

# COUNCILLORS' INFORMATION BULLETIN

Wednesday, 16 March 2022

**Bulletin No: IB/1122**

INFORMATION ITEM	Pages
<p>1 <b>Delegated Planning Decisions</b></p> <p>Delegated planning decisions for the week beginning 7 March 2022 are attached. Contact for enquiries: Jean McPherson, Group Manager (Development Management) on <a href="mailto:jean.mcpherson@crawley.gov.uk">jean.mcpherson@crawley.gov.uk</a>.</p>	3 - 4
<p>2 <b>Temporary Traffic Regulation Order: Old Brighton Road North &amp; A264 (footpath)</b></p> <p>A Temporary Traffic Regulation Order for Old Brighton Road North and A264 (footpath) is attached.</p>	5 - 6
<p>3 <b>Road Closure: A2011 Crawley Avenue (Westbound)</b></p> <p>Information on this road closure is attached.</p>	7 - 8
<p>4 <b>Action Taken Under Delegated Authority: Council Tax Government Discretionary 'Energy Rebate' Scheme</b></p> <p>On 15 March 2022 Councillor Lamb, as Leader of the Council (and in consultation with the Chief Executive and the Head of Corporate Finance) took the decision to approve the Council's Energy Rebate Discretionary Scheme Guidelines and give delegated authority to designated senior officers to make relief awards within these guidelines.</p> <p>So that an online application process can become live to enable the Council to start supporting eligible residents as soon as possible this decision has been taken using the Special Urgency Procedures set out in the Constitution and has also been Protected from Call-In by the Chief Executive.</p> <p>The report (Consideration Report FIN/570 of the Head of Corporate Finance) on which this decision was taken is attached.</p>	9 - 16

5 **Action Taken Under Delegated Authority (Significant Operational Decision): Change to Response Times for Corporate Complaints**

Following the recommendations of the recent audit of the Corporate Complaints process, a light touch review has been undertaken to modernise the complaints process. As a result of that review the Head of Legal, Governance & HR made the following minor changes to the Corporate Complaints Procedure on 16 March 2022, including:

- Extending the response times to Stage 1 and Stage 2 complaints from 10 working days to 15 working days
- Extending the acknowledgement time for complaints from 2 working days to 4 working days.
- Enhancing the use of technology to improve the efficiency of administering the complaints process.

The Leader, as the relevant Cabinet Member, was consulted.

6 **Staff Changes: February 2022**

17 - 18

Staff changes for February 2022 are attached for Councillors only.

7 **Press Releases**

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