

Quarterly Complaints Report – Quarter 4 (2017-2018)

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Key points:

- These quarterly reports are reviewed at CMT and then published in the Councillors' Bulletin.
- The attached figures cover the period Jan – March 2018.
- The total for this quarter is 144. This is an increase on the total for the last quarter (110) and a slight increase on the same quarter last year (136).

Complaints Key Statistics

January - March 2018

Total number of complaints recorded – 144 (110)

Figures in brackets are for Qtr 3

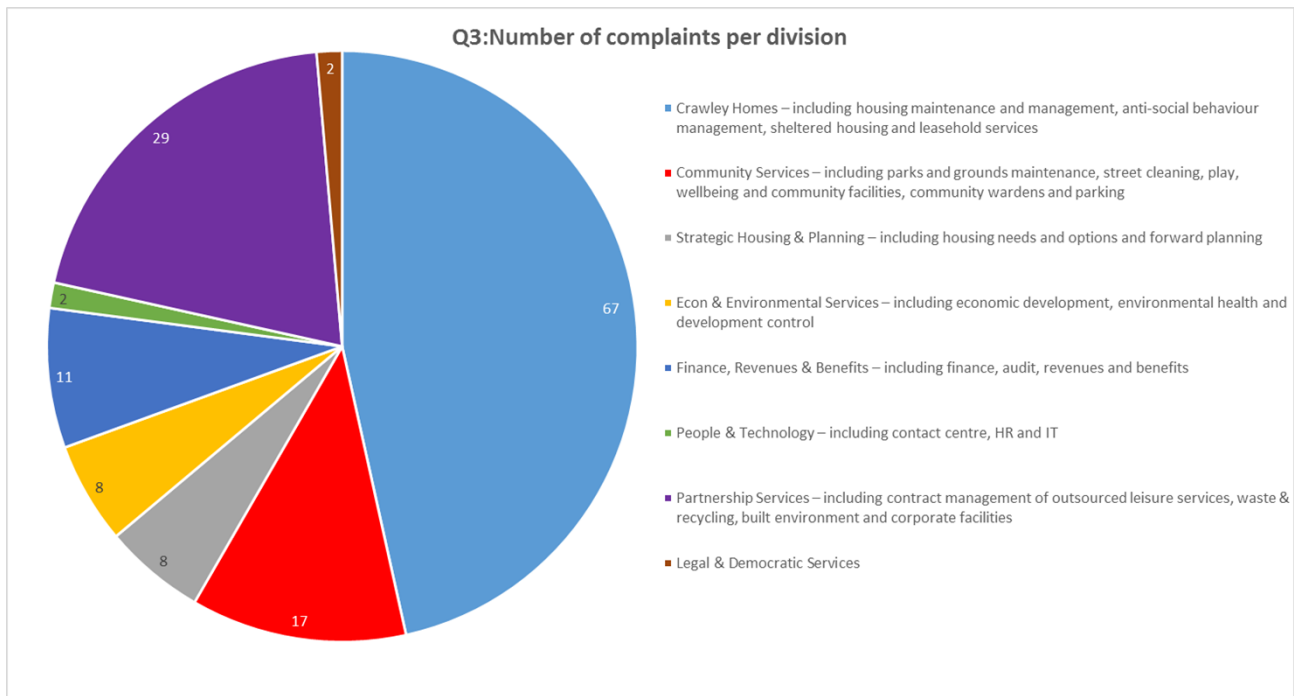
- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 67 (59)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 17 (9)
- Strategic Housing & Planning – including housing needs and options and forward planning - 8 (10)
- Econ & Environmental Services – including economic development, environmental health and development control – 8 (3)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits -11 (5)
- People & Technology (contact centre) – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 2 (3)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 29 (19)
- Legal & Democratic 2 (2)

Total number of complaints classified as serious – 31 (29)

Number of missed bins – 403 (418)

Number of reviews where the customer was dissatisfied with the initial response – 13 (6)

Percentage of complaints dealt with in ten working days – 87% (85%)



Number of recorded racist and hate incidents – There were no incidents recorded as hate graffiti. There were no complaints where the complainant felt that they had been discriminated against on the grounds of a protected characteristic.

