

# COUNCILLORS' INFORMATION BULLETIN

Tuesday, 7 July 2020

**Bulletin No: IB/1035**

## INFORMATION ITEM

### 1 **Delegated Planning Decisions**

Delegated planning decisions for the week beginning 29 June 2020 are attached. Contact for enquiries: Jean McPherson, Group Manager: Development Management on [jean.mcpherson@crawley.gov.uk](mailto:jean.mcpherson@crawley.gov.uk).

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### 2 **Temporary Traffic Regulation Orders**

The following documents are attached in relation to Temporary Traffic Regulation Orders:

- List of Temporary Traffic Regulation Orders.
- Brighton Road Level Crossing (Appendix A).
- The Mount, Ifield (Appendix B).

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### 3 **COVID-19: CMT Urgent Significant Operational Decisions**

Due to the outbreak of the Coronavirus Pandemic COVID-19 it has been necessary for the Corporate Management Team to take some urgent Significant Operational Decisions. These decisions were taken with due regard to, and in accordance with, published Government Guidance. The recent decisions taken, along with supporting information such as the reasons for them are attached.

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### 4 **Alcohol Consumption Public Spaces Protection Order (PSPO) - consultation**

On 30 June 2020 the Deputy Chief Executive exercised delegated authority to consult the public and key stakeholders on the continuation of an Alcohol Consumption Public Spaces Protection Order (PSPO) in July 2020.

Public Spaces Protection Orders (PSPO) are intended to deal with a particular nuisance or problem in a particular area that is detrimental to the local community's life. PSPO's impose conditions on the use of that area which apply to everyone. They are designed to ensure public spaces can



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be enjoyed and kept safe from antisocial behaviour.  
The current alcohol PSPO expires on 19th October.

This has been in place since October 2017 having transitioned from the 2006 Designated Public Places Order (Consumption of Intoxicating Liquor) under the Anti-Social Behaviour, Crime and Policing Act 2014. It is proposed to continue a PSPO to tackle alcohol related nuisance and anti-social behaviour once the current PSPO has expired. The PSPO will prohibit the consumption of alcohol where it is associated with nuisance or anti-social behaviour or it is believed it will lead to nuisance or anti-social behaviour.

The PSPO will give the Police and now authorised Council Officers (Community Wardens) the power to request an individual to stop drinking alcohol and to hand over any open or sealed container believed to contain alcohol. Failure to comply with these requirements will be an offence.

The PSPO will provide the Police and Council with another tool to reduce the impact of alcohol related nuisance and anti-social behaviour across Crawley particularly in relation to the on-going work to address the impact of street community drinking in the Town Centre, Memorial Gardens and beyond.

Consultation will be undertaken by the Head of Community Services in line with Section 5a of the Generic Delegation Scheme.

A four week consultation will be undertaken to see whether there is public and stakeholder support for continuing to have such a PSPO for Crawley.

The timeframe for the process and decision making is as follows;

- Consultation with key stakeholders and the public - 13th July until 9th August
- Cabinet briefing – 9th September
- Overview & Scrutiny Commission – 28th September
- Cabinet – 30th September
- Full Council – 21st October

## 5 **Complaints and Compliments Report: Quarter 4 (2019-20)**

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The Council's complaints and compliments report for Quarter 4 of 2019-20 is attached.

## 6 **Tilgate Lake: Embankment Works**

Work at Tilgate Park to restore a large section of lake bank at Tilgate lake are approaching. At the early stage of the year the project was nearing commencement; however following lockdown the process naturally slowed and had to be put on hold for a short time. The Council is however now ready to start.

The revetment works will restore approximately 100m of lake bank opposite the main lawns; the work is confined to the west side of Tilgate Lake as this is the most vulnerable location due to extensive damage after

previous flooding and the progressive erosion over a number of years.

To manage costs the Council has found that it must take advantage of the summer conditions and the naturally lower lake levels; the Council is of course mindful that this is a busy time during the summer so it will be managing the work quite specifically to account for this, there will be some disruption however the Council will ensure that the works are managed with care and that the appropriate controls will be put in place in order to keep the public safe throughout; there will also be signage displayed to warn of the approaching works, reminders of work taking place and diversions where practical directing the public onto alternative routes.

