

COUNCILLORS' INFORMATION BULLETIN

Tuesday, 20 March 2018

Bulletin No: IB/916

INFORMATION ITEM	Pages
<p>1 Delegated Planning Decisions</p> <p>Delegated planning decisions for the week beginning 12 March 2018 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on 01293 438577.</p>	3 - 6
<p>2 Consideration Report: Brighton Road Conservation Area Statement</p> <p>Consideration report SHAP/74 is attached.</p>	7 - 8
<p>3 Quarterly Complaints Report: Quarter 3 (2017/2018)</p> <p>The quarterly complaints report for Quarter 3 in 2017/2018 is attached.</p>	9 - 12
<p>4 Presentations to the Economic Regeneration Working Group 14 March 2018</p> <p>The presentations delivered at last week's Economic Regeneration Working Group are attached for Councillors only.</p>	13 - 48
<p>5 Press Releases</p> <p>Press releases are available at www.crawley.gov.uk/news</p>	



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CRAWLEY BOROUGH COUNCIL

DELEGATED PLANNING DECISIONS

The following decisions were issued, subject to conditions, under delegated powers for the period 12/03/2018 and 16/03/2018

Application Number	Location	Proposal	Date of Decision	Decision
CR/2015/0637/CC1	LAND OFF WORTH WAY (SOUTH OF SAXON ROAD), POUND HILL, CRAWLEY	Discharge of conditions 3 (materials), 4 (window/door joinery), 5 (archaeological works), 6 (site set up), 7 (hard/soft landscaping), 10 (visibility splays), 12 (water efficiency) and 14 (reptiles) pursuant to CR/2015/0637/FUL for erection of a detached two storey dwelling with attached garage (amended description and plans received)	13 March 2018	SPLIT DECISION
CR/2016/1063/FUL	BANK PRECINCT AND GATWICK ROAD, NORTHGATE, CRAWLEY	Regeneration of the bank precinct area and immediate area along Gatwick Road. Works include resurfacing footways, rationalising street furniture, planting trees, amendments to kerbing and road markings (amended plans including revised road safety audit received)	16 March 2018	PERMIT
CR/2017/0759/CC1	CRAWLEY HOSPITAL, WEST GREEN DRIVE, WEST GREEN, CRAWLEY	Discharge of condition 3 (travel plan) pursuant to CR/2017/0759/FUL for permanent placement of a relocatable MRI unit in the existing car park and waiting room unit with ramp and covered walkway	14 March 2018	APPROVE
CR/2017/0793/FUL	3 WOODFIELD CLOSE, NORTHGATE, CRAWLEY, RH10 8EW	Retrospective planning permission for pitched roof on front elevation	15 March 2018	REFUSE

Application Number	Location	Proposal	Date of Decision	Decision
CR/2017/0799/FUL	HAND CAR WASH OAK TREES FILLING STATION, 114 LONDON ROAD, NORTHGATE, CRAWLEY	Retrospective change of use to hand car wash and associated hair salon, maintaining the rear car sales area. Including installation of new shopfront.	16 March 2018	PERMIT
CR/2017/0827/FUL	45 THE BIRCHES, THREE BRIDGES, CRAWLEY	Erection of single storey side extension to create annex and increase depth of single storey rear extension by 1.5 metres	16 March 2018	PERMIT
CR/2017/1045/NCC	157 LONDON ROAD, LANGLEY GREEN, CRAWLEY	Minor material amendment to previously approved under CR/2015/0105/FUL, comprising: increase in height of main building and eaves by 0.5m, alteration to the proportions of the glazed atrium and adjacent elevations; revision to fenestration and external materials; increase in ground floorspace of 40sqm with recessed parking area and water feature to be used as internal floorspace; altered internal layout; revised parking layout; integration of roof plant services area within proposed roof void	13 March 2018	PERMIT
CR/2017/1050/FUL	23 WHITTINGTON ROAD, TILGATE, CRAWLEY	Proposed single storey front extension	14 March 2018	REFUSE
CR/2018/0011/FUL	CO-OP, 8 POUND HILL PARADE, POUND HILL, CRAWLEY	Proposed new secure storage unit, 2.4m high steel fence and refrigeration plant (amended plans received)	13 March 2018	PERMIT
CR/2018/0016/FUL	11 BOOTH ROAD, BEWBUSH, CRAWLEY	Erection of single storey rear extension (amended plans received and amended description)	15 March 2018	PERMIT
CR/2018/0018/FUL	9 SEDGEFIELD CLOSE, POUND HILL, CRAWLEY	Erection of single storey side extension, relocation of front door from side to front elevation, raise height of front section of existing	14 March 2018	REFUSE

