

Appendix 6 Completed KPI 5 Client Feedback Forms



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Highways Term Engineering Contract (HTEC)		General comments on performance & experience to date
Contract number: 70036575	Contract value: (5m.pla to Mouchel)	
Framework: Shropshire Council		
Sector: Local Government Transport		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Hugh Dannatt & Victoria Merrill		
Client job title: Service Manager & Transport Commissioner		
Date of interview: 03.12.2018		<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Operational
Business stream: T&I		Business unit: 50340
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP				✓						
Comments See below.										
2. Understanding your needs					✓					
Comments There was poor communication from both sides with regards to a number of traffic schemes during the relevant period. The client has asked for scheme cost estimates from WSP and there has been a reluctance to put estimates next to schemes; there has been little to no information given										
3. Budget management							✓			
Comments Symptomatic of the quality of the brief provided to WSP. Cannot be too critical due to what we have been asked to do. Sometimes this gives rise to variations after the brief has been agreed to accommodate additional works.										
4. Programme management			✓							
Comments Client would like to see profiling against the list of jobs provided at the start of the year and how this fits in with the capital delivery teams. There is an issue with programming within scheme (e.g. streetworks noticing) and technical staff undertaking audits of schemes that are not yet completed										
5. Health, safety & environment										✓
Comments No issues or comments.										
6. Team work & collaboration		✓								
Comments WSP traffic staff do not work together as a team either within themselves (e.g. auditing schemes still in progress), within the WSP office (e.g. not picking up on other schemes that may affect their works) & do not seem to work as a team with the client officers (e.g. not keeping the client up to										
7. Serving your customers							✓			
Comments Since August, Kiri Hatton has doing a sterling job of communication with customers, especially with other teams - such a maintenance divisions - within Shropshire Council. The client has observed that communication with members and other organisations has been excellent. The general										
8. Impact of defects/resolution of issues				✓						
Comments There are occasions where the client was not informed of issues on site until they were contacted by external stakeholders (for example, Upton Crossroads & the police). The client has observed that when an issue is raised with the traffic team, it is harder to resolve than it needs to be and										

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service					✓					
Comments	See responses to previous questions for a narrative.									
10. Quality of product or outcome					✓					
Comments	There has been technical work provided by the WSP traffic team that has been given to the client containing multiple errors. Examples include errors with sign design. There is an element of trust placed in WSP as to the QA processes of the technical work as there is currently no technical									
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)				✓						
Comments	There is not a lot of enthusiasm within the traffic team and little to no drive to get the work done 'right first time' and to a high standard. Some of the traffic team do not appear to understand how the contractors and the construction elements of scheme delivery work - examples being the									
12. Approach to innovation			✓							
Comments	There is a distinct lack of innovation within the traffic team and a tendency to over-engineer rather than interpret the context of a scheme and adapt accordingly.									

LOYALTY	Extremely Unlikely					Extremely Likely				
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13. How likely to recommend WSP			✓							
Comments	The client may recommend WSP's traffic team to others but would provide strong cautionary words to any prospective party approaching the team to undertake work.									

EFFORT	Extremely Difficult					Extremely Easy				
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14. How easy is WSP to do business with?			✓							
Comments	The traffic team are difficult to do business with as they can be over-defensive, opinionated, and disorganised. Early warnings are seen by the team as confrontational and received negatively.									

MARKET PERCEPTION		
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
<p>The service that WSP implied they would deliver in that they can bring in resources to cover any shortfall has not been demonstrated within the traffic team. Any additional requirement or shortfall of traffic engineers has been communicated to the client as a problem that the client needs to resolve, this should not be the case. This has been demonstrated in the recent traffic support brief sent to WSP in August, that asked for two engineers that the team stated they could not resource. As a result, the brief needed to be modified.</p> <p>Comparison with competitor cannot be answered as there is not competition.</p>	
Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Date of next review:	Interviewer name: Joshua Greenroyd
Client name: PRINT Victoria Merrill & Hugh Dannatt	Interviewer role: Project Manager
Client signature:	



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: <u>Resurfacing</u>		General comments on performance & experience to date	
Contract number:	Contract value (total value to Maccles):		
Framework:			
Sector: <u>Local Authority</u>			
Client organisation name:			
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal			
Client contact name:			
Client job title:			<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview:	Business stream:		Business unit:
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion			

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1 Overall satisfaction with WSP										✓
Comments										
2. Understanding your needs										✓
Comments										
3 Budget management										✓
Comments										
4 Programme management								✓		
Comments										
5 Health, safety & environment								✓		
Comments										
6 Team work & collaboration										✓
Comments										
7 Serving your customers										✓
Comments										
8 Impact of defects/resolution of issues									✓	
Comments										



SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9 Quality of service								✓		
Comments										
10 Quality of product or outcome								✓		
Comments										
11 Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								✓		
Comments										
12 Approach to Innovation								✓		
Comments										

LOYALTY	Extremely Unlikely								Extremely Likely	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13 How likely to recommend WSP								✓		
Comments										

EFFORT	Extremely Difficult								Extremely Easy	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14 How easy is WSP to do business with?								✓		
Comments										

MARKET PERCEPTION	
15 Comparison with competitor?	<input type="checkbox"/> Better <input checked="" type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise

Excellent Performance overall. Really pleased with how high standards have continued in new tier contract. Attitudes toward Partnering/collaboration sets the standard.

Targets for 12 months going forward are deliver same standard on surface dressing and push for recycling.

