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CARE SERVICES PORTFOLIO HOLDER BRIEFING

Meeting to be held on Tuesday 18 June 2013

QUESTIONS ON THE PORTFOLIO HOLDER BRIEFING

The Briefing comprises:

- 1 ANNUAL CORPORATE PARENTING REPORT 2012/13 (Pages 3 - 26)**
- 2 ANNUAL ECS COMPLAINTS REPORT 2012/13 (Pages 27 - 56)**

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link:

<http://cds.bromley.gov.uk/ieListMeetings.aspx?XXR=0&Year=2013&CId=559>

Printed copies of the briefing are available upon request by contacting Helen Long on 020 8313 4595 or by e-mail at helen.long@bromley.gov.uk.

Copies of the Part 1 (Public) documents referred to above can be obtained from
www.bromley.gov.uk/meetings

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London Borough of Bromley

PART 1 - PUBLIC

Briefing for the Education, Care and Health Policy Development and Scrutiny Committee

18 June 2013

CORPORATE PARENTING ANNUAL REPORT 2012/13

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1. Summary

- 1.1 'Corporate parenting' is the term used to describe the local authority's duties and responsibilities to children and young people aged 0 – 21 years, (or up to 24 if the young person is in full time education) who are, or have been, in public care.
- 1.2 The purpose of the Annual Corporate Parenting Report
 - To inform members of the Council's performance and outcomes for children in care.
 - To inform members of service developments and improvements for children in care.

1. **THE BRIEFING**

- 1.2 The annual Corporate Parenting Report for 2012/13 is attached.

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Bromley Corporate Parenting Annual Report

2012 – 2013

May 2013

Introduction

'Corporate parenting' is the term used to describe the local authority's duties and responsibilities to children and young people aged 0 – 21 years, (or up to 24 if the young person is in full time education) who are, or have been, in public care. A child is 'looked after' if they have a care order or are being cared for under a voluntary agreement, subject to the Children Act 1989. Safeguarding and promoting the welfare of looked after children and young people is a duty of the local authority under the Act.

The central principle of corporate parenting is that the local authority should parent the children and young people in their care in the same way as they would parent their own children or children in their family.

The purpose of the Annual Corporate Parenting Report

To inform members of the Council's performance and outcomes for children in care.

To inform members of service developments and improvements for children in care.

Elected Members

Elected Member's "special responsibility" for looked after children and young people was introduced in 1988 by the then Secretary of State in a personal letter to all Councillors. Following this, the document 'Think Child' (1999) guided Members through the Quality Protects Programme and their responsibilities within that promote the welfare of the most vulnerable children and young people in their local authority. In 2003, the Government reiterated this responsibility in the documents ***If this were my child*** which states that:

"When you became a Councillor, you also became responsible for ensuring that the Council acts as the 'Corporate Parent' for all the children in its care. The role of the Corporate parent is to seek for the children in public care the outcome that every good parent would want for their children"

Corporate parenting within Bromley is overseen by the Lead Member for Children's Services. This is a statutory post which is currently held by the Leader of the Council. The Lead Member is supported by the work of the Portfolio Holders for Care Services and Education Services and by the Executive Working Party for Safeguarding and Corporate Parenting whose

Chairman is the Portfolio Holder for Care Services. This forum meets on a quarterly basis and is made up of Councillors, Officers and representatives from the Looked After Children Council called the Living in Care Council (LinCC).

The Leader and Lead Member for children's services also chairs the Children's Board that meets approximately every six weeks to consider children's safeguarding issues including looked after children. In addition the Leader has appointed a Children's Champion with a broad remit to promote all children, including looked after children and young people across the Borough.

Bromley Corporate Parenting Annual Report 2012 – 2013

Service improvement and development has continued to be driven by a clear set of priorities encapsulated in the children's safeguarding and social care improvement plan divided into five themes: -

- Strategic vision and leadership
- Building a quality service
- Assuring quality
- Listening to children, young people and their families
- Improving outcomes for children in care

In July 2012 Bromley Children's Social Care was subject to an inspection of its safeguarding services within the context of Ofsted's new inspection framework for the arrangements for the protection of children. The new framework takes account of the Munroe review and a significant number of cases were examined in depth following the journey of the child. Bromley was deemed to provide an adequate service with inspectors commenting that we met requirements and have compliance in all areas of child protection practice.

The useful feedback from the inspectors helped shape the improvement plan together with other priorities for looked after children.

An ambitious programme to recruit more foster carers and review support to carers to provide more in house foster placements was commenced. The number of in house foster carers was increased by 10 units during 2012/13 which allowed for more children to be placed with in house carers and reduced the reliance on IFA placements. A new Foster Carers Allowance scheme was implemented in September 2012 designed to encourage Bromley foster carers to meet our need for more families willing to care for teenagers, sibling groups, and disabled children.

A scoping exercise has been undertaken to identify the types of support foster carers will need to enable them to care for increasingly complex and challenging children locally and to reduce foster placement breakdowns..

In addition, significant work was undertaken to improve adoption performance both in terms of the number of children adopted and to improve the timeliness of adoptions.

A Corporate Parenting Strategy for 2013 – 2015 is in development and has been shared with partner agencies. The strategy sets out the council's vision for its looked after children and will include a delivery plan with measurable targets to be developed by the corporate parenting strategy group.

Performance Monitoring and Outcomes for Children in Care (CIC)

The quality of service and outcomes for children in care is measured in a number of ways:-

- External Inspections – OFSTED unannounced inspection of safeguarding and Children in Care services including regulatory inspections of fostering and adoption services
- Management information including National Performance Indicators
- Internal quality assurance audits of case files and social work practice
- Consultation and feedback from children and young people in care and other key partners

Analysis of Performance Data 2012 - 2013

Looked After children and young people in Bromley

Detailed comparator information, which compares Bromley's performance against our statistical neighbours, London and the England averages in contained in appendix 1

The London Borough of Bromley has approximately 68,100 children and young people under the age of 19 years. This is 23% of the total population.

In March 2013 there were approximately 286 looked after children and young people; an increase from 275 in 2011/12. The number of children in care in Bromley represents 41.9 per 10,000 of the under 18 population. Although in Bromley we have seen a rise in the number of looked after children in 2012/13 we still remain lower than the average of our comparator London boroughs and the England average.

During 2012/13 we had 141 new children and young people that became looked after and 134 who ceased to be looked after.

Of our children in care 71.3% are placed with foster carers, an increase from 2011/12 where 64.2% were placed in foster care. This is higher than the national average, Of these 71% are placed with Bromley in-house foster carers - an increase from 67.8% in 2011/12, 15.2% are placed with IFA carers, a reduction from 18.4% in 2011/12 and 14.7% are fostered by a

relative or friend, an increase from 10.3% in 2011/12. The number of children being placed with in- house foster carers has risen in the final half of 2012/13 with the majority of children in IFA placements having been there for a year or more.

The number of children placed in residential accommodation reduced from 18.7% in 2011/12 to 16.8% in 2012/13 which is an improvement. In response work is taking place to develop more support for foster carers caring for challenging young people to further reduce the number of placements being made in the future.

The number of unaccompanied asylum seeking children has risen from 5 in April 2012 to 12 in March 2013. This is in line with other London boroughs.

44% of our looked after children (excluding those placed for adoption) are placed in accommodation that is outside of the borough boundaries, an increase of 2% from 2011/12 and 10.75% are placed more than 20 miles from their home address, a decrease from 17% in 2011/12. Whilst the majority of children who are placed outside of the borough boundary are in accommodation in our immediate neighbouring boroughs, the significance of lack of access to Bromley services including schools, GP's and Child and Adolescent Services (CAMHs) can be problematic.

