



Summary of responses to Blue Badge survey 2025

Introduction

The aim of the Blue Badge survey was to gather Blue Badge holders' opinions on:

- the application and renewal process, and how it can be improved
- other topics to help us make future planning for disabled parking provision

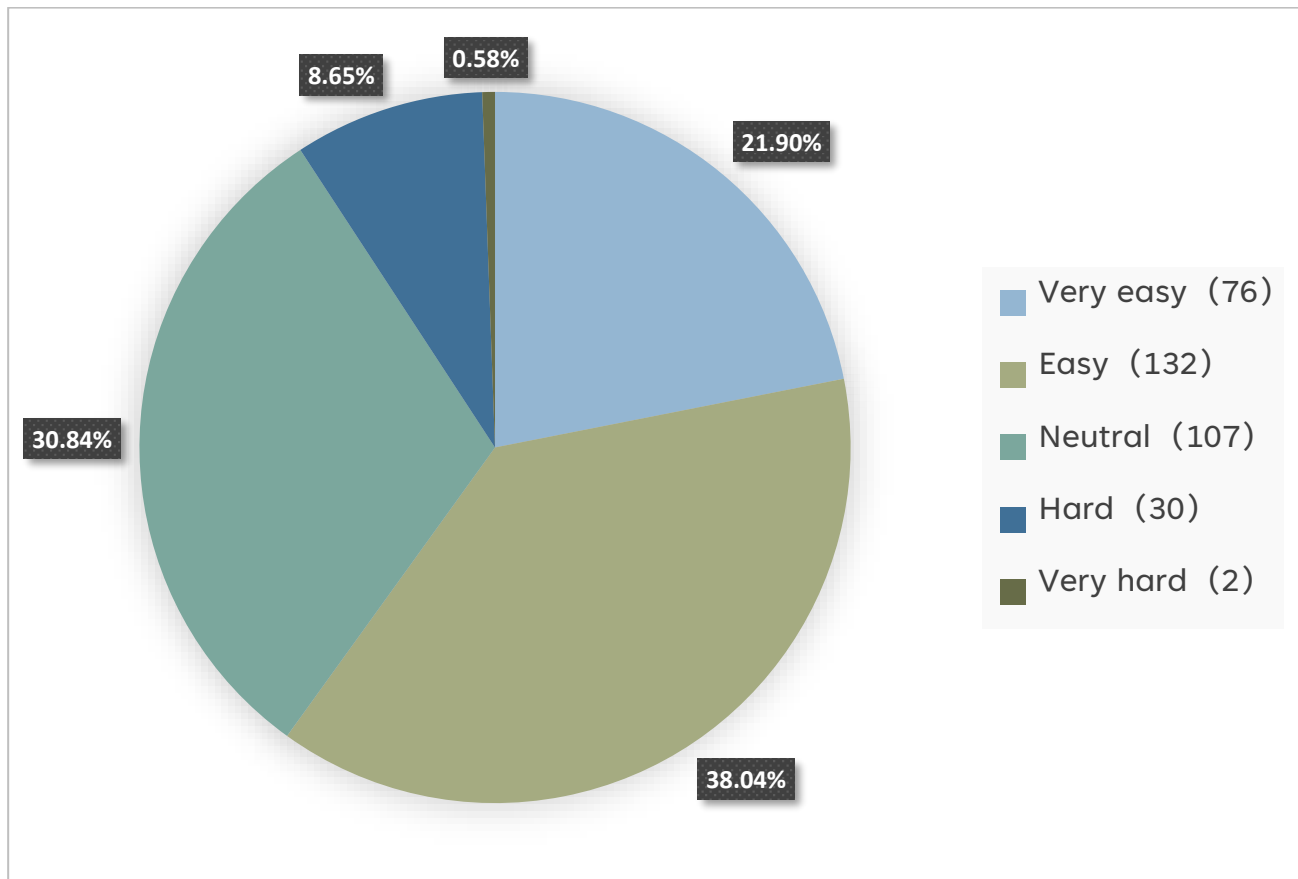
The survey closed on 31 March 2025. It was available for an extended period on the gov.je and as a paper version at Parish Halls across the Island.

We received a total of 346 responses. This represents 7% of all Blue Badge holders.

The questions to the survey and responses are below.

Question 1

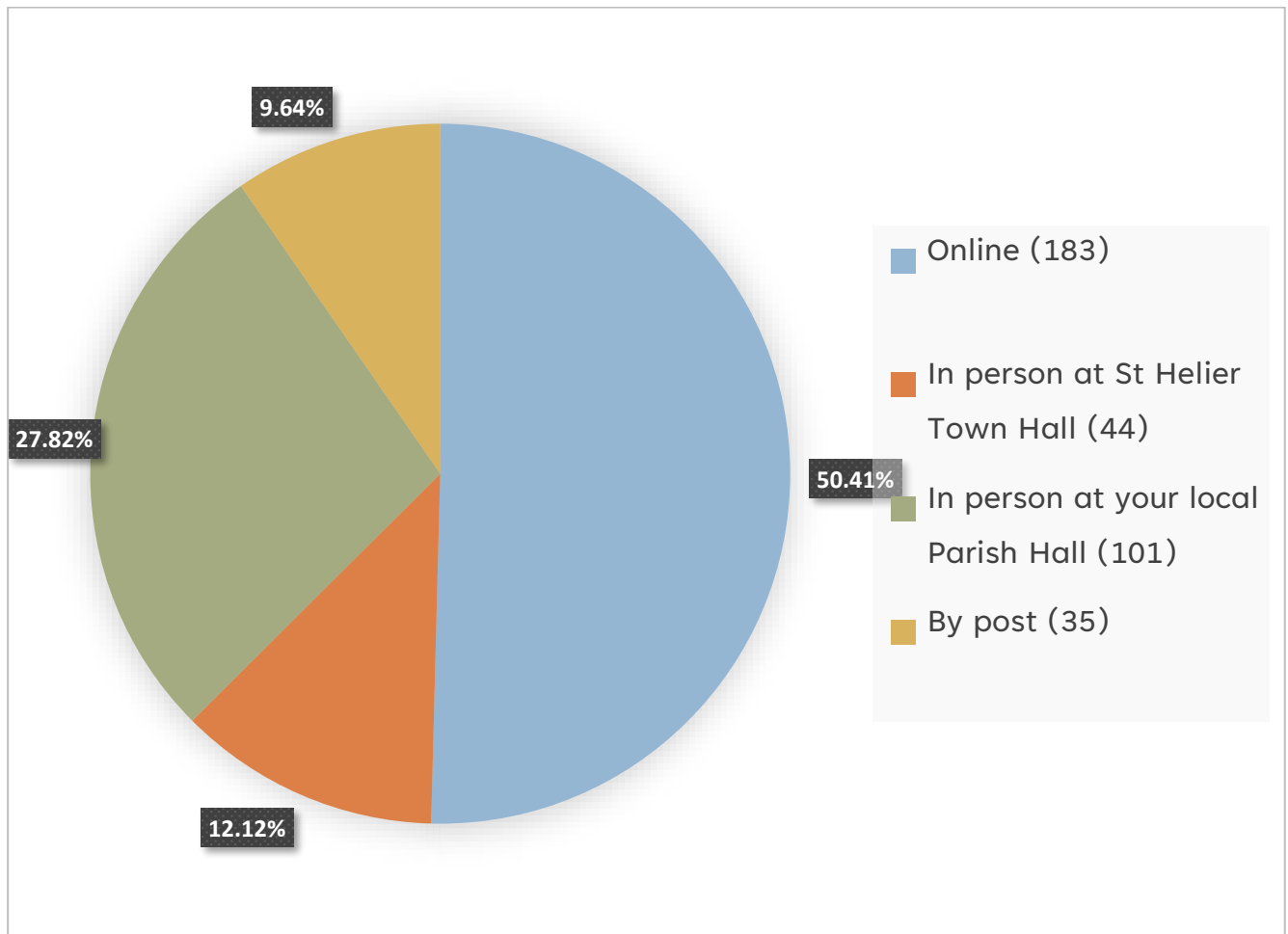
How easy do you find the Blue Badge application process?