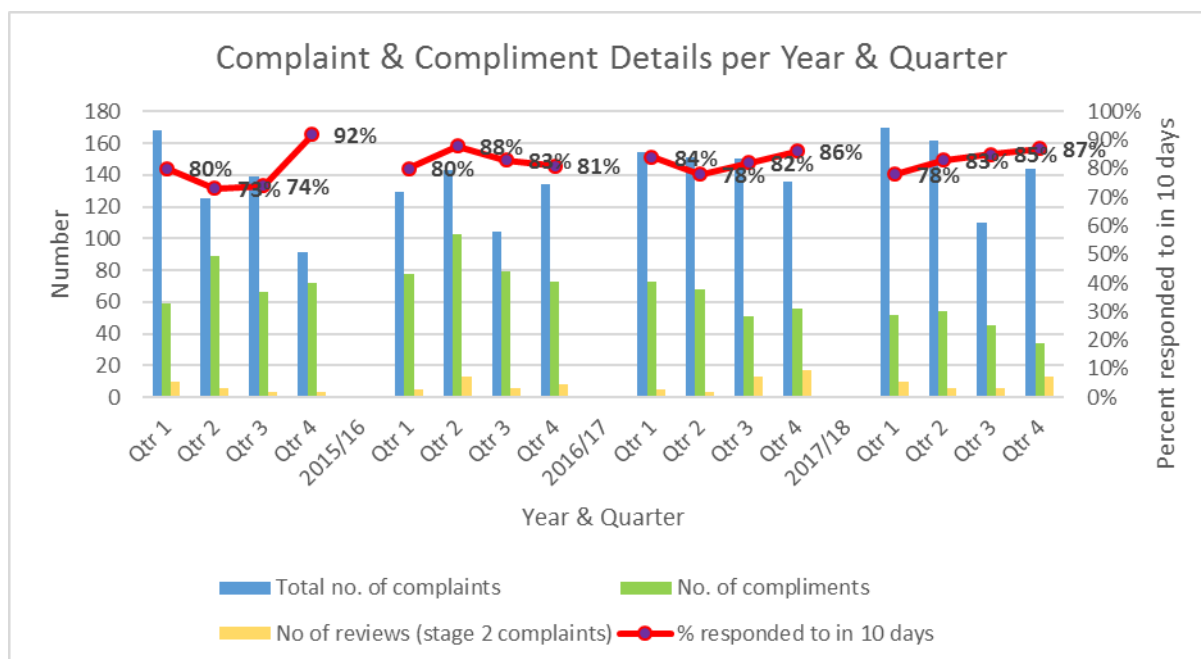
Ombudsman complaints – There were 2 new complaints registered during this period. In one case the Local Government and Social Care Ombudsman decided there was no fault on the part of the Council in a case which dated back to 2001/2. This has been challenged by the complainant and the decision is pending. In the second case we have provided the Housing Ombudsman with the relevant information and it is awaiting allocation of an investigator. In addition to this there were two cases logged before this quarter which were found in the Council's favour. In both of these cases the complainants have requested a review and these are being reconsidered. There is one other complaint outstanding from the previous quarter with the Housing Ombudsman.

Compliments – 34 (45)

This is the same as the previous quarter and includes:

- Crawley Homes - 18 (26)
- Partnership Services - 5 (3)
- Community Services - 8 (8)
- Finance, Revenues & Benefits 1 (1)
- Contact Centre – 0 (3)
- Economic & Environmental Services – 1 (0)
- Strategic Housing and Planning Services – 1 (0)

Trends



Year & Qtr	Total no. of complaints	Crawley Homes	Partnership Services	No. of missed bins	% responded to in 10 days	No. of compliments	No of reviews (stage 2 complaints)
2014/15							
Qtr 1	168	71	55	1526	80%	59	10
Qtr 2	125	40	37	1262	73%	89	6
Qtr 3	139	43	45	971	74%	66	3
Qtr 4	91	37	15	431	92%	72	3
2015/16							
Qtr 1	129	29	34	986	80%	78	5
Qtr 2	143	52	36	488	88%	103	13
Qtr 3	104	36	28	376	83%	79	6
Qtr 4	134	52	22	303	81%	73	8
2016/17							
Qtr 1	154	56	33	386	84%	73	5
Qtr 2	151	68	20	548	78%	68	3
Qtr 3	150	60	31	468	82%	51	13
Qtr 4	136	71	13	434	86%	56	17
2017/18							
Qtr 1	170	69	21	391	78%	52	10
Qtr 2	162	57	28	470	83%	54	6
Qtr 3	110	59	19	418	85%	45	6
Str 4	144	67	29	403	87%	34	13

Complaints at the Hawth and K2

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 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 26 (41) complaints at the Hawth. The complaints are for a range of issues related to catering and one particular production. There were 109 (23) compliments relating to the quality of the shows and the overall experience. The significant increase in compliments is as a result of customers being canvassed for feedback on the catering service. The majority of these responses were positive. In addition to this there were many social media posts on facebook and trip advisor. The majority of these were positive comments.

There were 42 (25) complaints recorded at K2 during the last quarter. They received 19 (8) compliments over the same period. There were a number of positive comments on the new equipment in the gym but complaints related to a range of issues including customer service at reception, cleanliness and the failure of equipment including air conditioning and heating systems. The compliments were mainly related to the quality of classes/instructors.