

Quarterly Complaints Report – Quarter 1 (2018-2019)

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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 April - June 2018.
- The total for this quarter is 145. This is a slight increase on the total for the last quarter (144) and a decrease on the same quarter last year (170).
- The Local Government & Social Care Ombudsman has issued his annual report to the Council. Further details are provided in the report.
- The number of Community Services complaints have increased significantly. There is always a higher level of complaints in quarter one for this service as it is the peak growing season, however there has been a marked increase this quarter owing to the mild winter which has resulted in a longer growing season. It is expected that this will reduce in the next quarter

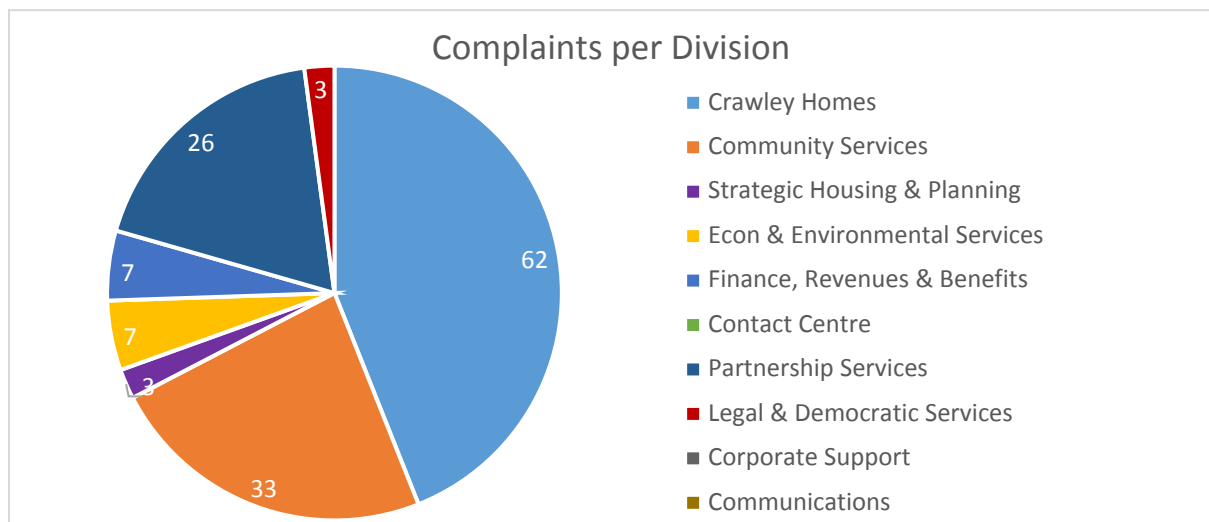
Complaints Key Statistics

April – June 2018

Total number of complaints recorded – 145 (144)

Figures in brackets are for Qtr 4 2017/18

- Crawley Homes – including housing maintenance and management, anti-social behaviour management, sheltered housing and leasehold services – 62 (67)
- Community Services – including parks and grounds maintenance, street cleaning, play, wellbeing and community facilities, community wardens and parking – 33 (17)
- Strategic Housing & Planning – including housing needs and options and forward planning - 3 (8)
- Econ & Environmental Services – including economic development, environmental health and development control – 7 (8)
- Finance, Revenues & Benefits – including finance, audit, revenues and benefits - 7 (5)
- People & Technology – including, management of telephone calls, cashiers and face to face services and management of the complaints system– 4 (2)
- Partnership Services – including contract management of outsourced leisure services, waste & recycling, built environment and corporate facilities - 26 (29)
- Legal & Democratic – including investigating complaints of data breaches 3 (2)



Total number of complaints classified as serious – 17 (31)

Number of missed bins – 503 (403)

Number of reviews where the customer was dissatisfied with the initial response – 9 (13)

Percentage of complaints dealt with in ten working days – 75% (87%). This is a marked decrease on the last quarter and is down on the same quarter the previous year. The majority of the late responses were in Crawley Homes and Community Services (including one overdue response).