Would you be happy to provide WSP with a reference?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name:
Date of next review:		Interviewer role:
Client name: PRINT	ANDY WILDE	
Client signature:		



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shropshire Term Consultancy Contract		General comments on performance & experience to date
Contract number: TEC15 / 70036575	Contract value: (5m.p/a to Mouchel)	
Framework: Shropshire		
Sector: Local Government / T&I		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Matt Johnson & Victoria Merrill		
Client job title: Transport Commissioner(s)		<input checked="" type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview: December 2018	Business stream: T&I	Business unit: 50340
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP								<input checked="" type="checkbox"/>		
Comments See below.										
2. Understanding your needs								<input checked="" type="checkbox"/>		
Comments Martin Withington understands what the client requires before there is a requirement; however, sometimes this can over and above what is needed.										
3. Budget management										<input checked="" type="checkbox"/>
Comments No concerns. Particularly with LTP4, the client is always kept informed of any work that may have a budgetary implication.										
4. Programme management								<input checked="" type="checkbox"/>		
Comments No concerns with programme management and the client is kept informed through project updates. There has been one occasion where drift has caused an issue - the annual monitoring surveys was delivered late which may have caused an issue if the client wanted to proceed with the work.										
5. Health, safety & environment										<input checked="" type="checkbox"/>
Comments No comment.										
6. Team work & collaboration									<input checked="" type="checkbox"/>	
Comments Level of interaction is appropriate for the level of work required from the client.										
7. Serving your customers								<input checked="" type="checkbox"/>		
Comments Overall this is o.k. However, during the LTP4 engagement event the client noticed that some of the facilitators lacked the skills to appropriately handle the tables to which they were assigned to get the required outcomes.										
8. Impact of defects/resolution of issues			<input checked="" type="checkbox"/>							
Comments There were a number of meetings the client had to attend in order to resolve the issues within the phase 2 accident cluster site report produced by the traffic team. There was a fundamental misunderstanding of what the client required although there has been a willingness to try to get it right.										

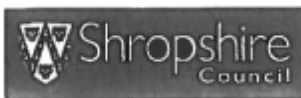
SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service							✓			
Comments										
The score has been brought down due to the performance on the accident cluster site commission. The work conducted outside of the Shrewsbury office has been really good so far.										
10. Quality of product or outcome							✓			
Comments										
As Q9.										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								✓		
Comments										
Overall very good, however there are some WSP staff that are not forward thinking. This lack of self-reflection has caused problems for the client, e.g. the accident cluster site report.										
12. Approach to innovation					✓					
Comments										
No real examples where innovation has been suggested or required.										

LOYALTY	Extremely Unlikely								Extremely Likely	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13. How likely to recommend WSP								✓		
Comments										
See quality section.										

EFFORT	Extremely Difficult							Extremely Easy		
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14. How easy is WSP to do business with?							✓			
Comments										
There is a difference between staff locally and elsewhere in WSP.										

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Would you be happy to provide WSP with a reference? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Josh Greenroyd
Date of next review:	Interviewer role: Project Manager
Client name: PRINT Victoria Merrill	
Client signature:	



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: TECIS-		General comments on performance & experience to date	
Contract number: 2036575	Contract value: (total value to Monitor) 5M pa		
Framework: SHROPSHIRE COUNCIL			
Sector: HDC-			
Client organisation name: SHROPSHIRE COUNCIL			
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal			
Client contact name: CENNA LAWLEY			
Client job title: DEVELOPING HIGHWAYS AREA MANAGER		<input type="checkbox"/> Strategic	<input checked="" type="checkbox"/> Operational
Date of interview: 04/11/18	Business stream: T&I	Business unit: 50340	
Stage: <input type="checkbox"/> 1 End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2 Mid contract <input type="checkbox"/> 3 Post completion			

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate							<input checked="" type="checkbox"/>			
1. Overall satisfaction with WSP										
Comments	OVERALL SATISFIED. - ISSUE LEVEL OF STAFF / RESOURCES									
2. Understanding your needs										<input checked="" type="checkbox"/>
Comments	N/A.									
3. Budget management										<input checked="" type="checkbox"/>
Comments	GREATER LEVEL OF SUPPORT ON BUDGET MANAGEMENT. POSITIVE IMPROVEMENT MADE.									
4. Programme management										<input checked="" type="checkbox"/>
Comments	N/A.									
5. Health, safety & environment										
Comments	N/A.									
6. Team work & collaboration										<input checked="" type="checkbox"/>
Comments	CONTINUED GOOD WORKING RELATIONSHIP.									
7. Serving your customers										<input checked="" type="checkbox"/>
Comments	RESPONSE TO DM ENQUIRIES.									
8. Impact of defects/resolution of issues										<input checked="" type="checkbox"/>
Comments	RIENSTATE REGULAR CATCHUP MEETING.									

SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service								<input checked="" type="checkbox"/>			
Comments		LACK OF RESOURCES. - BE									
10. Quality of product or outcome								<input checked="" type="checkbox"/>			
Comments		GENERALLY SATISFIED.									
11. Quality of our people <small>(Enthusiastic? Collaborative? Forward thinking?)</small>									<input checked="" type="checkbox"/>		
Comments		N/A.									
12. Approach to innovation								<input checked="" type="checkbox"/>			
Comments		N/A									

LOYALTY		Extremely Unlikely								Extremely Likely	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP										<input checked="" type="checkbox"/>	
Comments		RECOMMENDED RECENTLY									

EFFORT		Extremely Difficult								Extremely Easy	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?										<input checked="" type="checkbox"/>	
Comments		N/A.									

MARKET PERCEPTION	
15. Comparison with competitor?	<input type="checkbox"/> Better <input checked="" type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	<ul style="list-style-type: none"> - RESOURCE FOR STAFF - SET WORKSHOP FOR PLANNING RESPONSES. - HAPPY WITH SITE SUPERVISION. -
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Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: CAMERON PARKY.
Date of next review: TRC.		Interviewer role: JUNIOR APPROPRIATE TECHNICAL
Client name: PRUNT GAMMA CALLEY		Auth: J. GREENWOOD (PM)
Client signature: G. Huley		

