Scottish Trunk Road Network Management Contract

Schedule 3 - Contract Management - Appendix 5 Stakeholder and Customer Engagement Attachments North West Unit

Scottish Trunk Road Network Management Contract
North West Unit

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Attachment 5.1 Customer Care Forum

Remit:

- To offer strategic direction in delivering solutions which enables delivery of an exceptional service by Transport Scotland and partners to customers and communities.

- To ensure policies, procedures and plans are in place to deliver the Transport Scotland Roads customer care strategy.

- To understand all road customer types and their needs.

- To ensure that customer care objectives are given the necessary priority and profile in planning and operational decision making.

- To focus work on delivering customer care priorities outlined within the Transport Scotland Roads customer care strategy and roads Contracts.

- To assess, monitor and record the success of customer care.

- To develop and introduce best practice and improvements which will enhance the customer experience. This includes monitoring, responding and improving every key movement along the customer journey, incorporating customer feedback and lessons learned into decision making.

- Identify and mitigate risks and gaps with regards to the delivery of customer care.

- Ensure coherence and consistence with the delivery of information provision and messages to customers.

Members:

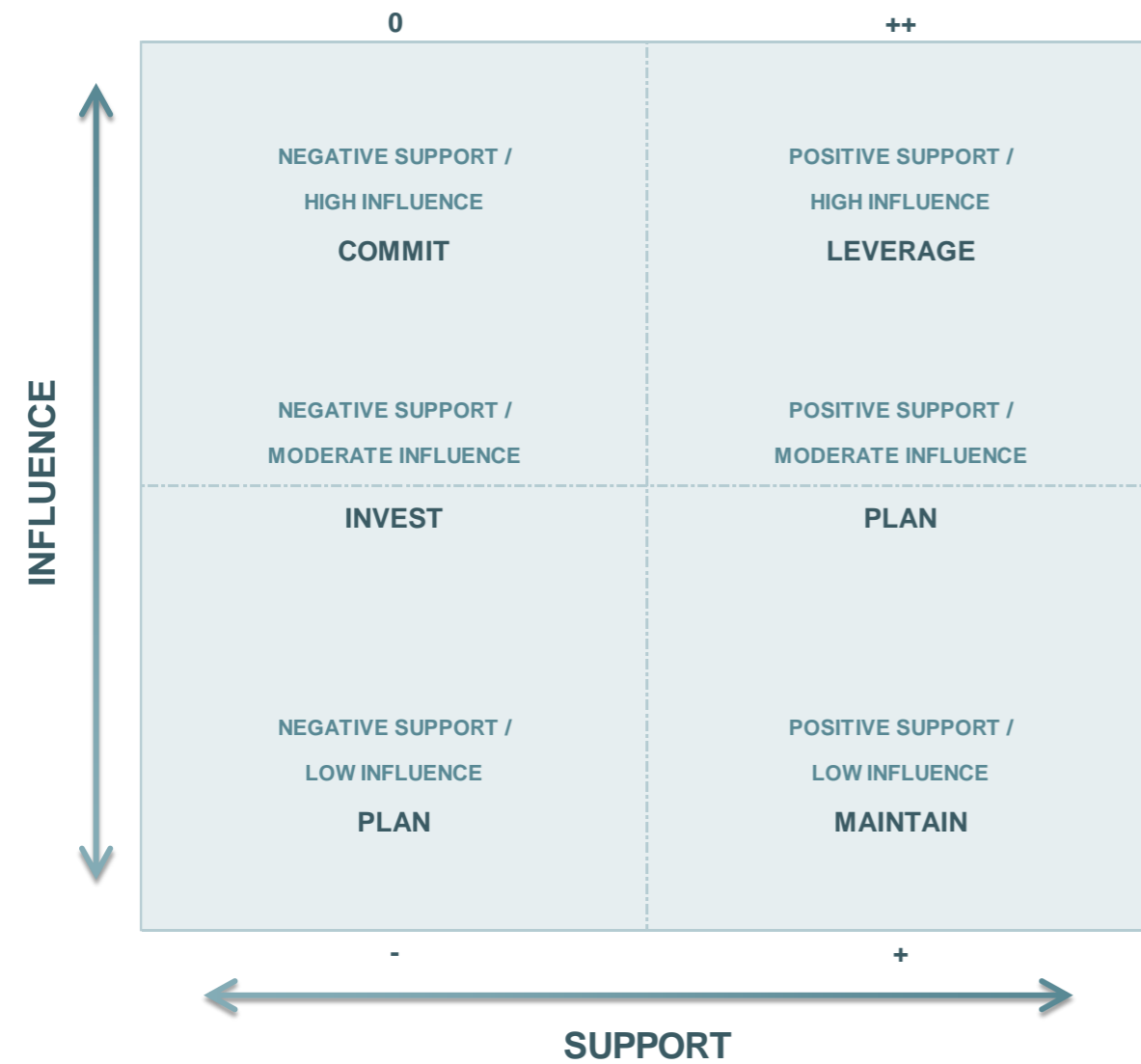| Organisation	Representative(s)
Transport Scotland	Roads Customer Care Manager (Secretariat)
Operating Companies	OC Engagement Manager
Traffic Scotland Operator	TBC
Customer Care Line Operator	TBC
DBFOs	TBC

