

Complaints Quarterly Reporting: Dashboard Overview

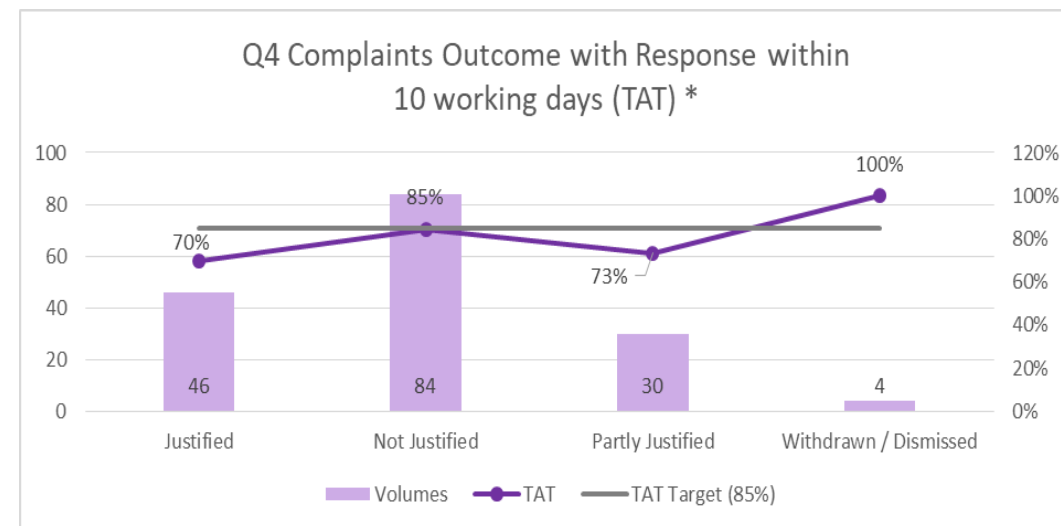
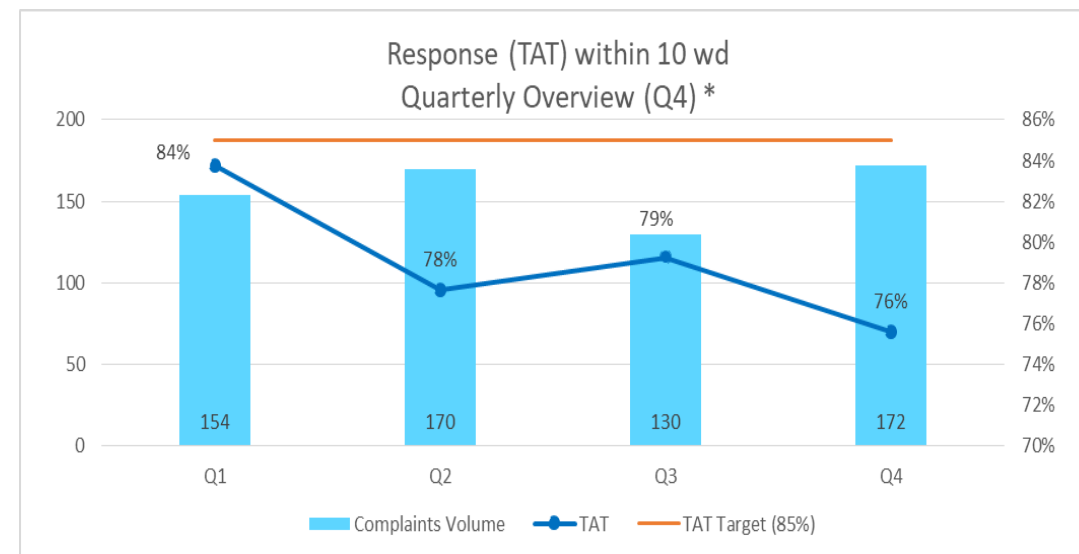
Summary	<i>Report provides an overview of complaints & compliments received and considers the outcomes from CBC investigations. Also includes Ombudsman Cases</i>
Recipients	<i>CMT Members (Cabinet first through Portfolio Briefings then all members through Members Bulletin)</i>
Scope	<i>Understand volume 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 & recommendations Highlights any emerging issues in the complaints process/ services</i>
Decisions enabled	<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>
Detail	<ul style="list-style-type: none"><i>Complaint volumes : Overview & by Division</i><i>Performance responses within 10 working days (target 85% of responses)</i><i>Complaints by Outcome against responses made within 10 working days</i><i>Level A (Serious) complaints</i><i>Learning/Service Improvements/Process changes</i><i>Current & new Ombudsman Cases</i><i>Compliments volumes: Overview and by Division</i>
Frequency	<i>Quarterly reporting to CMT</i>
Dashboard review	<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%)
Crawley Borough Council	172	32%	76%
DIVISION			
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