Application Number	Location	Proposal	Date of Decision	Decision
		carport by 300mm and erection of a 1.8m panel boarded fence along the eastern side and part of the front boundaries		
CR/2018/0021/ADV	15 WHITTLE WAY, NORTHGATE, CRAWLEY	Advertisement consent for erection of 5 x fascia signs (2 x externally illuminated), 1 x poster sign, 5 x supplier signs and 1 x goods in sign	14 March 2018	REFUSE
CR/2018/0054/FUL	43 WEST GREEN DRIVE, WEST GREEN, CRAWLEY	Erection of two storey side and single storey front extensions and garage conversion (amended plans received)	14 March 2018	PERMIT
CR/2018/0078/HPA	37 JUNIPER ROAD, LANGLEY GREEN, CRAWLEY	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 6.0m, and have a maximum height of 3.2m and an eaves height of 3m	13 March 2018	PRIOR APPROVAL NOT REQUIRED
CR/2018/0092/FUL	2 REDGRAVE DRIVE, MAIDENBOWER, CRAWLEY	Erection of a single storey side extension	14 March 2018	PERMIT
CR/2018/0114/TCA	WESTERLY, IFIELD GREEN, IFIELD, CRAWLEY, RH11 0ND	One Leylandii - fell. Two Conifers to the right of the Leylandii - to be topped by up to 50%. One Conifer by the house - reduce to the same height as the hedge (approximately 3 metres height)	12 March 2018	NO OBJECTION
CR/2018/0149/HPA	21 STAFFORD ROAD, LANGLEY 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 5m, and have a maximum height of 3.363m and an eaves height of 2.9m	15 March 2018	PRIOR APPROVAL NOT REQUIRED

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Agenda Item 2

Crawley Borough Council

Consideration Report for Delegated Decision by Cabinet Member for Planning & Economic Development

Expected Date of Decision: 28 March 2018

Brighton Road Conservation Area Statement

Report of the Head of Strategic Housing and Planning Services SHAP74

1. Purpose

- 1.1 The Council has prepared a Conservation Area Statement for the Brighton Road Conservation Area. This report seeks Cabinet Member approval to formally adopt the Brighton Road Conservation Area Statement (2018), which is a background paper to this report.

2. Recommendations

- 2.1 To the Cabinet Member is recommended to:

Adopt the Brighton Road Conservation Area Statement 2018, enabling it to form a material consideration in planning decisions that affect the character or setting of the Brighton Road Conservation Area.

3. Reasons for the Recommendations

- 3.1 Conservation Areas are designated because they are recognised as areas of special architectural or historic interest which it is desirable to preserve or enhance. Conservation Area Statements for individual Areas reinforce the purposes of the designation by detailing their special qualities how these can be maintained and enhanced via the development process. Brighton Road Conservation Area was designated in 2009 and extended in 2013, and currently has no adopted Statement. It is considered that the adoption of a Statement providing up-to-date guidance is appropriate, as in the case of Crawley's more established Conservation Areas.

4. Background

- 4.1 The Brighton Road Conservation Area Statement provides a detailed appraisal of the important architectural and historic features that contribute to the special character of the Conservation Area. It sets out guidance to assist in planning applications and decisions, and identifies potential improvement opportunities.
- 4.2 A draft version of Brighton Road Conservation Area Statement was published for a four-week period of public consultation from 12 February to 12 March 2018. Ward members and officers of Southgate Community Forum/Southgate Conservation Area Advisory Committee were informed of the consultation, which was also publicised via Twitter and via the display of posters in appropriate locations within Southgate. Further detail of the consultation approach is provided in the Consultation Statement, which is a background paper to this report.

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- 4.3 One written response was received commenting on the contents of the draft Brighton Road Conservation Area Statement. Details of the comments, the council's response to the issues raised, and detail of amendments made to the Statement as a result, are set out in the Brighton Road Conservation Area Statement Consultation Statement which forms a background document to this report.

5. Description of Issue to be resolved

- 5.1 Following the designation of the Brighton Road Conservation Area in 2009 and its extension in 2013 it is considered necessary to adopt a Conservation Area Statement for the Area as a matter of good practice.
- 5.2 The adoption of the Brighton Road Conservation Area Statement forms part of a wider programme to prepare new and/or updated Conservation Statements for Crawley's designated Conservation Areas, as established through the Local Development Scheme.