Meeting Cycle:

Members of the forum will meet every 6 months.

Attachment 5.2 Operating Company Stakeholder Management Plan

NAME OR GROUP	ROLE	PREDISPOSITION	ANTICIPATED INVOLVEMENT	ANTICIPATED ISSUES	MOTIVATION / DRIVERS	EXPECTATIONS OF EXCHANGE	Contact Frequency	Enabler / Neutral / Blocker	Delivery Influence	Management Strategy	Preferred Communications	Interest	Who Influences them	Who do they Influence	Power - Ability to Impact TS/OC	Type of Information involved	OC contact person	How does the OC communicate?	How is information and success measured?	Where is documentation stored?
Sponsors, managers, users, etc.		Current commitment profile: resistant, ambivalent, neutral, supportive/committed	What level of involvement from the OC is expected: high, medium, low	Known or potential issues e.g.: local concerns, operations, performance, policy development, designs, public enquiries, no issues	Why is the stakeholder invested e.g.: improved services, performance, policy improvement, safety, service expectation, service to public, skills development, understanding	What is the stakeholder's predicted input eg: data management, design, feedback, information required, knowledge share, policy, reports	How often should communication take place: daily, monthly, quarterly, , bi-annual, annual	Does the Stakeholder generally assist or obstruct: enabler, neutral, blocker	Level of influence on achieving TS and OC Objectives: high, medium, low	Top level management strategy: keep satisfied, keep informed, manage closely, monitor (minimum effort)	Communications, outwith daily communications (phone, email, meetings, forums etc)	Interest in successful outcomes: high, low	Behaviour is affected by:	The outcomes of their behaviour affects:	Ability to Impact TS/OC Priorities: High, medium, low	Information such as: Policy, data exchange, information update	Primary contact in OC responsible for pro-active engagement	Examples e.g. briefings, meetings, emails, forums, boards, news releases	Examples e.g. Minutes, Statistics, Tweets, Reports	Examples
		- 0 + ++																		

STAKEHOLDER MANAGEMENT PLAN MATRIX

INFLUENCE (vertical axis)

0	++
NEGATIVE SUPPORT / HIGH INFLUENCE — **COMMIT**	POSITIVE SUPPORT / HIGH INFLUENCE — **LEVERAGE**
NEGATIVE SUPPORT / MODERATE INFLUENCE — **INVEST**	POSITIVE SUPPORT / MODERATE INFLUENCE — **PLAN**
NEGATIVE SUPPORT / LOW INFLUENCE — **PLAN**	POSITIVE SUPPORT / LOW INFLUENCE — **MAINTAIN**

- +

SUPPORT

Stakeholder Management Plan Review Process - to take place at intervals not exceeding 12 months

Have new stakeholders been identified?

