

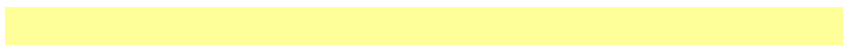
**PROGRAMMED CONSULTATION MATRIX FOR ENVIRONMENT DIRECTORATE**

Service	Consultees	Survey	Flare Codes	Method		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
<b>Customer Services - Dominic Clarke</b>											
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	Done - 100%	
	Service Users	Crematoria		Postal x 4	4		Done - 100%			Done - 100%	
	Visitors	Memorial Service		Given out on the day x 3	3			Fathers Day Feedback cards to be given out at service - DONE			
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	4th qtr results done (Jan to Mar)			1st quarter due (Apr to Jun) done 100%		
Bereavement Services Mystery shopper survey	Cem and crem office staff	Telephone		Telephone	2						
Citywide - Catering & Cleaning - Results to Sharon Smith	Service Users - Schools	Catering & Cleaning	List from Sharon Smith	Postal	1						
Citywide - Catering & Cleaning - Results to Ann Brown	Service Users - staff restaurant	Staff restaurant		on site	5						
Citywide - Catering & Cleaning - Results to Ann Brown	Turnpike House staff	Staff restaurant		E-Mail							
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)		
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%				
<b>Business and Operational Support - Peter Chew</b>											
BCU - Peter Coxon, Finance - Karen Masheder, HR - Joanne Finnerty /Louise Henson, ICT Team - Fraser Smith & Systems Development - Phil Edwards	Service Users	BCU, Finance, HR, Systems Development, Operations Support - Customer satisfaction Survey		E-Mail	1						
Business Consultancy Unit - Peter Coxon	Employees	Directorate - Employee Satisfaction Survey c.c. Sam Fargher		E-Mail	1			Email staff done			
	Environment Staff	Mystery Shopper		Telephone x 2	2			Random 20 calls - Due			
	DMG	Refresh Customer Forum		ON HOLD	0						
	Formal Complaints	Complaints Closed previous month	N/A to be given to BCU by BG	Postal	0	N/A	N/A	N/A	N/A	N/A	N/A
ICT Team - Fraser Smith	Service Users	One off - Turnpike Training Centre Survey c.c. Barbara Grindley	List from Barbara Grindley	Email	1			email previous 3 month users			
ICT Team - Fraser Smith	Service Users	Comment Cards Turnpike Training Centre Survey c.c. Barbara Grindley	New starts July 08	Given out on the day results X 4 (every quarter)- continuous input	2						
Operations Support - Denise Roberts	Hotel Users (Incl Equality)	Salfordian Hotel		Given out on site - report x 12	12	Done - 100%	April done 100%	May done 100%	June	July	August done 100%
<b>Regulatory Services - Ron Pennington</b>											
Environmental Health John Snow	Programmed Inspections	Food - compliant	see procedure	Postal x 6	6			H & S (PM) done 96%			New N182 surveys
		Food - non-compliant		Postal x 6	6						New N182 surveys
		Health and Safety - non-compliant		Postal x 6	6						New N182 surveys
		Health and Safety - compliant		Postal x 6	6						New N182 surveys
	Service Users (Incl Equality)	F (Food) S (Health and safety)	Serv Req Report - SRR (#COM)	Telephone x 3	3			F & H/S Closed PM 85% done			
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 69%	
	Businesses	Business survey - N182 - compliant	see procedure	Postal x 6	6						New N182 surveys
	Businesses	Business survey - N182 - non-compliant		Postal x 6	6						
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 done 85%	
Licensing Jane Nugent	Service Users	Licensing Act 2003 - Applications / Fees		Given out - continuous input	1						
	Taxi - Applications & Complaints	Taxi Licence		Given out - continuous input	1						
	Licensing business	Business survey - N182 compliant	see procedure	Postal x 6	6						New 182 surveys
	Licensing business	Business survey - N182 - non-compliant		Postal x 6	6						New 182 surveys
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 Done 83%		
	Service Users (Incl Equality)	Consumer Advice		Postal By TS X 4 - continuous input	4	Jan to Mar Done - 100%			Apr to Jun Done 93%		
	Business inspections N182 - compliant	Business survey - N182 compliant	see procedure	Postal x 6	6						New N182 surveys
	Business inspections N182 - compliant	Business survey - N182 - non-compliant		Postal x 6	7	Jan to Mar Done - 96%					New N182 surveys