315 of the respondents find the application process to be either very easy, easy or are neutral about it. Only 32 respondents indicated they found it hard or very hard.

Question 2

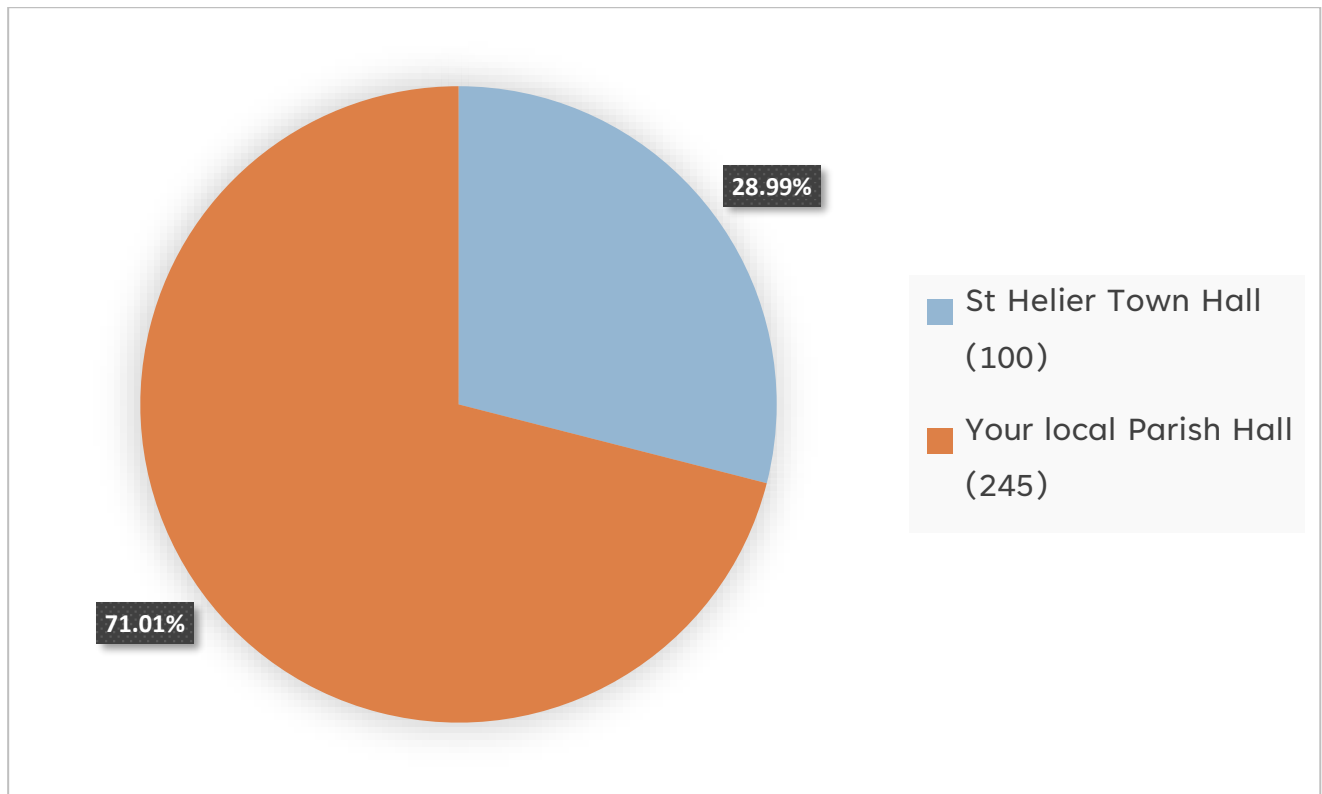
How would you prefer to apply for or renew your Blue Badge?



This shows there is scope for improving the application or renewal process by introducing more ways to complete this with an emphasis towards an online process or availability of applying at a Parish Hall. (A small number of respondents indicated 2 options here)

Question 3

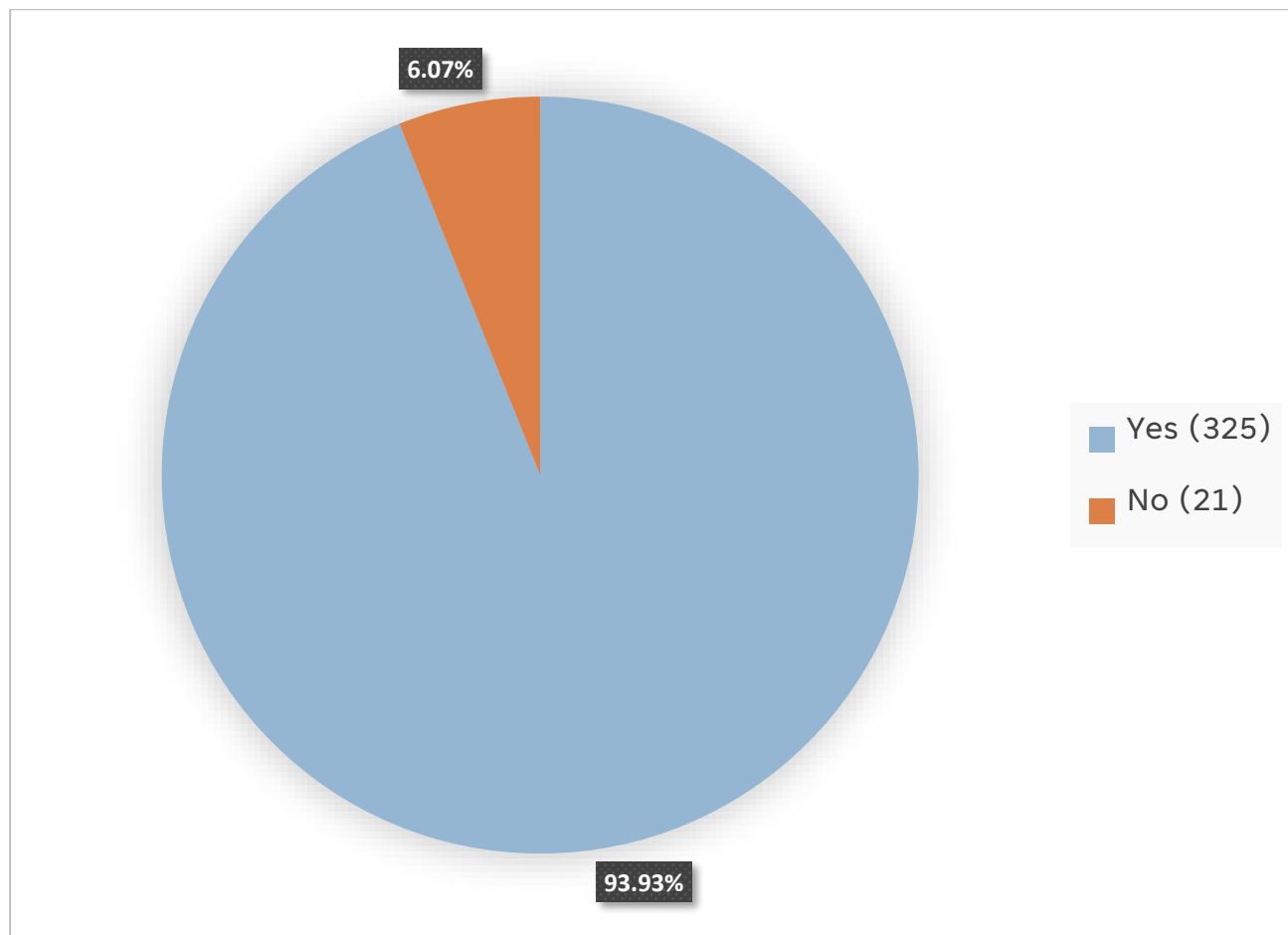
Where would you prefer to pick-up your Blue Badge when you renew it?