6. Information & Analysis Supporting Recommendation

- 6.1 The decision to adopt the Conservation Area Statement is established through the Local Development Scheme and represents a commitment of the council moving forward.
- 6.2 Should the Cabinet Member decide not to adopt the Brighton Road Conservation Area, the Conservation Area designation will continue to apply according to national legislation and national and local planning policy. The consideration of the special qualities of the Conservation Area as part of the planning and development processes will, however, be constrained by a lack of Area-specific guidance. Adoption of the Brighton Road Conservation Area Statement will provide a tool to help ensure that the special character of the Area can be preserved and/or enhanced.
- 6.3 Ward Members and members of the Southgate Conservation Area Advisory Committee have supported and contributed to the preparation of the Brighton Road Conservation Area Statement, and support its adoption.

7. Implications

- 7.1 If adopted, the Brighton Road Conservation Area Statement will form a material planning consideration in decisions that affect the character or setting of Brighton Road Conservation Area.

8. Background Papers

- Brighton Road Conservation Area Statement (2018):
<http://www.crawley.gov.uk/pw/web/PUB340245>
- Brighton Road Conservation Area Statement Consultation Statement:
<http://www.crawley.gov.uk/pw/web/PUB340244>

Quarterly Complaints Report – Quarter 3 (2017-2018)

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

Key points:

- These quarterly reports are reviewed at CMT and then published in the Councillors' Bulletin.
- The attached figures cover the period October - December 2017
- The total for this quarter is 110. This is a decrease on the total for the last quarter (162) and a decrease on the same quarter last year (150).
- There has been a significant decrease in complaints in Community Services. This is due to the successful implementation of the new patch working arrangements and the end of the growing season.

Agenda Item 3

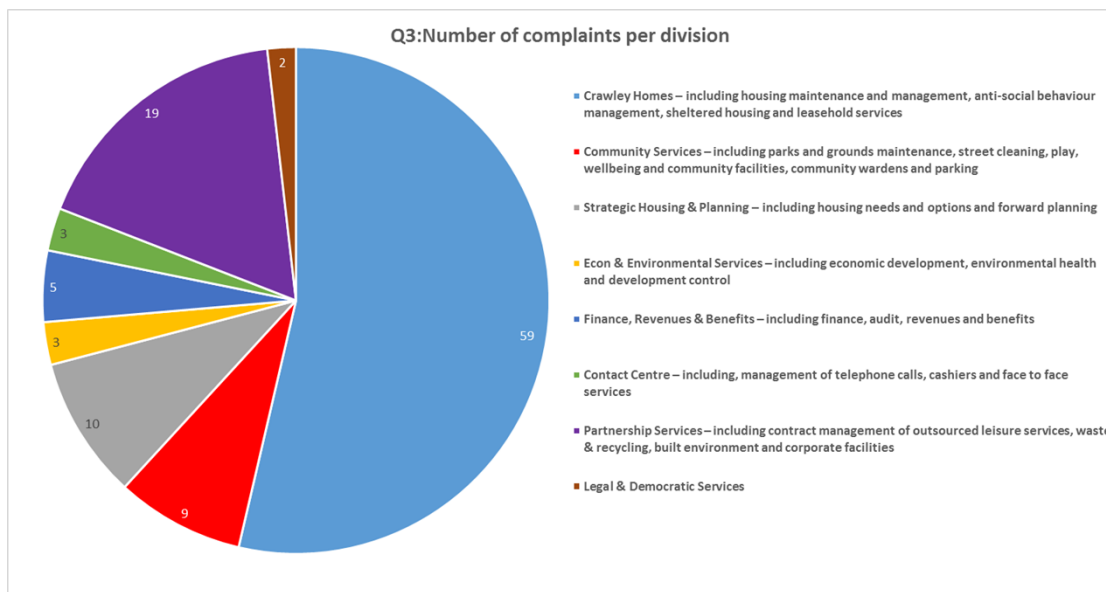
Complaints Key Statistics

October - December 2017

Total number of complaints recorded – 110 (162)

Figures in brackets are for Qtr 2

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 59 (57)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 9 (54)
- Strategic Housing & Planning – including housing needs and options and forward planning - 10 (4)
- Econ & Environmental Services – including economic development, environmental health and development control – 3 (8)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits - 5 (6)
- People & Technology (contact centre) – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 3 (3)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 19 (28)
- Legal & Democratic 2 (1)



Total number of complaints classified as serious – 29 (14)

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Number of missed bins – 418 (470)

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

Percentage of complaints dealt with in ten working days – 85% (83%)

Number of recorded racist and hate incidents – There were no incidents recorded as hate graffiti. There were no complaints where the complainant felt that they had been discriminated against on the grounds of a protected characteristic.

