

Quarterly Complaints Report – Quarter 4 (2018-2019)

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These quarterly reports are reviewed at CMT and then published in the Members Bulletin.
The attached figures cover the period January – March 2019

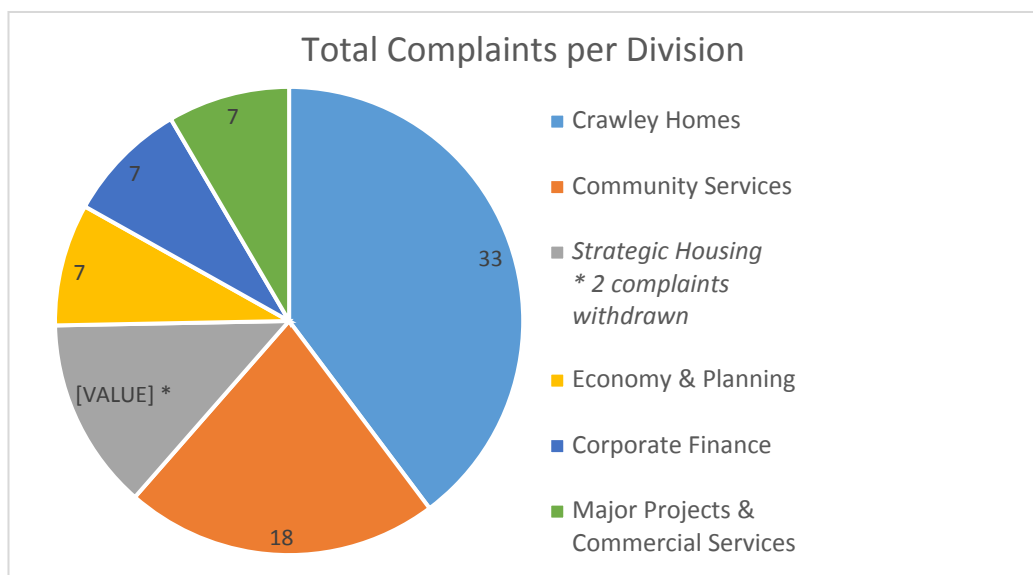
Key points to note:

<p>Total complaints received: 83</p>	<p>This is a decrease on the total for the last quarter (100) and a further decrease on the same quarter last year (144).</p>
<p>% Responses made within 10 working days: 76%</p>	<p>Performance has improved compared to the previous quarter (70%). The divisions with the greatest number of late responses are:</p> <ul style="list-style-type: none"> • Crawley Homes (9) of which is one currently overdue owing to works needing to be undertaken before the complaint is closed. • Community Services (7) of which two currently remain overdue (report of litter in Langley Green received on 28 February, and a complaint relating to the fare charged by a taxi driver which is currently under investigation with the taxi company concerned) • Economy & Planning: Development Management (3). In all three cases extensions were requested owing to the case complexity, additional information being received and awaiting availability of Architect for a site visit.
<p>No. of Serious complaints (Level A) received: 21</p>	<p>This is a reduction on the previous quarter (28). Nine complaints related to staff behaviour/attitude, only one was justified. A further justified complaint related to the behaviour of the Council's Tree contractor, in this case the customer was reassured the contractor will be undertaking an investigation into the issues highlighted.</p>
<p>Total no. of Justified complaints: 58</p>	<p>This quarter, there were a total of 55 complaints categorised as justified. The main issues identified were:</p> <ul style="list-style-type: none"> • Lack of communication • Missed appointments • Poor quality of service provided • Behaviour of staff/contractors
<p>Hate Graffiti</p>	<p>Three incidents of hate graffiti were removed this quarter; this is the first reports of hate graffiti since 2017.</p>

Hawth & K2 Crawley	<p>There has been an increase in complaints this quarter at the Hawth (38 compared with 20 received in Q3). The main issues relate to disappointment with the quality of shows, online booking problems and staff not dealing with disruptive audience members.</p> <p>Although slightly down on the previous quarter, complaints at K2 Crawley continue to remain high at 64 received. The main issues identified relate to viewing of pool timetable, issues with the online booking system and app, customer service, increase in swimming lesson charges and over 50's class availability.</p>
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Complaints Breakdown: January – March 2019

Total number of complaints recorded: 83 (100)