This shows there is a demand for more flexibility on where Blue Badges can be collected from to make the process easier. The collection must be done in person as the old badge has to be returned at the same time so postal delivery is not an available option.

Question 4

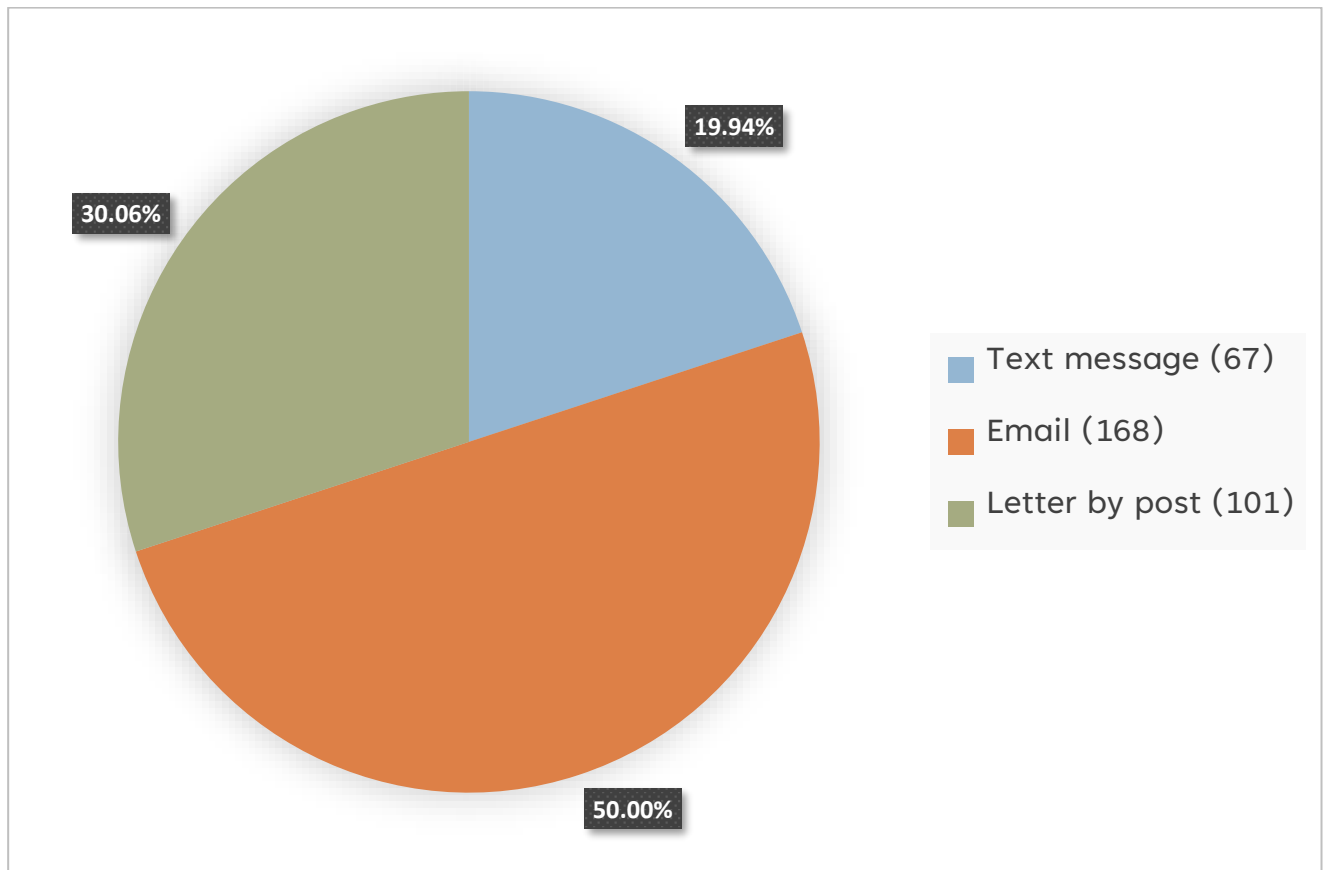
Would you like to receive a reminder when you need to renew your Blue Badge?



There is a clear call for a reminder to be issued in advance of a Blue Badge expiring.

