

# COUNCILLORS' INFORMATION BULLETIN

Tuesday, 18 September 2018

**Bulletin No: IB/942**

INFORMATION ITEM	Pages
<p>1 <b>Delegated Planning Decisions</b></p> <p>Delegated planning decisions for the week beginning 10 September 2018 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on 01293 438577.</p>	3 - 4
<p>2 <b>Quarterly Complaints Report: Quarter 1 (2018/2019)</b></p> <p>The quarterly complaints report for Quarter 1 in 2018/2019 is attached.</p>	5 - 10
<p>3 <b>Consideration Report: Update of Council's Insurance</b></p> <p>Consideration report FIN/452 of the Head of Corporate Finance is attached.</p>	11 - 12
<p>4 <b>Staff Changes: August 2018</b></p> <p>Information is attached for Councillors only.</p>	13 - 14
<p>5 <b>Press Releases</b></p> <p>Press releases are available at <a href="http://www.crawley.gov.uk/news">www.crawley.gov.uk/news</a></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 10/09/2018 and 14/09/2018

Application Number	Location	Proposal	Date of Decision	Decision
CR/2018/0375/FUL	113 MALTHOUSE ROAD, SOUTHGATE, CRAWLEY	Erection of a single storey side extension	10 September 2018	PERMIT
CR/2018/0393/FUL	9 AILSA CLOSE, BROADFIELD, CRAWLEY	Garage conversion to kitchen with new pitched roof and porch alterations	11 September 2018	PERMIT
CR/2018/0491/FUL	7 THE DINGLE, WEST GREEN, CRAWLEY	Demolition of existing single storey rear conservatory and erection of two storey and single storey rear extensions	11 September 2018	PERMIT
CR/2018/0498/ADV	TESCO EXPRESS, 84 - 86 DOWNLAND DRIVE, SOUTHGATE, CRAWLEY (AMENDED PLANS RECEIVED)	Advertisement consent for 4 x fascia signs (2 internally illuminated), 1 x internally illuminated projecting sign (to replace existing) and 1 x door vinyl sign	11 September 2018	CONSENT
CR/2018/0499/FUL	12 ARUNDEL CLOSE, POUND HILL, CRAWLEY	Erection of a two storey side extension	13 September 2018	REFUSE
CR/2018/0539/192	15 CRANBORNE WALK, FURNACE GREEN, CRAWLEY	Certificate of lawfulness for the erection of a single storey rear extension (following demolition of existing conservatory)	12 September 2018	PERMIT
CR/2018/0545/HPA	52 NORTH ROAD, THREE BRIDGES, CRAWLEY	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 8m, and have a maximum height of 4m and an eaves height of 3m	12 September 2018	PRIOR APPROVAL NOT REQUIRED
CR/2018/0570/FUL	42 WOODLANDS, POUND HILL, CRAWLEY	Erection of single storey front porch extension	10 September 2018	PERMIT

Application Number	Location	Proposal	Date of Decision	Decision
CR/2018/0587/TCA	10 HAZELWICK ROAD, THREE BRIDGES, CRAWLEY, RH10 1LZ	Oak - fell	14 September 2018	NO OBJECTION
CR/2018/0596/CON	INTERNATIONAL PARK, PRIESTLEY WAY, NORTHGATE, CRAWLEY	Consultation from West Sussex County Council (WSSCC/037/18/CR) for change of use to a metal recycling facility involving the storage, bulking and distribution of recycled metal materials to include creating an additional access to facilitate vehicle circulation within the site	14 September 2018	OBJECTION

# Quarterly Complaints Report – Quarter 1 (2018-2019)

By: Ann-Maria Brown, Head of Legal Democracy & HR  
Contact: 01293 438292

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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 April - June 2018.
- The total for this quarter is 145. This is a slight increase on the total for the last quarter (144) and a decrease on the same quarter last year (170).
- The Local Government & Social Care Ombudsman has issued his annual report to the Council. Further details are provided in the report.
- The number of Community Services complaints have increased significantly. There is always a higher level of complaints in quarter one for this service as it is the peak growing season, however there has been a marked increase this quarter owing to the mild winter which has resulted in a longer growing season. It is expected that this will reduce in the next quarter

