



Generic Case Study

Post Project Reviews

Introduction

National Grid Property Ltd is a wholly owned subsidiary of National Grid plc that specialises in dealing with the Company's large, complex property portfolio within the UK. The Company owns and manages both occupied and surplus sites and properties belonging to National Grid plc and deals with historic contamination on retained sites across the UK.

The company has a dedicated Environment team who manage a multi-million pound programme to restore land to beneficial use. The Regeneration Managers work with developers, local authorities, independent experts and regulators to devise and implement strategic clean up programmes for brownfield sites.

Why introduce post project reviews?

Back in November 2003 National Grid Property introduced post project reviews to find out from the local communities how well we communicate, how disruptive our operations are – particularly in residential areas, and how we are viewed as an organisation. Sites are selected to undergo a review based on their size, location and type of remediation technology used, in order to provide feedback from a representative cross-section of our business.

How are the reviews carried out?

When a National Grid Property project finishes we write to local residents and neighbours to advise them the work is complete. It is at this point we ask if people would take a few minutes to complete a short review of the project works and return the questionnaire in the freepost envelope supplied. This feedback is then analysed and any areas for improvement are identified. The results are shared with the Environment Team, Communication Centres and contactors, where appropriate.

What do people say about us?

“I do understand it was a job that had to be done and we could not have asked for a nicer team of men to do it. They were always very polite and very helpful.”

Across all post project reviews only 5% of residents experienced unacceptable disruption from general traffic, rising to just 8% when including lorries.

“The contract was carried out to a high standard.”

Only 5% of local residents had a need to contact the communications centre during the project works.

“As far as we’re concerned it appeared to be a well organised unobtrusive project and the communication from National Grid Property was first class.”

Of those who made a complaint during the project works, 88% confirmed their complaint was dealt with satisfactorily.

“We appreciate you keeping us informed of the work and we congratulate you on how it was carried out and returned to a clean and tidy condition.”



How have we made improvements?

As with any feedback it's not all positive, however, National Grid Property is dedicated to rectifying any problem areas identified as a result of these reviews.

So far we have revised the correspondence sent to local communities to ensure the environmental improvement nature of our work is clearly understood. We are also planning to introduce handy contact cards to ensure those who may be affected by our work have our 24-hour contact details.

Post project reviews will be continued in the future and extended to capture the thoughts and experiences of our contractors, Regeneration Managers and local authorities. This approach will allow us to obtain a 360° opinion of our projects and enable us to continually improve our operations.

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