Placement stability is a key indicator in assessing whether we have identified the right match and placement for children. Our performance is 2012/13 for children and young people who experience 3 or more placement moves was 13.64%. This compares to 15.60% in 2011/12 .

The long term stability indicator; the percentage of children under the age of 16 who have been looked after for two and a half years and have remained in the same placement for 2 years or have been placed in an adoptive placement is 64%. Although one would expect to see a higher performance as good this can also be misleading, as a high percentage can also indicate drift in care. Although there is no evidence of drift for children under 10 years, there is limited information on older children. Further work will be undertaken to look at this area of performance in more detail.

Care Leavers

The local authority also supports 163 care leavers over the age of 18 up to 25 years. The range of duties in the provision of a leaving care service is set out in statutory guidance and regulations, but in short, we have a responsibility to advise, assist, befriend and support, including financial support, to all former relevant young adults up to the age of 21 in all circumstances and extended to the age of 25 for those young adults in further or higher education. Recent changes to legislation states that any former relevant young adult may approach the local authority after the age of 21 and up to 25 years should they require support (including financial support) in accessing education.

In 2003 the High Court ruled that unaccompanied asylum seeking children were entitled to the same status as all other young people in relation to leaving care services as long as they met the basic criteria as eligible and/or relevant young people (known as the Hillingdon Judgement). The council currently supports 15 young adults over the age of 18 with outstanding asylum claims and meet the UKBA grant funding criteria.

In addition, we also support approximately 10 further young adults who do not meet the UKBA grant criteria. These young people include those over the age of 21 who are not in education or training (and therefore would not be included in the general leaving care provision which ceases at 21 for young adults not in education or training) but do not have an immigration decision, have been given short term, but limited, Leave to Remain (where they cannot access benefits) or have submitted a fresh appeal against a previous negative decision.

There is also a small, but growing, cohort of young people who are 'appeal rights exhausted' where grant funding, even if the young adult was previously included as meeting the grant criteria, ceases three months after the immigration decision is made. This is a new condition that has been applied to the grant formula in 2012/13. Technically, local authorities are entitled to withdraw funding from the group following the completion of a Human Rights Assessment. However, withdrawal of financial support has not been applied to this group by any London authority as the view is that this would be open to legal challenge at significant cost to defend. The London Leaving Care Network is currently working with the UKBA to explore more efficient removal processes which is felt would address this issue.

The number of young people who were looked after at the age of 16 who were engaged in education, training or employment at the 31 March 2013 was 48.15%. This is a reduction from 51% in 2011/12. Although the cohort is relatively small (27 young adults), we have seen a reduction in performance for EET over the past three years. A small working group has been set up under the leadership of Paul King – Head of Targeted Youth Support, to explore the reasons behind this performance and to bring about improvement.

The number of young people who were looked after at year 11 and were engaged in education, training or employment in the September following their 16th birthday was 76.9% in September 2012. This figure is the same as September 2011.

At the end of March 15 care leavers were at university.

Finally, in relation to care leavers, the percentage of young people in appropriate accommodation at the age of 19 was 89%.

Looked after children and young people education

In Bromley we continue to promote educational attainment for our looked after children and young people through close collaboration and cooperation with schools and colleges. The specialist education advisor and her team support individual children and young people through a range of interventions designed specifically to enable them to achieve the best that they can.

All looked after children and young people have a personal education plan (PEP) which is reviewed on a six monthly basis.

School attendance is closely monitored and action taken to address individual issues. The number of children who have missed 25 days or more currently stands at 7.69%. This compares to 13.9% in 2011/12.

The number of looked after children and young people who have a statement of educational needs is 37.14%.

The percentage of children reaching level 4 in English at key stage 2 was 28% in September 2012 and level 4 in maths at key stage 2 was also 28%. Both of these figures represent a decrease in performance from September 2011. However, work was undertaken to analyse these figures. The cohort is relatively small but has an over representation of children who have a SEN statement.

The percentage of looked after young people who achieved 5 A* to C GCSE's at key stage 4 including English and maths was 11%. This is an increase from September 2011 where the figure was 9%

Looked after children and young people health

The physical and emotional health and wellbeing of looked after children and young people forms an integral part of the care plan. Ensuring that our children have access to and attend medical, dental and optical assessments can, at times be challenging, particularly for older young people and in particular in relation to dental appointments.

All looked after children and young people have a medical assessment when they first come into care which is repeated either on a six monthly or annual basis dependent upon their age. Follow up health assessments can be undertaken either by the child's GP or, as often is the case, for older young people by the looked after children nurse.

The percentage of children and young people who have an up to date medical, dental and optical (if appropriate) assessment is 87.7%. This is a slight reduction from 2011/12 where the performance was 88.9%.

We continue to explore ways to encourage young people to attend medical and dental appointments.

Foster carers

The recruitment of more in house foster carers remains a priority for children's social care. Wherever possible, we aim to place children and young people in family settings as research indicates that these types of placements tend to offer better outcomes.

Securing foster carers who are able to offer placements to older, complex or challenging children continues to be problematic and our experience in Bromley mirrors the experience of many local authorities.

We have undertaken work to identify with foster carers what an 'enhanced fostering package' would look like and how we can further support carers in meeting challenging or complex behaviour. We are currently reviewing foster carer training and plan to include training linked to the enhanced fostering package.

In 2012/13 we successfully recruited 22 new fostering units. This was offset by the deregistration on 12 fostering units but still meant that our pool of in house foster carers increased by 10 from 2011/12. This is the largest number of carers recruited in the past four years.

Permanency

Securing permanency for looked after children and young people remains key to ensuring positive outcomes. Members will also be aware that adoption is high on the Governments agenda and that they expect to see the number of children successfully placed in adoptive homes increase.

At the end of December 2012 we had 30 children who has a plan for adoption. Of these 9 were matched and placed with adoptive families, 13 were matched to adopters and were waiting for Court authority to place and we were actively seeking matches for the remaining 9 children.

The number of children made subject to an adoption Order in 2012/13 was 17 compared to 10 in 2011/12. This year on year improvement is encouraging.

Of the 17 children adopted 10 (58.8%) were placed within 12 months of the decision that they should be adopted (best interest decision). This is a reduction from 2011/12 but must be viewed in the context of extreme difficulty in identifying suitable adopters due to their complex needs.

In addition, 8 children were made subject of special guardianship orders.

Living in Care Council (LinCC)

The living in care council (LinCC) have been involved in a number of local projects during the year as well as contributing to national initiatives.

Of particular note is;

- The design of a DVD to be used in the training of foster carers
- Involvement in the making of a foster carer recruitment DVD
- The creation of looked after children and young people 'welcome packs'
- Input into the celebration of achievement awards
- Presentations to the children's social care induction programme
- Assisting interview panels in the recruitment of social workers

LinCC have also attended the Executive working party for safeguarding and corporate parenting where they have given verbal presentations of the work they have been doing and they meet with the Director for Health, Education and Care Services and the Assistant Director for Children's Safeguarding and Social Care on a quarterly basis,.

The membership of LinCC has remained fairly static over the past year and work to encourage new members will be a priority for the group during 2012/13.

In addition, we are in the process of developing a web site for looked after children and young people which we hope will aid communication.

Appendix 1

Performance Comparator Information

1.0 General LAC demographics

At 31st March 2013 there were 286 LAC. This figure has reduced slightly from a peak of 306 in August 2013. The trend in Bromley over the last 6 years has meant that the levels of LAC have fluctuated between 250-286.

