

PROGRAMMED CONSULTATION MATRIX FOR ENVIRONMENT DIRECTORATE

| Service | Consultees | Survey | Flare Codes | Method | Apr-08 | May-08 | Jun-08 | Jul-08 | Aug-08 | Sep-08 | Oct-08 | Nov-08 | Dec-08 | Jan-09 | Feb-09 | Mar-09 | |
|--|---|--|---|---|--------|---|-----------------|---|---------------------------------------|-----------|-----------|--------------------------------|--|---|-----------------------------------|-------------------------|---|
| Customer Services - David Seager | | | | | | | | | | | | | | | | | |
| Bereavement Services - Results to Neil Buckley | Funeral Directors | Funeral Directors | | Postal | 1 | | | | | | | | | | | | |
| | Service Users | Cemeteries | | Postal x 4 | 4 | Period 30 (Jan to Mar) Sent | Done - 100% | | Period 31 (Apr to Jun) to be sent out | | | | | Period 32 (Jul to Sep) | | | |
| | Service Users | Crematoria | | Postal x 4 | 4 | | Done - 100% | | | | | | | | | | |
| | Visitors | Memorial Service | | Given out on the day x 3 | 3 | | | Fathers Day Feedback cards to be given out at service | | | | | Memorial service Feedback cards to be given out at service | | | | Mothers Day Feedback cards to be given out at service |
| Bereavement Services & Grounds Maintenance Results to Neil Buckley & Tony Barton | Visitors to cemetery Grounds | Visitors to the Cemeteries Grounds | | NEW Face to face - Every quarter | 4 | | | | | | | | | | | | |
| Citywide - Catering & Cleaning - Results to Sharon Smith | Service Users - Schools | Catering & Cleaning | List from Sharon Smith | Postal | 1 | | | | | | | | | cleaning & catering to be sent | Results due | | |
| Citywide Catering & Events - Results to Ruth Steenson | Service Users - Functions | Functions - Results to Ruth Steenson | | Postal / Internet results X 4 (every quarter)- continuous input | 4 | 4th qtr results done (Jan to Mar) - 96% | | | 1st quarter due (Apr to Jun) | | | | | 2nd qtr due (Jul to Sept) | | | |
| Citywide Catering & Events - Results to Ruth Steenson | Service Users - Phase 3 Shop | One off - Phase 3 shop Results to Ruth Steenson | | Email civic centre, crompton house staff | 1 | Send email | Done - 96% | | | | | | | | | | |
| Business and Operational Support - Peter Chew | | | | | | | | | | | | | | | | | |
| BCU - Peter Coxon, Finance - Karen Masheder, HR - Joanne Finnerty /Louise Henson, Systems Development Phil Edwards & Operations Support | Service Users | BCU, Finance, HR, Systems Development, Operations Support - Customer satisfaction Survey | | E-Mail | 1 | | | | | | | | | | | | 2007/08 Joint Business & Op Support - to be sent |
| Business Consultancy Unit - Peter Coxon | Employees | Directorate - Employee Satisfaction Survey | | ON HOLD | 0 | | | | | | | | | | | | On Hold |
| | Environment Staff | Mystery Shopper | | Telephone x 2 | 2 | | | Random 20 calls - Due | | | | | | | | | Random 20 calls - due |
| | Visitors to the open day Staff that worked/helped with the Environment Open Day | Open Day Survey | | Given out on the day | 1 | | | | | | | | | Survey to be given out | | | |
| | | Open day evaluation Survey | | Email staff/agencies after the event | 1 | | | | | | | | | | | | |
| | DMG | Refresh Customer Forum | | ON HOLD | 0 | | | | | | | | | | | | |
| Operations Support - Denise Roberts | Hotel Users (Inc Equality) | Salfordian Hotel | | Given out on site - report x 12 | 12 | Done - 100% | April done 100% | May | June | July | August | September | October | November | December | January | February |
| Regulatory Services - Ron Pennington | | | | | | | | | | | | | | | | | |
| Environmental Health John Snow | Programmed Inspections | Food ***Health and Safety | INR/CSF INR/CSN - ***H&S in Flare (More) put Action Type H01*** | Postal x 4 | 4 | | | | | | | | | | | | |
| | Service Users (Incl Equality) | F (Food) S (Health and safety) | Serv Req Report - SRR (#COM) | Telephone x 3 | 3 | | | H & S (PM) *** F & H/S Closed PM | | | Food (PM) | | | F & H/S Closed PM | | | F & H/S Closed PM |
| | Businesses | Licences (Incl Equality) | | Postal by Env Health | 1 | | | | | | | | | | | | |
| Environmental Protection Lynda Stefek | Service Users (Incl Equality) | P (Pollution) | Serv request report SRR (P) | Telephone x 3 | 3 | Closed PM - Printed done 88% | | | | Closed PM | | | | Closed PM | | | |
| Public Health/Pest Control John Snow | Service Users (Incl Equality) | CP (Pest Control) | Serv request report - SRR (CP) | Telephone x 3 | 3 | Closed PM - Printed - done 97% | | | | Closed PM | | | | Closed PM | | | |