04-11-2018



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: <u>HTEC Shropshire</u>		General comments on performance & experience to date
Contract number: <u>70048443</u>	Contract value: (total value to March) <u>£ 70,781</u>	
Framework:		
Sector: <u>Asset Management Support</u>		
Client organisation name: <u>Shropshire Council</u>		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: <u>Steve Brown</u>		
Client job title: <u>Interim Head of Infrastructure + Contracts</u>		<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Operational
Date of interview: <u>20.12.2018</u>	Business stream: <u>Asset</u>	Business unit: <u>50340</u>
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										✓
Comments										
2. Understanding your needs										✓
Comments										
3. Budget management										✓
Comments										
4. Programme management										✓
Comments										
5. Health, safety & environment										
Comments										
6. Team work & collaboration										✓
Comments										
7. Serving your customers										✓
Comments										
8. Impact of defects/resolution of issues										✓
Comments										



SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9 Quality of service									✓	
Comments										
10 Quality of product or outcome										✓
Comments										
11 Quality of our people (Enthusiastic? Collaborative? Forward thinking?)										✓
Comments										
12 Approach to innovation										✓
Comments										

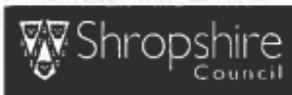
LOYALTY	Extremely Unlikely										Extremely Likely	
	1	2	3	4	5	6	7	8	9	10		
Please tick as appropriate												
13 How likely to recommend WSP												✓
Comments												

EFFORT	Extremely Difficult									Extremely Easy	
	1	2	3	4	5	6	7	8	9	10	
Please tick as appropriate											
14 How easy is WSP to do business with?										✓	
Comments											

MARKET PERCEPTION			
15 Comparison with competitor?	<input checked="" type="checkbox"/> Better	<input type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise
 Extremely Pleased with the Service + Support from WSP/Emma on this work stream. No concerns or reservations to raise. High Quality + Professional Support: Steve B → 2/12/18.

Would you be happy to provide WSP with a reference?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: <i>Emma Wilde</i>
Date of next review: <i>April 2019</i>		Interviewer role: <i>Project Manager.</i>
Client name: <i>PRINT Steve Brown.</i>		
Client signature:		



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shropshire Council Highways & Transport Engineering Consultancy		General comments on performance & experience to date Service Area X
Contract number:	Contract value: (total value to Mowbell)	
Framework: Term Service Contract 2015 (Professional Services)		Joe Bloggs: Service Manager on behalf of Shropshire Council. AN Other: WSP Service Lead.
Sector: Local Authority		
Client organisation name: Shropshire Council		Period 1 October 2018 to 31 March 2019
Type: <input type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Adviser <input type="checkbox"/> Internal		
Client contact name: Matt Johnson		Overall Performance of Service Area is
Client job title: Oswestry HIF		
Date of interview:	Business stream: WSP	<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation	<input type="checkbox"/> 2. Mid contract	Business unit: LOCAL GOVERNMENT.
		<input type="checkbox"/> 3. Post completion

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										✓
Comments	Pleased w/ how WSP have been reactive and accommodating of short term timeframes.									
2. Understanding your needs										✓
Comments	Had to work cross directorate. Understood depth of corporate interest.									
3. Budget management										✓
Comments	Asked not to spend more than £500k in 18/19, and stuck to this as required.									
4. Programme management										✓
Comments	Still on programme. Tight programme, still on track to achieve.									
5. Health, safety & environment										✓
Comments	Limited risk at this point in programme.									
6. Team work & collaboration										✓
Comments	Work closely. Team happy to work with non-client reps.									
7. Serving your customers										
Comments	N/A - No active engagement at this stage.									
8. Impact of defects/resolution of issues										✓
Comments	WSP Reacted to changes in client brief.									

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10

Please tick as appropriate

9. Quality of service ✓

Comments
Acknowledged HE involvement
Reflected Client and external requirements.

10. Quality of product or outcome

Comments
N/A - TBC at final design and Procurement stage.

11. Quality of our people
(Enthusiastic? Collaborative? Forward thinking?) ✓

Comments
Happy with quality of work, both from internal team and teams in other WSP disciplines

12. Approach to innovation ✓

Comments
More innovative than scheme required - WSP has design has delivered more than just technical solution. Also considering SCAPE method procurement which allows to keep on programme.

LOYALTY	Extremely Unlikely					Extremely Likely				
	1	2	3	4	5	6	7	8	9	10

Please tick as appropriate

13. How likely to recommend WSP ✓

Comments
As Client w/ SC, nothing to indicate anywhere else would be better

EFFORT	Extremely Difficult					Extremely Easy				
	1	2	3	4	5	6	7	8	9	10

Please tick as appropriate

14. How easy is WSP to do business with? ✓

Comments
Not got linked IT systems.

MARKET PERCEPTION

15. Comparison with competitor? N/A Better Same Worse

Overall comments / Key issues to prioritise

As Above.

Would you be happy to provide WSP with a reference? Yes No

Date of next review: September 2014

Client name: PRINT Matt Johnson

Client signature: 

Interviewer name: EMMA NILDE
Interviewer role: PROJECT MANAGER.



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shrewsbury Integrated Transport Package and Oxon Link Road		General comments on performance & experience to date
Contract number: 62240651/62240654	Contract value: £2m+ (to Ministry)	
Framework: Shropshire Council Term Engineering Contract		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Matt Johnson		
Client job title: Strategic transport and contracts manager		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview: 30/10/18	Business stream: Transport & Infrastructure	Business unit: Highways
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP									<input checked="" type="checkbox"/>	
Comments										
2. Understanding your needs										<input checked="" type="checkbox"/>
Comments	Needs set out in OBC. On target to meet requirements on both. Dealing with stakeholders - S Hughes has dealt with members of the public, businesses and SC staff (A Wigley - cellar on Town Walls) very effectively.									
3. Budget management										<input checked="" type="checkbox"/>
Comments	SITP - had to re-adjust the yearly budget, then the LEP spend profile. OLR - G Dymond has worked with the LEP on the spend profile. G Dymond has also been involved in the CIL working group submissions.									
4. Programme management										<input checked="" type="checkbox"/>
Comments	SITP - management of programme excellent but programme itself in tatters - not down to WSP. OLR - no problems. Programme has slipped but this is down to Shropshire Council (planning, S106, CPO)									
5. Health, safety & environment										<input checked="" type="checkbox"/>
Comments	M Lake's CDM overview is MJ's safety net. WSP has complied with all HS&E requirements. Town Walls cellar - team is engaging with SC structures client (G Singh) and is dealing with working in confined space.									
6. Team work & collaboration									<input checked="" type="checkbox"/>	
Comments	Project management - convening periodic meetings, secretarial role, ensuring project keeps on moving when client isn't available - all good									
7. Serving your customers									<input checked="" type="checkbox"/>	
Comments	External customers (residents, businesses) - S Hughes has gone above and beyond. Internal customers (Economic Growth team) - dealt with well. Would still like an additional resource to help Scott, but it has been problematic trying to identify someone suitable with the right skills/experience.									
8. Impact of defects/resolution of issues										<input checked="" type="checkbox"/>
Comments	Through no fault of WSP, a poor contractor has been taken on for Pride Hill. The issues have been dealt with excellently. F Beech's role should also be noted.									