Service	Consultees	Survey	Flare Codes	Method		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
<b>Liveability Services - David Seager</b>											
BCU & Environmental Strategy - Wayne Priestley	Residents in LAA wards (6)	Local Area Agreement Survey (LAA)		Door to door / Events X 2	2					Not being done	Not being done
Grounds Maintenance Dominic Clarke <i>(for parks surveys also send copy to Wayne Priestley, also send copy of parks users survey to Chad Jones)</i>	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 - Done 100%					
	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 - Done 100%					
	Parks Users	Cust Satisfaction (inc Equality) cc Sue Kay/Annie Surtees		face-to-face X 4 (every quarter)	4	Jan to Mar - Done 98%			Apr to Jun		
	Allotment Users	Allotments (Inc Equality) cc Sue Kay		Postal	1						
	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 done 77%			2nd Quarter - Jun to Aug
George Gilbody - Grounds maintenance outdoor sports	Service users	outdoor sports - Casual		Given out - continuous input - results at end off season (Mid Oct)	1	Surveys given to GG to hand out to sites (new 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	Done 100%		
Grounds Maintenance - Annie Surtees	Services Users	Ranger event surveys		Given out - continuous input - x 2	2	Winter - Oct 07 to Mar 08 - Done 97%					
Refuse Collection David Robinson cc. Damian Thornton - RC & TW Mark Hattle - RC & TW Beverley Lydiate - T W	3% Per Ward (incl Equality)	Refuse Collection		Postal (2827)	1						
	3% Per Ward (incl Equality)	Recycling		Postal (2827)	1						
	Service Users	Trade Waste		Postal - (1680)	1						
	Service Users	Assisted Bin List	List from Bev	Postal	1						
Street Cleansing David Robinson cc. Damian Thornton & Mark Hattle	3% per ward (incl Equality)	Street Cleansing		Postal (2827)	1						
Vehicle Maintenance Service Terry Dixie	Drivers	VMS - customer satisfaction survey		Given out	1						
	Manager/Supervisors	VMS - customer satisfaction survey		Postal	1						Half yearly results done 80%
	MOT Customers	MOT - customer satisfaction survey		Given out on the day results every quarter-continuous input	4	4th Qtr			Done 95%		
	Service Users (Blacksmith)	Blacksmith customer satisfaction survey	New survey - List from Phil Jones	Email, Postal & Telephone Survey X 2	1	New survey - Winter survey will start Oct 08 to Mar 09					
	Taxi Companies	MOT - customer satisfaction survey		Postal	1						

Total

163



Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Period 32 (Jul to Sep)			Period 33 (Oct to Dec)		
	Memorial service Feedback cards to be given out at service				Mothers Day Feedback cards to be given out at service
2nd qtr due (Jul to Sept)			3rd qtr due (Oct to Dec)		
			cleaning & catering to be sent	Results due	
	reporting mechanism tbc	reporting mechanism tbc	reporting mechanism tbc	reporting mechanism tbc	reporting mechanism tbc
		e-mail to all turnpike house staff	Report		
2nd qtr due (Jul to Sept)			3rd qtr due (Oct to Dec)		
					2007/08 Joint Business & Op Support - to be sent
					<b>On Hold</b>
		Random 20 calls - due			
<b>N/A</b>					
2nd qtr due (Jul to Sept)			3rd qtr due (Oct to Dec)		
September	October	November	December	January	February
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	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
F & H/S Closed PM				F & H/S Closed PM	
		Closed PM			
New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys	New N182 surveys
		Closed PM			
					Report Due for 2008/09
					Report Due for 2008/09
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
Jul to Sep			Oct to Dec		
done july only 88%			Oct to Dec		
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

Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
				input	
Summer - Apr to Sept 2008					
Summer - Apr to Sept 2007					
Jul to Sept			Oct to Dec		
			to be sent		
		3rd Quarter - Sept to Nov			4th Quarter - Dec to Feb
Results to be done mid October (new for 2008)					
			Winter Surveys to be sent mid Jan	Closing date end of Feb	
July to Sept due					
				2400 to be sent Feb	
				2400 to be sent Feb	
around 1700 surveys to be sent	input surveys	Results Due			
				2400 to be sent Feb	
				Send out Feb / Mar	
2nd Qtr			3rd Qtr		
Summer - Apr to Sept 2008					
				Send out Feb / Mar	