

# COUNCILLORS' INFORMATION BULLETIN

Tuesday, 14 November 2017

**Bulletin No: IB/899**

INFORMATION ITEM	Pages
1 <b>Delegated Planning Decisions</b>	3 - 6
Delegated planning decisions for the week beginning 6 November 2017 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on 01293 438577.	
2 <b>Quarterly Complaints Report - Quarter 2 (2017/2018)</b>	7 - 10
The quarterly complaints report for Quarter 2 in 2017-2018 is attached.	
3 <b>Press Releases</b>	
Press releases are available at <a href="http://www.crawley.gov.uk/news">www.crawley.gov.uk/news</a>	



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# CRAWLEY BOROUGH COUNCIL

## DELEGATED PLANNING DECISIONS

The following decisions were issued, subject to conditions, under delegated powers for the period 06/11/2017 and 10/11/2017

Application Number	Location	Proposal	Date of Decision	Decision
CR/2015/0552/CC4	FORGE WOOD, NORTH EAST SECTOR, CRAWLEY	Discharge of condition 10 (CEMP) (phase 3 and 4), pursuant to CR/2015/0552/NCC for a new mixed use neighbourhood at Forge Wood, Crawley (amended details received)	6 November 2017	PERMIT
CR/2017/0116/CC4	GATWICK AIRPORT, LAND WEST OF UNIFORM TAXIWAY, NORTH WEST DEVELOPMENT ZONE, CRAWLEY	Discharge of condition 14 (radar mitigation scheme) pursuant to CR/2017/0116/FUL for construction of a new hangar and other associated works including aircraft apron, connection to taxiway uniform, vehicle parking and external parts storage area, fire suppression plant, diversion of Larkins Road and realigned security fencing, drainage and lighting, together with associated. Landscaping and ecological mitigation and enhancement works	6 November 2017	APPROVE
CR/2017/0176/CC1	THE TREE, 103 HIGH STREET, NORTHGATE, CRAWLEY	Discharge of conditions 2 (doors room 1.1 into 1.8 and room 0.1 into 09), 3 (internal windows), 4 internal walls to glazed link), 5 (fire door), 6 (double door finish), 7 (rail and skirting), 8 (skirting), 9 (panel - Tudor room), 10 (ground floor chimney stack), 11 (ground floor skirting), 12 (skirting room 0.8), 13 (services), 14 (reflection foil), 15 (door room 1.2) and 16 (tudor room door) pursuant to CR/2017/0176/LBC	8 November 2017	PERMIT

Application Number	Location	Proposal	Date of Decision	Decision
CR/2017/0410/FUL	OCADO OPERATING LTD UNIT 1, WHITWORTH ROAD, LANGLEY GREEN, CRAWLEY	Installation of an automatic moving van wash system replacing existing hand held jet wash	10 November 2017	PERMIT
CR/2017/0563/FUL	QUALITY DRY CLEANERS AND LAUNDERETTE, 10 POUND HILL PARADE, POUND HILL, CRAWLEY	Demolition of rear lean-to and sub-division of existing unit and change of use from dry cleaners/laundrette (sui generis) to dry cleaners/laundrette (sui generis) and hot food takeaway (A5) (including ventilation and filtration system), installation of new shopfront, erection of two chimneys on the roof to provide extract outlets, erection of single storey rear extension with rear access doors (amended description and drawings)	10 November 2017	PERMIT
CR/2017/0736/FUL	14 NORMANHURST CLOSE, THREE BRIDGES, CRAWLEY,	Erection of a single storey front extension, first floor rear extension over part of existing single storey extension and two storey rear extension. Conversion of one garage space to a habitable room, alterations to all openings within the front elevation and facing materials of the building's facade, installation of block paving to front garden for creation of off-road parking for two vehicles (amended description)	10 November 2017	PERMIT
CR/2017/0744/ADV	RBS/NATIONAL WESTMINSTER BANK PLC, TURNPIKE HOUSE, 121 - 123 HIGH STREET, NORTHGATE, CRAWLEY	Advertisement consent for 2 x non illuminated double sided fascia signs and 1 x internally illuminated entrance logo	6 November 2017	CONSENT
CR/2017/0757/ADV	TESCO EXPRESS, 5 PETERHOUSE PARADE, POUND HILL, CRAWLEY	Advertisement consent for 1 internally illuminated fascia sign and 1 internally illuminated projecting sign	10 November 2017	CONSENT