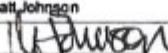
SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service								<input checked="" type="checkbox"/>			
Comments Exceeded what is required to do job, e.g. MJ unable to attend Members' meeting. G Dymond stood in to front meeting instead. However, lack of resource to support S Hughes still an issue.											
10. Quality of product or outcome									<input checked="" type="checkbox"/>		
Comments High score on Pride Hill for concept and design. Outcome - nothing completed in last 6 months so unable to comment. Mid-term progress excellent. OLR - very high quality planning submission.											
11. Quality of our people <small>(Enthusiasm? Collaborative? Forward thinking?)</small>								<input checked="" type="checkbox"/>			
Comments Everyone involved 10 out of 10, but need more help for S Hughes.											
12. Approach to innovation								<input checked="" type="checkbox"/>			
Comments Flowers on hears fencing during Britain in Bloom, G Dymond meeting with judges, working with BID.											

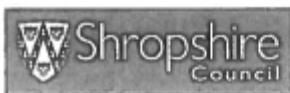
LOYALTY		Extremely Unlikely						Extremely Likely			
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP											<input checked="" type="checkbox"/>
Comments Marches LEP TOG group have let Ph 2 of freight study. Scheme prioritisation framework - WSP put forward for that based on previous work. Also in frame for undertaking joint Marches cross-border working group.											

EFFORT		Extremely Difficult						Extremely Easy			
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?											<input checked="" type="checkbox"/>
Comments Co-location, availability great. Lack of shared systems / diaries still an issue. S Hughes and H Owen have dropped into site work well.											

MARKET PERCEPTION	
15. Comparison with competitor?	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Don't know competitors so can't comment. Main issues are lack of resource to assist S Hughes with stakeholder management, lack of shared systems / diaries.	

Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Kirsteen Clare
Date of next review: 31 March 2019		Interviewer role: Senior Project Manager
Client name: PRINT Matt Johnson		
Client signature: 		



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Mark Holmes secondment		General comments on performance & experience to date
Contract number: 62240606	Contract value: (£29,681) (Mouchel)	
Framework: Shropshire Council Term Engineering Contract		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Chris Fisher		
Client job title: Highways Manager - North West		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview: 29/10/18	Business stream: Transport & Infrastructure	Business unit: Highways
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										✓
Comments	As Usual - Happy with all of Mark's Work									
2. Understanding your needs										✓
Comments	Fully Understands SC's needs									
3. Budget management									✓	
Comments	Mark Keeps to & understands the budget									
4. Programme management										✓
Comments	Mark does our programming for us									
5. Health, safety & environment										✓
Comments	No Issues									
6. Team work & collaboration										✓
Comments	Mark is a team player									
7. Serving your customers									✓	
Comments	Mark deals with service requests very well									
8. Impact of defects/resolution of issues										✓
Comments	Mark sorts out issues for us									

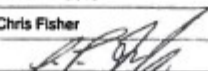
SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9 Quality of service											✓
Comments											
Top Quality Work											
10 Quality of product or outcome											✓
Comments											
Top Quality Work											
11 Quality of our people <small>(Enthusiasm? Collaborative? Forward thinking?)</small>											✓
Comments											
Mark is always easy to work with & gives 100% all the time											
12 Approach to Innovation											
Comments											
N/A for our type of routine work											

LOYALTY		Extremely Unlikely								Extremely Likely	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13 How likely to recommend WSP											✓
Comments											
I would recommend Mark											

EFFORT		Extremely Difficult								Extremely Easy	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14 How easy is WSP to do business with?											✓
Comments											
Mark is easy to deal with											

MARKET PERCEPTION			
15 Comparison with competitor?	<input type="checkbox"/> Better	<input checked="" type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise
Wish to continue working in the same way

Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Interviewer name: Kirsteen Clare
Date of next review: 31 March 2019	Interviewer role: Senior Project Manager		
Client name: PRINT Chris Fisher			
Client signature: 			



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shifnal Town Centre		General comments on performance & experience to date
Contract number: 62240659	Contract value: (£289,409.00) (incl)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Gemma Lawley		
Client job title: Developing Highways Area Manager – South and Central		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview: 29/05/19	Business stream: Transport & Infrastructure	Business unit: Local Government
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP							<input checked="" type="checkbox"/>			
Comments										
2. Understanding your needs							<input checked="" type="checkbox"/>			
Comments										
3. Budget management							<input checked="" type="checkbox"/>			
Comments										
Score due to constraints both with WSP and Shropshire Council having some issues, but have come to an agreement to move forward										
4. Programme management							<input checked="" type="checkbox"/>			
Comments										
Delays due to Kier and drainage survey										
5. Health, safety & environment								<input checked="" type="checkbox"/>		
Comments										
6. Team work & collaboration								<input checked="" type="checkbox"/>		
Comments										
7. Serving your customers								<input checked="" type="checkbox"/>		
Comments										
8. Impact of defects/resolution of issues								<input checked="" type="checkbox"/>		
Comments										

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service							✓			
Comments										
10. Quality of product or outcome							✓			
Comments										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								✓		
Comments										
12. Approach to innovation								✓		
Comments										

