

1. Purpose

The purpose of this document is to provide visibility of the actions Kier are undertaking to improve the experience. This activities support the LCC Highways Customer Experience Plan.

2. Kier Activities

Identified Improvement	Task / Actions	Kier Owner	Implementation Date/s
Theme 2 - Improved reputation:			
1. Messages explaining lack of activity at works locations	Kier to design information boards to be securely displayed at locations where there may be no visible progress to the public. This will be trialed initially in an area agreed with LCC. NB: We propose working with the CSC to measure the success of the trial by tracking any reduction/s in contacts or complaints as a result of the information boards within the trial area.	Design: Ben Bax Implementation: Mike Smith	Design complete: Mid October 2015 Trial to commence: March 2016 <i>Complete</i>
Theme 3 - Improved Comms & info sharing:			
2. Arrange for CSC reps to spend time with programming team at Kier	Kier Hub manager to design programme / agenda for visit to Hub and arrange date/s and request names from LCC CSC manager.	Paul Brooks	October 2015 <i>Complete</i>
3. Improve information on site - boards showing dates, times, telephone number and web addresses	Mike Smith is currently reviewing existing boards and proposing improvements. Final versions to be reviewed by Kier customer service team for peer review.	Mike Smith	Boards available by February 2016 <i>Complete</i>
4. Gangs to be better equipped to deal with enquiries on site - Produce briefings for each job, to be jointly agreed	Kier to develop / propose template for the briefings for joint approval by LCC.	David Short / Ben Bax	February 2016 <i>Complete</i>
5. Get in touch cards	Kier to provide previously used 'get in touch' cards to Russell Moore for approval / improvement before issuing to gangs for use.	Mike Smith	February 2016 <i>New cards now with operatives</i>

Theme 5 - Shared quality standards			
6. Audit / Survey to understand where we are now	Implementation of the Kier CustomerWise audit process across the LCC contract. Supervisors to be trained carry out CustomerWise Audits and how to recognize good and bad customer service in the field.	Ben Bax	March 2016 <i>Audits now taking place. Feedback to be assessed end October 2016.</i>
7. Develop and implement shared behavior framework across CSC, Highways & Kier	Proposal - Refresh Kier 'Customer Charter' for all kier staff and roll out to Highways staff. Separate supporting version to be developed for CSC staff members.	Ben Bax	February 2016 <i>Kier staff and operatives have completed training. Attendance sheets and Charter handed to LCC. Highways and CSC staff training to be done by January 2017.</i>
8. Develop and implement shared performance framework across CSC, Highways and Kier	This could be achieved using the existing Kier 'Customer Service Performance Management Framework' as a template. Data / Metrics to be jointly developed and agreed.	Ben Bax with Satish Shah (LCC) and Zoe Butler (Serco)	April 2016 <i>Being developed as part of FOM. Implement by March 2017.</i>
9. Joint customer service training	Possibly based on the Kier Customer Charter, to be developed by Kier Central customer service team, Kier L&D and LCC.	Ben Bax with LCC	April 2016 <i>Arrange training sessions following shared behavior framework (item 7) by March 2017.</i>