

# COUNCILLORS' INFORMATION BULLETIN

Tuesday, 12 June 2018

**Bulletin No: IB/928**

INFORMATION ITEM	Pages
1 <b>Delegated Planning Decisions</b>	3 - 6
Delegated planning decisions for the week beginning 4 June 2018 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on 01293 438577.	
2 <b>Quarterly Complaints Report: Quarter 4 (2017/2018)</b>	7 - 12
The quarterly complaints report for Quarter 4 in 2017/2018 is attached.	
3 <b>Staff Changes: May 2018</b>	13 - 14
Staff Changes for May 2018 are attached for Councillors only.	
4 <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 04/06/2018 and 08/06/2018

Application Number	Location	Proposal	Date of Decision	Decision
CR/2017/0589/CC1	2 - 14 CROMPTON WAY, NORTHGATE, CRAWLEY	Discharge of conditions 3 (materials), 9 (construction management plan), 12 (hard and soft landscaping), 13 (surface water and foul water) and 14 (bird hazard management plan) pursuant to CR/2017/0589/FUL for erection of a building comprising two units for B8 (storage or distribution) and ancillary office floorspace, with associated car parking, landscaping, servicing and access arrangements (amended description)	4 June 2018	APPROVE
CR/2017/0845/FUL	MANOR ROYAL SERVICE STATION, GATWICK ROAD, NORTHGATE, CRAWLEY	Retrospective change of use for part of site from car rental (sui generis) to car forecourt/car sales (sui generis) with associated external works and customer parking	8 June 2018	PERMIT
CR/2017/0881/CC1	257 - 259 IFIELD ROAD, WEST GREEN, CRAWLEY	Discharge of condition 3 (materials) pursuant to CR/2017/0881/FUL for erection of 5no. 2 storey, 2 bedroom affordable dwellings for social rent and associated parking following demolition of 2no. existing semi-detached dwellings (amended plans received)	6 June 2018	PERMIT
CR/2017/0883/CC1	21 and 28 BROAD WALK, NORTHGATE, CRAWLEY	Discharge of condition 2 (materials) pursuant to CR/2017/0883/NCC for variation of conditions 2 (plans) and 3 (materials) pursuant to planning permission CR/2015/0137/FUL for	7 June 2018	APPROVE

Application Number	Location	Proposal	Date of Decision	Decision
		change of use of first floor retail space to 3 x studio flats and 4 x one bedroom flats with associated works to ground floor providing cycle and refuse storage and upgrading of external elevation (revised description)		
CR/2018/0062/FUL	9 OLD ORCHARDS, POUND HILL, CRAWLEY	Conversion and extension of existing double garage to an attached annexe	7 June 2018	PERMIT
CR/2018/0197/ADV	PART GROUND FLOOR AND FIRST FLOOR, ASTRAL TOWERS, BETTS WAY, LANGLEY GREEN, CRAWLEY	Advertisement consent for the installation of 1no. non-illuminated totem sign	7 June 2018	CONSENT
CR/2018/0215/FUL	FIRST FLOOR, 53 - 55 GATWICK ROAD, NORTHGATE, CRAWLEY	Replacement windows at front and rear elevations	7 June 2018	PERMIT
CR/2018/0231/FUL	8 HERON CLOSE, LANGLEY GREEN, CRAWLEY	Demolition of existing rear extension and erection of single storey front, side and rear extensions	4 June 2018	PERMIT
CR/2018/0245/FUL	32 - 34 QUEENS SQUARE, NORTHGATE, CRAWLEY, RH10 1HA	Installation of new shopfront and alterations to include grey vinyl to first floor window panels, refacing in black aluminium of all pilasters to front ground floor, and insertion one set of bi-parting doors	7 June 2018	PERMIT
CR/2018/0290/192	2 OLD ORCHARDS, POUND HILL, CRAWLEY	Certificate of lawfulness for erection of single storey rear/side extension	5 June 2018	PERMIT
CR/2018/0294/192	13 PRINCESS ROAD, WEST GREEN, CRAWLEY	Certificate of lawfulness for a loft conversion with a rear dormer and 2 x front roof lights, installation of an entrance door and canopy above, changes to existing fenestration and door openings, installation of ground floor rear window and roof light and removal of a chimney (amended description)	8 June 2018	PERMIT

