

Area 4

Interim Design Services Contract (DSC)

Asset Delivery (AD)

Scope

Annex 26

Customer Service

CONTENTS AMENDMENT SHEET

Amend. No.	Revision No.	Amendments	Initials	Date
1	0	Tender Issue	LP	20/03/20

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1 CUSTOMER SERVICE

1.1 Introduction

1.1.1 The customer is any person or organisation that uses or is affected by the Affected Property (England's Strategic Road Network), including, but not limited to:

- road users,
- communities and community groups,
- persons, including tenants and organisations that lease from the *Client*,
- the public who use the Affected Property.

1.1.2 Highways England's Customer Service Strategy plan – (herein termed the Strategy), sets out the approach to improving works and services provided to its customers. Key aspects of the Strategy include, but are not limited to:

- consistently, effectively and efficiently Provide the Service while minimizing delays and making journeys as stress free as possible,
- effectively and efficiently develop, operate, maintain and improve our assets in our network,
- developing and maintaining sustainable relationships with customers and communities, provide information to help people make the best choices and understand the needs and expectation of customers,

the *Contractor* collaborates with the *Client* and Community to support the successful delivery of the Strategy.

1.1.3 The *Contractor* notifies the *Client* of any customer service issues and provides support in the mitigation of any negative consequences that could affect the delivery of the works or services or achievement of the aims and objectives in the Strategy.

1.2 Customer Correspondence and Complaints

1.2.1 The *Contractor* communicates and manages correspondence and complaints in accordance with Annex 12.

1.2.2 The *Contractor* provides any information that is needed to enable the *Client* to prepare responses to questions or issues raised by or on behalf of any customer. The *Contractor* provides such information within any time periods which may be imposed by the *Client* (acting reasonably having regard to the purpose of the provision of the information requested and to the nature and extent of the information requested). If the *Contractor* cannot provide the required information to support the *Client's* response, the *Contractor* will immediately notify the *Client*, detailing the reasons.

1.3 Roadworks and Information

- 1.3.1 The *Contractor* provides the Service in accordance with the *Client's* Plans as detailed in the Scope.
- 1.3.2 The *Contractor* minimises the impact to customers while delivering the works or services and adheres to the requirements in the Network Occupancy Requirements (NOR) in terms of managing the road space closures and the Incident Response Plan (IRP) for managing incidents on the network.
- 1.3.3 The *Contractor* takes all necessary actions to ensure that drivers and road users are aware of the road works, lane closures and disruptions to their trips before commencing their journeys.
- 1.3.4 The *Contractor* uses a wide range of communication channels to inform customers of any disruptions to their journeys in collaboration with the *Client*. These include; roadside signage during planned roadworks, roadside signage to provide advance notice of intended roadworks, publicity material at service areas, petrol filling stations, seaports and airports, press releases and dialogue with broadcast media, publicity campaigns, Local Authority briefings, information notices to emergency services and breakdown services, use of existing Highways England Variable Message Signs, use of strategically placed Portable Variable Message Signs, use of Journey Time Recognition System.
- 1.3.4 The *Contractor* works collaboratively with all stakeholders to avoid closure clashes to ensure that alternative routes remain available for use by road users. Closures on routes regularly used by high impact economic customers will be managed carefully to maintain delays to a minimum.
- 1.3.5 The *Contractor* prepares a traffic management communications plan in advance of the start of planned works in which key messages, communication channels and target audiences are to be identified and which sets out the processes and procedures for communications. A contingency traffic management communications plan for incidents and emergencies will also be prepared for roll out as required. This plan will align with the Network Occupancy Communications Plan (NOCP) required by the Network Occupancy Requirements (NOR).
- 1.3.6 The *Contractor* engages with the local and wider community, including businesses, to listen to their views and concerns and formulate solutions on an ongoing basis as part of the traffic management approach.

1.4 Governance

1.4.1 The *Contractor* ensures that all customer service issues are an agenda item at the monthly review meetings and are itemised in the Monthly Review Progress Report as defined in, Annex 3.

1.4.2 The *Contractor* collaborates with the *Client* to create a customer plan which aligns with the Network Occupancy Communications Plan (NOCP) and defines:

- all customer stakeholder groups
- communication channels and timings for each stakeholder,
- feedback protocols from customers.

1.5 Customer Performance

1.5.1 The *Contractor* records performance against the CPF customer and stakeholder performance metrics in accordance with Annex 17.

1.6 Audit and Assurance

1.6.1 Following reasonable notice, the *Client* will conduct customer audits of the *Contractor's* policies, procedures and practices at such times as required. The *Contractor* will cooperate with such requests and provide all information requested by the *Client*.

1.6.2 The *Client* may suggest recommendations to the *Contractor's* Quality Plan to improve customer service assurance. The *Contractor* implements these recommendations and provide responses to the *Client* if these are not accepted.