Question 5

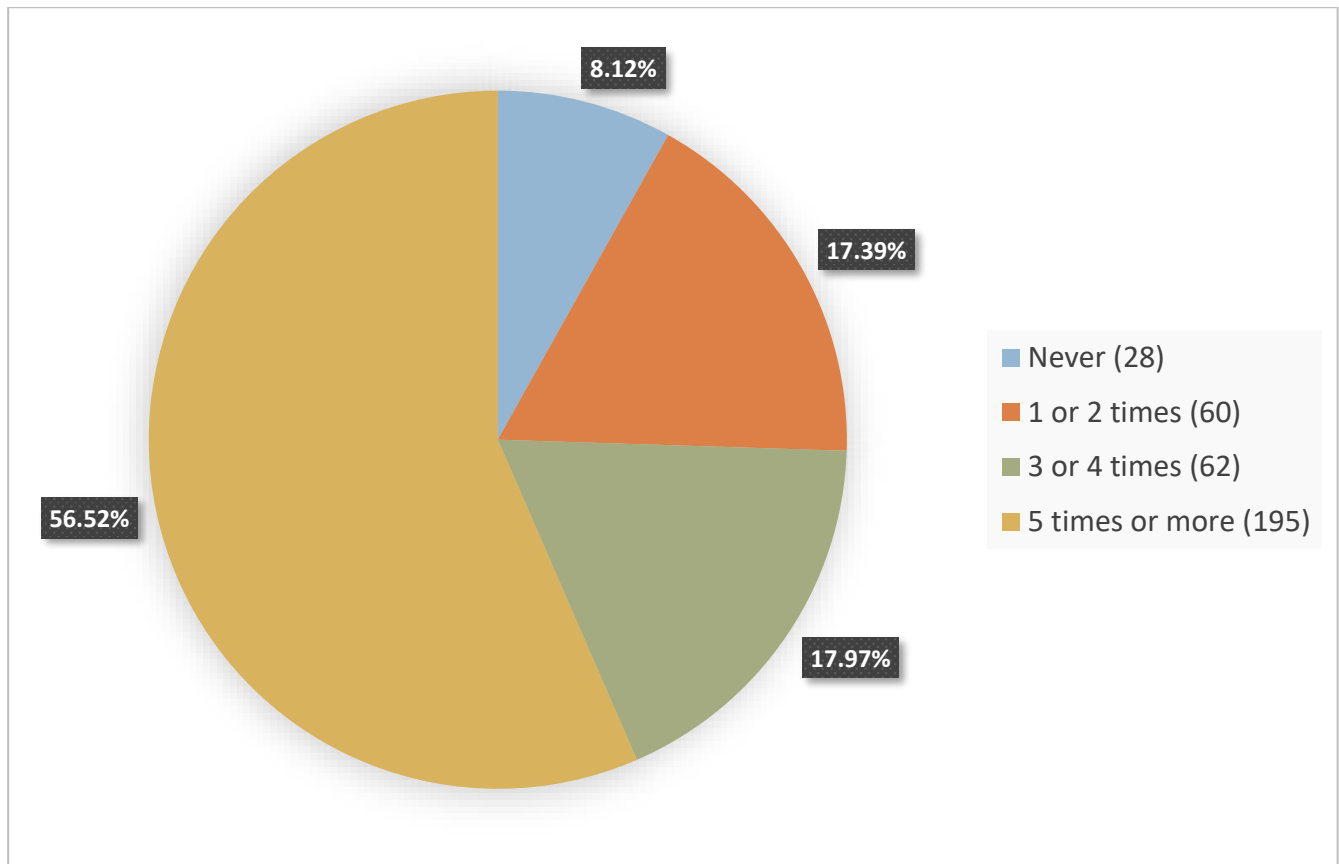
What method would you prefer for a reminder?



There is a clear indication that electronic methods are the preferred options, although 30.06% of respondents indicated a postal letter as their preferred option. This will need to be further investigated as there may be an additional charge for this service, whereas electronic methods would not incur this. (A small number of respondents chose not to answer this question)

Question 6

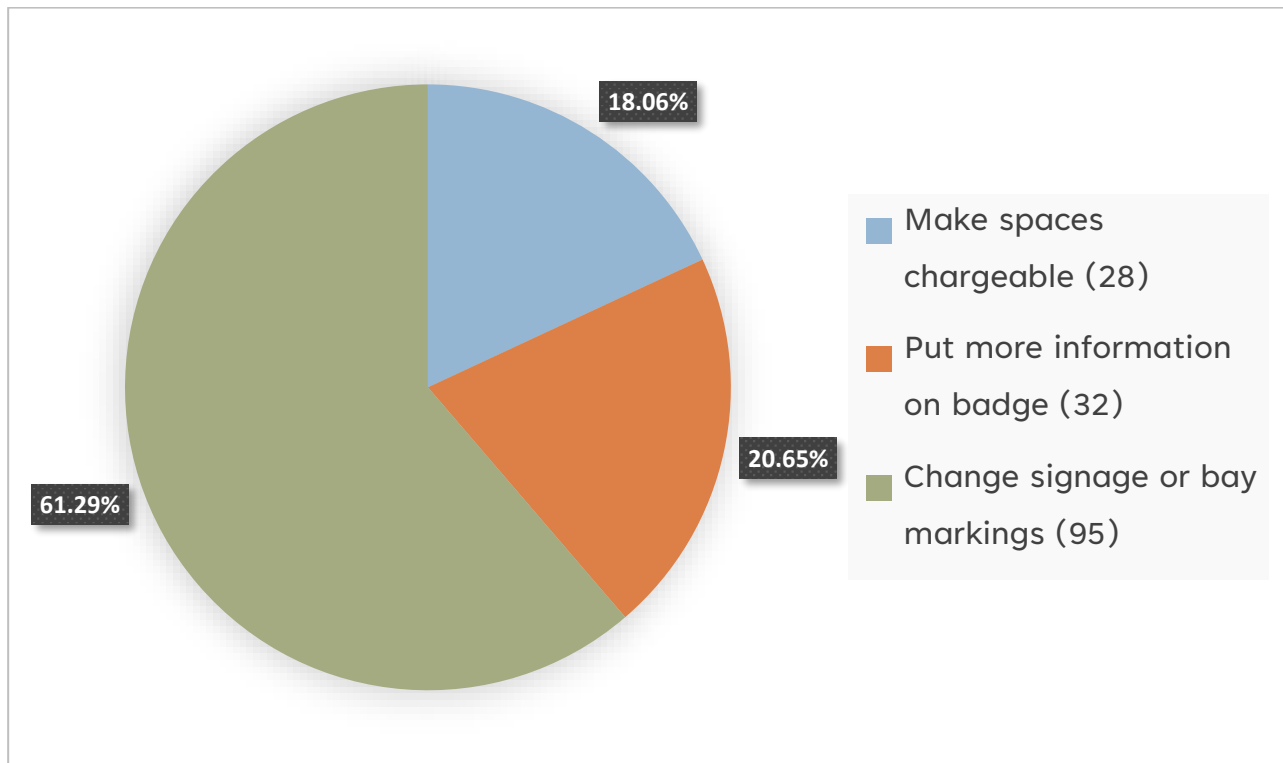
How many times have you seen non-disabled people use disabled parking in the last year?



This clearly shows that there are many instances where the disabled parking provisions are seen as being abused. Further work will need to be undertaken to get firm statistics on this problem.