Table 1 LAC numbers trend 2008-2013

2008	2009	2010	2011	2012	2013
260	250	285	265	275	286

A recent publication by London Councils* suggests that the overall numbers of LAC in Outer London authorities are decreasing. This is not a pattern showing in Bromley. In order to compare LAC numbers in a meaningful way they are often reported as a rate per 10,000¹ population. Using this comparator the table below shows the rate over the last 5 years and compares the rate to our statistical neighbours, London and the England averages.

Table 2. LAC rate per 10,000 population

	2008	2009	2010	2011	2012
Bromley	38	37	42	38	40
Statistical Neighbours	41	43	46	46	47
All London	66	65	66	61	56
Inner London	83	80	81	75	69
Outer London	56	56	57	54	49
England	54	55	59	59	59

The rate over all has been falling across London both inner and outer since 2010. The Bromley rate however has fluctuated. The 2013 rate is 41. It does remain lower however than the London and National averages.

1.1 LAC age and gender breakdown

In terms of the age breakdown for LAC Bromley has a high proportion of older children than younger. However this is a similar trend across the statistical neighbours, London and England as Table 2 illustrates.

¹*“Looked After Children in London – an analysis of changes in the numbers of LAC in London” Clare Chamberlain and David Ward. London Councils February 2013

Table 3. LAC age breakdown- Percentage of LAC in each age group

	Under 1	1-4	5-9	10-15	16+
Bromley 2012	8%	13%	19%	33%	27%
Bromley 2013	5%	14%	20%	31%	29%
Statistical Neighbours	5%	17%	17%	36%	24%
London	6%	14%	16%	37%	27%
England	6%	19%	19%	36%	20%

(2012 DFE 903 data unless otherwise stated)

Bromley has slightly more boys (56%) than girls (44%) who are looked after. This proportion is the same for our statistical neighbours, London and England.

We have begun to analyse the duration of the period of care in relation to the age of the young person in order to identify whether our older LAC have been with us for a length of time. The following table shows the number of currently Looked After Children and shows that 34.7% of them have been looked after for over three years. It also shows that 45 out of the 84 young people who are 16 and over have been LAC for 3+ years which is 54% of all 16+ LAC. There isn't a pattern as such when looking at the older age groups, in that there isn't a steady progression over the length of time looked after. The second main time period for being LAC is the 3-9 month period at 22.7%

Table 4. Number of current LAC (age group) by the duration that they have been LAC

Age	< 1 month	1-3 months	3-9 months	9-12 months	1-2 yrs	2- 3 yrs	3 yrs +	Grand Total
under 1	1	2	10	0	0	0	0	13
1-4	0	1	14	2	22	2		41
5-9 yrs	3		11	5	10	11	18	58
10-12 yrs		1	2	4	3	4	15	29
13-15 yrs	4	5	11	2	5	5	29	61
16+		2	17	4	11	5	45	84
Grand Total	8	11	65	17	51	27	107	286
Grand Total %	2.8%	3.8%	22.7%	5.9%	17.8%	9.4%	37.4%	100.0

1.2 Ethnicity of LAC

The number of LAC from BME groups has fluctuated between 25-28% over the last 4 years. In March 2013 81 (23.8%) of young people were from BME groups. This compares to 70 (25.4%) in 2012, 27% in 2011 and 28% in 2010. When compared against the 2012 DFE analysis of Looked After Children we are higher than the 19% statistical neighbour average. (only two statistical neighbours; Solihull and Bedford have a higher BME figure). Despite having a higher number of BME than our statistical neighbours, we are still lower than the outer London average of 51% and the inner London average of 68%. Whilst the Bromley LAC BME average is higher than the 18% resident population BME figure, it does reflect the BME population

demographic for the areas where they are coming from within the borough. For a full analysis of ethnicity over time please refer to Table 3 in Appendix 1.

1.3 Special Educational Need (SEN)

Using the national indicator definition of the number of school age children who have been looked after continuously for at least 12 months in 2012, 77.7% of Bromley LAC have some element of SEN. 38% have statements. The overall levels of SEN are higher than statistical neighbours (73.3%) and the London and England averages of 73% and 71.5% respectively. The high number of statemented young people has quite an impact on educational outcomes as we will see in a later section of this report.

Table 5. SEN – The percentage of SEN and Statements over time

	2012		2011		2010	
	% All SEN	% with Statements	% All SEN	% with Statements	% All SEN	% with Statements
Bromley*	77.7% (95)	38.0% (45)	89.4% (120)	43.9% (60)	83.9% (95)	46.4% (50)
Statistical Neighbours	73.3%	32.3%	72.8%	31.2%	73.1%	31.6%
London	73.0%	30.7%	73.0%	30.7%	73.0%	30.7%
England	71.5%	29.4%	71.5%	29.4%	71.5%	29.4%

*Numbers of young people in brackets

1.4 Unaccompanied Asylum Seekers (UASC)

The recent report by London Councils found that there are declining numbers of UASC particularly in outer London boroughs. This is in part due to a legislation change in 2007 whereby a number of UASCs are diverted to a 50-60 LAs throughout England to ease the pressure on London authorities. The figures have decreased in Bromley since 2008 (although there has been a slight increase in 2013) the numbers are very small compared to authorities such as Croydon.

Table 6. Numbers of UASC

	2008	2009	2010	2011	2012	2013
Bromley	15	10	15	5	5	12

As the number of UASC is low it does not have any significant bearing on the number of new LAC entering care.

1.5 New Looked After Children

In 2013 141 children entered care (29 of these had been LAC previously) this is compared to 130 new LAC in 2012. The numbers of new LAC had been decreasing since 2010 when it peaked at 155, until this year. Table 7 shows the percentage of new LAC each year over the last 4 years. We can see that whilst there are generally higher percentages of those aged 10 and over, there isn't a consistent increase or decrease of any age group over the period. The figures are also broadly in line with comparator groups.

Table 7. The percentage of new LAC by age group

	Under 1	1-4	5-9	10-15	16+	Number of new LAC
Bromley 2013	14%	14%	16%	28%	27%	141
Bromley 2012	24%	19%	14%	26%	18%	130
Bromley 2011	23%	9%	16%	31%	21%	120
Bromley 2010	15%	13%	20%	35%	17%	155
Statistical Neighbours (2012)	18%	20%	17%	30%	15%	-
London (2012)	16%	16%	16%	33%	19%	-
England (2012)	21%	20%	17%	30%	12%	-

The percentage of new children who started to be looked after who were then taken into care has increased year on year since 2008. In 2008 16% of all new LAC were taken into care rising to 20% in 2009, 24% in 2010 levelling at 24% in 2011 and increasing again in 2012 to 30%. This increase is in line with the statistical neighbours, London and national picture. For further information please refer to Table 9 in Appendix 1.

1.6 Care Leavers

In 2013 134 young people ceased to be looked after. This compares to 115 in 2012. Year on year higher numbers enter care than leave. We can see that the highest number leaving care are the 16+ age group which is to be expected. There is also a high number of 1-4 year olds leaving care; a significant number of this age group leave care due to adoption.

Table 8. The percentage of care leavers by age group

	Under 1	1-4	5-9	10-15	16+	LAC Leaving Care
Bromley 2013	7%	22%	12%	24%	36%	134
Bromley 2012	8%	21%	7%	21%	43%	115
Bromley 2011	6%	20%	11%	16%	46%	140
Bromley 2010	6%	22%	6%	23%	40%	120
Statistical Neighbours (2012)	4%	20%	11%	19%	42%	-
London (2012)	4%	19%	13%	21%	43%	-
England (2012)	5%	25%	14%	19%	37%	-

Of those leaving care the following table provides a breakdown of the age when left care and the duration of their care period.

