

Quarterly Complaints Report – Quarter 3 (2018-2019)

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Key points:

- These quarterly reports are reviewed at CMT and then published in the Members Bulletin.
- The attached figures cover the period October - December 2018.
- The total for this quarter is 100. This is a decrease on the total for the last quarter (132) and a decrease on the same quarter last year (110).
- Performance relating to responses made within 10 working days has substantially declined with a 15% reduction compared to the previous quarter. It should be noted that the change in data collection date this quarter resulted in 6 complaints that had not reached their due date. However, there would still have been an overall dip in performance if these are responded to within the timescales. The two divisions with the greatest number of late responses are Crawley Homes (12) and Community Services (7, 2 of which currently remain overdue)
- There was a decrease in Serious Complaints this quarter. Of the 28 received, 14 were justified. The highest number of justified complaints were received by Crawley Homes Responsive Repairs (7 out of 8 received)
- This quarter, a number of complaints were received relating to Snell Hatch Cemetery being closed on Christmas Day, despite notices saying it would be open.

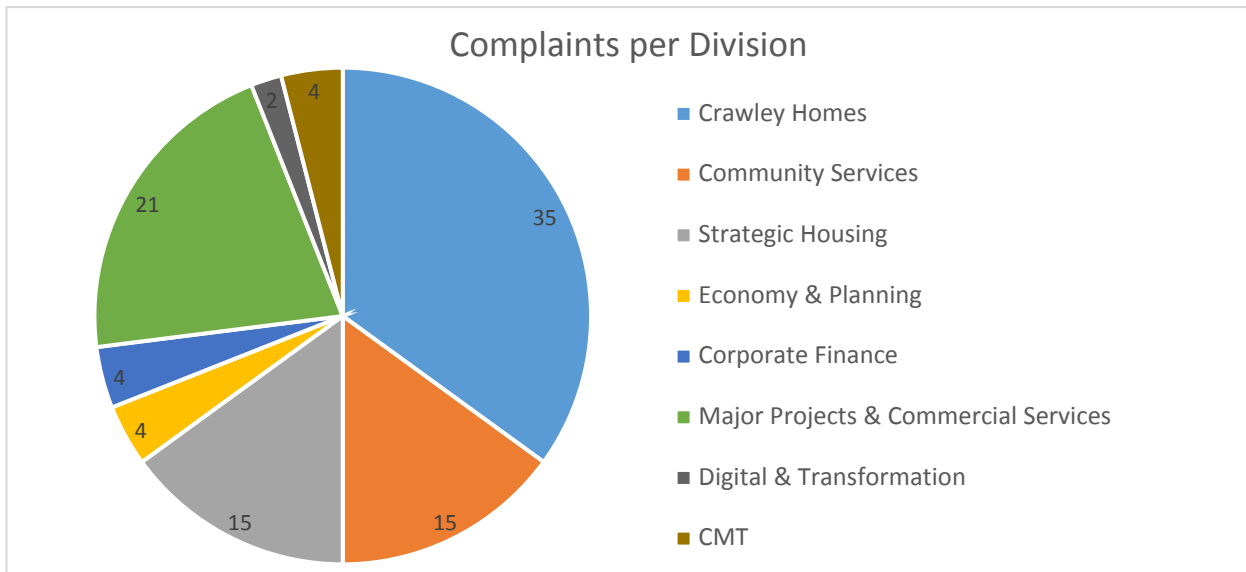
Complaints Key Statistics

October – December 2018

Total number of complaints recorded: 100 (132)