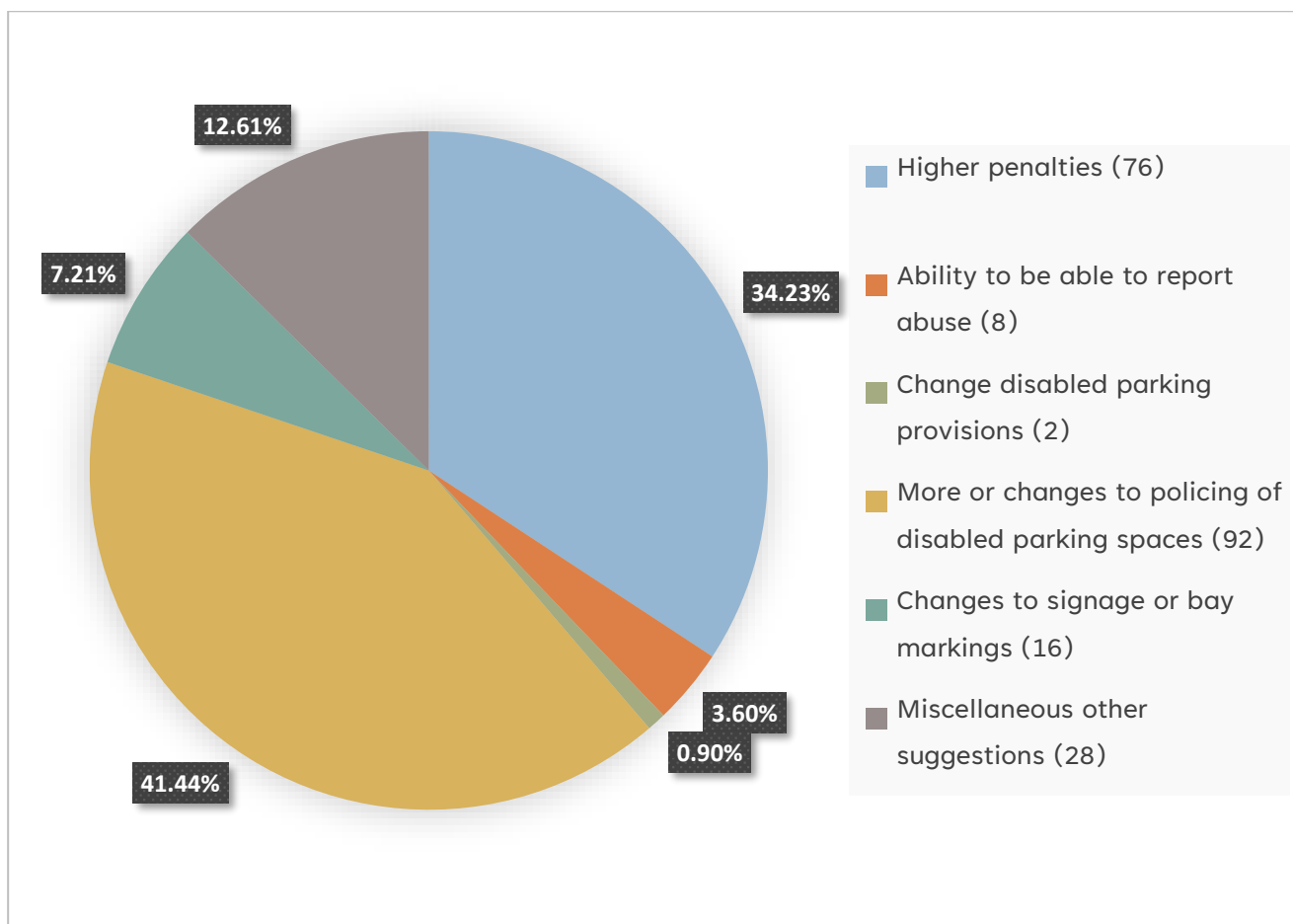
Question 7

How could we stop abuse of disabled parking spaces?



There is a clear indication that alternative bay signage or markings are the preferred option from the fixed answer part of this question.

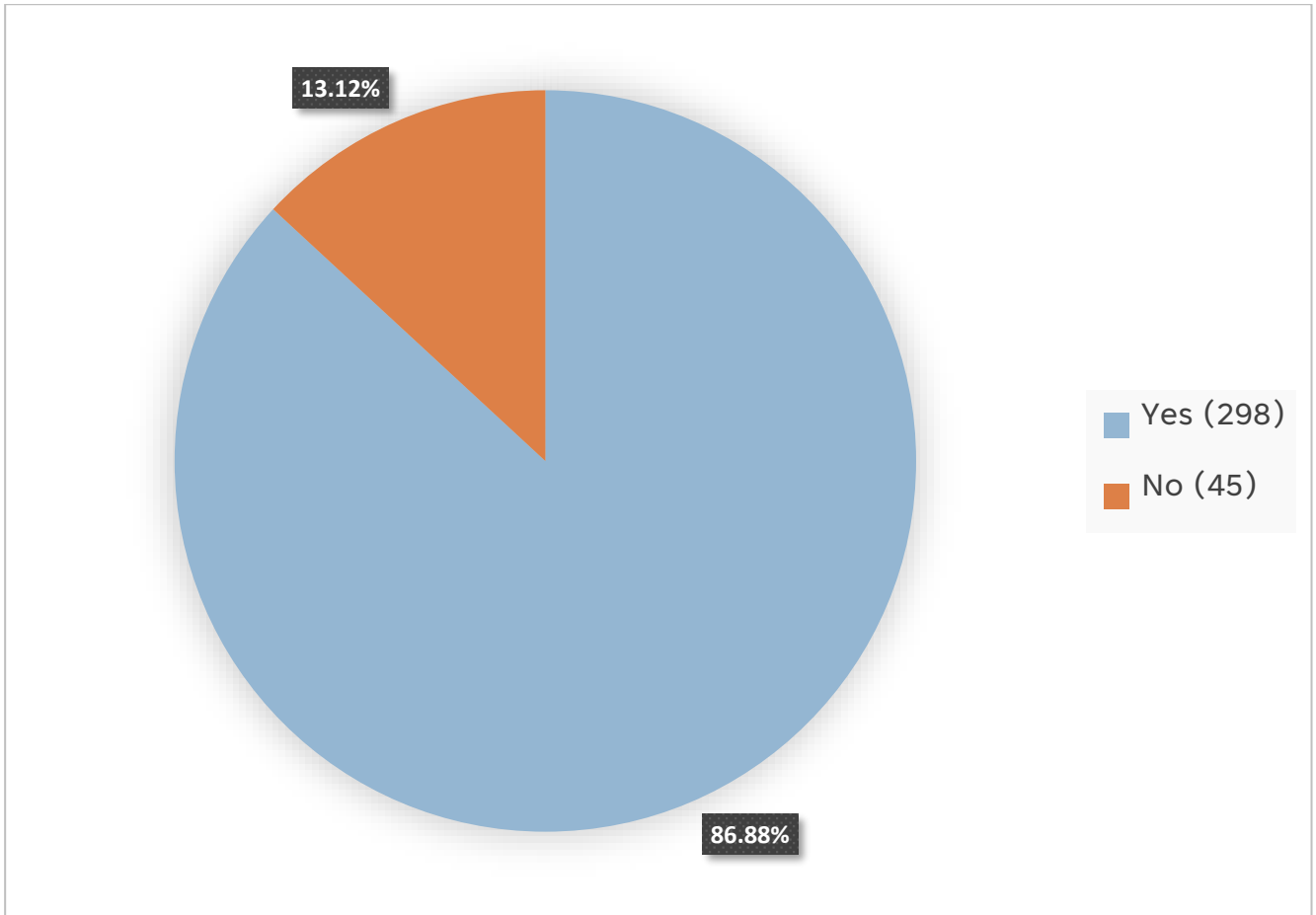
There was also an option to give other suggestions as to how abuse could be tackled. A brief summary of these is below:



The 2 highest responses here are to increase fine levels and to review and make changes to policing of the disabled parking areas. Fines for abuse of disabled parking on street is already higher than other parking offences and policing of the areas, notably during evenings, has increased with a marked drop in the number of offences being reported. Further work will be undertaken on this area.