Number of recorded racist and hate incidents – There were no incidents recorded as hate graffiti. Two complaints of racist discrimination were made; one in relation to the standard of grass cutting but the investigation identified that there was no substance to the complaint. The other related to a customer’s interaction with the Leasehold team but again, the investigation identified there was no substance to the complaint

Ombudsman Complaints

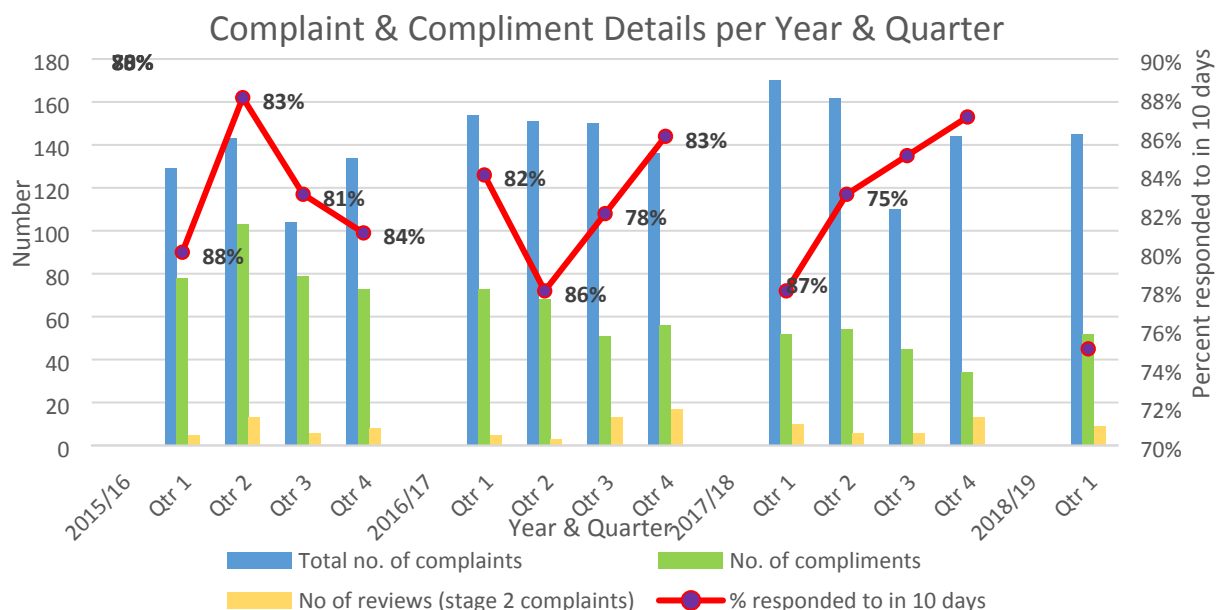
No further cases were considered by the Local Government & Social Care Ombudsman during this period. There was one case outstanding with the Housing Ombudsman from the previous quarter and we are still awaiting an outcome on this case. There were no new cases lodged with either the Local Government & Social Care Ombudsman or the Housing Ombudsman this quarter.

Compliments – 41 (34)

This is a marked increase on the previous quarter and includes:

- Crawley Homes - 21 (18)
- Partnership Services - 6 (5)
- Community Services – 10 (8)
- Communications 1 (1)
- Strategic Housing & Planning 3 (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)
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
Qtr 4	144	67	29	403	87%	34	13
2018/19							
Qtr 1	145	62	26	503	75%	52	9

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 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 12 (26) complaints at the Hawth. The complaints relate to concerns about the quality of the productions and the catering/restaurant experience. There were 2 (109) compliments relating to the overall experience. In addition to this there were many social media posts on Facebook and Trip Advisor; some positive comments made around free parking and productions and some concerns relating to uncomfortable seating and the price and quality of food and drink.

There were 35 (42) complaints recorded at K2 during the last quarter. They received 51 (19) compliments over the same period. The subject of complaints related to a range of issues including cleanliness, parking and availability of the pool and classes. The compliments were mainly related to the quality of customer service, particularly from Fitness Class and gym staff.

Annual Report from the Local Government and Social Care Ombudsman

The Council received its annual report from the Local Government and Social Care Ombudsman in July. The Ombudsman received 14 enquiries concerning this Council in 2017 and made 12 decisions on those enquiries. None of these 12 decisions found maladministration on the part of the Council. The outcome of the remaining 12 decisions are:

Not Upheld	2
Advice given	2
Closed after initial enquiries	3
Incomplete/invalid complaints	2
Referred back for local resolution	3

There is a favourable comparison with last year's report where the Ombudsman made 13 decisions and upheld 1 complaint. In 2016 the outcome of the remaining 12 were:

Not upheld	2
Referred back for local resolution	4
Closed after initial enquiries	4
Incomplete/invalid complaints	2