| Licensing Jane Nugent | Service Users | Licensing Act 2003 - Applications / Fees | | Given out - continuous input | 1 | | | | | | | | | | | | Report Due for 2008/09 |
| | Taxi - Applications & Complaints | Taxi Licence | | Given out - continuous input | 1 | | | | | | | | | | | | Report Due for 2008/09 |
| Ron Pennington - Taxi Licensing Survey | Taxi drivers | One off - Taxi Licence | | Postal (?) | 1 | | | | | | | | | | | | |
| Trading Standards /Consumer advice Paula Flynn | Service Users (Incl Equality) | Trading Standards | | Postal By TS X 4 - continuous input | 4 | Jan to Mar Done - 100% | | | Apr to Jun | | | | | Jul to Sep | | | Oct to Dec |
| | Service Users (Incl Equality) | Consumer Advice | | Postal By TS X 4 - continuous input | 4 | Jan to Mar Done - 100% | | | Apr to Jun | | | | | Jul to Sep | | | Oct to Dec |
| | Programmed Inspections (Incl Equality) | TS/CA | | Postal By TS X 4 - continuous input | 4 | Jan to Mar Done - 96% | | | Apr to Jun | | | | | Jul to Sep | | | Oct to Dec |
| Liveability Services - Malcolm Thorpe | | | | | | | | | | | | | | | | | |
| BCU & Environmental Strategy - Wayne Priestley | Residents in LAA wards (6) | Local Area Agreement Survey (LAA) | | Door to door / Events X 2 | 2 | | | | input | report | | | | | | | input |
| Grounds Maintenance Dominic Clarke (for parks surveys also send copy to Wayne Priestley, also send copy of parks users survey to Chad Jones) | Internal SSC Clients Users | Ground Maint Summer/Winter Internal Cust Sat cc Sue Kay | | Email, Postal & Telephone Survey X 2 | 2 | Winter Oct to Mar 2007-08 - sent out | | | | | | | | Summer - Apr to Sept 2007 | | | |
| | Schools on Ground Maint contact list | Grounds Maint - Summer/Winter Schools Cust Sat cc Sue Kay | List from Sue Kay | Postal X 2 | 2 | Winter Oct to Mar 2007-08 - sent out | | | | | | | | Summer - Apr to Sept 2007 | | | |
| | Parks Users | Cust Satisfaction (Incl Equality) cc Sue Kay/Annie Surtees | | face-to-face X 4 (every quarter) | 4 | Jan to Mar - Done 98% | | | Apr to Jun | | | | | Jul to Sept | | | Oct to Dec |
| | Allotment Users | Allotments (Incl Equality) cc Sue Kay | | Postal | 1 | | | | | | | | | | | | to be sent |
| | Service Users | GM Satisfaction Survey | Unit - B Officer - PJO (to exclude Phil Jones from VMS) | New Postal X 4 | 4 | | | | 1st Quarter - Apr to may | | | | | 2nd Quarter - Jun to Aug | | | 3rd Quarter - Sept to Nov |
| George Gilbody - Grounds maintenance outdoor sports | Service users | outdoor sports - Casual | | Given out - continuous input - results at end of season (Mid Oct) | 1 | Surveys given to GG to hand out to sites (new 2008) | | | | | | | | Results to be done mid October (new for 2008) | | | |
| | Service users | outdoor sports - Summer & Winter | new survey to be sent every qtr | Postal - Lists from angela X 2 | 2 | | | Summer surveys sent mid June | Closing date end of July | | | | | | Winter Surveys to be sent mid Jan | Closing date end of Feb | |
| Grounds Maintenance - Annie Surtees | Services Users | Ranger event surveys | | Given out - continuous input - x 2 | 2 | Winter - Oct 07 to Mar 08 - Done 97% | | | | | | | | July to Sept due | | | |
| Refuse Collection David Robinson | 3% Per Ward (incl Equality) | Refuse Collection | | Postal (2827) | 1 | | | | | | | | | | | | 2400 to be sent Feb |
| cc. Damian Thornton - RC & TW Mark Hattle - RC & TW Beverley Lydiate - T W | 3% Per Ward (incl Equality) | Recycling | | Postal (2827) | 1 | | | | | | | | | | | | 2400 to be sent Feb |
| | Service Users | Trade Waste | | Postal - (1680) | 1 | | | | | | | around 1700 surveys to be sent | input surveys | Results Due | | | |
| Street Cleansing David Robinson cc. Damian Thornton & Mark Hattle | 3% per ward (incl Equality) | Street Cleansing | | Postal (2827) | 1 | | | | | | | | | | | | 2400 to be sent Feb |
| Vehicle Maintenance Service Terry Dixie | Drivers | VMS - customer satisfaction survey | | Given out | 1 | | | | | | | | | | | | Send out Feb / Mar |
| | Manager/Supervisors | VMS - customer satisfaction survey | | Postal | 1 | | | | | | | | | | | | |
| | MOT Customers | VMS - customer satisfaction survey | | Given out on the day results every quarter- continuous input | 4 | | | | 1st Qtr | | | | | 2nd Qtr | | | 3rd Qtr |
| | Taxi Companies | VMS - customer satisfaction survey | | Postal | 1 | | | | | | | | | | | | Send out Feb / Mar |

Total 99