Question 8

Would you like to be able to report Blue Badge and disabled parking abuse?



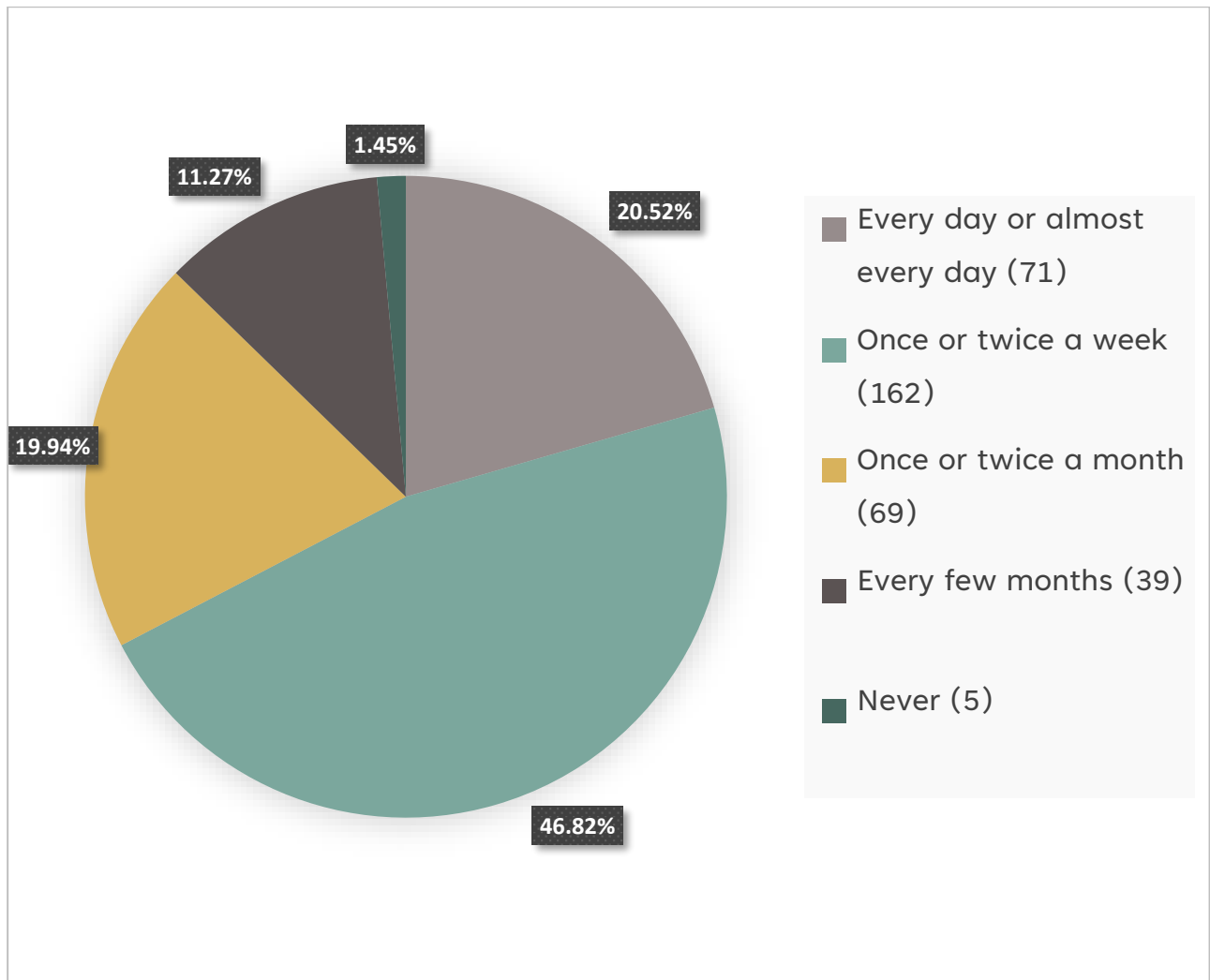
Almost 87% of respondents said they would like to be able to report misuses of disabled parking they witness.

This can already be done by contacting Parking Control either by phone 01534 448669, or by email dfiparkingcontrol@gov.je or in person at the Sand Street offices.

We'll look into other methods.

Question 9

How often have you used your Blue Badge in St Helier in the last year?