Does the management approach for any stakeholder require change?

Are any stakeholders no longer relevant or become inactive?

Complete relevant parts of the Stakeholder Management Plan with proposed content

Remove from Management Plan

Review content of proposed Stakeholder Management Plan

Review and update the Stakeholder Management Plan every 12 months

Provide final version to Director of Roads for Approval

Once approved, upload the Stakeholder Management Plan to the Quality Management System

OC Customer Care Officer

OC Engagement Manager

Reviewed last details:

Last reviewed by (OC Customer Care Officer Name):   Date:

Approved by (OC Engagement Officer Name):   Date:

Attachment 5.3 Roads Enquiries

1. Correspondence from MSP's, MP's, MEP's	2. Briefing or correspondence requests from Transport Scotland Officials	3. Direct Correspondence to Operating Company (from councillors, the public or businesses)	4. Correspondence from the Roads Customer Care Line (info@trafficscotland.org)	5. Written complaints to Operating Company (from councillors, public or businesses)
1.1 Enquiries relating to Scottish Government or Transport Scotland regarding funding, policy or sensitive political matters; 1.1.1 Issue acknowledgement receipt to customer (1 W/Day). 1.1.2 Forward to Transport Scotland as they will respond to the customer (1 W/Day). 1.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (3 W/Days). **1.2 Enquiries relating to basic operational information, programme information on planned and or rescheduled works and information contained within the public domain.** 1.2.1 Issue acknowledgement receipt to customer (1 W/Day). 1.2.2 Record details of enquiry and issue response to the customer. Close enquiry and save response to the customer on the system. Provide copy of final response to Transport Scotland (20 W/Days).	**2.1 Parliamentary Questions (PQ);** 2.1.1 Provide background to Transport Scotland request as per PQ type below and use standard reporting as specified by Transport Scotland. a) Written Parliamentary Questions (2 W/Days). b) Oral Parliamentary Questions (1 W/Day). c) First Minister Parliamentary Questions (No later than 1 W/Day). d) Topical Parliamentary Questions (within commissioning request) **2.2 Contributions for briefings or draft response;** 2.2.1 Provide response to Transport Scotland (3 W/Days). 2.2.2 If unable to respond within timescales, inform Transport Scotland. **2.3 Environmental Information (Scotland) Regulations 2004 – Briefing requests;** 2.3.1 Provide information to Transport Scotland (3 W/Days). 2.3.2 Use standard report template specified by Transport Scotland. **2.4 Freedom of Information (Scotland) Act 2002 – Briefing requests;** 2.4.1 Provide response to Transport Scotland (3 W/Days). 2.4.2 Use standard report template specified by Transport Scotland. **2.5 The Data Protection Act (2018) – Subject Access Requests;** 2.5.1 Provide response to Transport Scotland (3 W/Days). 2.5.2 Use standard report template specified by Transport Scotland. **2.6 Data Protection Act (2018) – Breeches;** 2.6.1 Provide response to Transport Scotland (3 W/Days). 2.6.2 Use standard report template specified by Transport Scotland. **2.7 GDPR and data management policy and/or compliance requests;** 2.7.1 Provide response to Transport Scotland (3 W/Days). 2.7.2 Use standard report template specified by Transport Scotland.	**3.1 Enquires relating to Scottish Government or Transport Scotland regarding funding, policy or sensitive political matters;** 3.1.1 Issue acknowledgement receipt to customer (1 W/Day). 3.1.2 Forward to Transport Scotland (1 W/Day). Transport Scotland will confirm who is most appropriate to respond, Transport Scotland or Operating Company. 