The site set up is proposed to commence toward the end of this week with the main works commencing around w/c 13<sup>th</sup> July. The work is likely to take around 8 weeks to complete which will take it towards the beginning of September; then there will be some further finishing works taking place closer to the autumn time when weather is more appropriate for establishing new turf.

Ben King  
**Community Services Project Manager**

## 7 **Press Releases**

Press releases are available at [www.crawley.gov.uk/news](http://www.crawley.gov.uk/news)

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# CRAWLEY BOROUGH COUNCIL

## DELEGATED PLANNING DECISIONS

The following decisions were issued, subject to conditions, under delegated powers for the period 29/06/2020 and 03/07/2020

Application Number	Location	Proposal	Date of Decision	Decision
CR/2018/0341/CC5	CAR PARK ADJACENT CENTRAL SUSSEX COLLEGE, NORTHGATE AVENUE, NORTHGATE, CRAWLEY	Discharge of condition 15 (landscaping scheme) pursuant to CR/2018/0341/FUL for erection of a part 8/part 6 storey building to provide a total of 98 flats, with associated parking, landscaping and frontage service bay	2 July 2020	APPROVE
CR/2020/0047/FUL	HAZELWICK SCHOOL, HAZELWICK SCHOOL CLOSE, THREE BRIDGES, CRAWLEY	Erection of two storey modular building	29 June 2020	PERMIT
CR/2020/0101/FUL	10 HILLSIDE CLOSE, SOUTHGATE, CRAWLEY	Alterations to existing windows and porch door at front facade of the property	29 June 2020	PERMIT
CR/2020/0139/FUL	3 ORDE CLOSE, POUND HILL, CRAWLEY	Demolition of the existing front porch and erection of a single storey front extension, alterations to the front balcony to include a larger window and balustrade and replace the white weatherboarding at first floor level on the front gable with white render	3 July 2020	PERMIT
CR/2020/0188/192	4 LONGWOOD VIEW, FURNACE GREEN, CRAWLEY	Certificate of lawfulness for replacement garage	2 July 2020	PERMIT
CR/2020/0193/FUL	34 PEPPARD ROAD, MAIDENBOWER, CRAWLEY	Erection of single storey rear extension	29 June 2020	PERMIT
CR/2020/0194/FUL	R/O 25 WESTFIELD ROAD, WEST GREEN, CRAWLEY	Erection of 1x two bedroom dwelling	30 June 2020	REFUSE

Application Number	Location	Proposal	Date of Decision	Decision
CR/2020/0207/HPA	66 SCOTT ROAD, TILGATE, CRAWLEY	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 6m, and have a maximum height of 3.350m and an eaves height of 2.400m	3 July 2020	PRIOR APPROVAL REFUSED
CR/2020/0281/HPA	20 BEECHSIDE, SOUTHGATE, CRAWLEY	Prior notification for the erection of a single storey rear extension, which would extend beyond the rear wall of the original house by 6m, and have a maximum height of 3m and an eaves height of 3m	3 July 2020	PRIOR APPROVAL NOT REQUIRED
CR/2020/0284/TCA	LAND ADJACENT TO 17 HIGHDOWN COURT, FORESTFIELD, FURNACE GREEN, CRAWLEY	Ash - fell	3 July 2020	NO OBJECTION

# Agenda Item 2

Information relating to the following Temporary Traffic Regulation Orders is attached:

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- List of Temporary Traffic Regulation Orders.
- Brighton Road Level Crossing (Appendix A).
- The Mount, Ifield (Appendix B).

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Please be advised that West Sussex County Council has received a request for Temporary Traffic Regulation as follows:

Road Name	Brighton Road	
Village/Town/Parish	Crawley,	
Specific Location	level crossing	
Reason for TTRO	Road Closure from the junctions with Station Way to East Park with works taking place on the level crossing to allow for tamping works	
Proposed Start Date / Time	Date: 3rd November 2020	Time: 00:01
Proposed End Date / Time	Date: 3rd November 2020	Time: 05:30
The restriction will be effective	Night-time only from (time) 00:01 (time) 05:30	
Access arrangements	Access will not be maintained during works and the diversion route will need to be followed	
Applicant name	Network Rail Infrastructure Ltd	
Applicant contact tel number	03457 11 41 41	
Any other details	For more information about this proposed TTRO please visit: <a href="https://one.network/?tm=117667046">https://one.network/?tm=117667046</a>	

The application is currently being processed and you will be advised further when details are confirmed.