Figures in brackets are for Qtr. 3 2018/19

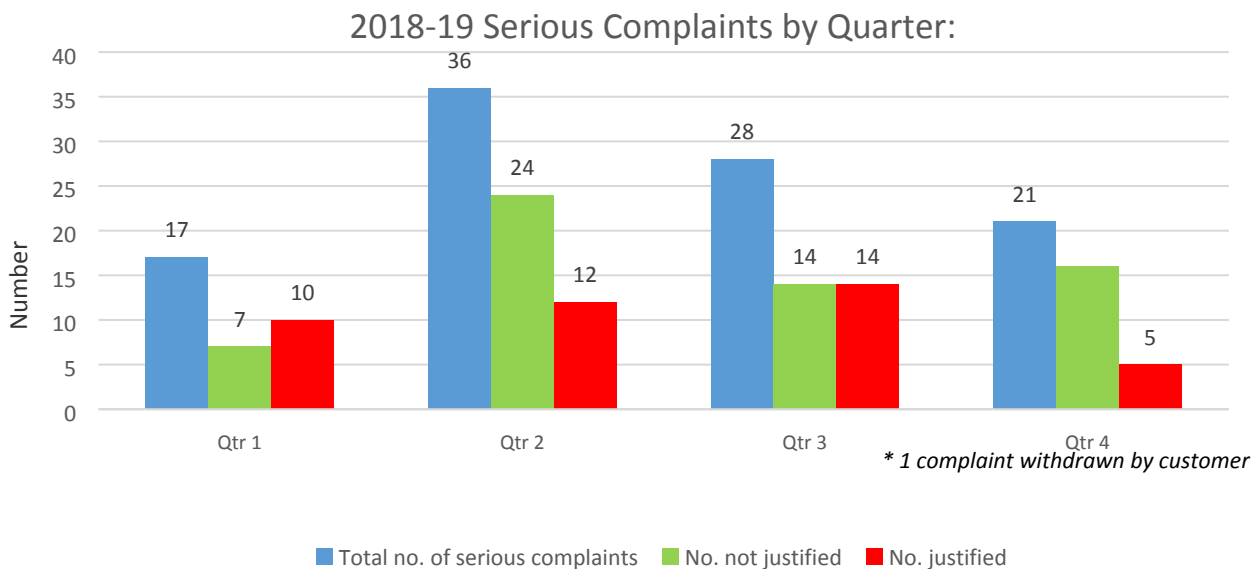
- **Crawley Homes: 33 (35)**
 - *Planned & Responsive Maintenance, Tenancy Management,, Nuisance & Anti-Social Behaviour, Supported People & Lifeline, Leasehold services & Facility Projects.*
- **Community Services: 18 (15)**
 - *Parks, Sportsgrounds & Street scene, Community Services, Wellbeing & Play Service, Community Wardens Community Facilities (to 31/8/18). Pollution & Public Health, Food Health & Safety, Licensing and Community Development*
- **Strategic Housing: 11* (15)**
 - * **two complaints withdrawn by customer**
 - *Housing Needs , Housing Options, Private Sector Housing, Housing Enabling & Development.*
- **Economy & Planning: 7 (4)**
 - *Economic Development & Regeneration, Development Management, Building Control, Sustainability, Strategic Planning*

- **Corporate Finance: 7 (4)**
 - Finance, Payroll, Benefits, Taxation, Audit & Risk, Fraud & Investigations, Procurement & Commercial Assets
- **Major Projects and Commercial Services: 7 (21)**
 - 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

Digital & Transformation and Legal, Democracy and HR received no complaints.

Total number of complaints classified as serious: 21 (29)

This is a decrease on the previous quarter. Two divisions received highest number of serious complaints this quarter: Crawley Homes 11 (10), Strategic Housing 4 (10)



There has been a significant reduction in the number of justified serious complaints this quarter – 5 compared with 15 received in Q3. The greatest improvement was seen in Crawley Homes Responsive Repairs, reducing to one justified complaint (compared with 7 in Q3). The highest number of justified Serious Complaints this quarter were received Neighbourhood Services Team (2), and related to concerns with the conduct of contractors and lack of response to report of a dead animal.