3.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (5 W/Days). 3.1.4 If Transport Scotland confirm Operating Company to respond, the Operating Company should respond directly to customer and copy response to Transport Scotland (20 W/Days). **3.2 Enquiries relating to Operating Company operational and business matters, actions or decisions;** 3.2.1 Issue acknowledgement receipt to customer (1 W/Day). 3.2.2 Record details of enquiry and issue response to the customer. Close enquiry and save response to the customer on the system (20 W/Days). **3.3 Enquiries relating to the Environmental Information (Scotland) Regulations 2004 or the Freedom of Information (Scotland) Act 2002;** 3.3.1 Respond to customer explaining that this legislation does not apply to private companies such as the Operating Company. Advise correspondent to contact Transport Scotland directly (1 W/Day).	**4.1 Correspondence relating to Operating Company operational matters, actions or decisions;** 4.1.1 Accept enquiry from customer care line system. 4.1.2 Confirm correctly allocated (1 W/Days). If enquiry has been incorrectly allocated, reject on system and transfer to correct responder, i.e. another OC, DBFO or TS. The OC should also provide feedback to the Customer Care Line Operator regarding incorrect allocation. 4.1.3 Transport Scotland shall provide draft standard text for use in direct replies if required. 4.1.4 Respond directly to the customer (10 W/Days). 4.1.5 If unable to respond within 10 W/Days, issue interim reply explaining why and provide estimated date of response, however, this should be no later than 20 W/Days from when the enquiry was generated. 4.1.6 Use any system provided by Transport Scotland to manage and store correspondence. **4.2 Complaints relating to Operating Company operational issues, matters or decisions;** 4.2.1 Follow process outlined within 5.2 – Direct Complaints to Operating Company Process.	**5.1 Complaints relating to Scottish Government or Transport Scotland, regarding funding, policy or sensitive political matters;** 5.1.1 Issue acknowledgement receipt to customer (1 W/Day). 5.1.2 Forward to Transport Scotland (1 W/Day). Transport Scotland will confirm who is most appropriate to respond, Transport Scotland or Operating Company. 5.1.3 Use standard reporting template as specified by Transport Scotland to provide background information/contribution. Send to Transport Scotland for inclusion in their response to the customer (2 W/Days). 5.1.4 If Transport Scotland confirm Operating Company to respond, the Operating Company should respond directly to the customer and copy response to Transport Scotland (20 W/Days). 5.1.5 If Transport Scotland respond, they will follow Transport Scotland's complaints procedure. **5.2 Complaints relating to Operating Company operations, actions or decisions (e.g. claims);** 5.2.1 Issue acknowledgement receipt to customer (1 W/Day). 5.2.2 Stage 1 – Record details of complaint on system and resolve frontline and respond to the customer (3 W/Days). If unable to respond to customer within timescale, issue interim response with options for escalation in unhappy. 5.2.3 Stage 2 – If unable to resolve within timescale or further investigation required, inform customer and provide draft version of final response to the Director (15 W/days) 5.2.4 Issue final response to customer (20 W/Days). 5.2.4 Provide information to customer on escalation to SPOS and advise next steps as set out in the Roads Complaints Handling Procedure. **5.3 Complaints relating to claims handling by the Operating Company;** 5.3.1 Follow process outlined in 5.2, above, ensuring that staff addressing the complaint are independent from the claims process.