Yours faithfully,

West Sussex County Council

Streetworks Team

[Report a problem with a road or pavement](#) or [raise a highways related enquiry](#)

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Email: [ttr@westsussex.gov.uk](mailto:ttr@westsussex.gov.uk)

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# PUBLIC NOTICE

## WEST SUSSEX COUNTY COUNCIL TEMPORARY TRAFFIC REGULATION

### THE MOUNT, IFIELD

NOTICE IS hereby given that in pursuance of the provisions of Section 14(2) of the Road Traffic Regulation Act, 1984, as amended, the use of (and parking on) **The Mount, Ifield** junction with **Orltons Lane to junction with Prestwood Lane** is temporarily prohibited from **10/07/20**.

**The restriction will be in place off peak only between 09.30 – 15.00**

This closure is necessary to allow **Balfour Beatty to undertake urgent carriageway pothole repairs on behalf of WSCC**

Emergency vehicle, Residential and Pedestrian access will be maintained at all times

The alternative route for traffic will be signed on site

This restriction will be effective for a maximum of 5 days from the start date given above

Any queries about the effect of the closure on traffic using the highway please contact West Sussex County Council on 01243 642105

Any queries about the works please contact **Balfour Beatty on 01243 642105**

Dated **01 July 2020**

Matt Davey  
Director of Highways, Transport and Planning

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Decision Log		Service Area(s)		Page
Date:	Decision / Action / Message:	Rationale:	Completed by:	Communication:
19 June 2020	BMX Track at Langley Green Park opened officially with social distance guidance.	The reduction in restrictions has allowed for more leisure activity venues to open including Southgate Skate Park and the BMX track. Guidance posters have been prepared and placed at the locations.	Head of Community Services	Website
02 Jul 2020	Reopening of Tilgate Park Recreation Huts	Following Government advice the Recreation Huts will be able to reopen from 4 <sup>th</sup> July 2020. The barriers to the hut entrances and car parks will be removed from 2 <sup>nd</sup> July, this will also support future work to open the Nature Centre	Head of Community Services	

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# Complaints Quarterly Reporting: Dashboard Overview