<b>Application Number</b>	<b>Location</b>	<b>Proposal</b>	<b>Date of Decision</b>	<b>Decision</b>
CR/2018/0349/192	19 DEERSWOOD ROAD, WEST GREEN, CRAWLEY, RH11 7JL	Certificate of lawfulness for loft conversion to habitable room with rear dormer and front roof lights and removal of chimney stack and breast	7 June 2018	PERMIT
CR/2018/0405/CON	POUND HILL JUNIOR SCHOOL POUND HILL JUNIOR SCHOOL, CRAWLEY LANE, POUND HILL, CRAWLEY, RH10 7EB	Consultation from West Sussex County Council (WSCC/023/18/CR) for continued siting of a modular temporary classroom on a permanent basis	5 June 2018	OBJECTION

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# Quarterly Complaints Report – Quarter 4 (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 Councillors' Bulletin.
- The attached figures cover the period Jan – March 2018.
- The total for this quarter is 144. This is an increase on the total for the last quarter (110) and a slight increase on the same quarter last year (136).

# Agenda Item 2

## Complaints Key Statistics

January - March 2018

Total number of complaints recorded – 144 (110)

Figures in brackets are for Qtr 3

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 67 (59)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 17 (9)
- Strategic Housing & Planning – including housing needs and options and forward planning - 8 (10)
- Econ & Environmental Services – including economic development, environmental health and development control – 8 (3)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits -11 (5)
- People & Technology (contact centre) – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 2 (3)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 29 (19)
- Legal & Democratic 2 (2)

Total number of complaints classified as serious – 31 (29)

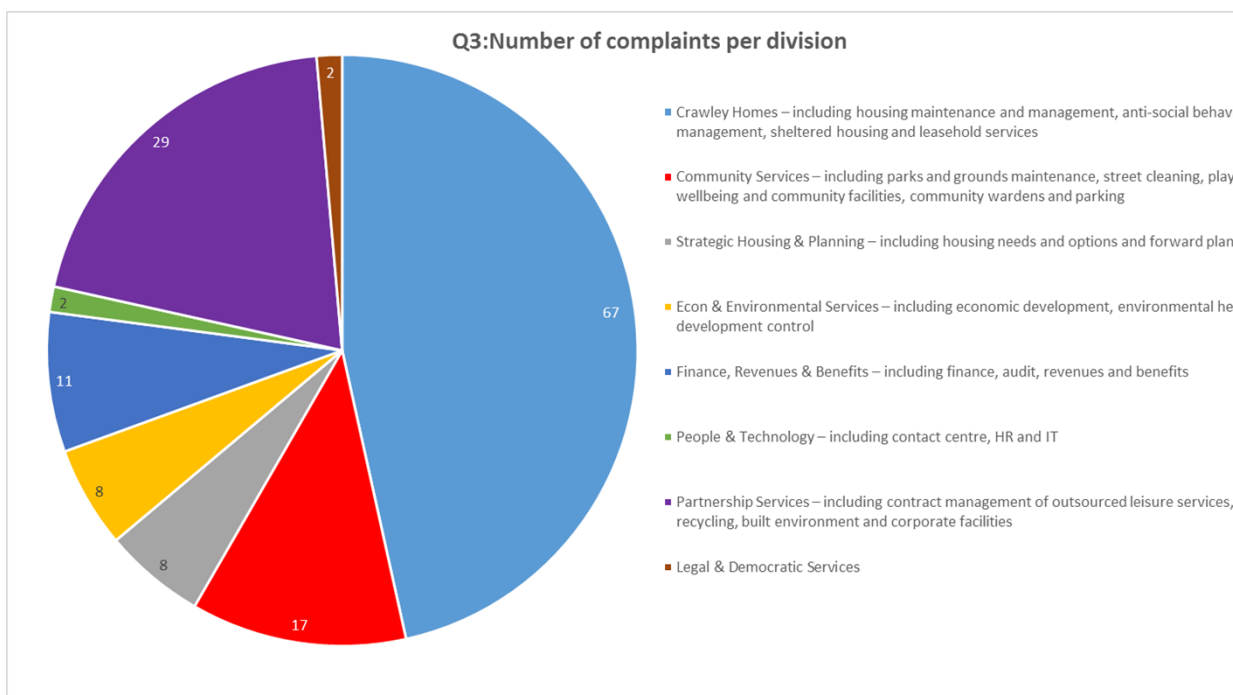
Number of missed bins – 403 (418)

Number of reviews where the customer was dissatisfied with the initial response – 13 (6)

Percentage of complaints dealt with in ten working days – 87% (85%)



# Agenda Item 2



**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 during this period. In one case the Local Government and Social Care Ombudsman decided there was no fault on the part of the Council in a case which dated back to 2001/2. This has been challenged by the complainant and the decision is pending. In the second case we have provided the Housing Ombudsman with the relevant information and it is awaiting allocation of an investigator. In addition to this there were two cases logged before this quarter which were found in the Council's favour. In both of these cases the complainants have requested a review and these are being reconsidered. There is one other complaint outstanding from the previous quarter with the Housing Ombudsman.

