



Highways England Company Limited

Concrete Roads Framework – Design

Scope

Customer Service

Annex 05

CONTENTS AMENDMENT SHEET

Amend No.	Revision No.	Amendments	Initials	Date
0	0	Tender Issue	SOS	19/06/20

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1 CUSTOMER REQUIREMENTS

1.1 Not Used

1.2 Customer service

- 1.2.1 The customer is any person or organisation that uses or is affected by the *service*, including
- road users,
 - communities and community groups,
 - tenants and persons and organisations that lease from the *Client* and
 - the public who use the *service*.
- 1.2.2 The *Client* has published an overarching Customer Service Strategy (see link at **Annex 02**), which sets out the approach to improving works and services provided to its customers. The *Consultant* collaborates with the *Client* to support the successful delivery of this strategy. Key aspects of this strategy include
- consistently effectively and efficiently Provide the Service; working to manage delays and make journeys as safe and stress free as possible,
 - improving our service and network; being more effective in the way we operate, maintain and improve our roads and
 - developing our relationships with customers; building strong dialogue with our customers and communities, providing information to help people make the best choices and understanding the needs and expectations of the customer.
- 1.2.3 The *Consultant* notifies the *Service Manager* of any customer service issues and provides support in the mitigation of any negative consequences that could affect the delivery of the *service* or achievement of the aims and objectives in the Customer Service Strategy (see link in **Annex 02**).
- 1.2.4 The *Consultant* embeds throughout its workforce an understanding of *Client* imperatives, values, culture, strategy and objectives. Awareness is fostered at every opportunity including at; on-boarding and induction, performance reviews, site meetings and through delivery of learning and development opportunities including *Client* e-learning (once available).
- 1.2.5 The *Consultant* ensures that *Client* customer requirements are cascaded to and adhered by the extended supply chain.

- 1.2.6 The *Consultant* delivers *Client* customer service requirements fully inclusively and accessibly and that this is evidenced within the Inclusion Action Plan (see Annex 06).
- 1.2.7 The *Consultant* reviews their policies, procedures and processes to ensure that there are no adverse customer equality impacts throughout delivery of the *service* on protected characteristics or affected groups.
- 1.2.8 The *Consultant* uses demographic data and analysis to inform delivery of the *service*.
- 1.2.9 The *Consultant* evidences the involvement of diverse groups in agreeing communication channels and engagement activities, monitoring and evaluating satisfaction of these.
- 1.2.10 The *Consultant* provides any information that is needed to enable the *Service Manager* to prepare statements or responses to questions or issues raised by or on behalf of any customer. The *Consultant* provides such information within any time periods which may be imposed by the *Service Manager* (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 *Consultant* cannot provide the required information to support the *Service Manager's* response, the *Consultant* immediately notifies the *Service Manager*, detailing the reasons. The timescales are to be those as listed in the corporate customer complaints process (see link at **Annex 02**).
- 1.2.11 Not used
- 1.2.12 The *Consultant* innovates and challenges the conventions traditionally used to design and manage traffic to help deliver better outcomes on its network and for local communities affected by diversion routes.
- 1.2.13 Not Used
- 1.2.14 The *Client* has published The Road to Good Design (see link at **Annex 02**), which sets out the approach to connecting people, places and processes to achieve better outcomes. The *Consultant* collaborates with the *Client* to support the successful delivery of this approach.
- The *Consultant* supports the design vision of the *Client* to put people at the heart of plans by designing an inclusive, resilient and sustainable road network; appreciated for its usefulness but also its elegance, reflecting in its design the beauty of the natural, built and historic environment through which it passes, and enhancing it where possible.
- To achieve this vision the *Consultant* utilises customer insight and local understanding and knowledge to embed the *Client's* ten principles, which state that good road design

- makes roads safe and useful,
 - is inclusive,
 - makes roads understandable,
 - fits in context,
 - is restrained,
 - is environmentally sustainable,
 - is thorough,
 - is innovative,
 - is collaborative, and
 - is long-lasting.
- 1.2.15 The *Consultant* undertakes Customer Maturity Assessments (see link at **Annex 02**) as instructed by the *Client*.
- 1.2.16 The *Contractor* produces a Customer Centric Plan which covers its overarching customer principles under all its *Client* contracts.
- 1.2.17 Following each maturity assessment, the outcomes identified by the *Client* will be incorporated into the *Consultant* customer centric plan.
- 1.2.18 The *Consultant* collaborates with the *Client* to create a *service* specific customer plan which aligns with the Network Occupancy Plan (NOP) and the *Client's* overarching Customer Service Strategic Plan (see link at **Annex 02**) which defines
- all customer stakeholder groups,
 - communication channels and timings for each stakeholder and
 - feedback protocols from customers.
- 1.2.19 The *Consultant* records performance against customer and stakeholder performance metrics in accordance with Scope Section S544.
- The *Consultant* assures that all current and future Customer Service Standards are complied with throughout the delivery of the *service*.
- 1.2.20 The *Service Manager* may conduct customer audits of the *Consultant's* policies, procedures and practices at such times as required. The *Consultant* cooperates with such requests and provides all information requested by the *Service Manager*.
- 1.2.21 During the life of the contract, the *Service Manager* may suggest recommendations to the *Consultants'* quality plan to improve customer service assurance. The *Consultant* implements these recommendations or responds to the *Service Manager* giving reasons why they are not accepted.

1.3 Customer Relationship Management

- 1.3.1 The *Client* operates customer relationship management (CRM) system for managing all stakeholder and customer correspondence. (provide cross reference to information systems section of the scope). The *Consultant* uses the *Client's* CRM system in managing all stakeholder and customer correspondence.
- 1.3.2 The *Consultant* liaises with the *Service Manager* to ensure that appropriate staff receives CRM training.