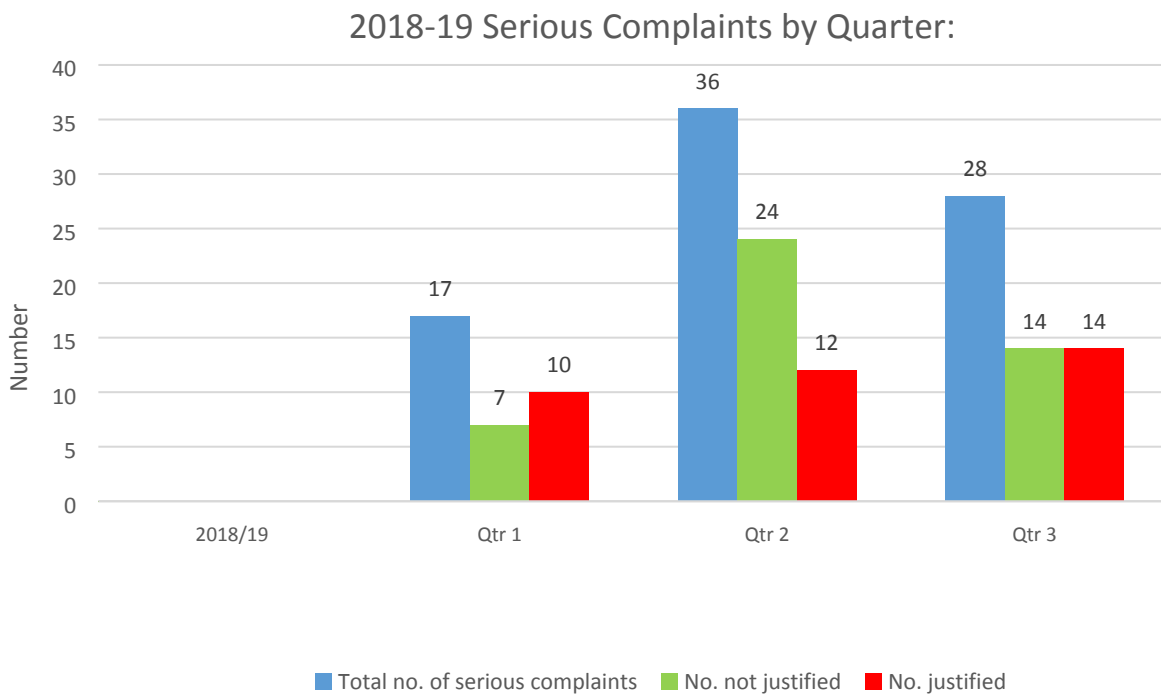
Figures in brackets are for Qtr 2 2018/19

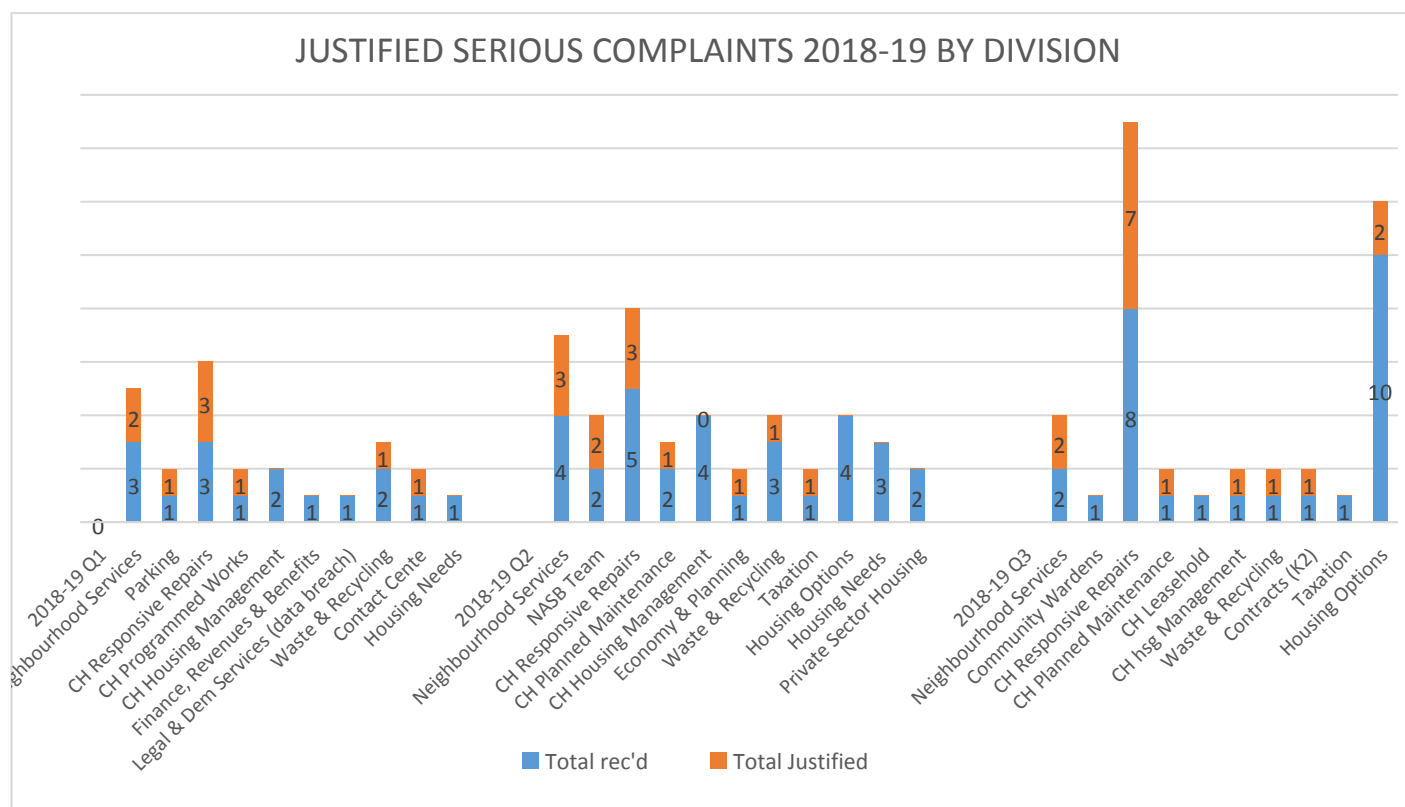
- **Crawley Homes: 35 (65)**
 - *Planned & Responsive Maintenance, Tenancy Management,, Nuisance & Anti-Social Behaviour, Supported People & Lifeline, Leasehold services & Facility Projects.*
- **Community Services: 15 (19)**
 - *Parks, Sportsgrounds & Street scene, Community Services, Wellbeing & Play Service, Community Wardens Community Facilities (to 31/8/18). Pollution & Public Health, Food Health & Safety, Licensing and Community Development*
- **Strategic Housing: 15 (19)**
 - *Housing needs, Housing Options, Private Sector Housing, Housing Enabling & Development.*
- **Economy & Planning: 4 (7)**
 - *Economic Development & Regeneration, Development Management, Building Control, Sustainability, Strategic Planning*
- **Corporate Finance: 4 (8)**
 - *Finance, Payroll, Benefits, Taxation, Audit & Risk, Fraud & Investigations, Procurement & Commercial Assets*
- **Digital & Transformation: 2 (1)**
 - *Digital Services Team, ICT, Customer Services & Transformation Team*
- **Major Projects and Commercial Services: 21 (12)**
 - *Waste/Recycling and Leisure contracts, Fleet Management, Major Projects (New Town Hall), Built Environment, Corporate Facilities, Health & Safety & Emergency Planning, Parking Services, Community Facilities & Cemeteries*
- **Corporate Management Team: 4 (0)**