Table 9. The number of care leavers (age group) by the duration of care period

Age	0-3 months	3-6 months	6-9 months	9-12 months	1-2 yrs	2- 3 yrs	3-4 yrs	5+ yrs	Grand Total
under 1	3	1	5	0	0	0	0	0	9
1-4	2	0	2	0	16	7	2	0	29
5-9 yrs	2	3	3	1	4	1	1	1	16
10-12 yrs	1	1	1	0	2	2	0	1	8
13-15 yrs	10	3	3	2	2	1	0	3	24
16+	4	6	7	1	3	10	3	14	48
Grand Total	22	14	21	4	27	21	6	19	134
Grand Total %	16.4%	10.4%	15.7%	2.9%	20.1%	15.7%	4.5%	14.1%	100.0

The does not appear to be a pattern in the length of care in those that have left care in 2013. The majority of the 14.1% that were in care for more than 5 years are over 16.

2.0 Placements, Provision and Stability

Of our children in care 71.3% are placed with foster carers, an increase from 2011/12 where 65.4% were placed in foster care. Whilst an improvement on last year's figure it is still lower than the 74% national average and the London and statistical neighbours.

Table 10. The percentage of LAC who are in foster placements or have been placed for adoption

	All LAC (Numbers)	Foster Placements (%)	Placed for Adoption (%)
Bromley (2013)	286	71%	3%
Bromley (2012)	275	65%	5%
Statistical Neighbours	4,900	73%	4%
London	10,250	74%	3%
England	67,050	75%	4%

Comparative Data as at 31st March 2012

Of those in foster placements, 71% are placed with Bromley in-house foster carers - an increase from 67.8% in 2011/12, 15.2% are placed with IFA carers, a reduction from 18.4% in 2011/12 and 14.7% are fostered by a relative or friend, an increase from 10.3% in 2011/12. The number of children being placed with in- house foster carers has risen in the final half of 2012/13 with the majority of children in IFA placements having been there for a year or more.

Placement stability is a key indicator in assessing whether we have identified the right match and placement for children. Our performance is 2012/13 for children and young people who experience 3 or more placement moves was 13.6%. This compares to 15.6% in 2011/12. Bromley data is slightly higher than our comparator groups but has reduced on last year. In terms of the length of placement we have been consistently higher than our comparator groups for the percentage of under 16's in a placement for longer than 2 years however the figure for 2013 has dipped to now be in line with our comparator groups.

Table 11. A summary of placement stability

	% of Children Looked After at 31 March with three or more placements during the year ending 31 March	% of Looked After Children aged under 16 at 31 March who had been looked after continuously for at least 2.5 years who were living in the same placement for at least 2 years, or are placed for adoption & their adoption & their adoptive placement together with their previous placement, last for at least 2 years
Bromley	14%	69%
Bromley (2012)	16%	72%
Statistical Neighbours	12%	70%
London	12%	69%
England	11%	68%

Comparative Data as at 31st March 2012

3.0 Adoption

The DFE publication “Action plan for adoption - Tackling Delay” was launched in Spring 2012. This has increased the national profile on a range of performance indicators aimed at speeding up the adoption process. The two key indicators for which challenging targets have been set nationally are:

Average time between a child entering care and moving in with its adoptive family, for children who have been adopted (days)

Average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family (days)

Thresholds have been set by the DFE so that by 2016 LAs are expected to take no longer than 426 days from a child entering care and moving in with it's adoptive family. The threshold for the average number of days from the LA receiving the court

order to place and the match date has been set at 121 days. There is a suggested threshold for 2013 to assess whether LA's are on track to meet the 2016 thresholds. An adoption scorecard is published annually together with a ranking of how local authorities compare with each other. The scorecard covers a three year period to account for small numbers. Bromley's performance in these two key indicators is showing a marked improvement from the first set of data published. We have reduced the average time taken from a child entering care to moving in with its adoptive family from 804 days to 683 days this is only a few days away from the national threshold. Performance has also improved in the average time taken between the court order to place being granted and the local authority deciding on a match to an adoptive family, from 208 days to 178 days. This is significantly below the national threshold and highlights a pro-active approach by the service to commence matching at the earliest opportunity.

Table 12. A summary of the key adoption scorecard indicators

	Average time between a child entering care and moving in with its adoptive family, for children who have been adopted (days)	Average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family (days)
LA 3 year average (2008-11)	804	208
LA 3 year average (2009-12)	689	165
LA 3 year average (2010-13)	683	178
National 2013 Threshold	639	213
National 2016 Threshold	426	121

Table 29 in Appendix 1 presents the full adoption scorecard information. Table 17 also in Appendix 1 presents a range of adoption and placement indicators that show where Bromley ranks nationally.

In 2013 there were 17 young people adopted, 10 of these (60%) were within 12 months of the best interest decision. This compares to 10 adoptions in 2011/12 7 of which were in 12 months of best interest. Over the last 5 years 62 children and young people have been adopted. 41 of these (66%) were 1-4 years old, 19 (31%) were 5-9 years old and 2 (3%)

In 2013 Bromley recruited 16 new adopters, this compares to 20 who were recruited in 2011/12.

4.0 LAC Outcomes

4.1 Health of Looked After Children

Bromley is successful in making sure that immunisations and health assessments are up to date. We perform better than our comparator groups in this area. The weak area is ensuring that dental checks are carried out each year. This is especially difficult with high numbers of 10-15 year olds and over 16's.

Table 13. Health checks completed on time

	Number of children looked after for at least 12 months	Number of children whose immunisations were up to date		Number of children who had their teeth checked by a dentist		Number of children who had their annual health assessment	
		#	%	#	%	#	%
Bromley 2013	187	176	94%	145	76%	165	88%
Bromley 2012	185	165	89%	145	78%	165	89%
Statistical Neighbours	3,225	2,620	81%	2,720	84%	2,740	85%
London	6,980	5,830	84%	5,880	84%	6,420	92%
England	46,590	38,720	83%	38,370	82%	40,200	86%

In terms of emotional health, strength and difficulties questionnaires (SDQs) are required for those children aged 4 to 16 who had been looked after continuously for at least twelve months. It is a questionnaire completed by the carer. A higher score on the SDQ indicates more emotional difficulties. A score of 0-13 is considered normal, a score of 14-16 is considered borderline cause for concern and a score of 17 and over is a cause for concern. Bromley has consistently averaged a score of 13 over the last 4 years. This is a lower (and therefore better) figure than our statistical neighbours which in 2012 was 14.5. Bromley has a larger proportion of normal scores than its statistical neighbours and a lower proportion of scores causing concern.

Table 14. Emotional health SDQ analysis 2012

	Percentage of eligible children with an SDQ score considered:		
	Normal	Borderline	Concern
Bromley	53%	11%	36%
Statistical Neighbours	47%	14%	40%
London	53%	13%	35%

England	51%	13%	36%
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4.2 Attainment

When looking at attainment of Looked After Children the key factor worth noting are the very small numbers in each cohort and the corresponding effect that this has when looking at percentages achieving the required levels.

Key Stage 2 (KS2)

Table 15. Percentage of children achieving level 4+ at Key Stage 2

	2012	2011	2010	2009	2008
NI 99: Percentage of children in care reaching level 4 in English at KS2	28% (2 of 7 pupils)	50% (5 of 10 pupils)	100% (5 of 5 pupils)	40% (4 of 10 pupils)	40%
NI 100: Percentage of children in care reaching level 4 in maths at KS2	28%	40%	80%	20%	20%
England - Percentage of children in care reaching level 4 in English at KS2	60%	54%	50%	48%	50%
England - Percentage of children in care reaching level 4 in maths at KS2	56%	52%	49%	48%	47%

Comparator groups have not been included here as there is a lot of suppressed data for statistical neighbours (again due to small reporting cohorts). The national average for LAC achieving level4+ in English and maths is included as a guide but not for a fair comparison.