Application Number	Location	Proposal	Date of Decision	Decision
CR/2017/0774/192	13 JOLESFIELD COURT, BEWBUSH, CRAWLEY	Certificate of lawfulness for erection of single storey rear extension (amended plans received)	9 November 2017	PERMIT
CR/2017/0775/FUL	STARBUCKS, 12 - 13 QUEENS SQUARE, NORTHGATE, CRAWLEY	Retrospective change of use of public highways to external seating area for 10 tables, 40 chairs and 3 umbrellas in connection with the adjacent coffee shop (amended description and plans received)	6 November 2017	PERMIT
CR/2017/0782/FUL	42 SAXON ROAD, POUND HILL, CRAWLEY	Conversion of garage into habitable accommodation	10 November 2017	PERMIT
CR/2017/0783/FUL	7 SCALLOWS CLOSE, THREE BRIDGES, CRAWLEY, RH10 1QP	Single storey rear and side extension and front porch (amended plans received)	9 November 2017	PERMIT
CR/2017/0795/FUL	74 WEST STREET, SOUTHGATE, CRAWLEY	Erection of single storey outbuilding in the rear garden for use as a garden room	9 November 2017	PERMIT
CR/2017/0805/FUL	BROADFIELD MOSQUE, BROADWOOD RISE, BROADFIELD, CRAWLEY	Installation of 4 additional small windows on the ground floor eastern and northern elevations	9 November 2017	PERMIT
CR/2017/0806/FUL	29 COLTASH ROAD, FURNACE GREEN, CRAWLEY, RH10 6JZ	Single storey front extension (amended plans received)	9 November 2017	PERMIT
CR/2017/0862/HPA	2 DEERSWOOD ROAD, WEST GREEN, CRAWLEY	Prior approval for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 3.3m, and have a maximum height of 3.4m and an eaves height of 2.4m	6 November 2017	PRIOR APPROVAL NOT REQUIRED
CR/2017/0865/HPA	22 HUDSON ROAD, TILGATE, CRAWLEY, RH10 5NR	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 4m, and have a maximum height of 3.2m and an eaves height of 2.1m	10 November 2017	PRIOR APPROVAL NOT REQUIRED

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# Quarterly Complaints Report – Quarter 2 (2017-2018)

By: Lucasta Grayson, Head of People and Technology  
Contact: 01293 438213

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## Key points:

- These quarterly reports are reviewed at CMT and then published in the Members Bulletin.
- The attached figures cover the period July - September 2017
- The total for this quarter is 162. This is a decrease on the total for the last quarter (170) and an increase on the same quarter last year (151).
- The number of complaints for Community Services has remained high. This is due to the extended growing season following the wettest and warmest summer on record this year. It is expected that this will reduce in the next quarter.