# Agenda Item 2

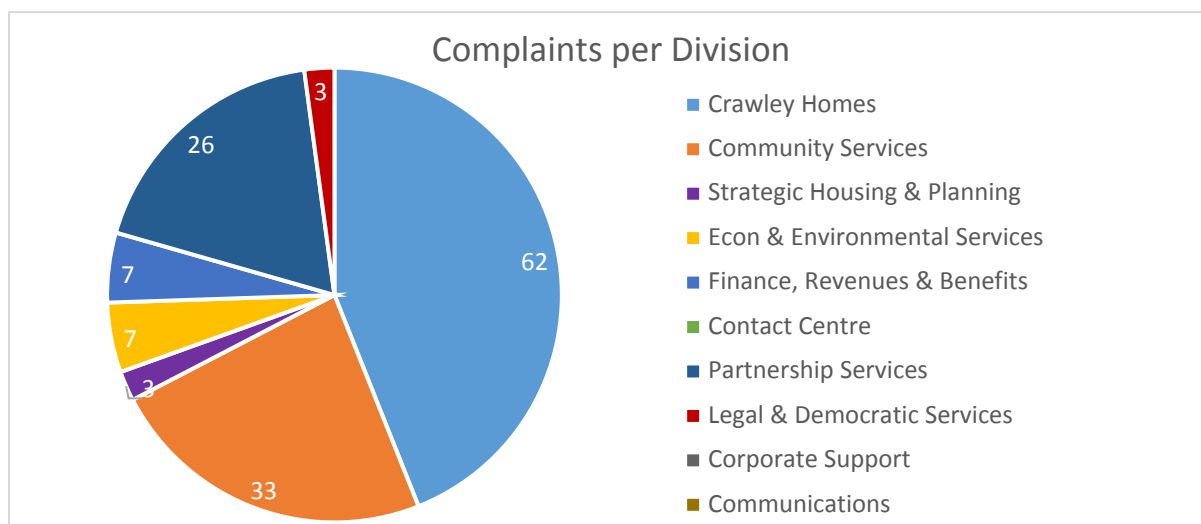
## Complaints Key Statistics

April – June 2018

Total number of complaints recorded – 145 (144)

Figures in brackets are for Qtr 4 2017/18

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 62 (67)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 33 (17)
- Strategic Housing & Planning – including housing needs and options and forward planning - 3 (8)
- Econ & Environmental Services – including economic development, environmental health and development control – 7 (8)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits - 7 (5)
- People & Technology – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 4 (2)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 26 (29)
- Legal & Democratic – including investigating complaints of data breaches 3 (2)



Total number of complaints classified as serious – 17 (31)

Number of missed bins – 503 (403)

# Agenda Item 2

Number of reviews where the customer was dissatisfied with the initial response – 9 (13)

Percentage of complaints dealt with in ten working days – 75% (87%). This is a marked decrease on the last quarter and is down on the same quarter the previous year. The majority of the late responses were in Crawley Homes and Community Services (including one overdue response).

**Number of recorded racist and hate incidents** – There were no incidents recorded as hate graffiti. Two complaints of racist discrimination were made; one in relation to the standard of grass cutting but the investigation identified that there was no substance to the complaint. The other related to a customer’s interaction with the Leasehold team but again, the investigation identified there was no substance to the complaint

## Ombudsman Complaints

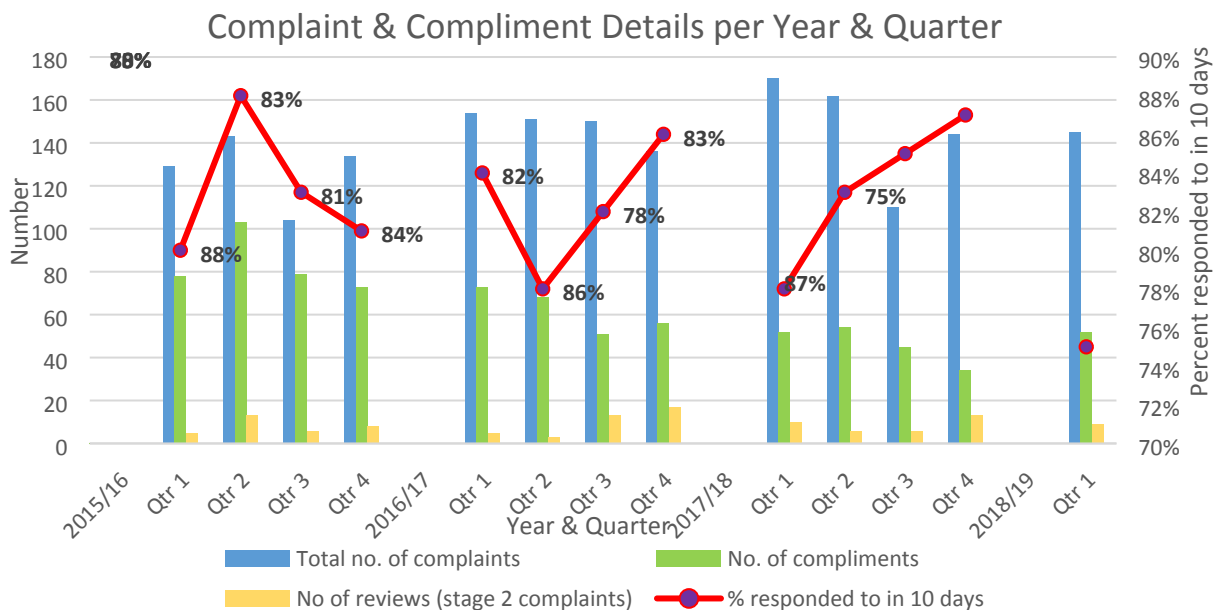
No further cases were considered by the Local Government & Social Care Ombudsman during this period. There was one case outstanding with the Housing Ombudsman from the previous quarter and we are still awaiting an outcome on this case. There were no new cases lodged with either the Local Government & Social Care Ombudsman or the Housing Ombudsman this quarter.