LOYALTY	Extremely Unlikely										Extremely Likely	
	1	2	3	4	5	6	7	8	9	10		
Please tick as appropriate												
13. How likely to recommend WSP								✓				
Comments												

EFFORT	Extremely Difficult								Extremely Easy			
	1	2	3	4	5	6	7	8	9	10		
Please tick as appropriate												
14. How easy is WSP to do business with?								✓				
Comments												

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Key issues to prioritise - Prioritise budget issue - Setting up regular minuted meetings	
Would you be happy to provide WSP with a reference?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date of next review: 30 September 2019	Interviewer name: Debs Hardy
Client name: <small>PRINT</small> Gemma Lawley	Interviewer role: Assistant Project Manager
Client signature:	



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shropshire Term Consultancy Contract		General comments on performance & experience to date
Contract number: TEC15 / 70036575	Contract value: (5m p/a to Mouchel)	
Framework: Shropshire		
Sector: Local Government / T&I		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Jason Hughes		
Client job title: Traffic Signals & Lighting Commissioning Manager		
Date of interview: December 2018		<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Operational
Business stream: T&I		Business unit: 50340
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP									<input checked="" type="checkbox"/>	
Comments										
2. Understanding your needs									<input checked="" type="checkbox"/>	
Comments	WSP have on occasion gone above and beyond what is expected and show they understand our needs completely. Examples are Jeff Upex suggesting alternative locations for street furniture as he understood the context of the scheme, which resulted in a net improvement.									
3. Budget management								<input checked="" type="checkbox"/>		
Comments	Where necessary budgets are revised. For the score to improve, significant savings would need to be achieved by WSP by value engineering and innovative solutions.									
4. Programme management									<input checked="" type="checkbox"/>	
Comments	If schemes prolong it is through no fault of WSP. Graham Moore provides information to the client in a timely manner.									
5. Health, safety & environment								<input checked="" type="checkbox"/>		
Comments	Anything identified as a risk is dealt with quickly and efficiently. Nothing over and above expected but nothing below standards.									
6. Team work & collaboration									<input checked="" type="checkbox"/>	
Comments	Excellent. The interface WSP technical and project staff have with the client, Kier and their subcontractors is exceeds expectations, this includes providing information a contractor has lost.									
7. Serving your customers								<input checked="" type="checkbox"/>		
Comments	Some complaints come through to the client that should really have been dealt with by WSP staff in the first instance. An example are repeat complaints that should be escalated to WSP's technical lead rather than the client. 99% of the output is of a good standard.									
8. Impact of defects/resolution of issues									<input checked="" type="checkbox"/>	
Comments	Where contractors have caused defects WSP provides comprehensive reports that allow a quick resolution.									

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service								✓		
Comments										
The quality of service can, on occasion, suffer as some members of the team are part-time but appear to have a full-time workload. There is a political understanding in the team that allow them to tailor their service to the client understanding the backdrop of a request.										
10. Quality of product or outcome							✓			
Comments										
All outcomes are met. Client would like to see more context-sensitive engineering judgment on drawings to fit in with the existing situation on site (i.e. avoid cutting down trees if possible).										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								✓		
Comments										
Members of the team are very professional and extremely knowledgeable. Improvement would be design capacity in-house with local knowledge would be beneficial.										
12. Approach to innovation										✓
Comments										
Excellent. Examples are innovating to generate cost savings (e.g. 30k) - through contacting alternative providers and recommending alternative products on the market.										

LOYALTY	Extremely Unlikely								Extremely Likely	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13. How likely to recommend WSP									✓	
Comments										
Overall very satisfied and happy to recommend.										

EFFORT	Extremely Difficult							Extremely Easy		
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14. How easy is WSP to do business with?								✓		
Comments										
Interaction with WSP Project Manager is superb and makes business very easy. Client happy he can contact PM for any issues; understands client needs and their role. Professionalism demonstrated is excellent and has added value to the service provided by WSP.										

MARKET PERCEPTION		
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Non-competitive contact so no ability to compare to competitors.	
Seen improvements to the innovation side which has provided savings to the authority. Client hopes that this continues.	
Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Date of next review:	Interviewer name: Josh Greenroyd
Client name: PRINT Jason Hughes	Interviewer role: Project Manager
Client signature:	



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: SA14 Road Safety team		General comments on performance & experience to date
Contract number: 70059542	Contract value: (£140,918)(rounder)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Kevin Aitken		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Client job title: Transport Commissioner		
Date of interview: 20/05/19	Business stream: Transport & Infrastructure	Business unit: Local Government
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP								✓		
Comments										
2. Understanding your needs								✓		
Comments										
3. Budget management							✓			
Comments										
4. Programme management									✓	
Comments										
5. Health, safety & environment									✓	
Comments										
6. Team work & collaboration									✓	
Comments										
7. Serving your customers										✓
Comments										
8. Impact of defects/resolution of issues								✓		
Comments										

SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service										✓	
Comments											
10. Quality of product or outcome										✓	
Comments											
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)										✓	
Comments											
12. Approach to innovation										✓	
Comments											

LOYALTY		Extremely Unlikely								Extremely Likely	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP										✓	
Comments											
Kevin feels that this particular service area is better fitted as a client role as the Road Safety projects don't fit into WSP's core business functions and is not a consultancy role.											

EFFORT		Extremely Difficult								Extremely Easy	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?										✓	
Comments											

MARKET PERCEPTION		
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same <input checked="" type="checkbox"/> Worse

Overall comments / Key issues to prioritise

In order to get most value for his budget, Kevin would like to investigate different methods of delivery and management for the Road Safety schemes and associated resources. This could include returning all services and resources to be delivered and managed 'in-house' by Shropshire Council.