An additional factor is SEN. In the 2012 assessments the small cohort of 7 pupils 6 of the 7 had some form of SEN and 5 out of the 7 (71%) had a full statement. In 2011 there were 10 in the reporting cohort and 6 (60%) of these had a full statement.

However, in terms of progress 5 out of the 7 2012 LAC cohort successfully made 2 or more levels of progress in English in 2012 and 4 out of the 7 (57%) made 2 or more levels of progress in maths. In 2011 6 pupils out of 10 (60%) made 2 or more levels of progress in English and maths and in 2010 100% of children in care made 2 or more levels of progress in English and 80% of children in care made 2 or more levels of progress in Maths.

GCSE

The issues faced at KS2 are also factors for GCSE, small cohort numbers and high levels of SEN. Whilst performance in the national indicator of 5+A*-C including

English and maths does fluctuate, there has been a steady increase in the percentage of LAC gaining 1 A*-G.

Table 16. A summary of GCSE performance over the last five years

	2012	2011	2010	2009	2008
5 A* - C including English and Maths	11 % (2 pupils)	8.6% (3 pupils)	25% (4 pupils)	10% (2 pupils)	3% (not reported)
5 A* - C	22.2%	25.7%	43%	29%	9.4% (3 pupils)
5 A*-G	55%	48.6%	63%	47.6%	31.25%
1 A*-G	88%	74.3%	75%	71.4%	56.2%
England average 5A*-C including English and maths	14.6%	13.6%	12.4%	10.9%	10.2%

As with KS2 comparator groups have not been included here as there is a lot of suppressed data for statistical neighbours (again due to small reporting cohorts). The national average for LAC achieving 5+A*-C including English and maths is included as a guide but not for a fair comparison.

4.3 Exclusions from school

Bromley LAC has had no permanent exclusions from school in the last 5 years. The table below looks at local data for fixed term exclusions and looks at all LAC not just those used in the government reporting cohort.

Table 17. Bromley LAC fixed term exclusion trend 2009-2013

	Total Number of days	Number of pupils with a fixed term exclusion	Number of Bromley schools	Schools out of Borough	Total schools
2009/10	232	33	9	21	29
2010/11	134	24	9	13	22
2011/12	126	23	11	12	23
2012/13	91	13	5	6	11

Source: Virtual School Specialist Advisor data.

The data shows a steady year on year decrease in fixed term exclusions both in the number of days and the number of pupils.

If we look at comparative data using the DFE exclusions data which only measures young people who have been LAC for at least 12 months, we can see that Bromley's

fixed term exclusion data is much better than statistical neighbours, and quite often London and national data.

Table 18. Percentage of children with at least one fixed term exclusion

	2008	2009	2010	2011
Bromley	12.0%	16.7%	13.1%	10.5%
Statistical Neighbours	16.6%	18.1%	15.0%	13.4%
London	13.2%	13.4%	14.0%	13.4%
England	14.2%	13.8%	13.1%	12.4%

4.4 Post 16 Destinations

Looking at the number of 19 year olds who were looked after at the age of 16 in 2012 there were 35 young people in this cohort, 20 (51%) were in some form of education, employment or training (EET). This compares to 15 (46%) who were not. (3% have been excluded through illness/disability) In 2013 the EET figure has fallen to 43%. This compares to a statistical neighbour average of 57%, a London average of 59% and an England average of 58%.

Work is being undertaken with the Virtual school team, leaving care team and the Targeted Youth Support Service (TYSS) to look at the cohort of LAC young people in the year 12, 13 and 14 age group to make sure that we have data recorded for each young person and that work is undertaken with them to increase their chances of going into education employment or training.

4.4 Post 16 Accommodation

	All children now (2012) aged 19 years who were looked after on 1 April 2009 when aged 16 years	Number in suitable accommodation	Percentage in suitable accommodation
Bromley	35	30	91%
Statistical Neighbours	555	460	83%
London	1,430	1,290	91%
England	6,610	5,840	88%

Bromley has always had a high percentage of young people in suitable accommodation. The figure is higher than statistical neighbours and national comparators and in line with the London average.

4.5 Youth Offending and Substance Misuse

In 2012 6.9% of 10-17 year old LAC young people in Bromley were convicted or subject to a final warning or reprimand during the year. This is exactly the same percentage as statistical neighbours, London and England.

In 2012 of the 185 young people who had been LAC for longer than 12 months 20 were identified as having a substance misuse problem. All of these young people were offered an intervention but refused during the year. Table 40 in Appendix 1 offers a full breakdown by comparator groups.

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London Borough of Bromley

PART 1 - PUBLIC

Briefing for Care Services Policy Development and Scrutiny Committee 18 June 2013

ECHS COMPLAINTS REPORT 2012/13

Contact Officer: Aileen Stamate, Quality Assurance Manager
Tel: 020 8313 4753 E-mail: aileen.stamate@bromley.gov.uk

Chief Officer: Terry Parkin, Executive Director, Education and Care Services

1. Summary

This report provides PDS Members with a summary of complaints activity from this year's annual report detailing social care, housing and education complaints received April 2012 to March 2013 (Appendix 1).

2. **THE BRIEFING**

- 2.1 The annual report (Appendix 1) details complaints information received by the Education Care and Health Services Department under the Local Authority Social Services and National Health Service Complaints (England) regulations, 2009; 'Getting the Best from Complaints' and the Children's Act 1989 and LBB corporate complaints procedure.
- 2.2 This report paints a picture of more clients being satisfied with our services and less complaints being investigated, lower than in any of the last three years. We received 229 formal complaints and of those, following investigation, 63 (28%) complaints were fully or partially upheld
- 2.3 The number of complaints and representations in all service divisions decreased although referrals to the Local Government Ombudsman (LGO) increased, at least in part due to a change in legislation which has, rightly, made this route increasingly accessible.
- 2.4 Often we see clients when they are at their most vulnerable with often very complex cases and when a complainant does not feel their concerns have been adequately redressed by us they refer it on to the LGO. 29 representations were made to the LGO and 7 were upheld. Although the number of complaints and representations has decreased overall, we have noticed this year an increase of complainants taking their complaints to the Health & Care Professionals Council (HCPC) and requests to LBB under the Data Protection Act 1998 to access records.

Complaints and Representations received by Education, Care and Health Department 2012-13					
	Education	Children	Housing	Adult Care Services	Total
Formal Complaints (Statutory)	n/a	46	n/a	91	137
Formal Complaints (Corporate)	10	13	44	25	92
Informal Complaints	n/a	n/a	n/a	30	30
Comments/Enquiries	7	20	32	53	112
Ombudsman Enquiries	1	4	10	14	29

- 2.5 The significant reduction in complaints and representations is due not just to better relationships with clients: when we receive a contact, officer's work hard to prevent escalation and do all they can to resolve a complaint informally. We also resolved the majority of complaints within our 20 working days target. This year the Quality Assurance Team implemented its in-house training programme and trained over 20 officers to deal with complaints in the front line so as to resolve concerns without the need for clients to use the formal complaints process.

Complaints and Representations Trends				
	2010-11	2011-12	2012-13	Total
Adult Social Care	351	323	213	887
Housing	114	109	86	309
Children's Social Care	122	95	83	300
Education				Not collected under equivalent system
Totals	587	527	382	1496

- 2.6 We also collect compliments. This system is underdeveloped across the new directorate and we are looking at new ways to collect this information. However, trends are shown below.

