

PROGRAMMED CONSULTATION MATRIX FOR ENVIRONMENT AND COMMUNITY SAFETY DIRECTORATE

Service	Consultees	Survey	Flare Codes	Method	no. per year	no reports	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10	Oct-10	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	
Customer Services - Dominic Clarke																			
Bereavement Services - Results to Neil Buckley	Funeral Directors	Funeral Directors		Postal	1	1													
	Service Users	Cemeteries		Postal	4	4	Period 34 (Jan to Mar)			Period 35 (Apr to Jun)			Period 36 (Jul to Sep)			Period 37 (Oct to Dec)			
	Service Users	Crematoria		Postal	4	4													
	Visitors	Memorial Service		Equality monitored	3	3	Given out on the day x 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 (copy to Bernie Noon)	Visitors to cemetery Grounds	Visitors to the Cemeteries Grounds		NEW Face to face - Every quarter monthly results to LOC	4	4	4th qtr			1st qtr			2nd qtr			3rd qtr			
Bereavement Services Mystery shopper survey	Cem and crem office staff	Telephone		Telephone	2	2													
Citywide Catering & Events - Results to Ruth Steenson	Service Users - Functions	Functions - Results to Ruth Steenson		Postal / Internet results (every quarter)- continuous input	4	4	4th qtr results done (Jan to Mar)			1st quarter due (Apr to Jun)			2nd qtr due (Jul to Sept)			3rd qtr due (Oct to Dec)			
Business and Operational Support - Peter Chew																			
Business Consultancy Unit - Peter Coxon	Environment Staff	Mystery Shopper	results to LOC monthly	Telephone	12	12	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	Random 20 calls - Due	
ICT Team - Fraser Smith	Service Users	One off - Turnpike Training Centre Survey c.c. Barbara Grindley	List from J Jones	Email	1	1			email previous 3 month users										
ICT Team - Fraser Smith	Service Users	Comment Cards Turnpike Training Centre Survey c.c. Barbara Grindley		Given out on the day results (every quarter)- continuous input	2	2							2nd qtr due (Jul to Sept)			3rd qtr due (Oct to Dec)			
Operations Support - Denise Roberts	Hotel Users (Incl Equality)	Salfordian Hotel	Equality monitored	Given out on site - report	12	12	March	April done 100%	May done 89%	June	July	August	September	October	November	December	January	February	
Regulatory Services - Ron Pennington																			
Environmental Health John Snow	Programmed Inspections	Food - compliant	see procedure	Postal	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
		Food - non-compliant		Postal	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
		Health and Safety - non-compliant		Postal	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys
		Health and Safety - compliant		Postal	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys
	Service Users (Incl Equality)	F (Food) S (Health and safety)	Serv Req Report - SRR (#COM)	Equality monitored	12	4	Closed PM 1/4 rpt Jan to Mar	F & H/S Closed PM	F & H/S Closed PM	Closed PM 1/4 rpt Jan to Mar	F & H/S Closed PM	F & H/S Closed PM	Closed PM 1/4 rpt Jan to Mar	F & H/S Closed PM	F & H/S Closed PM	Closed PM 1/4 rpt Jan to Mar	F & H/S Closed PM	F & H/S Closed PM	
Environmental Protection Lynda Stefek	Service Users (Incl Equality)	P (Pollution)	Serv request report SRR (P)	Equality monitored	12	4	Closed PM 1/4 rpt Jan to Mar done 53%	April done 58%	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	
	Businesses	Business survey - N182 - compliant		Postal x 12	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
	Businesses	Business survey - N182 - non-compliant	see procedure	Postal x 12	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
Public Health/Pest Control John Snow	Service Users (Incl Equality)	CP (Pest Control)	Serv request report - SRR (CP)	Equality monitored	12	4	Closed PM 1/4 rpt Jan to Mar done 94%	Closed PM	Closed PM	Closed PM 1/4 rpt Apr to Jun	Closed	Closed	Closed PM 1/4 rpt July to Sept	Closed	Closed	Closed PM 1/4 rpt Oct to Dec	Closed	Closed	
Licensing Jane Nugent	Service Users	Licensing Act 2003 - Applications / Fees	monthly results to LOC	Given out - continuous input	12	4												Report Due for 2010/11	
	Taxi - Applications & Complaints	Taxi Licence		Given out - continuous input	12	4												Report Due for 2010/11	
	Licensing business	Business survey - N182 compliant		Postal x 12	12	12	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	
	Licensing business	Business survey - N182 - non-compliant	see procedure	Postal x 12	12	12	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	New 182 surveys	
Trading Standards /Consumer advice Paula Flynn	Service Users (Incl Equality)	Trading Standards		Equality monitored	12	4	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	
	Service Users (Incl Equality)	Consumer Advice		Equality monitored	12	4	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	Closed PM 1/4 rpt Jan to Mar	Closed PM	Closed PM	
	Business inspections N182 - complaint	Business survey - N182 compliant		Postal x 12	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
	Business inspections N182 - complaint	Business survey - N182 - non-compliant	see procedure	Postal x 12	12	12	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	
Regulatory services Needs analysis	CIrs / Public / Businesses / Staff / Complainants	Needs analysis - TS / Licensing / Env Health / Env Prot	random	Equality monitored	1	4	Needs analysis	Needs analysis	Needs analysis										