Would you be happy to provide WSP with a reference?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Kirsteen Clare
Date of next review: 30 September 2019		Interviewer role: Senior Project Manager
Client name: PRINT Kevin Aitken		
Client signature:		



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Shropshire Council Highways & Transport Engineering Consultancy		General comments on performance & experience to date	
Contract number:	Contract value: (total value to Month)	Service Area X 5	
Framework: Term Service Contract 2015 (Professional Services)		Joe Bloggs; Service Manager on behalf of Shropshire Council. AN Other: WSP Service Lead.	
Sector: Local Authority		Period 1 October 2018 to 31 March 2019	
Client organisation name: Shropshire Council		Overall Performance of Service Area is	
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational	
Client contact name: Nathan Ebanks		Business unit: LOCAL GOVERNMENT	
Client job title:		Date of interview: 14/05/19 Business stream: WSP	
Date of interview: 14/05/19 Business stream: WSP		Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion	

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP										<input checked="" type="checkbox"/>
Comments										
2. Understanding your needs										<input checked="" type="checkbox"/>
Comments Delivered against the programme. Fulfilled clients requirements.										
3. Budget management										<input checked="" type="checkbox"/>
Comments										
4. Programme management										<input checked="" type="checkbox"/>
Comments Exceeded expectations on delivery of the programme for the DFT Pothole funding.										
5. Health, safety & environment										<input checked="" type="checkbox"/>
Comments CDD requirements being met.										
6. Team work & collaboration										<input checked="" type="checkbox"/>
Comments Client feels part of team. Good collaborative working. Once tier integration is fully implemented, this will streamline things further.										
7. Serving your customers										<input checked="" type="checkbox"/>
Comments All expectations met by everyone on the team.										
8. Impact of defects/resolution of issues										<input checked="" type="checkbox"/>
Comments Snagging and additional site instructions very well documented. Can easily refer to register when needed. Again tier integration will improve this area.										

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10

9. Quality of service ✓

Comments: Quality outputs received. Information readily available to respond to client enquiries.

10. Quality of product or outcome ✓

Comments: As above. Everything captured and available to a high standard.

11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?) ✓

Comments: Professional on all levels. Approachable + Responsive.

12. Approach to Innovation ✓

Comments: Pushing boundaries compared to what done in past. Striving to work better with the prog. + pulling in more work types, not just surface.

LOYALTY	Extremely Unlikely					Extremely Likely				
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10

13. How likely to recommend WSP ✓


EFFORT	Extremely Difficult					Extremely Easy				
Please tick as appropriate	1	2	3	4	5	6	7	8	9	10

14. How easy is WSP to do business with? ✓

15. Comparison with competitor? Better Same Worse

Overall comments / Key issues to prioritise

~~Thank~~
Thank you to the team for all the efforts made in the last 6 months + beyond. I'm impressed with the professionalism of all involved.

Would you be happy to provide WSP with a reference? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: EMMA WILDE
Date of next review: Oct 2019	Interviewer role: PROJECT MANAGER
Client name: PRINT SM NATHAN EBANKS	
Client signature: 	



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: TEKIS		General comments on performance & experience to date	
Contract number: 70036575	Contract value: £100k ex. S.M. PA		
Framework: SHROPSHIRE COUNCIL			
Sector: ROAD SAFETY SAKK			
Client organisation name:			
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal			
Client contact name: KEVIN AITKEN		<input type="checkbox"/> Strategic <input checked="" type="checkbox"/> Operational	
Client job title: COMMISSIONER			
Date of interview: 12/1/18	Business stream: T81	Business unit: 5060	
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation		<input checked="" type="checkbox"/> 2. Mid contract	
		<input type="checkbox"/> 3. Post completion	

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
1. Overall satisfaction with WSP							<input checked="" type="checkbox"/>			
Comments	-									
2. Understanding your needs								<input checked="" type="checkbox"/>		
Comments	-									
3. Budget management								<input checked="" type="checkbox"/>		
Comments	-									
4. Programme management									<input checked="" type="checkbox"/>	
Comments	-									
5. Health, safety & environment									<input checked="" type="checkbox"/>	
Comments	-									
6. Team work & collaboration							<input checked="" type="checkbox"/>			
Comments	-									
7. Serving your customers							<input checked="" type="checkbox"/>			
Comments	-									
8. Impact of defects/resolution of issues									<input checked="" type="checkbox"/>	
Comments	-									

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service										<input checked="" type="checkbox"/>
Comments	<i>-</i>									
10. Quality of product or outcome										<input checked="" type="checkbox"/>
Comments	<i>-</i>									
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)										<input checked="" type="checkbox"/>
Comments	<i>-</i>									
12. Approach to Innovation								<input checked="" type="checkbox"/>		
Comments	<i>-</i>									

LOYALTY	Extremely Unlikely										Extremely Likely									
	1	2	3	4	5	6	7	8	9	10										
Please tick as appropriate																				
13. How likely to recommend WSP										<input checked="" type="checkbox"/>										
Comments																				

EFFORT	Extremely Difficult										Extremely Easy									
	1	2	3	4	5	6	7	8	9	10										
Please tick as appropriate																				
14. How easy is WSP to do business with?				<input checked="" type="checkbox"/>																
Comments	<i>In relation to changes to service provision</i>																			

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input type="checkbox"/> Same	<input checked="" type="checkbox"/> Worse

Overall comments / Key issues to prioritise

Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	Interviewer name:
Date of next review:			Interviewer role:
Client name: PRINT	<i>K. AITKEN</i>		
Client signature:	<i>[Signature]</i>		



Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Mark Holmes secondment		General comments on performance & experience to date
Contract number: 62240606	Contract value: (£29,581 ⁰ Mouchel)	
Framework: Shropshire Council Term Engineering Contract		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Chris Fisher		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Client job title: Highways Manager - North West		
Date of interview: 23/5/19	Business stream: Transport & Infrastructure	Business unit: Highways
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										✓
Comments	As Usual - Happy with all of Mark's Work									
2. Understanding your needs										✓
Comments	Fully Understands SC's needs									
3. Budget management										✓
Comments	Mark Keeps to & understands the budget									
4. Programme management										✓
Comments	Mark does our programming for us									
5. Health, safety & environment										✓
Comments	No Issues									
6. Team work & collaboration										✓
Comments	Mark is a team player									
7. Serving your customers										✓
Comments	Mark deals with service requests very well									
8. Impact of defects/resolution of issues										✓
Comments	Mark sorts out issues for us									

SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service											✓
Comments											
Top Quality Work											
10. Quality of product or outcome											✓
Comments											
Top Quality Work											
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)											✓
Comments											
Mark is always easy to work with & gives 100% all the time											
12. Approach to Innovation											
Comments											
N/A for our type of routine work											

LOYALTY		Extremely Unlikely								Extremely Likely	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP											✓
Comments											
I would recommend Mark											

EFFORT		Extremely Difficult								Extremely Easy	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?											✓
Comments											
Mark is easy to deal with											

MARKET PERCEPTION	
15. Comparison with competitor?	<input type="checkbox"/> Better <input checked="" type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Wish to continue working in the same way	

Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Kirsteen Clare
Date of next review: 30 September 2019		Interviewer role: Senior Project Manager
Client name: PRINT Chris Fisher		
Client signature:		

Listen, Act, Measure – Client satisfaction - Detailed

Contract name: HDC		General comments on performance & experience to date
Contract number: Various	Contract value: (£250,000)(Nouchel)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Gemma Lawley		
Client job title: Developing Highways Area Manager – South and Central		
		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Date of interview: 29/05/19	Business stream: Transport & Infrastructure	Business unit: Local Government
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP							<input checked="" type="checkbox"/>			
Comments	Generally satisfied, however have raised issue with lack of Technical lead									
2. Understanding your needs								<input checked="" type="checkbox"/>		
Comments										
3. Budget management								<input checked="" type="checkbox"/>		
Comments	View to tighter/more accurate monitoring									
4. Programme management							<input checked="" type="checkbox"/>			
Comments										
5. Health, safety & environment								<input checked="" type="checkbox"/>		
Comments										
6. Team work & collaboration								<input checked="" type="checkbox"/>		
Comments										
7. Serving your customers							<input checked="" type="checkbox"/>			
Comments										
8. Impact of defects/resolution of issues								<input checked="" type="checkbox"/>		
Comments										

SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service									✓		
Comments											
10. Quality of product or outcome								✓			
Comments											
11. Quality of our people <small>(Enthusiasm? Collaborative? Forward thinking?)</small>									✓		
Comments											
12. Approach to innovation								✓			
Comments											

LOYALTY		Extremely Unlikely						Extremely Likely			
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP									✓		
Comments											

EFFORT		Extremely Difficult						Extremely Easy			
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?									✓		
Comments											

MARKET PERCEPTION	
15. Comparison with competitor?	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Key issues to prioritise - Quicker turnaround on technical checks - Increase in site supervision	
Would you be happy to provide WSP with a reference?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Date of next review: 30 September 2019	Interviewer name: Debs Hardy
Client name: <small>PRINT</small> Gemma Lawley	Interviewer role: Assistant Project Manager
Client signature:	

Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Street lighting		General comments on performance & experience to date
Contract number: Various	Contract value: (total value to Mouchel)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Jason Hughes		
Client job title: Street Lighting & Traffic Signals Commissioner		
Date of interview:	Business stream:	Business unit: <input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP								<input checked="" type="checkbox"/>		
Comments	Issues arising from Street Lighting design that has lead to a reduced score in this area. Customer service very good									
2. Understanding your needs								<input checked="" type="checkbox"/>		
Comments	Clients need not changed and have been addressed									
3. Budget management								<input checked="" type="checkbox"/>		
Comments										
4. Programme management						<input checked="" type="checkbox"/>				
Comments	Issue with Street Lighting programmes (Capital schemes & Bulk Lamp changes) which have caused delays. The delays due to the design issues and needed to re-design as well as contractors not being given an acceptable programme.									
5. Health, safety & environment									<input checked="" type="checkbox"/>	
Comments	Very pleased, no issues									
6. Team work & collaboration								<input checked="" type="checkbox"/>		
Comments										
7. Serving your customers									<input checked="" type="checkbox"/>	
Comments	The team always get back to the customers, even when it is with information the customer doesn't want to hear.									
8. Impact of defects/resolution of issues								<input checked="" type="checkbox"/>		
Comments	Not fully doing all check or appropriate audits as required. Although this has no immediate come back, it could mean additional costs to Shropshire Council in the future.									

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service								✓		
Comments										
General quality of service is consistent and not taking into account any design issues										
10. Quality of product or outcome								✓		
Comments										
Too many changes on-site following the completed design										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)								✓		
Comments										
Good customer focus										
12. Approach to innovation								✓		
Comments										
Little movement in this service technology. Changes are few and far between.										

LOYALTY	Extremely Unlikely							Extremely Likely			
	1	2	3	4	5	6	7	8	9	10	
Please tick as appropriate											
13. How likely to recommend WSP								✓			
Comments											

EFFORT	Extremely Difficult							Extremely Easy			
	1	2	3	4	5	6	7	8	9	10	
Please tick as appropriate											
14. How easy is WSP to do business with?								✓			
Comments											

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input checked="" type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise
Major changes with personnel that will need to be addresses to ensure a good level of service within the team.