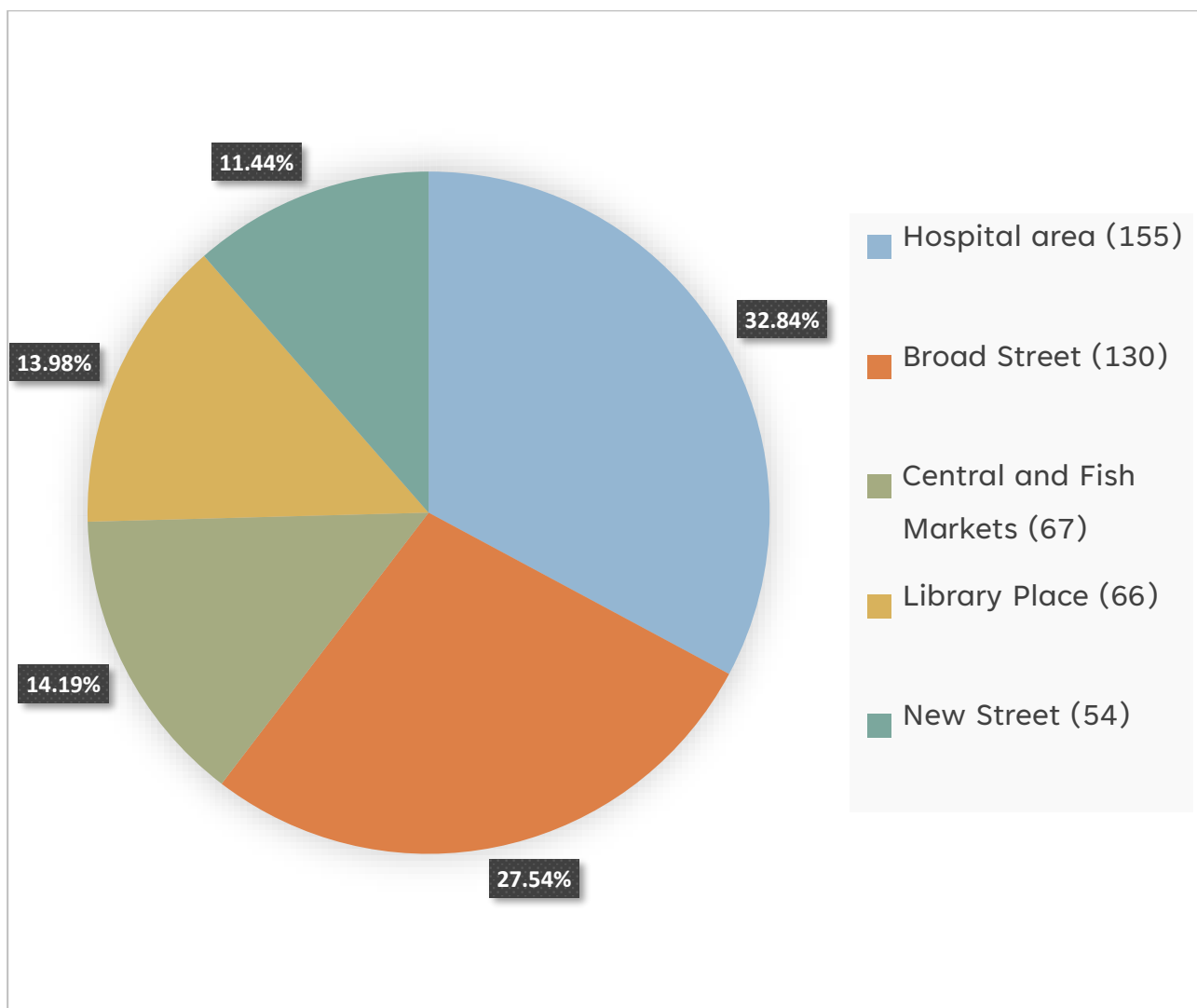


The majority of respondents do regularly use their Blue Badge to park in St Helier from these results. This enforces the need for disabled parking provision.

Question 10

What are the 5 most important locations you need to park at in St Helier?

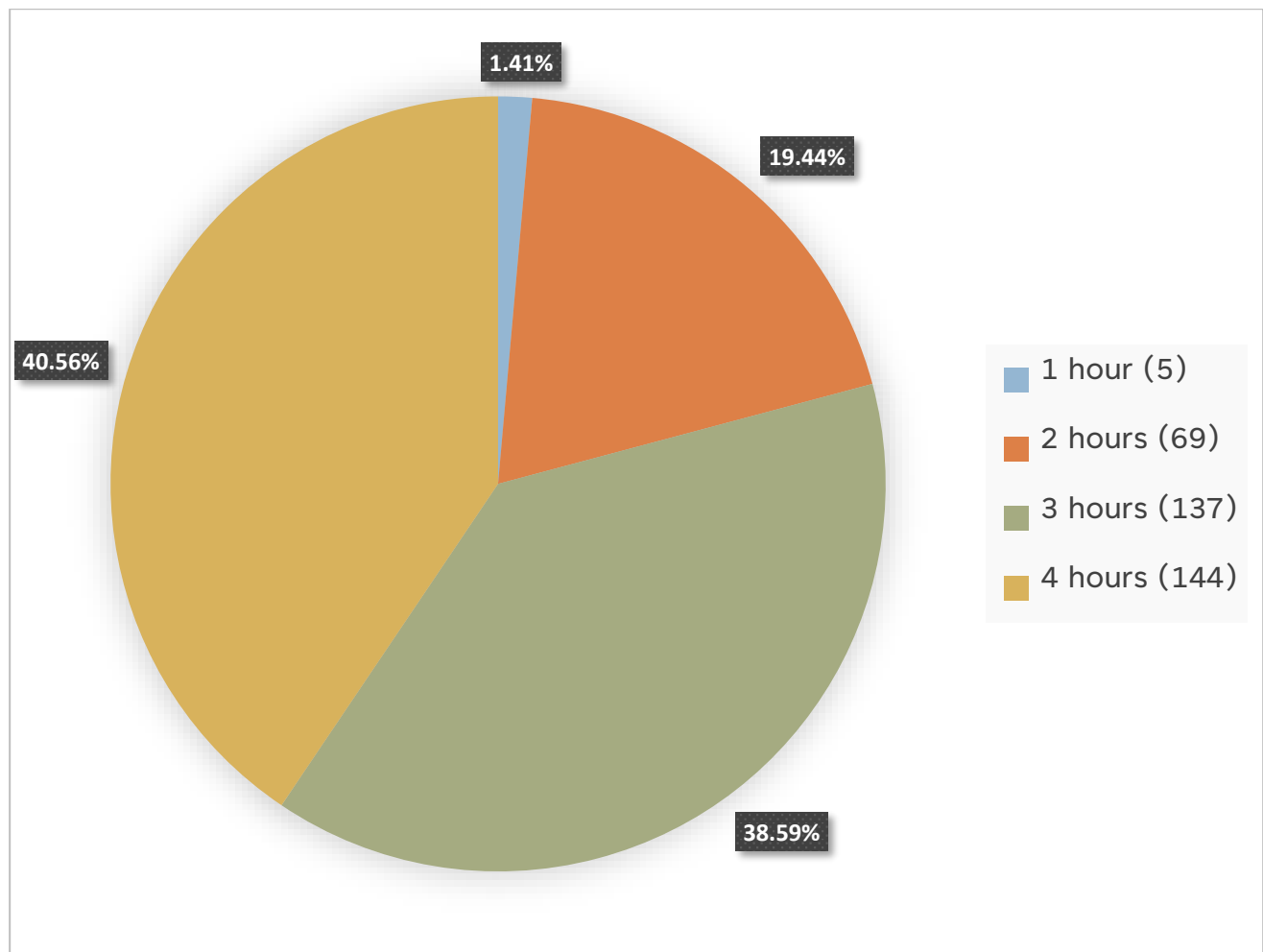
This question was open for respondents to supply details of their most used areas or those which they deemed as important. A summary of the 5 most popular areas is shown below. (This is not a comprehensive summary as many areas only had 1 or 2 respondents indicating their preference and so are not included.)



This information will be used to assist in formulating future disabled parking provision.

