

**E&T BVR Stage 3 Report**  
**Appendix 6: User and Community Satisfaction**

**USER AND COMMUNITY SATISFACTION**  
**IMPROVEMENT PLAN FOR RECOMMENDED OPTION (OPTION B)**

The recommended option is Option B (Sustained and fundamental improvement in user and stakeholder engagement especially in Town Centre Schemes). This option would include all aspects of Option A, particularly an improved complaints management system.

Improvement tasks comprise:-

- 1 Implement post completion surveys
- 2 Implement improved complaints management system
- 3 Improve user and stakeholder engagement in Town Centre Scheme

Improvement Task	Sub tasks detail	Critical Success Factor	Resources (credit/debit)	Deadline/ Timescale	Constraints Impact of External Factors	Link to Vision Targets	Performance Indicator
1 Implement post completion surveys	Develop format for survey form and analysis	Form available	No financial implications	End May 2005	N/A	30% of 'significant' schemes to have post completion surveys by 2006	Corporate goal of 75% satisfaction with scheme development and delivery by 2011
	Establish review and reporting procedures	Procedures operational	No financial implications	End May 2005	N/A		
	Select sample survey schemes and implement	Sample schemes agreed	Financial implications Band A –B	End May 2005	N/A		
	Utilise results to	Results	Could be	Ongoing	N/A		

	improve user and community satisfaction	reported on programme	financial savings				
2 Implement improved complaints management system	Establish system for recording all service requests and complaints	System in place and effective	No financial implications	End May 2005	N/A	100% enquiries responded to in 10 days by 2006 100 % complaints acknowledged in 3 days by 2006 100 % complaints with full response in 10 days by 2006	Corporate Targets CH1, CH2 and CH3 for mail and telephone handling
	Deal with all service requests and complaints within target and record outcome	All dealt with in accordance with corporate targets	No financial implications	End October 2005	N/A		
	Review all complaints quarterly and use to drive continuous improvement	Review undertaken on programme and results communicated	May be savings	End October 2005	N/A		
3 Improve user and stakeholder engagement particularly on Town Centre Schemes	Clarify policy on consultation or information and where these apply. Advise users and stakeholders	Policy clarified and communicated	No financial implications	End June 2005	N/A	100% of 'significant' schemes to be subject to public consultation by 2005 (significant to be defined)	Corporate goal of 75% satisfaction with scheme development and delivery by 2011
	Update consultation procedures and processes	New procedures issued	No financial implications	End October 2005	N/A		
	Centralise all consultation arrangements within the Division	All consultation centralised	Financial implications uncertain	End March 2006	N/A		

	Publicise results of monitoring for TC Scheme stage 1.Consult where options exist, inform well in advance where not	Public net satisfaction with process positive	No financial implications	End May 2005	N/A		
	Improve quality of information on website	Public net satisfaction with information positive	Financial implications in Band B	End March 2006	N/A		

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