Overview

Across the whole year, Neighbourhood Services received the highest number of justified complaints in relation to their total received (9 out of 11), followed by Crawley Homes Responsive repairs (13 out of 18).

The main issues of justified complaints in Neighbourhood Services across the year related to:

- CBC staff behaviour/attitude
- Contractor staff behaviour/attitude
- Lack of response/communication

The main issues of justified complaints in Responsive Repairs across the year related to:

- Contractor staff behaviour/attitude
- Lack of response/communication

Other areas receiving lower volumes of serious complaints but with a high percentage of justified complaints are:

- Planned Maintenance: relating to contractor staff behaviour
- Waste & Recycling: relating to contractor staff behaviour
- NASB Team: relating to dissatisfaction with staff handling cases

Serious Complaints Received by Service Area										
2018/19	Q1		Q2		Q3		Q4		Total	
	rec'd	justified	rec'd	justified	rec'd	justified	rec'd	justified	Rec'd	Justified
CH Responsive Repairs	3	2	5	3	8	7	2	1	18	13
CH Planned Maintenance	1	1	2	1	1	1	0	0	4	3
CH Housing Management	2	0	4	0	1	1	5	0	12	1
CH Leasehold/Facilities	1	0	2	0	1	0	0	0	4	0
NASB Team	0	0	2	2	0	0	1	0	3	2
Neighbourhood Services	3	2	4	3	2	2	2	2	11	9
Community Wardens	0	0	0	0	1	0	0	0	1	0
Housing Options	0	0	4	0	10	2	4	0	18	2
Housing Needs	1	0	3	0	0	0	0	0	4	0
Private Sector Housing	0	0	2	0	0	0	0	0	2	0
Taxation	0	0	1	1	1	0	1	0	3	1
Benefits	0	0	2	0	0	0	2	0	4	0
Waste & Recycling	2	1	3	1	1	1	0	0	6	3
Parking Services	1	1	0	0	0	0	1	1	2	2
Contracts (K2)	0	0	0	0	1	1	0	0	1	0
Contact Centre	1	1	0	0	0	0	0	0	1	1
Development Management	0	0	1	1	0	0	0	0	1	1
Legal & Dem Services (data breach)	1	0	0	0	0	0	0	0	1	0
CMT	0	0	0	0	1	0	0	0	1	0

Number of missed bins: 415- a decrease on the previous quarter (449).

The majority of these (246) related to rubbish bins.

Number of reviews where the customer was dissatisfied with the initial response (Stage 2 Reviews): 6 (12).

The majority of these requests were received by Crawley Homes (4).

Percentage of complaints dealt with in ten working days: 76 % (70%).

This is an improvement on the last quarter but is down on the same quarter the previous year (87%).

The majority of the late responses were made in Crawley Homes (8) and Community Services (5); most of the late responses were made within 11-20 days. There are three overdue responses:

- Crawley Homes Responsive Repairs (Stage 2) where the final response is awaiting completion of the work; the customer has been informed.
- Taxi Licensing: awaiting further contact from customer in relation to their complaint relating to the fare charged (complaint received 11/3/19).
- Neighbourhood Services North Patch Team: awaiting officer response to complaint of litter and rubbish on pavements in Langley Green (complaint received 28/2/19)

Number of recorded racist and hate incidents:

There were three incidents recorded as hate graffiti during this quarter:

- Swastika, removed from West Green Playing fields, West Green,
- Swastika, removed from Dorsten Square, Bewbush,
- Neighbour dispute, removed from Broadfield,

There were two allegations of racial discrimination made this quarter:

- A Customer was unhappy with receiving a Council Tax bill after vacating the property, accusing the Council of being racist.
- A Customer was not happy with the service received from the benefits staff in the face to face area, alleging he heard one of the staff mutter a racist word and that he felt the staff were laughing at the remark and him.