# Agenda Item 2

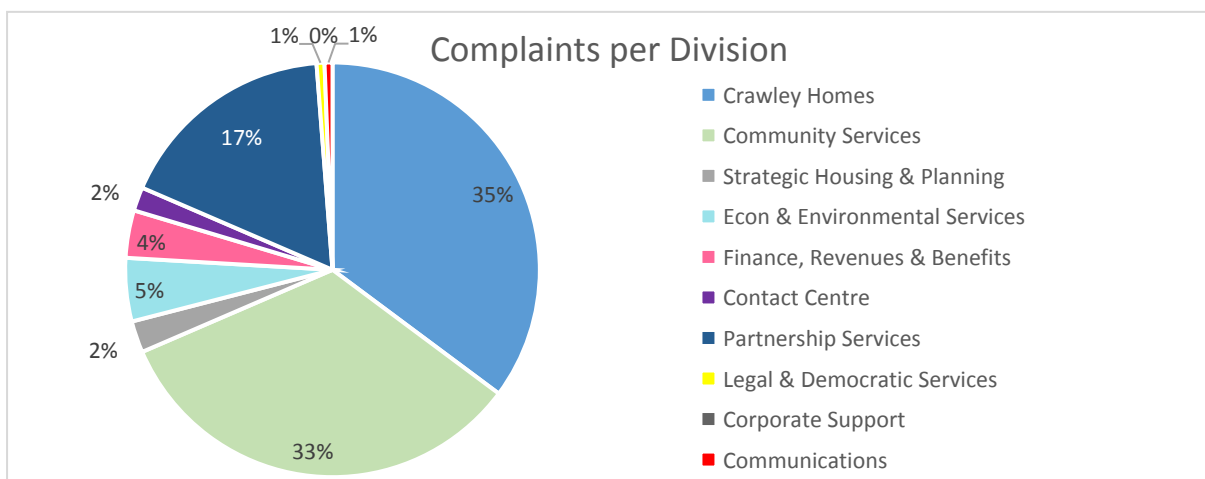
## Complaints Key Statistics

July – September 2017

Total number of complaints recorded – 162 (170)

Figures in brackets are for Qtr 1

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 57 (69)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 54 (53)
- Strategic Housing & Planning – including housing needs and options and forward planning - 4 (6)
- Econ & Environmental Services – including economic development, environmental health and development control – 8 (8)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits - 6 (6)
- People & Technology – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 3 (2)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 28 (21)
- Communications 1 (0)
- Legal & Democratic 1 (4)





# Agenda Item 2

Total number of complaints classified as serious – 14 (22)

Number of missed bins – 470 (391)

Number of reviews where the customer was dissatisfied with the initial response – 6 (10)

Percentage of complaints dealt with in ten working days – 83% (78%)

**Number of recorded racist and hate incidents** – There were two incidents recorded as hate graffiti removed. There were two complaints where the complainant felt that they had been discriminated against on the grounds of their race and one case where the complainant felt this was due to their transgender status. In all three cases a full investigation was carried out and there were no grounds to suggest that discrimination had occurred.

