

Improving Public Satisfaction

A report by the Partnerships and Major Projects Director, TSUK, Member of the Kent Highway Services Alliance Executive, to the Highways Advisory Board on 13th November 2007

Introduction

1. Paul Burgess, the TSUK Partnerships and Major Projects Director has overseen the activities associated with the strategic KHS objective 'Improving Public Satisfaction' on behalf of the KHS Alliance Executive. A presentation will be made to the Highways Advisory Board at this meeting on this subject. In addition a summary statement is attached to this report setting out the achievements in this critical area against the agreed programme (Appendix1).

Background

2. The KHS Alliance Board adopted seven strategic objectives when the project was originally launched. One of these objectives is to 'Improve Public Satisfaction'. The presentation will look at the following:
 - Why improving public satisfaction is important to KHS
 - The scope and range of KHS interactions with the public
 - Complaints and compliments
 - KHS structured interactions and the programme
 - What the 'public' in all its forms are telling us
 - The new KHS structure and how this deals with 'improving public satisfaction'.
 - Key strategic issues for consideration.

HAB Members are invited to offer their views during the presentation.

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Background Documents:

Appendix 1 – Review of KHS actions under the 'improving public satisfaction' heading