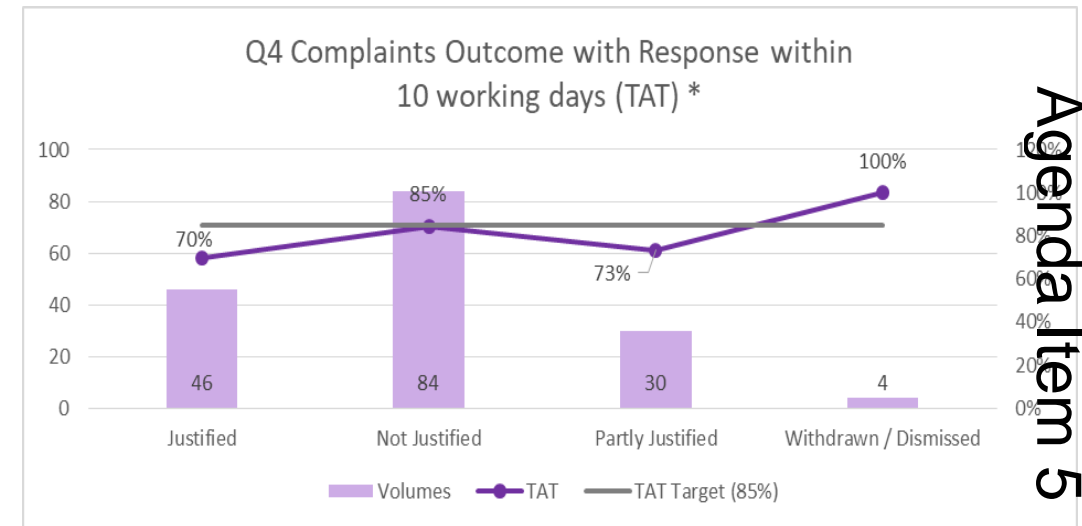
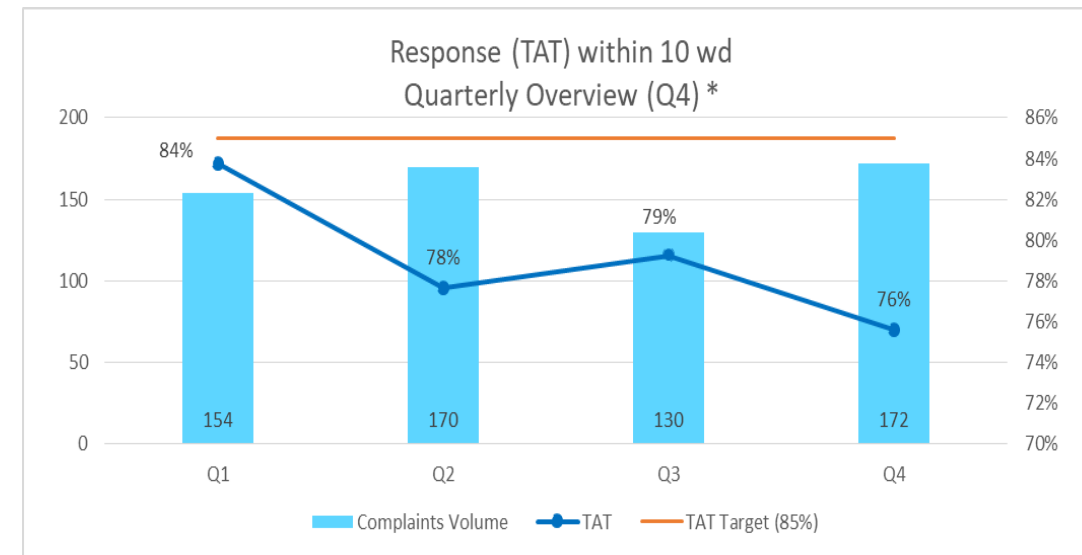
<b>Summary</b>	<i>Report provides an overview of complaints &amp; compliments received and considers the outcomes from CBC investigations. Also includes Ombudsman Cases</i>
<b>Recipients</b>	<i>CMT Members (Cabinet first through Portfolio Briefings then all members through Members Bulletin)</i>
<b>Scope</b>	<i>Understand volume trends Monitor Response Rates Turn Around Time (TAT) performance within 10 working days (wd) deadline Monitor volume of Level A (Serious) complaints Understand outcome from the investigation, learnings &amp; recommendations Highlights any emerging issues in the complaints process/ services</i>
<b>Decisions enabled</b>	<i>Implement appropriate action plans to correct any deviations at Division's level (process or behaviour) Adapt complaints process improvements that enable responsible parties to provide necessary answers within the timelines Implement / adapt/change an appropriate IT systems to support the process</i>
<b>Detail</b>	<ul style="list-style-type: none"> <li>• <i>Complaint volumes : Overview &amp; by Division</i></li> <li>• <i>Performance responses within 10 working days (target 85% of responses)</i></li> <li>• <i>Complaints by Outcome against responses made within 10 working days</i></li> <li>• <i>Level A (Serious) complaints</i></li> <li>• <i>Learning/Service Improvements/Process changes</i></li> <li>• <i>Current &amp; new Ombudsman Cases</i></li> <li>• <i>Compliments volumes: Overview and by Division</i></li> </ul>
<b>Frequency</b>	<i>Quarterly reporting to CMT</i>
<b>Dashboard review</b>	<i>As requested by CMT or review annually</i>

# Complaints & Compliments Reporting : Q4 2019-20

	Volume	Variance from previous Quarter	Response TAT (Target within 10 wd: 85%)
<b>Crawley Borough Council</b>	<b>172</b>	<b>32%</b>	<b>76%</b>
<b>DIVISION</b>			
Communications	0	N/A	N/A
Community Services	19	12%	89%
Corporate Finance	8	0%	75%
CMT	0	N/A	N/A
Crawley Homes	93	39%	69%
Digital & transformation	1	N/A	100%
Economy & Planning	3	-25%	33%
Legal, Democratic & HR	1	-50%	100%
Major projects & Commercial Serv.	27	50%	89%
Strategic Housing	16	60%	94%
Multi-Service *	4	0%	25%

\* The four multi service complaints involved:

- Housing Management & Housing Options: homelessness/tenancy case (19 days to respond)
- Housing Management, Housing Needs & Cleaning & Clearance case referred by Housing Ombudsman to undertake a Stage 1 investigation (5 days to respond)
- Environmental Health & Development Management: Planning enforcement and noise nuisance case (28 days to respond)
- Neighbourhood Services/Vehicle Manager/Crawley Homes Contractors re: allegation of CBC vehicle deliberately splashing pedestrian (22 days to respond)