## Compliments – 41 (34)

This is a marked increase on the previous quarter and includes:

- Crawley Homes - 21 (18)
- Partnership Services - 6 (5)
- Community Services – 10 (8)
- Communications 1 (1)
- Strategic Housing & Planning 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)
<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
Qtr 4	144	67	29	403	87%	34	13
<b>2018/19</b>							
Qtr 1	145	62	26	503	75%	52	9

## Complaints at the Hawth and K2 Crawley

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 12 (26) complaints at the Hawth. The complaints relate to concerns about the quality of the productions and the catering/restaurant experience. There were 2 (109) compliments relating to the overall experience. In addition to this there were many social media posts on Facebook and Trip Advisor; some positive comments made around free parking and productions and some concerns relating to uncomfortable seating and the price and quality of food and drink.

There were 35 (42) complaints recorded at K2 during the last quarter. They received 51 (19) compliments over the same period. The subject of complaints related to a range of issues including cleanliness, parking and availability of the pool and classes. The compliments were mainly related to the quality of customer service, particularly from Fitness Class and gym staff.



# Agenda Item 2

## **Annual Report from the Local Government and Social Care Ombudsman**

The Council received its annual report from the Local Government and Social Care Ombudsman in July. The Ombudsman received 14 enquiries concerning this Council in 2017 and made 12 decisions on those enquiries. None of these 12 decisions found maladministration on the part of the Council. The outcome of the remaining 12 decisions are:

Not Upheld	2
Advice given	2
Closed after initial enquiries	3
Incomplete/invalid complaints	2
Referred back for local resolution	3

There is a favourable comparison with last year's report where the Ombudsman made 13 decisions and upheld 1 complaint. In 2016 the outcome of the remaining 12 were:

Not upheld	2
Referred back for local resolution	4
Closed after initial enquiries	4
Incomplete/invalid complaints	2

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# Agenda Item 3

## Crawley Borough Council

### Consideration Report for Delegated

### Decision by the Leader of the Council

**Expected Date of Decision 1 October 2018**

### Update of Council's Insurance

Report of the Head of Corporate Finance - FIN/452

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#### **1. Purpose**

- 1.1 The insurance contract needs to be replaced by 1 April 2019 as the current contract is due to expire on 31 March 2019. This report seeks formal approval to extend the contract for 1 year in order to allow time for the Local Government Mutual to be fully set up in order for the Council to consider this as a future supplier.

#### **2. Recommendations**

- 2.1 The Leader of the Council is recommended to:

Approve a major change to the existing insurance contract to extend it by a year to 31 March 2020.

#### **3. Reasons for the Recommendations**

- 3.1 The Council's long term agreement for insurance comes to an end on 31 March 2019. There have been delays in the timetable of establishing the Local Government Mutual and so the Council are not in a position to be able to bring forward a business case recommending the way forward. The proposal to extend the existing insurance contract will give more time for the establishment of the mutual, so this could be considered as a potential option before locking the Council into a new long term insurance contract.
- 3.2 Guidance on Amendments to Contracts During Their Term allows a major change without re-advertisement in OJEU where:
- The need for change could not have been foreseen by a "diligent" contracting authority, provided these changes do not affect the nature of the contract / framework or exceed 50% of the price of the original contract.

#### **4. Background**

- 4.1 In March 2018, the Cabinet approved the Council's participation as a Founding Member of the new Local Government Mutual. It was agreed that a report would be made to Cabinet with a business case for utilising the mutual when the Council's long term agreement for insurance cover comes to an end.

#### **5. Description of Issue to be resolved**

- 5.1 There is a need to maintain the Council's insurance, but there is a risk that the mutual will not be in place by 1 April 2019.

# Agenda Item 3

## 6. Information & Analysis Supporting Recommendation

- 6.1 The recommended proposal allows the Council to consider joining the mutual once it is established without exposing the Council to unnecessary costs or risk.
- 6.2 Entering into a new long term contract would prevent the Council from joining the mutual for another 5 years. A shorter term contract will be priced higher and may not attract the same number of participants as a longer contract. Joining the mutual at this stage would expose the Council to unnecessary financial risk as it is not currently known whether the mutual will be in place by 1 April 2019.

## 7. Background Papers

[To Approve Options for the Council's Insurance – Cabinet, 21 March 2018 \[report FIN/441 refers\]](#)

[Guidance on Amendments to Contracts During Their Term \(Crown Commercial Service, updated October 2016\)](#)

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# Agenda Item 4

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

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