All correspondence requests and tasks noted above are to be submitted by email or any other electronic means specified by the Director between the relevant parties named above.

Schedule 3

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Attachment 5.4 Media Enquiries Form

To …….

From ……

Please find information requested by the following organisation that requires a response from the Operating Company and Transport Scotland.

Source of Enquiry

Organisation	Contact	Date and Time received	Operating Company Contact and telephone number

Details of Enquiry

Details of Proposed Response

Further Action Proposed

Deadline

This notice has been sent to

Name				Transport Scotland media officer
Name				TRBO
Name				Performance Audit Group

Attachment 5.5 Location of Existing Network Customer Information Signs

Network customer information signs of the type detailed in Schedule 5 Appendix 1/21 are in place on the Unit at the following locations:

Number	Route	Description	Grid Reference
1	A82	Crianlarich S/B	237789.31, 724284.43
2	A82	Tyndrum N/B	233030.37, 731565.31
3	A82	Ballachulish S/B	206379.7, 758856.09
4	A82	Loch Lochty N/B	225525.16, 791867.38
5	A82	Invermoriston N/B	244896.47, 818079.43
6	A82	Inverness S/B	264580.4, 843330.63
7	A828	Connel Bridge N/B	191060.75, 734966.69
8	A828	Ballachulish S/B	205557.76, 759450.13
9	A83	Tarbet W/B	231701.11, 704514.75
10	A83	Lochgilphead N/B	186713.74, 685931.1
11	A83	Campbeltown N/B	171189.39, 621736.38
12	A830	Corpach W/B	204568.8, 778388.69
13	A830	Morar E/B	167514.75, 794324.82
14	A835	Maryburgh W/B	251899.21, 855527.11
15	A835	Braemore E/B	219106.67,

Number	Route	Description	Grid Reference
			882105.56
16	A85	Tyndrum W/B	231909.67, 731002.56
17	A85	Dunbeg E/B	189094.7, 733944.36
18	A85	Perth W/B	304383.63, 725484.06
19	A85	Glen Ogle W/B	256197.84, 727627.94
20	A85	Crianlarich S/B	239643.5, 725029.44
21	A86	Strath Mashie W/B	259864.22, 793295.81
22	A86	Spean Bridge E/B	224617.8, 781578.43
23	A87	Invergarry W/B	228047.42, 801832.25
24	A87	Bun Loyne W/B	220070.25, 810005.13
25	A87	Portree S/B	147551.27, 841615.25
26	A887	Bun Loyne E/B	223690.55, 811256.81
27	A9	Perth N/B	309581.68, 726707.04
28	A9	Aviemore N/B	290208.07, 816319.97
29	A9	Inverness S/B	272126.13, 840182.69
30	A9	Tore N/B	260317.67, 853693.94
31	A9	Latherwheel S/B	318497.91, 932542.44

Number	Route	Description	Grid Reference
32	A9	Thurso S/B	312127.28, 966077.56

Attachment 5.6 Use of Social Media

1.   **Introduction**

"Social media" is the term commonly given to websites and online tools that allow users to interact with each other in some way – by sharing information, opinions, knowledge and interests. As the name implies, social media involves the building of communities or networks, encouraging participation and engagement.

2.   **Principles**

These principles apply to your online participation and sets out the standards of behaviour expected of the Operating Company:

(i)   Be professional, remember that you are an ambassador for your organisation and the Scottish Government. Wherever possible, disclose your position within the Operating Company.

(ii)   Be responsible, be honest at all times and when you gain insight, share it with the Director where appropriate.

(iii)   Be credible, accurate, fair and thorough.

(iv)   Always remember that participation online results in your comments being permanently available and open to being republished in other media.

(v)   Never give out personal details like home address and phone numbers.

(vi)   Stay within the legal framework and be aware that defamation, copyright and data protection laws apply.

