

Quarterly Complaints Report – Quarter 2 (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 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.

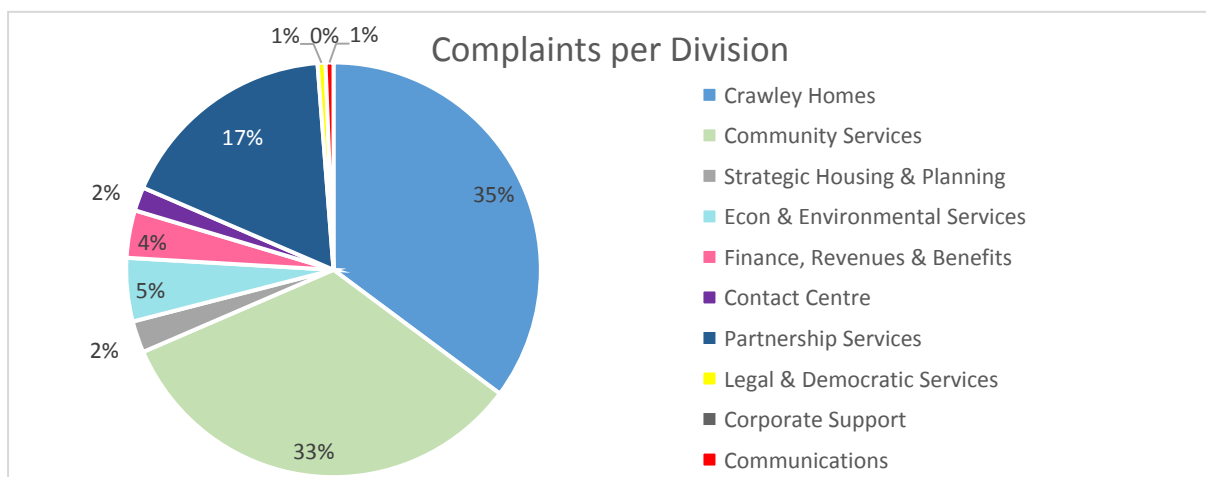
Complaints Key Statistics

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)



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.

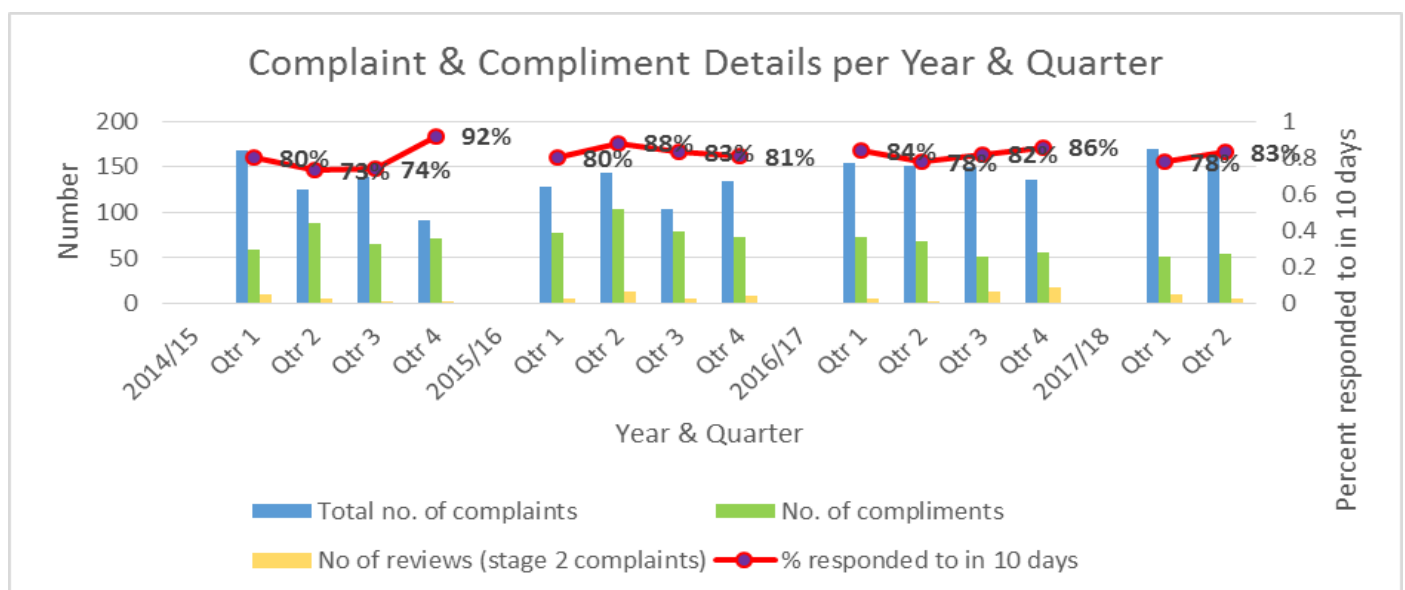
Ombudsman complaints - 3 cases were concluded by the Local Government and Social Care Ombudsman during this period. In one case the Ombudsman stated that complaint was outside their jurisdiction. The other two cases had a finding of no fault by the council. There are two cases where the outcome is awaited. 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



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

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.