Total number of complaints classified as serious: 29 (36).

This is a decrease on the previous quarter. Two divisions received highest number of serious complaints this quarter: Crawley Homes (10), Strategic Housing (10)





The highest number of justified Serious Complaints this quarter were received by the Responsive Repairs Team (6 out of 7), two of which related to the quality of service provided by the customer service team.

Number of missed bins: 449 - a decrease on the previous quarter (597).

The majority of these (273) related to rubbish bins.

Number of reviews where the customer was dissatisfied with the initial response: 12 (16).

The majority of these requests were received by Crawley Homes (5) and Strategic Housing (4).

Percentage of complaints dealt with in ten working days: 70% (85%).

This is a decrease on the last quarter and is down on the same quarter the previous year (85%). However, it should be noted that owing to the bringing forward of the data collection date for this quarter, there were 6 complaints out of the 100 total which were not due for a response.

The majority of the late responses were made in Crawley Homes (12, with 1 still overdue when data was collected) and Community Services (5, with 2 still overdue when data was collected); most of the late responses were within 11-20 days.

Number of recorded racist and hate incidents:

There were no incidents recorded as hate graffiti during this quarter.

One complaint of prejudice was made in relation a homelessness application; the investigation identified that the service was provided at the agreed standard and there was no substance to the allegation.

There were two allegations of racial discrimination made this quarter:

- A complaint alleging racial discrimination and insensitivity by the customer's Housing Options Officer; the investigation found that the officer acted in a professional manner.
- A complaint alleging a Customer Services floorwalker ignored the customer because of his race. The investigation found no substance to this allegation.

Ombudsman Complaints

During this quarter:

- Two new cases were received from the Local Government & Social Care Ombudsman relating to Environmental Health (Pest Control) and Housing Options (homelessness application). The Ombudsman has confirmed the case relating to pest control will not be investigated due to insufficient evidence of injustice. Papers have been sent relating to the Housing Options case and the outcome is awaited.
- Final response received from Housing Ombudsman relating to a leasehold case received in July 2018; the outcome found maladministration on the part of the Council for failing to keep the complainant informed and determined a compensatory payment of £200 should be made by the Council to the complainant.