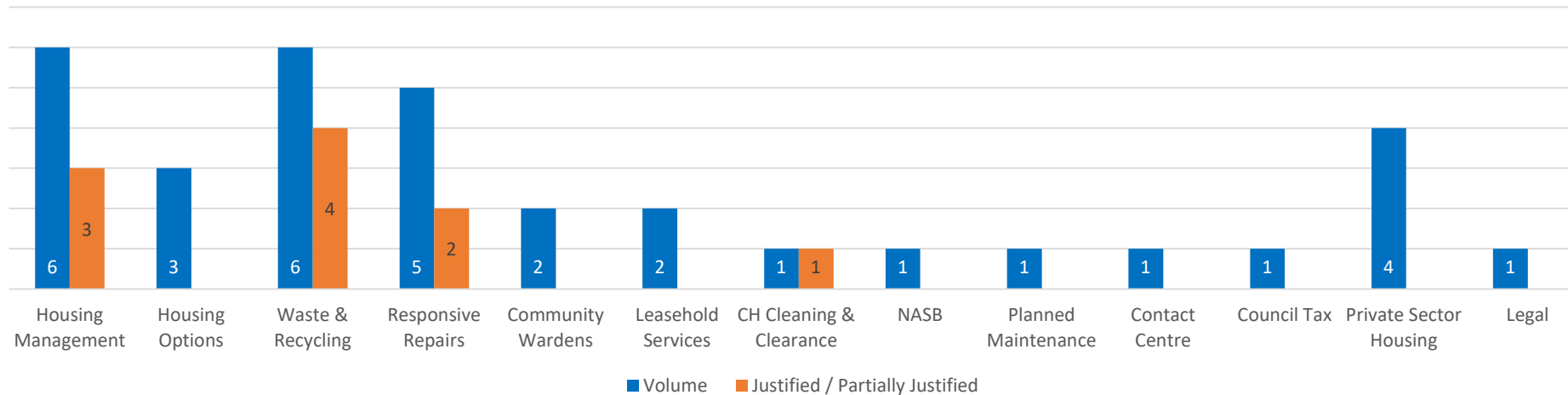
Complaints:
Successes

- 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))

Serious Complaints: Successes

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



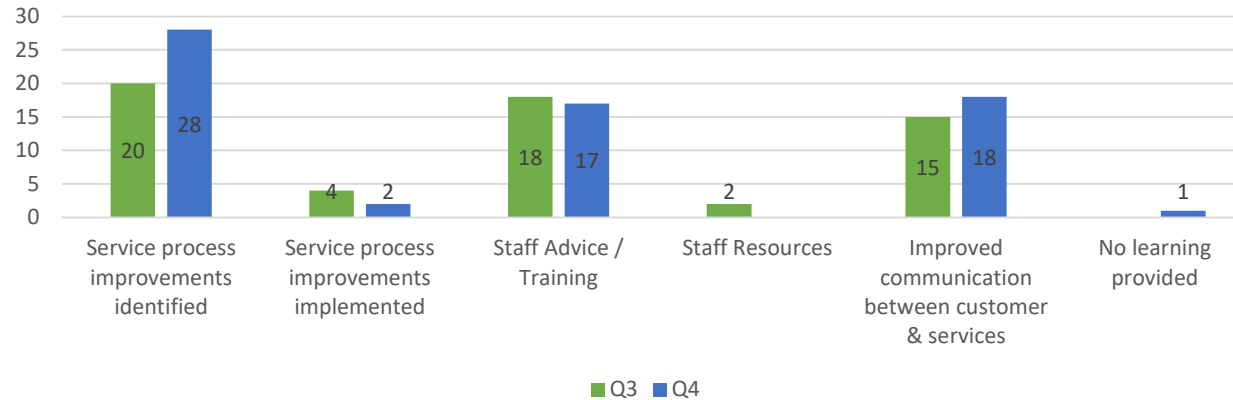
- No of Serious complaints increasing from last quarter (34 received Q4 compared with 20 Q3). Greatest increase within Crawley Homes however these continue to found as be not justified).
- No of Justified/Partly Justified Serious complaints are increasing due to higher volumes received than in Q3 (14 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