\* Outstanding/ongoing cases not included





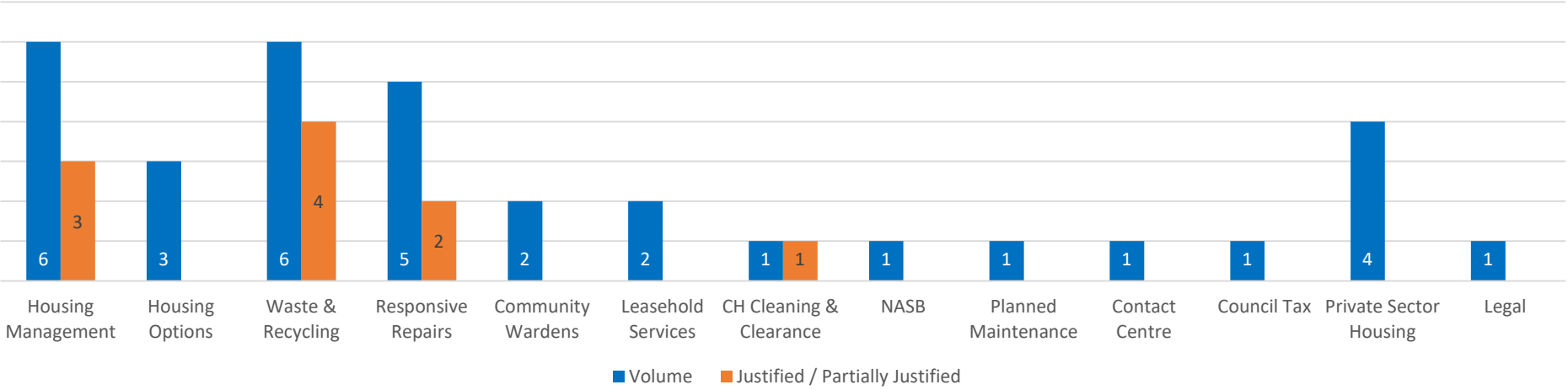
Complaints:  
Successes

- Although there has been a notable increase in complaints received by Strategic Housing and Major Projects & Commercial Services during Q4, both services responses remain above the 85% target (94% and 89% respectively)



- Complaints volumes going up compared with previous Quarter (172 compared with 130 in Q3), most notably in Crawley Homes & Major Projects & Commercial Services Waste & Recycling
- No significant improvement this quarter in responses made within 10 working days – still under target and CMT are focusing on this.
- 6 outstanding complaints: Three Stage 2's (1 x Corporate Finance, 2 x Major Projects & Commercial Services), 1 x Corporate Facilities (Community Centres); 1 x Responsive Repairs (extension requested); 1 x Development Management.
- Only 42% of Justified & Partially Justified Responses were made within the 10 w/d deadline, 13% of the complaints moved to Stage 2 (20 complaints) more than half had a Not justified outcome.
- More work is required around ensuring extensions to the 10 working day response deadline are identified earlier in the process and communicated clearly to customers

# Q4 2019/20: Level A (Serious) Complaints



The above figures include 5 stage 2 reviews (2 x Private Sector Housing (both not justified), 1 x Waste & Recycling, 1 x Housing Management & 1 x Cleaning & Clearance (Justified))



Planned Maintenance – decrease on Serious Complaints from last quarter: 1 (not justified) compared with 3 last quarter (all justified)