Compliments Trends				
	2010-11	2011-12	2012-13	Total
Adult Social Care	30	43	19	92
Housing	8	17	3	28
Children's Social Care	36	14	22	72
Education			(34)	Not collected under equivalent system
Totals	74	74	78	192

- 2.7 Listening to our service users is an integral part of making improvements to services and we always tell the complainant what has changed or been improved as a result of their complaint. We invite our customers to complete feedback questionnaires and 60% told us they thought the complaint response was well written and they were treated with respect and courtesy by those who handled their complaint.
- 2.8 More details of how we received and addressed complaints is provided in the Annual Report Appendix 1.

Getting it right!

Education, Care & Health Services
compliments, comments and complaints



Annual Report
April 2012 to March 2013



Introduction

Complaints, and how they are dealt with, is a good measure of how successful we are as an organisation. This Report details complaints into the Education and Care Directorate over the last year, 2012-13. In terms of statutory complaints relating to our adult social care activity, these are lower than in any of the last three years, a pattern repeated in housing and children's services. This is of huge credit to our frontline staff in all services.

However, and particularly so in adults where we see hundreds of clients a week, although low in number, too many complaints were about how we interfaced with our clients - missed appointments, poor information sharing and so on. This type of failure is never acceptable. We see residents when they are at their most vulnerable and we must always treat clients and their families in the way we would wish our family to be treated. How we learn from these failures is perhaps the most important part of our response, and some of this essential learning, is detailed in this Report.

Within Adult Social Care we see a complaint upheld every six weeks or so about the level of service provision. Again, with the very high volume of assessments this is a helpful indicator that staff do reflect carefully on service levels and sometimes provide rather less than might be necessary, typically in very complex cases. Similarly in children's social care, we see less complaints overall but a higher proportion relating to our most complex decision making processes. This has implications for our 20 day review target which, as the subject and nature of complaints become more complex, itself becomes more challenging, although we do continue to meet this target in the majority of cases.

The complaints process, and the possibility of a further line of referral to the Ombudsman, ensures clients have a clear voice in this process, and recognises that service provision is never an exact science.

As the Executive Director, many complaints come first to me. I have been consistently impressed with how my colleagues deal with clients and their families. Making a complaint can be a very big step for many users. Complainants are always taken seriously, and treated with a great deal of empathy and respect. Complaints is a key part of our service provision and it is right clients do not feel the process is complex and inaccessible.

Of course, I also receive compliments - although never enough - from our service users about both the services we provide in general but also about individual members of staff. It is always a pleasure to receive these and some are highlighted here.

This Report paints a picture of more clients being satisfied with our services, but where there are complaints, too many relate to how we deal with clients on a day to day basis. This links also to the complaints we have seen relating to our most complex assessments: better communication would also seem to be vital so that although clients and their families may not agree always with our decisions, they do understand fully how a decision was made.

We must continue to learn from these, but also to celebrate the successes communicated to us by service users.

Terry Parkin

Executive Director, Education, Care and Health

1. Executive Summary

Across 2012-13, the number of complaints in all departments decreased although referrals to the Ombudsman increased, at least in part due to a change in legislation which has, rightly, made this route increasingly accessible.

Complaints and Representations received by Education, Care and Health Department 2012-13					
	Education	Children	Housing	Adult Care Services	Total
Formal Complaints (Statutory)	n/a	46	n/a	91	137
Formal Complaints (Corporate)	10	13	44	25	92
Informal Complaints	n/a	n/a	n/a	30	30
Comments/Enquiries	7	20	32	53	112
Ombudsman Enquiries	1	4	10	14	29

We estimate that each formal complaint received and investigated at the equivalent of the Council's stage 2 process or beyond, costs around £3,000 in resources to address and more if we are required to provide redress. However, even through the Ombudsman, compensation payments are often very small which in, many ways, make them even more frustrating. What is more significant is the reputational damage done to the Council along with the inconvenience to our service users as well as the resource we tie-up in investigating and responding to complaints. A drive to reduce complaints that require escalation has been in place over the last year with some success.

Complaints and Representations Trends					
	2010-11	2011-12	2012-13		Total
Adult Social Care	351	323	213		887
Housing	114	109	86		309
Children's Social Care	122	95	83		300
Education				Not collected under equivalent system	
Totals	587	527	382		1496

The significant reduction shown is due not just to better relationships with clients: when we receive a contact, officers work hard to prevent escalation and do all they can to resolve a complaint informally. We also resolved the majority of complaints within our 20 working days target.

We also collect compliments. This system is underdeveloped across the new directorate and we are looking at new ways to collect this information. However, trends are shown below:

Compliments Trends					
	2010-11	2011-12	2012-13		Total
Adult Social Care	30	43	19		92
Housing	8	17	3		28
Children's Social Care	36	14	22		72
Education			(34)	Not collected under equivalent system	
Totals	74	74	78		192

For both complaints and compliments, it is important to use them to drive improvements in services. More details of how we received and address complaints is given below, along with a number of case studies that demonstrate how we use them to drive service improvement.

Where compliments support the text, or help to illustrate a point they will be shown as below:

“It has been lovely to know that someone else has seen and understands the problems and challenges we have experienced as a result of our son’s difficulties and has been proactively providing strategies through play to help him overcome them. It’s also been nice to be able to share our concerns with somebody who understands how we are feeling.”

2.1 Adult Social Care Overview

Adult Social Care Complaints & Representations			
	2010-2011	2011-2012	2012-2013
Formal Complaints (Statutory)*	185	112	91
Formal Complaints (Corporate)**	6	44	25
Informal Complaints	62	69	30
Comments/Enquiries	84	77	53
Compliments	30	43	19
Ombudsman Enquiries	10	11	14
MP/Member Enquiries	27	23	14
Adult Safeguarding & other enquiries	4	10	0
Total	408	389	246

* Complaints made by those receiving Social Care Services or those representing service users and handled in line with the statutory complaints regulations for those services.

** Complaints made about services that are not covered by the statutory regulations and handled in line with the Council's own guidelines and procedures.

This year the Quality Assurance Team received 246 representations about adult social care; of these, 37% were handled as statutory formal complaints (those requiring formal investigation) and 12% were managed as informal complaints (could be immediately resolved by the complaints team and service involved). 10% of the representations received were handled as corporate complaints; details of which are available in Section 4 of the report.

The 91 statutory formal complaints received for adult social care this year is a 19% reduction of complaints received for the same period last year (112).

The majority of the complaints relate to operational issues with 79 people complaining about the services they received, and 12 complaints about information, lack of action and service policy. This year, 67 (74%) of the 91 formal complaints have been resolved within 20 working days.

Following investigation, 28 of the complaints, slightly under one-third, were either fully or partially upheld. Complaints, unsurprisingly, are most likely to come from our front facing services.

Complaints received By Service Area			
Teams	2010/11	2011/12	2012/13
Mental Health	1	n/a	n/a
Care Management Teams	64	56	40
Contracted Services	38	19	21
Finance/Charging	22	18	18
Direct Care Services	36	8	8
Learning Disability	12	11	4
TOTAL	173	112	91

2.2 Listening to our service users

Complaints Survey

We sent 41 customer feedback questionnaires to clients who had made formal complaints in 2012/13 and, of those, 14 (34%) were returned; the purpose of the survey is to ask complainants how well they feel their complaint was handled.

Overall, we found the survey results painted a positive picture of the complaints service. Nearly 60% of those who responded said they thought the complaint response they received was well written and 62% of respondents felt they were treated with courtesy and respect by those who handled their complaint.