Question 11

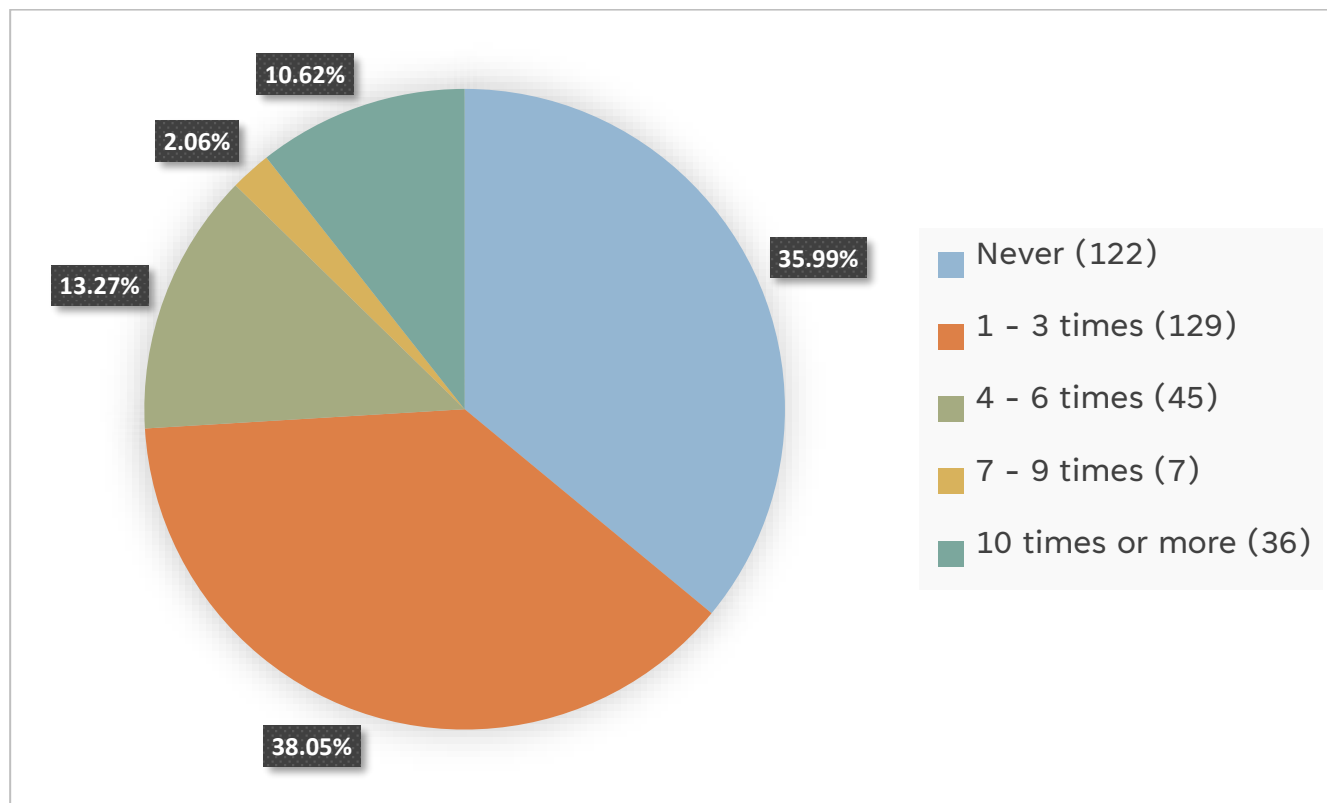
What do you think should be the maximum stay period for on-street disabled parking in St Helier?



This indicates that a mixture of 3 and 4 hour maximum stay spaces would be the most popular provision.

Question 12

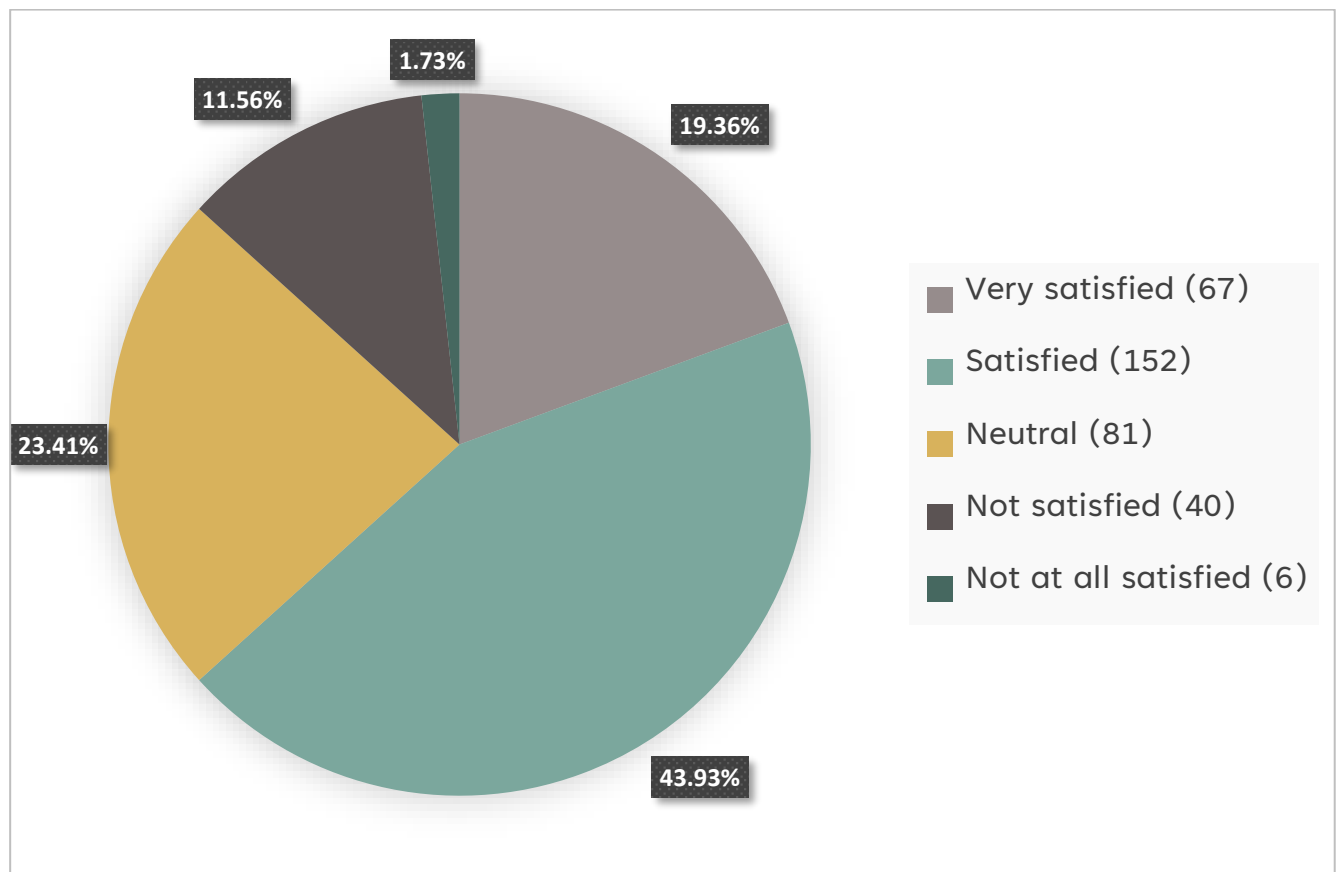
How many times a month do you park in St Helier after 5pm?



A number of respondents indicate they do not park in St Helier after 5pm. Of those who indicated they do park regularly it is unknown how many are resident.

Question 13

Overall, how satisfied are you with the Blue Badge scheme?



The indication from these responses is that the majority of Blue Badge holders are either satisfied or neutral about the current scheme.