

Open Report on behalf of Andy Gutherson, Executive Director – Place

Report to:	Highways and Transport Scrutiny Committee
Date:	28 October 2019
Subject:	Highways Customer Engagement and Liaison Strategy

Summary:

The Highways Customer Engagement and Liaison Strategy outlines what we will do to improve public satisfaction levels in our highway service by placing our customers at the heart of the service and taking ownership in everything we do and the ways we work.

Actions Required:

The Highways and Transport Scrutiny Committee is invited to:

- 1) Consider and comment on the Highways Customer Engagement and Liaison Strategy and Implementation Plan.
- 2) Highlight any additional recommendations for further consideration.

1. Background

Lincolnshire's existing roads and footways are getting older and as more people and heavier vehicles are using them and more frequent severe weather extremes are attacking them, their condition continually deteriorates.

The Council continues to invest financially in maintaining its existing highway network at the same time as building new infrastructure to meet these challenges.

The Council's Highways Infrastructure Asset Management Plan (HIAMP) describes how maintenance works are prioritised within the Council's available resources. The capital programme identifies where and when new schemes are proposed to be constructed. Recently, the Council has been awarded the Highways Management Authority of the year in the MJ Achievement Awards 2019 as recognition of the outstanding service it is delivering.

Customers' expectations in our meeting these challenges continue to rise and the ways in which they interact with the Council have increased. It is recognised that the highways service will continue to work to improve its levels of public satisfaction as this impacts upon the overall reputation of the Council.

In line with the Council's Community Engagement Policy and Strategy 2018-2023, the Highways Customer Engagement and Liaison Strategy outlines what the

service will do to enable continuous improvement when engaging with our customers so that they are at the heart of everything we do. In doing this, we will better understand the needs and expectations of our customers so that we are able to take their views on board in the delivery of the service and improve the levels of public satisfaction.

2. Discussion

The aim of the new Strategy is to ensure that;

Customers are properly engaged in the delivery of the right highway services at the right time in Lincolnshire. This will enable the right decisions to be made and ensure that we are working for a better future for the people of Lincolnshire.

The Strategy's objectives describe what we will always try to do by taking ownership in everything we do and in the ways we work through better engaging and liaising with our customers.

Responding to enquiries efficiently and effectively is a critical factor for all our customers as the number and different ways of raising requests has increased significantly. The strategy describes what we will do to meet this demand by improving the standards we work to and the quality of responses we send so that we are able to resolve customer enquires as clearly and quickly as we can.

We will make our works plans and programmes available and easy to find on our web site so that customers are able to see what we are doing, when we are doing it and why.

We will annually measure how we are doing by undertaking and reviewing customer enquiry responses and satisfaction survey results.

We will establish a Highways' Customer Panel with the Lincolnshire Association of Local Councils, LALC and Team Lincolnshire. The Panel's will assist in the review of annual customer satisfaction results and help in the preparation of an action plan to continually improve our highway services in line with customer needs and expectations.

An Implementation Plan has been prepared to demonstrate how the strategy will be delivered.

3. Consultation

The Council's corporate communications and engagement teams have been engaged in helping to develop the strategy.

The Lincolnshire Association of Local Councils, LALC, have been engaged in the development of the strategy and are supportive. We are currently working with Team Lincolnshire to develop a panel.

4. Appendices

These are listed below and attached at the back of the report	
Appendix A	Highways Customer Engagement and Liaison Strategy
Appendix B	Highways Customer Engagement and Liaison Implementation Plan

5. Background Papers

No background papers within Section 100D of the Local Government Act 1972 were used in the preparation of this report.

This report was written by Karen Cassar, Assistant Director Highways who can be contacted on 01522 554848 or Karen.cassar@lincolnshire.gov.uk

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