Would you be happy to provide WSP with a reference? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Debs Hardy
Date of next review:	Interviewer role: Assistant Project Manager
Client name: PRINT Jason Hughes	
Client signature:	

Listen, Act, Measure – Client satisfaction - Detailed

Contract name: SITP / OLR		General comments on performance & experience to date
Contract number: Various	Contract value: (£4,000,000) (incl)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Matt Johnson		
Client job title: Strategic Transport and Contracts Manager		
Date of interview: 30/05/19	Business stream: Transport and Infrastructure	<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Business unit: Local Government		
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP								<input checked="" type="checkbox"/>		
Comments	OLR successful planning submission. SITP - dealing with Casey contract, WSP provided commercial/legal advice and support. Welcome support from GD during meetings.									
2. Understanding your needs									<input checked="" type="checkbox"/>	
Comments	Exceptional support during unforeseen circumstances.									
3. Budget management									<input checked="" type="checkbox"/>	
Comments	Not sticking to original budget but managing variance. Lot of good work done on NEC settlement figures with Casey.									
4. Programme management								<input checked="" type="checkbox"/>		
Comments	Only thing that impacted the programme is 3rd party - Casey, CADENT. S. Hughes managed sites to open up for weekend events.									
5. Health, safety & environment										<input checked="" type="checkbox"/>
Comments	Actively managed any risks									
6. Team work & collaboration									<input checked="" type="checkbox"/>	
Comments	Running parallel commission with Matt Johnson and Economic Development on OLR. Used wider WSP team for environmental work.									
7. Serving your customers									<input checked="" type="checkbox"/>	
Comments	S Hughes - public liaison on SITP with stakeholders, businesses.									
8. Impact of defects/resolution of issues								<input checked="" type="checkbox"/>		
Comments	No issues to raise									



SATISFACTION		Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
9. Quality of service										✓	
Comments		Deadlines met, submissions of required quality.									
10. Quality of product or outcome									✓		
Comments		A few design details on Town Walls phase - needed to go back and tweak some kerb lines. More snagging. Nothing done without client approval.									
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)											✓
Comments		Scott, Gary, Kirsteen, Emma - no issues at all.									
12. Approach to innovation									✓		
Comments		Flexibility - OLR resolved as planning app but willingness to re-look as it in terms of affect of NWRR. Culture of not going for easy wins. NWRR - bridge design.									

LOYALTY		Extremely Unlikely								Extremely Likely	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
13. How likely to recommend WSP											✓
Comments											

EFFORT		Extremely Difficult								Extremely Easy	
Please tick as appropriate		1	2	3	4	5	6	7	8	9	10
14. How easy is WSP to do business with?								✓			
Comments		Local authority working with private company - different time-scales for finances etc. Cultures - not people									

MARKET PERCEPTION	
15. Comparison with competitor?	<input type="checkbox"/> Better <input type="checkbox"/> Same <input type="checkbox"/> Worse

Overall comments / Key issues to prioritise

Justifiable reliance on Scott - personalities are key - weak link with him leaving. Possibly have some input into agreeing his replacement / looking at short-list

Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Interviewer name: Kirsteen Clare
Date of next review:	1st September 2019	Interviewer role: Senior Project Manager
Client name: <small>PRINT</small>	Matt Johnson	
Client signature:		

Listen, Act, Measure – Client satisfaction - Detailed

Contract name: Traffic Signals		General comments on performance & experience to date
Contract number: Various	Contract value: (total value to Mouchel)	
Framework: Shropshire Council TEC15		
Sector: Local authority		
Client organisation name: Shropshire Council		
Type: <input checked="" type="checkbox"/> Public <input type="checkbox"/> Private <input type="checkbox"/> Regulated <input type="checkbox"/> Advisor <input type="checkbox"/> Internal		
Client contact name: Jason Hughes		
Client job title: Street Lighting & Traffic Signals Commissioner		
Date of interview: Business stream:		<input type="checkbox"/> Strategic <input type="checkbox"/> Operational
Business unit:		
Stage: <input type="checkbox"/> 1. End of pre-contract negotiation or mobilisation <input checked="" type="checkbox"/> 2. Mid contract <input type="checkbox"/> 3. Post completion		

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
1. Overall satisfaction with WSP										<input checked="" type="checkbox"/>
Comments	Experienced staff. Good local knowledge and understanding of current traffic signal systems									
2. Understanding your needs										<input checked="" type="checkbox"/>
Comments	Good understanding of the Shropshire Council requirements which is upheld with third parties									
3. Budget management										<input checked="" type="checkbox"/>
Comments										
4. Programme management									<input checked="" type="checkbox"/>	
Comments	Overall schemes of programme at start of the year. Involvement of contractors early on.									
5. Health, safety & environment									<input checked="" type="checkbox"/>	
Comments	Satisfied, no issues to raise									
6. Team work & collaboration									<input checked="" type="checkbox"/>	
Comments	Relationship with contractors very good, enables work to progress without hinder.									
7. Serving your customers										<input checked="" type="checkbox"/>
Comments	Very good. Customer service response very personable and prompt.									
8. Impact of defects/resolution of issues									<input checked="" type="checkbox"/>	
Comments										

SATISFACTION	Totally Dissatisfied		Mostly Dissatisfied		Neither Satisfied or Dissatisfied		Mostly Satisfied		Totally Satisfied	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
9. Quality of service									✓	
Comments										
Overall very satisfied as a small team that cover a lot of ground. Widening scope to incorporate electronic signs										
10. Quality of product or outcome									✓	
Comments										
Supervision of a high level on-site, backed up by good clear designs for contractor to work on.										
11. Quality of our people (Enthusiastic? Collaborative? Forward thinking?)									✓	
Comments										
Two members of staff with different experience that fit in well, covering all aspects of signal requirements.										
12. Approach to Innovation								✓		
Comments										
Always look at pragmatic approach, taking on board any new innovations in the market.										

LOYALTY	Extremely Unlikely								Extremely Likely	
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
13. How likely to recommend WSP									✓	
Comments										
Been well established team which works well with both client and contractor										

EFFORT	Extremely Difficult							Extremely Easy		
	1	2	3	4	5	6	7	8	9	10
Please tick as appropriate										
14. How easy is WSP to do business with?									✓	
Comments										

MARKET PERCEPTION			
15. Comparison with competitor?	<input type="checkbox"/> Better	<input checked="" type="checkbox"/> Same	<input type="checkbox"/> Worse

Overall comments / Key issues to prioritise	
Some knowledge has been lost from the team on the tender contract side due to retirement. Need to ensure this knowledge is retained in office or throughout the group for contract queries or re-tendering service.	
Would you be happy to provide WSP with a reference?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Date of next review:	Interviewer name: Debs Hardy
Client name: PRINT Jason Hughes	Interviewer role: Assistant Project Manager
Client signature:	