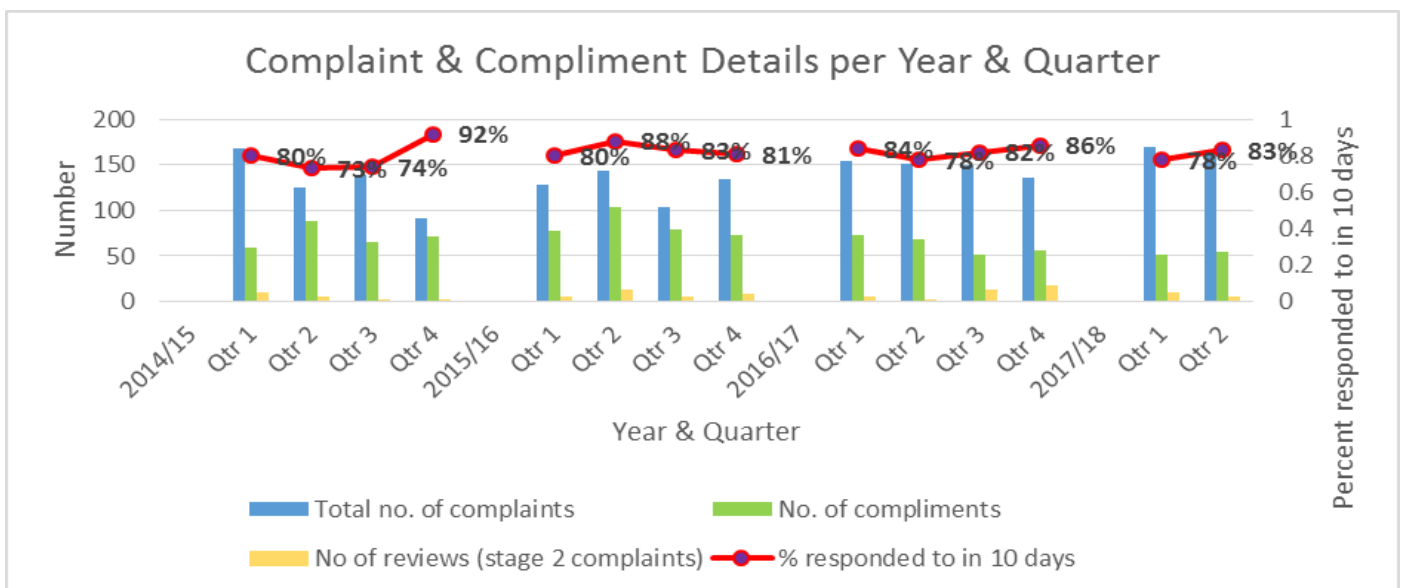
**Ombudsman complaints** - 3 cases were concluded by the Local Government and Social Care Ombudsman during this period. In one case the Ombudsman stated that complaint was outside their jurisdiction. The other two cases had a finding of no fault by the council. There are two cases where the outcome is awaited. There was 1 case reopened by the Housing Ombudsman at the customer’s request. A further decision of no maladministration has now been received. A further case was concluded with a finding of fault by the Council. A further two cases are outstanding at present.

**Compliments** – 54 (52)

This is the same as the previous quarter and includes:

- Crawley Homes - 26 (30)
- Economic and Environment Services - 0 (4)
- Partnership Services - 4 (2)
- Community Services - 21 (13)
- Finance, Revenues & Benefits 2 (1)

## Trends



# Agenda Item 2

Year & Qtr	Total no. of complaints	Crawley Homes	Partnership Services	No. of missed bins	% responded to in 10 days	No. of compliments	No of reviews (stage 2 complaints)
<b>2014/15</b>							
Qtr 1	168	71	55	1526	80%	59	10
Qtr 2	125	40	37	1262	73%	89	6
Qtr 3	139	43	45	971	74%	66	3
Qtr 4	91	37	15	431	92%	72	3
<b>2015/16</b>							
Qtr 1	129	29	34	986	80%	78	5
Qtr 2	143	52	36	488	88%	103	13
Qtr 3	104	36	28	376	83%	79	6
Qtr 4	134	52	22	303	81%	73	8
<b>2016/17</b>							
Qtr 1	154	56	33	386	84%	73	5
Qtr 2	151	68	20	548	78%	68	3
Qtr 3	150	60	31	468	82%	51	13
Qtr 4	136	71	13	434	86%	56	17
<b>2017/18</b>							
Qtr 1	170	69	21	391	78%	52	10
Qtr 2	162	57	28	470	83%	54	6

## Complaints at the Hawth and K2

These services are provided on behalf of the Council by external contractors who are responsible for the management of customer complaints. A summary of comments and complaints for the Hawth and K2 are discussed with the contractors at regular meetings. The monitoring for the Golf Centre is less frequent as this service is leased to the contractor rather than being a management contract and they do not compile complaint statistics.

In the last quarter there were 21 (12) complaints at the Hawth. The complaints are for a range of issues related to the productions and management of disruption by customers in the auditorium. There were 32 (29) compliments relating to the quality of the shows and the overall experience.

There were 44 (18) complaints recorded at K2 during the last quarter. They received 19(8) compliments over the same period. The subject of complaints related to a range of issues including cleanliness, booking administration and the suitability of space for classes. The compliments were mainly related to the quality of customer service.