

# Warrington Borough Council

## Scheme Feedback Process Review 2017

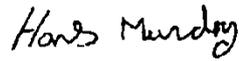


**WARRINGTON**  
Borough Council



## Revision Schedule

<b>Document Title:</b>	<b>Scheme Feedback Process Review 2017</b>
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Revision	Name	Signature	Position	Date	Stage
Final01	Simon Duggan		Highway Maintenance Principal Engineer	January 2018	Prepared by
	Jonathan Dawson-Parry		Asset & Flood Risk Engineer	January 2018	Prepared by
	Jim Turton		Asset & Engineering Manager	January 2018	Checked & Reviewed
	David Boyer		Assistant Director Transport & Operations		Approved
	Councillor Hans Mundry		Executive board member for Highways, Transportation and Public Realm	March 2018	Approved

Revision	Name	Signature	Position	Date	Stage

<b>Notes:</b>	
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## **1.0 Introduction**

Warrington Borough Council recognises the importance of customer feedback in respect of delivery of highway schemes. The feedback gained enables the Council to identify where processes work well and where improvements should be considered.

## **2.0 How information is made available?**

In advance of any major scheme residents and business are notified in the form of a letter or email giving them basic information about the scheme, including start date, duration, working time and traffic management such as road closure or traffic signals.

These 'notification of works' letters are sent to businesses at least 3 to 4 weeks in advance of the start date and to residents a minimum of 14 days prior, the letters also include contact details should they need require more information.

Letters or e-mails are also sent to the emergency services, Royal Mail and local bus companies at least 3 to 4 weeks in advance of the start.

Advance warning signs are also erected in advance of works commencing (minimum 7 days prior). The signs and letters all include details of the roadworks section of the council website where they can get more information such as diversion routes, and updates on the progress of major schemes.

Customers can contact the Term Maintenance Contractor in relation to any unclassified road or footway schemes that is part of the Highway Investment Programme via a dedicated phone line and Customer Liaison Officer within Tarmac. For major schemes the contact details for the Engineer overseeing the scheme will be available on the letter and information plan. This enables customers to contact the right people in respect of the scheme.

## **3.0 How customer feedback is gained?**

Customer feedback surveys are carried out by door to door survey upon completion of selected schemes or via direct communications with customers.

In order to maintain a high level of feedback and customer liaison during the initial stages of the Term Maintenance contract, a number of door to door customer surveys were undertaken and a website for feedback via a link on the information letter was set up.

Unfortunately despite being easier to access, most residents did not respond to the website and that the majority of the feedback received was irrelevant. The website has since been taken offline due to costs and lack of feedback received.

## **4.0 Further Actions**

Following the discontinuing of the online feedback system, the door to door correspondence has been reviewed and updated to make the questions more accurate and the answers simpler.

The form can be used by an operative making the surveys, or returned by the customer with a freepost address on one side.

The size of the form was selected in order for it to be printed on a postcode for residents to complete and send back.

This revised form is shown below:

			
Scheme/Road Name: .....			
Dear Resident			
Following the recent highway maintenance improvements in your neighbourhood, we would appreciate a few moments of your time to provide some valuable feedback.			
All responses are confidential and may be used for us to improve our services.			
			
Information about the scheme (signs, letters) was clear and understandable			
The work was carried out to a good standard			
The work was carried out as planned			
Inconvenience was kept to a minimum			
It was easy to contact someone about the work			
The workmen were courteous and helpful			
Thank you for your time			