

Customer Stakeholder Engagement Plan

What is it?

The Customer and Stakeholder Engagement Plan (CSEP) sets out the processes that the council should use when we interact with our customers and those affected by our road works. This mainly involves the distribution of information and how we use feedback on the *service* we provide and the *product* we deliver.

This should not be confused with Public Consultation.





For example:

We will tell you about some upcoming road works to build a new speed hump, how this will affect you. We will then ask you what you thought about the way we conducted the work.

We will not canvass opinion on whether you think the speed hump was needed.

Timescales

The following table outlines how long before each type of work we will inform residents and businesses.

	Major Projects	Level 2	Level 1	Level 0
	<ul style="list-style-type: none"> ➤ Sustainable Transport Packages ➤ Major Infrastructure improvements e.g. LEP works 	<ul style="list-style-type: none"> ➤ Residential/busy urban areas/large rural areas ➤ Road closures or disruptive Traffic Management ➤ Traffic Sensitive A-roads/town centre 	<ul style="list-style-type: none"> ➤ Rural roads ➤ Small rural residential areas ➤ Minor works on cul-de-sacs etc. 	<ul style="list-style-type: none"> ➤ Areas with little or no affect to stakeholders
	✓	✓	✓	Optional
Signs	✓	✓	✓	Optional
Letter Drop	✓	✓	Optional	Optional
Business Visit	✓	✓	Optional	✗
	✓	Optional	Optional	✗
Newsletter	✓	Optional	✗	✗
 RADIO	✓	Optional	Optional	✗
Webpage	✓	Optional	✗	✗
	Optional	Optional	✗	✗
Customer Notice	Detailed in communications plan	14 days	7 days	3 days

Extract from the CSEP