- 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.

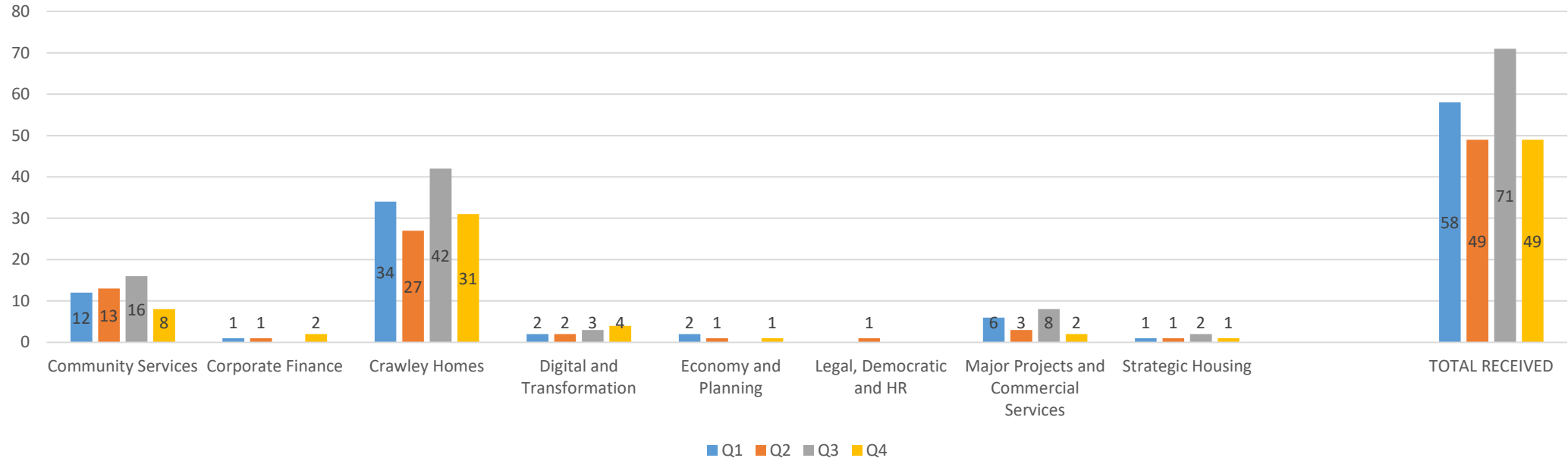


Summary of complaints received at the Hawth (January only as info not available for February & March): 3 complaints relating to Staff behaviour, accessible seating (apologies provided to both these complaints) and quality of performance (pantomime). 18 complaints were received in relation to aggressive 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>4 new cases received:</p> <p><u>Not investigated</u></p> <ul style="list-style-type: none"> Community Services/Insurance issue: LGSCO not investigating as subject to an ongoing insurance claim 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 Homelessness dissatisfaction with case handling: Reason: Unlikely to find sufficient evidence of fault by the council <p><u>Intention to Investigate</u></p> <ul style="list-style-type: none"> Development Management re: dissatisfaction with service given: LGSO will be investigating, currently awaiting confirmation of case officer allocated 	<p>3 new cases received,</p> <ul style="list-style-type: none"> NASB: two cases relating to handling of complaint. NASB/Repairs/Housing Management: <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.