See Figure 5.8.1 – Process for Replying through Social Media.
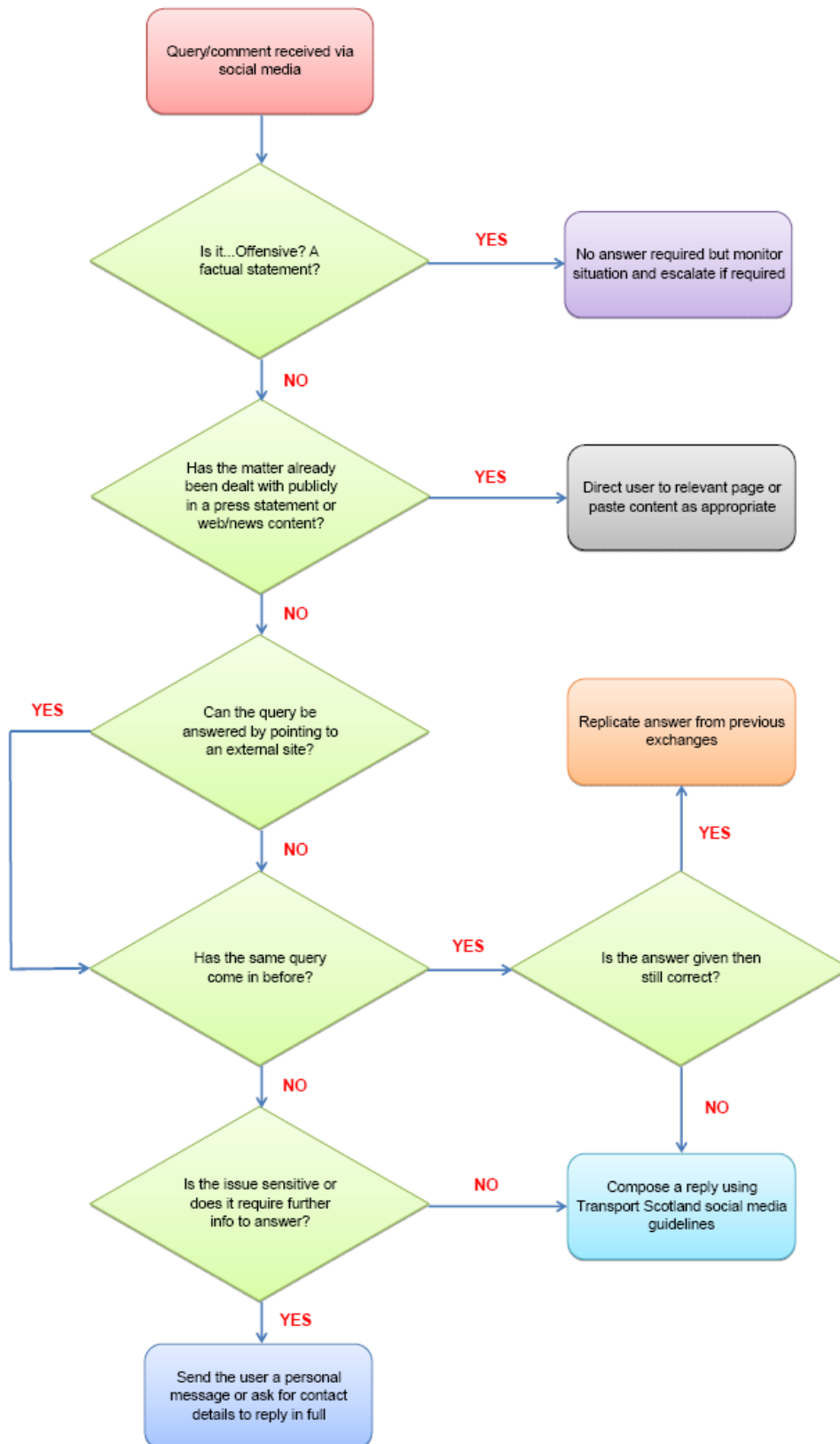
Figure 5.8.1 – Process for Replying through Social Media

Trunk Road Operating Company Complaints Handling Requirements

INTERNAL OC STAFF USE ONLY

REDACTED

Attachment 5.8 Roads Operating Company Complaints Register

Complaint Details					Stage 1							Stage 2									Comments			
Reference	Complainant Name	Nature of Complaint	OC Action Officer		Date received	Acknowledgement issued	Final Reply Due	Extension Required	Extension Deadline	Date reply issued	Outcome - Resolved/Stage 2	Date Received	OC Investigating Officer	Acknowledgement issued	Final reply due	Extension Required	Agreed Extension	Date reply issued	Outcome - Resolved/Escalated to TS					

Roads Operating Company - Unacceptable Actions

Correspondents Details								Comments	
Ref	Name	Date Action Applied		Action Taken	Details of Action	OC Action Officer			