Face-to-face meetings are available to those who wish to discuss their complaint in person and 57% of respondents thought their complaint would have been better handled if they'd had met an officer. Only 35% of the respondents felt they would have had a better outcome had they been represented by an advocate.

Preventing Complaints Escalating

This year the Quality Assurance Team implemented its in-house training programme and trained over 20 officers in how to deal with complaints at the front line so as to resolve concerns without the need for clients to use the formal complaints process. We have seen a drop in complaints as a result and the team plans to train more officers in the coming year and to introduce the training to those within the children's service.

The children's social care and education complaints functions merged with the Quality Assurance Team this year. The joining of resources has proven successful, with officers developing skills in all complaints areas within Education, Care & Health Services.

2.3 How we learn from complaints – Adult Social Care

The table below shows a breakdown of all the operational complaints received in relation to Adult Social Care in 2012/13, and the number upheld or partially upheld. The complaints most frequently upheld or partially upheld were about missed calls; non provision of service and quality of service.

Outcomes	Total Received	Upheld	Partially Upheld	Upheld / Partially Upheld Total
Disputed Decision	16	0	0	0
Non-provision of service	14	4	4	8
Attitude of staff	10	3	0	3
Funding/Back Payment Issues	8	0	0	0
Service delay	7	2	0	2
Missed calls	7	6	1	7
Quality of service	5	0	3	3
Incorrect billing	4	0	2	2
Assessment Quality/Delay	4	0	0	0
Late Calls	1	0	0	0
Other	3	0	0	0
Total	79	15	10	25

A particular challenge to us is the high number of complaints about disputed decisions, and the fact none were upheld. Whilst, it might be taken to suggest we are robust in making allocation decisions against the fair access criteria, it also suggests we might need to do more in ensuring we communicate outcomes clearly to clients and their families.

“It was unbelievable when the news was broken to us. It is the most amazing news we’ve had since we are so exhausted, trying to hold on to a thin thread and almost at the point of breaking down. I will contact you both individually to give you updates on progress. Once again from the bottom of our hearts, we would to say a BIG THANK YOU to Bromley Council for providing our son this great opportunity and saving our family.”

However, we should be concerned at the small but significant numbers of upheld complaints relating to missed calls, staff attitude and service quality. When such complaints are received, we always investigate robustly and take particular note of lessons learned.

Case Study 1: Unacceptable delays.

Mr A had placed his mother, Mrs B, into a residential care home. The client had funded the placement until her funds were depleted. Mr A contacted the Council for assistance as he was unable to meet the cost of the third party top up but accepted that his mother would have to move to a home that accepted the Local Authority’s rate.

Mr A complained about the delay in dealing with his request for assistance, due to the failure to address his concerns quickly enough. As a consequence Mr A had to pay the third party top up for what he believed to be an unnecessary amount of time.

Following the complaint investigation, the Council accepted it did not act quickly enough to help Mr A find an alternative residential home and that this resulted in the third party top up continuing for longer than was appropriate. As a result the Council apologised for the unacceptable delays and for the fact the care manager did not take the appropriate action following Mr A’s request. It also decided to meet the payment in full for the residential stay at Mrs B’s previous residential home from six weeks after Mr A’s referral to the Council.

Case Study 2: Missed calls results in disciplinary action and review of procedures.

Mr N’s main carer complained that there were two missed calls at the weekend. The agency suggested the carer must have gone to the wrong address by mistake and the clients were given various offers for a carer to come later that day, but the main carer had already provided the necessary care. She stated the same thing had happened twice before, meaning they’d had 4 missed calls in total.

Following the investigation, the agency agreed to take disciplinary action against the care worker who failed to arrive that weekend. Additional checks were also made with other clients attended by the same care worker to ensure there were no other similar concerns raised. The Contracts Monitoring Officer visited the agency to ensure the correct disciplinary procedures were followed and that further checks have been made to monitor the quality of the service being provided.

The Contracts Monitoring Team also reviewed the agency’s ‘no reply’ procedure to ensure it is used more effectively in future. Further to this action, no further complaints about missed calls have been received about this agency.

Case Study 3: Introduction of monitoring process following unacceptable delay.

Mrs Y received a bill for additional fees for her late husband's stay in a residential care home. Mrs Y's family complained because the Council had increased its fees, but Mrs Y had not been informed of this until 4 months after her husband passed away.

The investigation concluded that the Council completed the financial re-assessment and sent out the notification over 3 months after it received Mr Y's financial assessment form. The Council accepted that this delay was unacceptable, apologised for the poor service received and the distress caused; and agreed to write off the outstanding fee.

Following the complaint, the Charging & Finance Team concluded that the volume of clients requiring re-assessment each year can sometimes result in delays. A system of monitoring the return and processing of residential care financial re-assessment forms has therefore been introduced, to ensure no cases fall over and above an acceptable timeframe. Since the introduction of this system, no further complaints of this nature have been received.

Rarely, complaints relate to failures in securing the outcomes for our clients that we commit to through their individualised care plans. These place vulnerable adults at risk and are never acceptable:

Case Study 4: System reviewed after client fails to get his medication.

Mr C is resident in a local authority run extra care housing unit and takes regular medication, which is dispensed by a pharmacy and sent to him in dosette boxes. Whilst visiting Mr C, his daughter discovered that one of the dosette boxes had not been delivered when a care worker went to prompt her father's evening medication.

Mr C's daughter complained to the Council and following an investigation, it was concluded the care worker who visited during the day should have checked whether or not the dosette box had arrived and alerted the pharmacy. Consequently, the system for logging the receipt of medication was reviewed so that similar instances are avoided. Mr C's daughter was sent a letter of apology and the Council also thanked her for her help in resolving the matter at the time

We also saw 12 formal complaints this year about information, lack of action and policy:

- eight complaints related to the failure to communicate, the provision of incorrect information and data protection. All have been resolved: three were upheld.

Nationally, protection of patient data is a significant challenge when working in multi-agency settings. Health and social care professionals are expected to share patient data when it is in the patient's best interests but have a duty of care to protect that information at all other times. We also hold the same high expectations for those we work with in partnership.

Case Study 5: Missed call and breach of client confidentiality after resident returns from hospital results in changes in practice.

Mrs W was discharged from hospital and returned to her flat in one of the new extra care housing units, in which she is now a resident. Despite the amount of notice the care provider had, Mrs W's daughter discovered her mother did not receive her morning call. One of Mrs W's former agency carers had visited Mrs W and when she realised there had been a missed call, she reported this to the current care provider's office.

When Mrs W's daughter made a complaint to the supervisor she was told the reason for the missed call was because Mrs W returned from hospital very late and hadn't had time to update the planners. There was also a breach of Mrs W's confidentiality by a member of staff, who left her file in the office and left it open at one point, revealing a copy of Mrs W's hospital discharge letter.

Mrs W's daughter made a formal complaint to the Council and as a result, the provider amended its care planning process so that no carer is taken off the planner when the resident is away, for whatever reason.

The manager instructed the team leaders that when working on care files, they are to be returned straight away to the person's apartment and not left in the office overnight.

The provider also acknowledged that there is a training requirement for carers to ensure that they are clear about what to do when a person is discharged from hospital.

- three complaints related to lack of action and none were upheld.
- one complaint related to policy and was not upheld

In the same period last year, 24 formal complaints were received and eight were upheld.

2.4 Corporate Complaints

We received 25 complaints in total relating to adult services that were not from those receiving services from the Department. These were handled as corporate complaints. Four were either upheld or partially upheld": 18 (72%) were not upheld.