In each case a thorough investigation was undertaken by the service manager and found there was no substance to the allegations

Compliments: 29 received (48)

This is a decrease on the previous quarter and includes:

- **Crawley Homes: 13 (30)**
Responsive Repairs: 10 (20)
Gas Team 2 (0)
Supported People & Lifeline 1 (1)
- **Major Projects & Commercial Services: 6 (6)**
Waste & Recycling 5 (4)
Parking Services 1 (0)
- **Community Services – 7 (4)**
Neighbourhood Services 4 (4)
Trees 1 (0)
Environmental Services 2 (0)
- **Corporate Finance: Benefits 2 (2)**
- **Strategic Housing: Housing Options 1 (2)**

Ombudsman Complaints

Local Government & Social Care Ombudsman

Determinations received this quarter:

- Homelessness application case received in November 2018: The Council was not at fault for matters referred to by the customer, however, the LGSCO deemed that the Council was at fault for not offering short term accommodation when it decided the homelessness application. LGSCO has accepted the Council's agreement to offer short term accommodation as a resolution. The Council made a subsequent offer of short term accommodation February 2019 but the customer turned this down and the LGSCO notified. The LGSCO confirmed their final determination of *Remedy complete and satisfied*

New cases received this quarter:

- Removal of taxi licence: LGSCO decided not to investigate as the matter has been subject to legal proceedings
- Council Tax – Dissatisfaction with determination of self-employment reduction. Following receipt of papers in this case, the LGSCO decided not to investigate as the matter relates to a policy decision which was considered by a Valuation Tribunal.

Housing Ombudsman

Determinations received this quarter:

- Housing Mutual Exchange & Transfer case received July 2018. The Housing Ombudsman closed the case as the issues raised were outside their remit.

New cases received this quarter:

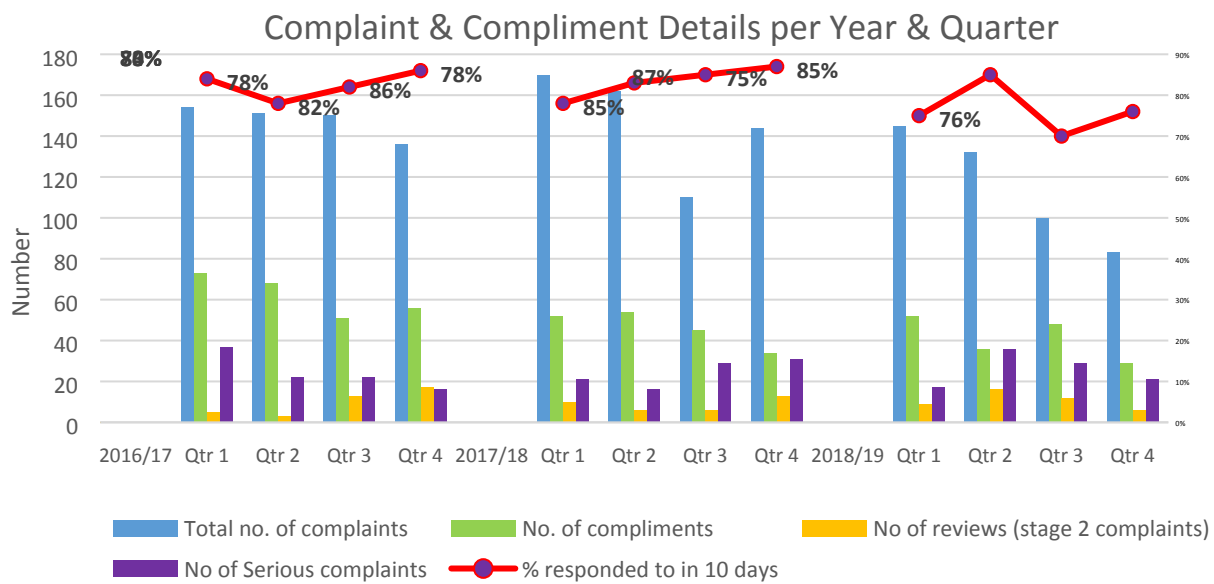
- Ongoing housing repair issues (vermin entering property): Papers have been sent to the HO and awaiting outcome. The customer has now raised a Stage 1 complaint with CBC relating to lack of communication from officers since the matter has been referred to the HO. This is currently being investigated and responded to.
- Repairs issue and claim for compensation relating to damage caused to property from leak in property above. HO closed the case as customer had not been through the Council's complaints process. Stage 1 investigation undertaken and response provided to customer.
- Dissatisfaction with Housing allocations/bidding process/NASB and Asbestos issues: Papers sent to HO and outcome awaited.