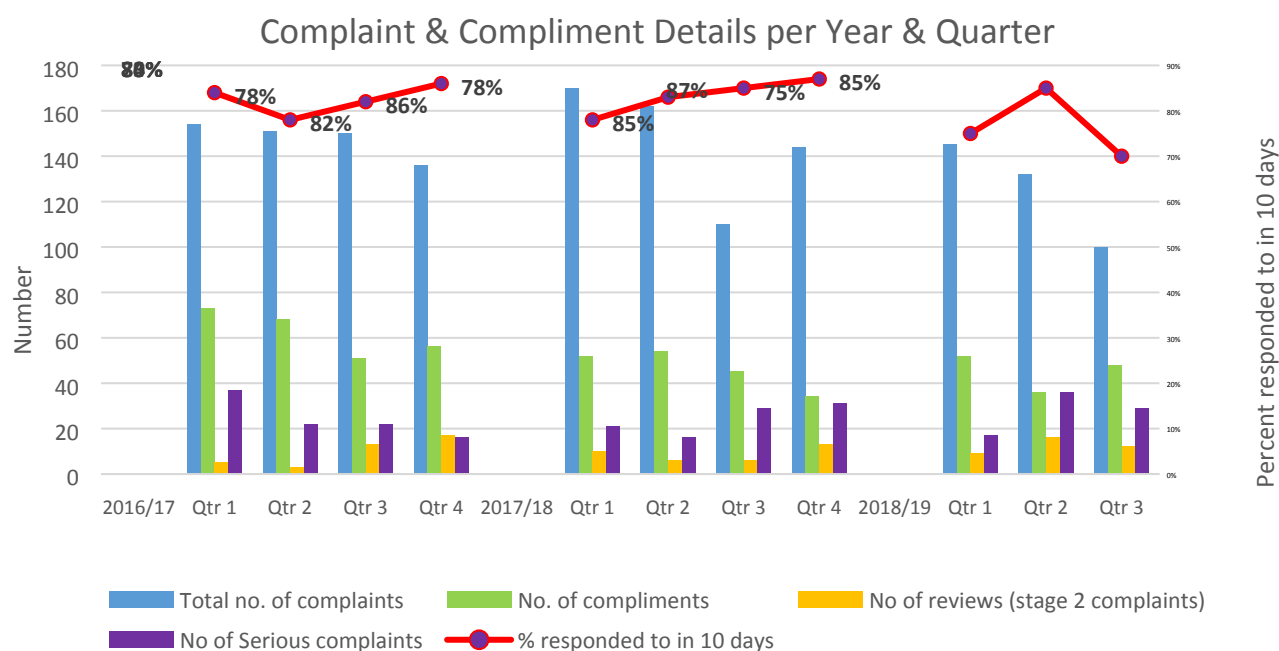
It should be noted that the Housing Ombudsman has indicated a response timescale of 8-10 months.

Compliments: 48 received (38)

This is an increase on the previous quarter and includes:

- Crawley Homes: 30 (19)
- Major Projects & Commercial Services: 6 (7)
- Community Services – 4 (7)
- Corporate Finance (Benefits): (3)
- Strategic Housing: 2 (1)
- Digital & Transformation (Contact Centre): 2 (1)
- Economy & Planning 2 (0)
- Other – various services (Abandoned Trolleys): 1 (2)

Trends



| Year & Qtr | Total no. of complaints | No. of missed bins | % responded to in 10 days | No. of compliments | No of reviews (stage 2 complaints) | No of serious complaints received |
|----------------|-------------------------|--------------------|---------------------------|--------------------|------------------------------------|-----------------------------------|
| 2016/17 | | | | | | |
| Qtr 1 | 154 | 386 | 84% | 73 | 5 | 37 |
| Qtr 2 | 151 | 548 | 78% | 68 | 3 | 22 |
| Qtr 3 | 150 | 468 | 82% | 51 | 13 | 22 |
| Qtr 4 | 136 | 434 | 86% | 56 | 17 | 16 |
| 2017/18 | | | | | | |
| Qtr 1 | 170 | 391 | 78% | 52 | 10 | 21 |
| Qtr 2 | 162 | 470 | 83% | 54 | 6 | 16 |
| Qtr 3 | 110 | 418 | 85% | 45 | 6 | 29 |
| Qtr 4 | 144 | 403 | 87% | 34 | 13 | 31 |
| 2018/19 | | | | | | |
| Qtr 1 | 145 | 503 | 75% | 52 | 9 | 17 |
| Qtr 2 | 132 | 597 | 85% | 38 | 16 | 36 |
| Qtr 3 | 100 | 449 | 70% | 48 | 12 | 29 |

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 Crawley 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 20 (17) complaints at the Hawth. The complaints relate predominantly to concerns about the quality of the productions, with one performance in particular attracting 2 complaints for quality of the support act. There were also a number of comments made relating to the quality of seating

and restaurant experiences. There were 23 (29) positive comments received, most relate to the friendliness of the staff and the Panto production. In addition to this there were many social media posts on Facebook and Trip Advisor; most were positive comments made around the overall experience and quality of productions, with some concerns made relating to uncomfortable seating and lack of leg room.

There were 66 (22) complaints recorded at K2 Crawley from 14th November 2018, when the new contractor took over management of the facility. Most issues related to the online booking system and availability of information on the website, customer service and Membership issues. Other issues raised were cleanliness (including the pool area) maintenance of equipment/facilities. Due to the transfer process between the old and new contractor, the data provided does not include details of responses made. However, this will be included in a new format of report in future now that the new contractor's improvements to the systems and processes are in place. They received 4 (39) compliments over the same period. The compliments were mainly related to helpful staff.