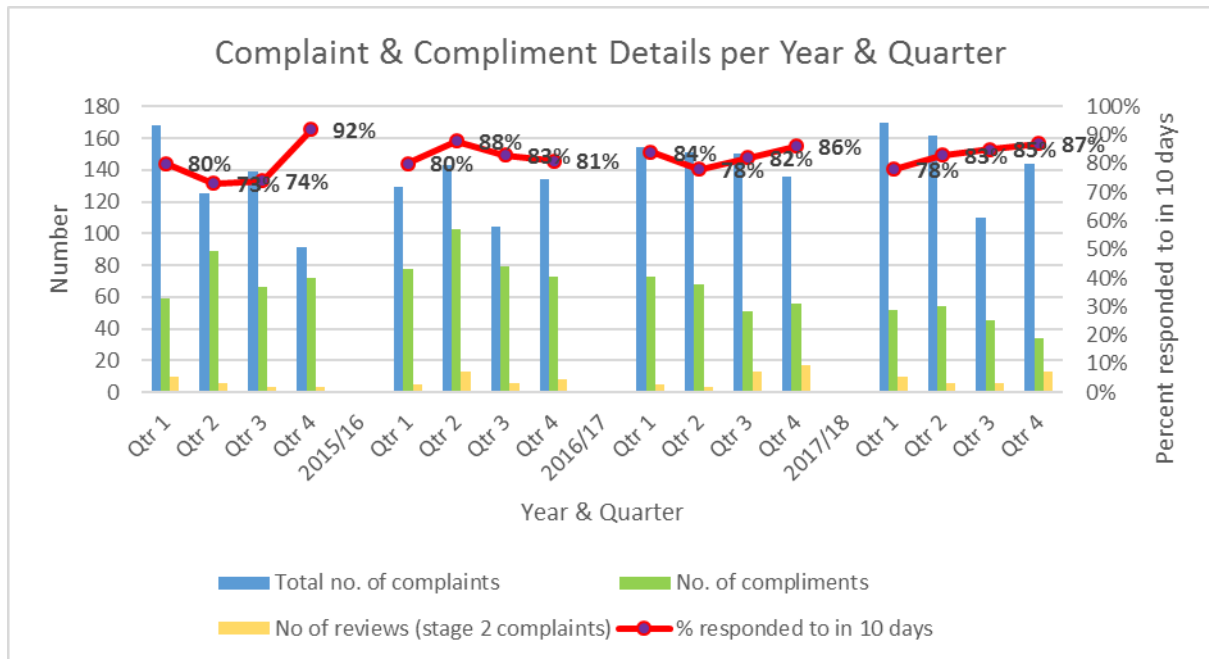
**Compliments** – 34 (45)

This is the same as the previous quarter and includes:

- Crawley Homes - 18 (26)
- Partnership Services - 5 (3)
- Community Services - 8 (8)
- Finance, Revenues & Benefits 1 (1)
- Contact Centre – 0 (3)
- Economic & Environmental Services – 1 (0)
- Strategic Housing and Planning Services – 1 (0)

# Agenda Item 2

## 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)
<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
Qtr 3	110	59	19	418	85%	45	6
Str 4	144	67	29	403	87%	34	13

# Agenda Item 2

## **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 26 (41) complaints at the Hawth. The complaints are for a range of issues related to catering and one particular production. There were 109 (23) compliments relating to the quality of the shows and the overall experience. The significant increase in compliments is as a result of customers being canvassed for feedback on the catering service. The majority of these responses were positive. In addition to this there were many social media posts on facebook and trip advisor. The majority of these were positive comments.

There were 42 (25) complaints recorded at K2 during the last quarter. They received 19 (8) compliments over the same period. There were a number of positive comments on the new equipment in the gym but complaints related to a range of issues including customer service at reception, cleanliness and the failure of equipment including air conditioning and heating systems. The compliments were mainly related to the quality of classes/instructors.

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# Agenda Item 3

By virtue of paragraph(s) 1 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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