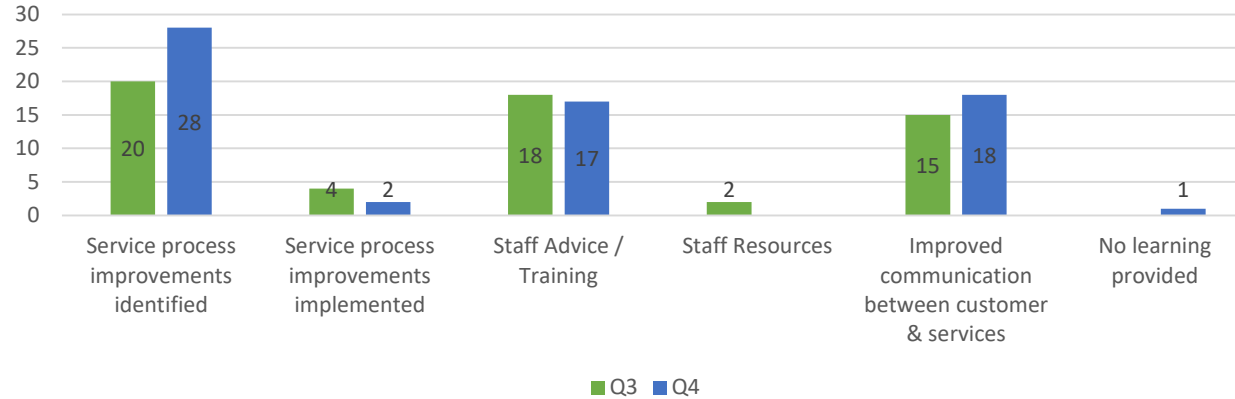
- No of Serious complaints increasing from last quarter (34 received Q4 compared with 20 Q3). Greatest increase within Crawley Homes however these continue to found as be not justified).
- No of Justified/Partly Justified Serious complaints are increasing due to higher volumes received than in Q3 (14 compared with 9 in Q3)
- 5 allegations of Racist Incidents recorded this Quarter, compared with 1 in Q3:
  - Community Services* (2, both not justified),
  - Strategic Housing* (not justified)
  - Crawley Homes* (2, both from the same customer; one of which was a Stage 2. The investigations to both complaints found the complaint to be partially Justified though the racial elements were not substantiated)

Justified Serious complaints related to:

- staff and contractor behaviour/ attitude (Major Projects & Commercial Service & Crawley Homes)

# Learning Outcomes: Q4

Learning Outcomes Q3 & Q4 2019/20



**Learning Successes**

- Two service improvements were implemented this quarter as a result of learning from Justified complaints:

**Waste & Recycling:** We have changed the HWRS website page so that the opening times now link directly through to the Recycle for West Sussex website page. This will prevent incorrect information showing on our own website should WSCC change opening times in future.

**Taxi Licensing:** Automatic reply email generated from taxi licensing inbox confirming how long the reply will take.



- There has been an increase from Q3 in identifying service process improvements however there is little evidence any changes being implemented.
- A further increase from Q3 in identifying improved communication between services and their customers.
- No learning provided for a complaint relating to K2 as this was responded to direct by the contractor outside of the Council's complaints process.

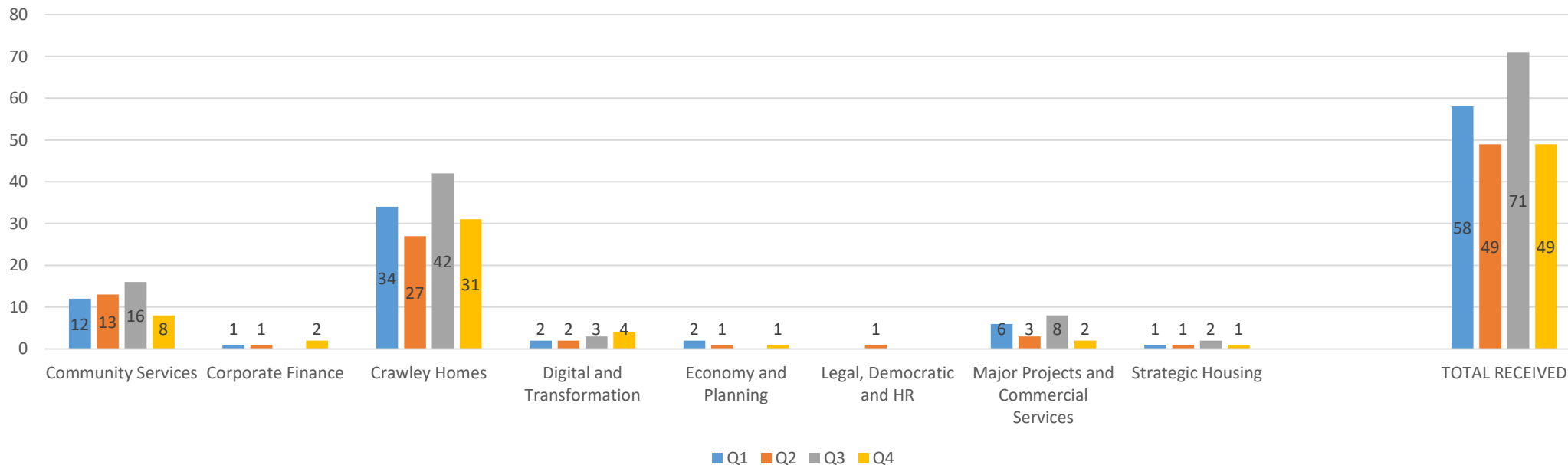
**Summary of complaints received at the Hawth** (January only as info not available for February & March): 3 complaints relating to Staff behaviour, accessible seating (apologies provided to both these complaints) and quality of performance (pantomime). 18 complaints were received in relation to aggressive and disruptive behaviour by a group of audience members at a performance. Response apologised for the incident and reassurances made that the group were being monitored throughout the show by duty managers.