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Liveability Services - David Seager																		
Grounds Maintenance Bernie Noon <i>(send copy parks users surveys Wayne Priestley and Chad Jones)</i>	Internal SSC Clients Users	Ground Maint Summer/Winter Internal Cust Sat cc Sue Kay		Email, Postal & Telephone Survey X 2	2	2	Winter Oct to Mar						Summer - Apr to Sept					
	Schools on Ground Maint contact list	Grounds Maint - Summer/Winter Schools Cust Sat cc Sue Kay	List from Sue Kay	Postal X 2	2	2	Winter Oct to Mar done 100%						Summer - Apr to Sept					
	Parks Users	Cust Satisfaction (inc Equality) cc Sue Kay/Annie Surtees		Equality monitored	face-to-face X 4 (every quarter)	4	4	Jan to Mar			Apr to Jun			Jul to Sept			Oct to Dec	
	Allotment Users	Allotments (inc Equality) cc Sue Kay		Equality monitored	Postal	1	1										to be sent	
	Service Users	GM Satisfaction Survey	Unit - B Officer ~PJO (to exclude Phil Jones from VMS)	Equality monitored	New Postal X 4	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		Equality monitored	Given out - continuous input - results at end off season (Mid Oct)	1	1	Surveys given to GG to hand out to sites										
	Service users	outdoor sports - Summer & Winter	new survey to be sent every qtr	Equality monitored	Postal - Lists from angela X 2	2	2					Summer surveys sent mid August						Winter Surveys to be sent mid February
Grounds Maintenance - Annie Surtees	Services Users	Ranger event surveys			Given out - continuous input - x 2	2	2	Winter period Oct - Mar					Summer period Apr - Sept					
Refuse Collection David Robinson	3% Per Ward (incl Equality)	Refuse & recycling service		Equality monitored	Postal (2827)	1	1	Sent Mar/April 2010										Sent Feb
	Service Users	Trade Waste			Postal - (1680)	1	1						around 1700 surveys to be sent	input surveys	Results			
cc. Damian Thornton - RC & TW Mark Hattle - RC & TW Beverley Lydiate - T W	Service Users	Assisted Bin List	List from Bev	Equality monitored	Postal	1	1			on hold								
Street Cleansing David Robinson cc. Damian Thornton & Mark Hattle	3% per ward (incl Equality)	Street Cleansing		Equality monitored	Postal (2827)	1	1	Sent Mar/April 2010										
Vehicle Maintenance Service Terry Dixie	Drivers	VMS - customer satisfaction survey		Equality monitored	Given out	1	1											Sent Feb
	Manager/Supervisors	VMS - customer satisfaction survey			Telephone	1	1											Sent Feb
	MOT Customers	MOT - customer satisfaction survey	monthly results to LOC	Equality monitored	Given out on the day results every quarter- continuous input monthly results to LOC	4	4	Jan to Mar			April to June		July - Sept				Oct - Dec	
	Taxi Operators	MOT - customer satisfaction survey			Given out - continuous input	4	4	Jan to Mar			April to June		July - Sept				Oct - Dec	
	Blacksmiths survey (internal customers)	Customer satisfaction	list provided by Phil Jones		E-Mail	2	2	09/10 results									Send out Jan	