In February 2019, the Local Government & Social Care Ombudsman published report detailing learning from over 40 Ombudsman case studies and consequently updated their Good Practice guide, which sets out core principles to give a steer to Councils to help them deliver good quality services. Although Crawley Borough Council receives relatively few Ombudsman cases, we cannot assume that we are getting it right. The report and guidance identifies key areas where Crawley could do better, particularly around:

- **Making better use of our complaints data to improve our learning** –we need to consider ways in which we can demonstrate the services pick up on and react to problem areas at the earliest opportunity.
- **Better communication:** Ensure customers are updated with progress and we need to explain and respond to delays more proactively. This is a common theme which arises in Ombudsman determinations where CBC has been found to be at fault and is an area for improvement across services.
- **Ensure Members have a key role in scrutinising how the council using its own complaint information to anticipate problem areas, and demonstrating it is learning from Ombudsman investigations.** There is currently no formalised mechanism for Members to consider and challenge the Council's complaints data. Historically, complaints data was considered by the Performance Monitoring & Scrutiny Panel (PMSP); in March 2015 Overview & Scrutiny Committee undertook a review of the role of PMSP and agreed that the committee process needed streamlining. As a consequence, PMSP was disbanded and quarterly performance information (including complaints) was to be included in the Members Information Bulletin as it was considered this would allow all Councillors a chance to scrutinise complaints (not just OSC Members) with any further queries being directed to the relevant Head of Service. Consideration could be given to the effectiveness of this arrangement and whether including quarterly complaints data in the Members Information Bulletin provide Members with a sufficiently robust way of challenging complaints data.
- **Ensuring organisations working on a Council's behalf adhere to that Council's policies, guidance good practice and legislation.** Although this is not an issue identified by the LGSCO for Crawley, there is an emerging trend from the justified serious complaints data that contractor's staff in some areas are not behaving to the standards the Council expects of its staff and contractors. Similarly, issues are being reported in relation to CBC staff in some service areas, although this is to a lesser degree.

A more detailed summary of the report and guidance and options for how we can make improvements will be shared with CMT separately.

Complaint & Compliments Comparisons by Quarter



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
Qtr 4	83	415	76%	29	6	21

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.

Hawth

In the last quarter there were 38 complaints at the Hawth, an increase on the previous quarter (20). The main areas of complaint related to:

- Concerns about the quality of productions, with one performance of Rain Man attracting 8 complaints for the quality of the understudy for the lead role.
- There were also five complaints relating to theatre staff not dealing with customers who were causing a disturbance to other audience members. Staff have been reminded to ensure similar incidents are dealt with appropriately.
- There were also four complaints received relating to problems with the online booking system; the majority of these related to Romesh Ranganathan's show for which there was a particularly high demand. The online booking problems related to ticket demand for a particularly popular show outstripping the limited number of seats available in the Studio. Theatre management have agreed to book future events in both the studio and main theatre to meet demand and enhance their IT resources to cope with the anticipated high volume of bookings.

Other issues highlighted include the quality of seating, lack of parking capacity when the show is sold out and limited menu/running out of food in the restaurant.

There were 42 (23) positive comments received, most relate to the friendliness of the staff, general ease of parking and quality of food in the restaurant. In addition to this there were many social media posts on 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.

K2 Crawley

There were 64 (66) complaints recorded at K2 Crawley, The main issues raised related to:

- Pool timetable viewing issues: this has been attributed to customers not knowing where these are located. The contractor believes will become less of an issue over time
- App booking and website issues: the contractor has attributed these issues to customers not being familiar with how to use the facilities and confirmed they spend a lot of time helping customers familiarise themselves.
- Swimming lessons: The contractor reports that feedback has been varied and includes price increases, layout changes and communications issues. Measures had been put in place to discuss the changes with customers when the price increases came into effect and on the whole, was well received by those people spoken to.
- Customer Service/front of house, including not answering telephones: feedback is varied, including queues for reception and the lack of member's quick access which will be addressed with the turnstile implementation. There has also been some feedback regarding the removal of the fitness reception team and issues with gaining access which are being considered. A higher level of telephone calls has been experienced owing to the website booking issues however it is hoped this will decrease when customers are more familiar with the online booking system.
- Lack of availability for 50 Plus classes: As a result of this feedback and engagement with class users, additional Pilates classes have been introduced

The contractor has not recorded compliments data for this quarter.