**OMBUDSMAN CASES: Q4 UPDATE:**

	LOCAL GOVERNMENT & SOCIAL CARE OMBUDSMAN	HOUSING OMBUDSMAN
New Cases:	<p><b>4 new cases received:</b></p> <p><u>Not investigated</u></p> <ul style="list-style-type: none"> <li>Community Services/Insurance issue: LGSCO not investigating as subject to an ongoing insurance claim</li> <li>Env Health; noise nuisance from shops near home. LGSO did not investigate as unlikely to find fault and some issues raised should be investigated by the Housing Ombudsman</li> <li>Homelessness dissatisfaction with case handling: Reason: Unlikely to find sufficient evidence of fault by the council</li> </ul> <p><u>Intention to Investigate</u></p> <ul style="list-style-type: none"> <li>Development Management re: dissatisfaction with service given: LGSO will be investigating, currently awaiting confirmation of case officer allocated</li> </ul>	<p><b>3 new cases received,</b></p> <ul style="list-style-type: none"> <li>NASB: two cases relating to handling of complaint.</li> <li>NASB/Repairs/Housing Management:</li> </ul> <p>Responses sent in all cases and currently awaiting outcome:</p>
Investigation Determinations:	Private Sector Housing: Landlord dissatisfaction with HMO application & Advice. LGSCO upheld the complaint but was satisfied with the remedy action already taken	Housing Management hoarding & notice to quit case. HO found no maladministration. Complainant requested review of HO's decision. Review upheld no maladministration
TOTAL CASES RECEIVED 2019/20	13 Cases received 8 dismissed/not investigated by LGSCO 3 investigated, 2 currently ongoing (Council Tax which was received in Q3, and Development Management)	7 cases received  7 Investigated, 3 cases currently ongoing

# Compliments Received in Q4

COMPLIMENTS RECEIVED BY DIVISION 2019/20



**Compliments Successes**

- Steady increase in compliments received in Digital & Transformation across the year (predominantly in the Contact Centre)
- Crawley Homes and Community Services continue to receive the most compliments across the year. Most relate to Responsive Repairs (Crawley Homes) and Neighbourhood Patch Teams (Community Services)



Compliments received in January for the Hawth included positive comments relating to the Pantomime and other performances, customer service from theatre staff and quality of food in the restaurant.

Examples of Outstanding Compliments this Quarter:

Housing Management: Customer thanked the officer for not judging her regarding her arrears and took the time to listen & help. It was a positive experience and really helped the customer's anxiety

Responsive Repairs (both received the same day):

Customer would like to pass on compliments to the plumber and his apprentice that carried out some works at his property this morning. They arrived 10 minutes early, were extremely courteous, had a 'can do' attitude and even wore protective covers on their boots.

Customer says the plumber and his apprentice at her property today and she wanted to tell us how professional and polite they both are. She was very happy with their service and the work that they have done.

Gas Team: Customer emails to say the gas contractor helped her husband while he was having a seizure and called the ambulance for him, without his help we do not know what would have happened. If possible can you pass on a huge thank you, we are so grateful for his help.

Waste & Recycling: Customer would like to thank crew member for taking extra rubbish for her as she is disabled and has assisted collections.

Housing Needs: Thanks from WSCC to say the team has been most accommodating in meeting our challenges with resettling refugees in Crawley. We would be grateful if you could pass on our appreciation to your colleagues.