Highways Customer Engagement and Liaison Implementation Plan 2019 - 2020

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COUNTY COUNCIL

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The Highways Customer Engagement and Liaison Strategy explains **what** we will do 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 Highways Customer Engagement and Liaison Implementation Plan explains **how** will we deliver the Strategy.

Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
Our Customers	Identified our customers and established a comprehensive database, see our Highways Customer Engagement and Liaison Strategy	Task completed by our Highway Liaison Manager	In partnership with our Head of Community Engagement	Completed	Completed
	Continue to develop appropriate mechanisms for engaging with our customers	Highway Liaison Manager	Head of Community Engagement LALC Team Lincolnshire	September 2019	September 2020
	Responding to customer complaints effectively and efficiently, working to achieve Early Resolution where possible		Complaints Resolution Manager Customer Relations Team	September 2019	On-going
	Apply continuous improvement methodology to enhance our customers experience when dealing with us by listening and responding within an agreed timeframe	Assistant Director Highways	Embedding our strategy in the highways service by putting our customers at the heart of our decision making	September 2019	September 2020

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Engagement	Continue to develop our engagement with our customer groups to keep them informed of our future works programme	Highway Liaison Manager	Communications Team Heads of Service	September 2019	September 2020
	Prepare a report for Scrutiny	Assistant Director Highways	Highway Liaison Manager	July 2019	September 2019
	Deliver a Councillor briefing following full Council in January to inform and update on our approach to customer engagement	Assistant Director Highways	Highway Liaison Manager County Highways Manager County Programme Manager	January 2020	January 2020
	Review current "How to guides" to provide consistency across a single highway service approach	Assistant Director Highways	Highway Liaison Manager Client and Contract Manager Head of Highway Services County Highways Manager Head of Design Services	August 2019	December 2019
Responding to Enquiries	Review and draft improved "Fix My Street" and Customer Service Centre digital responses and templates	Assistant Director Highways	Highway Liaison Manager Digital Engagement Lead Head of Design Services Asset Management Commissioner	August 2019	December 2019
	Finalise new responses and templates with colleagues ready for testing	Highway Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager	August 2019	December 2019

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Responding to Enquiries	Develop new processes to enable our officers to respond to non-standard responses	Assistant Director Highways	Head of Highway Asset Management County Highways Manager County Programme Manager	October 2019	November 2019
Liaison and making information available	The website is currently being updated, once completed we will review the highways web page	Highways Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager Digital Engagement Team	September 2019	October 2019
	Continue to deliver training and shadowing for customer service team and our highway officers	Highway Liaison Manager	Communications Team County Highways Manager County Programme Manager	October 2019	December 2019
	Publish highway plans and programmes on web site	Highways Liaison Manager	Assistant Director Highways County Highways Manager County Programme Manager Digital Engagement Team	October 2019	December 2019
	Review and update highway standards	Head of Highway Services	County Programme Manager County Highways Manager Laboratory & Performance Manager Highways Liaison Manager	August 2019	December 2019
	Review advance notifications and signage for road works to better improve our engagement	Highway Liaison Manager	Client and Contract Manager County Programme Manager Communications Team	October 2019	December 2019

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Liaison and making information available	Continue to review our customer enquiry monitoring process and controls	Client and Contract Manager	Highways Liaison Manager County Highways Manager Asset Management Commissioner	August 2019	August 2020
	Continue to review our performance management reporting requirements	Client and Contract Manager	Performance Manager Highway Liaison Manager County Highways Manager	August 2019	August 2020
Measuring how we are doing	Undertake the annual NHT/CQC survey	County Highways Manager	Head of Highway Services Highway Liaison Manager Laboratory and Performance Manager	October 2019	November 2019
	Establish a highways customer panel	Highway Liaison Manager	Community Engagement Team LALC Team Lincolnshire	September 2019	December 2019
	Review the NHT Survey results	Client and Contract Manager	Highway Liaison Manager County Highways Manager	October 2019	December 2019
	Prepare 2019 public satisfaction report	Client and Contract Manager	Highway Liaison Manager County Highways Manager	November 2019	December 2019
	Analysing complaints data to ensure that trends are monitored on a live basis so that immediate action can be taken where appropriate.		Complaints Resolution Manager	October 2019	On-going

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Strategy Heading	Action	Who is responsible for the action	Who will we work with	When we'll start	When we aim to finish
Measuring how we are doing	Use quarterly complaints reports and biannual compliments reports to guide policy change where appropriate		Complaints Resolution Manager	October 2019	On-going

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