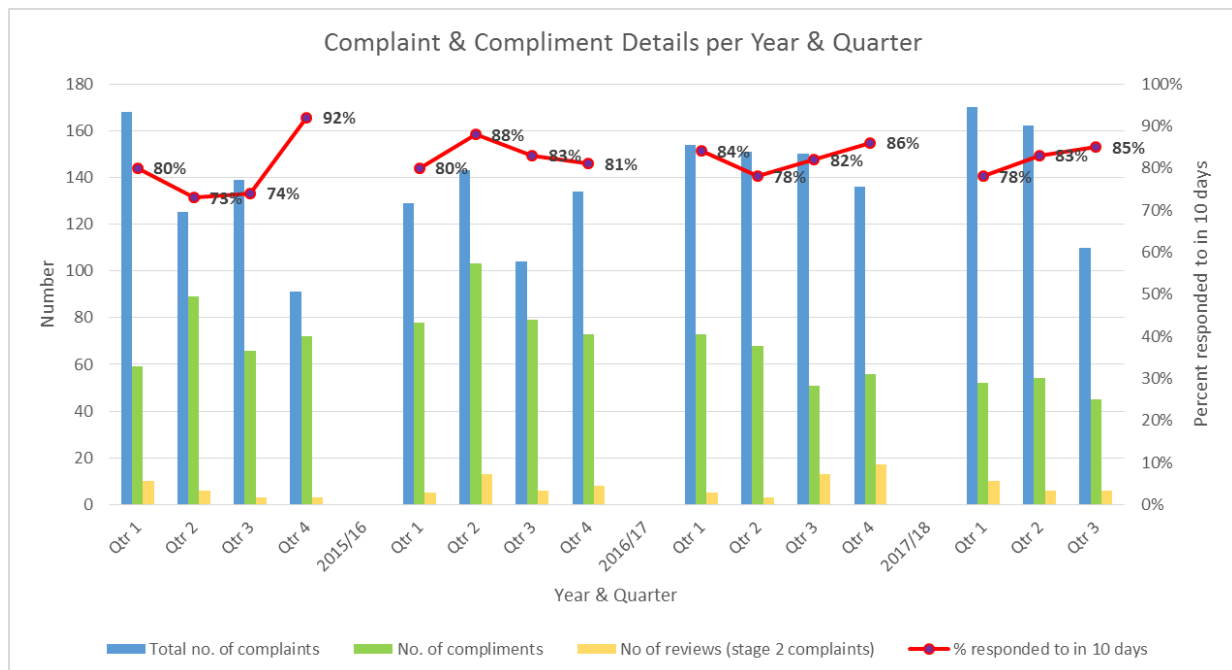
Ombudsman complaints – There were 2 new complaints registered with the Local Government and Social Care Ombudsman during this period. In one case the Ombudsman sent the case back for local resolution as it had not been through the local complaints process. In the second case the Ombudsman decided the case did not require investigation. There was one other complaint outstanding from Quarter 2 which the Ombudsman has now decided not to investigate as it is 4 years old. There is one new case and two outstanding cases with the Housing Ombudsman where we have provided information and are awaiting a decision.

Compliments – 45 (54)

This is the same as the previous quarter and includes:

- Crawley Homes - 30 (26)
- Partnership Services - 3 (4)
- Community Services - 8 (21)
- Finance, Revenues & Benefits 1 (2)
- Contact Centre – 3 (0)

Trends



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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)
2014/15							
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
2015/16							
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
2016/17							
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
2017/18							
Qtr 1	170	69	21	391	78%	52	10
Qtr 2	162	57	28	470	83%	54	6
Qtr 3	110	59	19	418	85%	45	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 41 (21) complaints at the Hawth. The complaints are for a range of issues related to catering and one particular production. There were 23 (32) compliments relating to the quality of the shows and the overall experience. In addition to this there were many social media posts on facebook and trip advisor. The majority of these were very positive comments.

There were 25 (44) complaints recorded at K2 during the last quarter. They received 8(19) compliments over the same period. The subject of complaints related to a range of issues including cleanliness and the availability of facilities, particularly the pool. The compliments were mainly related to the quality of customer service.

Agenda Item 4

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of the Local Government Act 1972.

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Agenda Item 4

Appendix a

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of the Local Government Act 1972.

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Appendix b

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Appendix c

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Appendix d

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