes to the design of the badge, (photo on front), but these suggestions and comments were varied in their nature and have given us valuable insight to help us with future campaigns and communications.</p>
<p>Quiz Q13 - 16</p>	<p>Answers shown in box to right</p>	<ul style="list-style-type: none"> • Is a friend or relative allowed to use the badge to run an errand on the badge holder's behalf? 91% answered correctly. • Who should benefit when a Blue Badge is displayed? 88% answered correctly. • When can a visitor use the Blue Badge? 46% answered correctly. • Can the driver go shopping while the Blue Badge holder is waiting in the car? 72% answered correctly.