Three complaints remain active, while investigations are continuing.

The table below shows the breakdown of complaints received by team.

Corporate Complaints 2012/13	Strategy & Performance		Care Management		Commissioned Services		LD Assessment & Support		Direct Care Services ICES & Carelink		Medquip	
Complaint Received	4		12		3		1		4		1	
Resolved within 20 working days	4	100%	9	75%	2	67%	1	100%	3	75%	1	100%
Upheld	0		1	8%	0		0		1	25%	1	100%
Partially Upheld	0		0		1	33%	0		0		0	
Not Upheld	4	100%	9	75%	2	67%	1	100%	2	50%	0	
Still Active	0		2		0		0		1		0	

The complaints upheld and partially upheld were about an incorrect telephone number on a voicemail, lack of action, a disputed decision and service delay.

“We really want to express our heartfelt gratitude as a family to the staff at Bromley Council for working tirelessly to finally get our son the placement he really needs.”

2.5 Residential Care & Extra Care Housing

Contracted residential care & extra care housing services received 12 complaints this year but a number of complaints emerged following safeguarding investigations; these involved people funding their own care and the complaints were managed directly by the homes and the Ombudsman (please see below). Contracts teams continue to monitor the residential and nursing care homes and the new extra care housing units at Regency, Crown Meadow and Sutherland Court.

The latest quality monitoring of residential care report is published on the Bromley website and via the link: [Quality Monitoring of Residential Care report](#)

All homes are registered by the Care Quality Commission (CQC) who publish inspection reports on their website www.cqc.org.uk

3.1 Operational Housing Services

Housing Complaints and Representations			
	2010-2011	2011-2012	2012-2013
Formal Complaints	83	53	44
Comments/Enquiries	28	47	32
Compliments	8	17	3
Ombudsman Enquiries	3	9	10
MP/Member Enquiries	75	160	80
Total	197	286	169

This year we received 44 complaints for Housing Services compared to 53 complaints the previous year. This represents a decrease of 17%.

The Housing service received;

- 27 complaints about operational services; 8 were either upheld or partially upheld
- 15 complaints about the failure to communicate and information provided; 2 were upheld or partially upheld.
- two complaints citing lack of action and one was not upheld, the other is still active.

This year 43 of the 44 complaints have been resolved and of these, 22 (51%) were responded to within 20 working days and 10 complaints were either fully or partially upheld while 33 (77%) were not upheld.

The table below shows the breakdown of complaints received and upheld by team:

Housing 2012/13	Housing Options & Advice		Housing Solutions		Housing Initiatives		Support & Resettlement	
	Complaints Received		Complaints Received		Complaints Received		Complaints Received	
Complaints Received	14		24		1		5	
Resolved within 20 working days	4	29%	17	71%	0	0%	1	20%
Upheld	0		3	13%	0		0	
Partially Upheld	2	14%	4	16%	1	100%	0	
Not Upheld	12	86%	17	71%	0		4	80%
Still Active	0		0		0		1	

Housing Options & Advice Team received 14 complaints during this period, a slight rise from last year's figure of 13. Of these 2 were partially upheld and were about delays in service.

Housing Solutions Team received a total of 24 complaints compared to 33 complaints received in the same period last year; a drop of 27%. All have been resolved and 7 (29%) were upheld or partially upheld. The complaints that were upheld related to the delay in service, failure to communicate, non-provision of expected service, attitude of staff and a disputed decision.

Housing Initiatives Team service received one complaint about non-provision of expected service and this was partially upheld.

Support & Resettlement Team received 5 complaints, 4 were not upheld and one is still active.

3.2 **MP Enquiries**

There are a significant number of MP/member enquiries, received from constituents about their housing situations, in particular when housing register or homelessness decisions have gone against them and appeal procedures have been exhausted. Residents also write to their MPs to complain they are living in overcrowded conditions or that they have been waiting a long time on the housing register. There are limitations placed on the Local Authority due to shortages in available housing and what the Council can and cannot provide within its statutory duties. The housing team does try and mitigate the concerns of residents by signposting people where appropriate to relevant schemes available or to the support that can be provided to those wishing to seek housing within the private rented sector.

The Housing Service monitors the complaints, compliments and also statutory reviews it received and feeds this in to how it develops the service. In addition, the service also regularly carries out mystery shopping across the sub-region.

The bulk of the compliments received for Housing tend to centre on the floating support teams and also work of the allocations service, which is encouraging. Overall the compliments highlight officers' commitment and knowledge.

The majority of complaints meanwhile currently centre on the sheer volume of work and time taken to be re-housed. Below are a few case studies of where comments and complaints have influenced changes in practice over the past year:

Case Study 6: *Complaints relating to officer contact resulting from the volume of work.*

- We have reviewed the duty rota system to offer increased levels of appointments and a revised triage system. This also allows the case officers to better manage their time to be able to let their cases know when they will be available for contact to provide updates. This also links to the telephone duty system, which we have further developed this year to deal with the increasing number of calls received.
- We are currently reviewing our decision letters as a number of complaints received demonstrated that they were not as clear as they could be. This has also included reducing the number of reviews on the housing register side.
- We are in the process of reviewing the Housing Initiatives team procedures around discharging our duty into the private rented sector. This is in part because of changing legislation and the housing market, but also feeds directly from a number of comments and complaints from landlords relating to the bonded deposits and how these could be made to be more attractive.
- We received a complaint from a former member of the armed forces who had difficulties with his housing situation. The Council's policy had been followed correctly and the complaint was not upheld, however the Housing service has reviewed its housing register to better capture information on ex-servicemen seeking re-housing and also to offer a small quota queue for former members of the armed forces in response to the comments raised in this complaint.

4.1 **Ombudsman Enquiries Overview**

The gradual rise in Ombudsman complaints may be attributed to the change in the adult social care complaints process in 2009, which gave complainants quicker recourse to the Local Government Ombudsman if they remained unhappy with the outcome of their complaint. Previously, local resolution consisted of a 3 stage process before referring the complainant to the Ombudsman. Currently local resolution, which is the opportunity for the Local Authority to resolve the complaint, consists of one stage.

This year, we received 24 Ombudsman enquiries compared with 21 last year. Adult social care received 14, with 6 being partially substantiated. Housing received 10 Ombudsman enquiries this year and one was partially substantiated. One remains active while the LGO continues its investigation.

Ombudsman complaints – 4 year trend for each Division				
Service	2009/10	2010/11	2011/12	2012/13
Care Services	4	11	7	14
Housing	8	3	9	10
Commissioning & Partnerships	1	1	4	0
Strategy & Performance	0	0	1	0
TOTAL	13	15	21	24
Compensation Payments	£8,000	£4,650	£ 3,100	£3,470

4.2 **Adult Social Care**

During 2012/13, 14 adult social care Ombudsman enquiries were received. Of these, one case was resolved locally and six were partially substantiated while, in the case of the seven remaining enquiries, the Ombudsman concluded the Council had acted appropriately. The six complaints that were partially substantiated are set out below:

- a) The London Borough of Bromley delayed carrying out a Mental Capacity Assessment for a person with learning disabilities. In addition, it did not explain to the client's parents quickly enough the implications of their proposed house move and did not deliver, with the Council's partners, a clear outcome from the review of the client's care planning as quickly as it should have done. Financial redress was recommended.
- b) Mrs S complained on behalf of her father, Mr R, about the care package he was receiving. The LGO upheld complaints that the Council failed to meet Mr R's need for domestic cleaning and that it was partly responsible for delays in identifying a suitable alternative provider for Mr R's care. The LGO also partially upheld a complaint about the quality of care received by Mr R. The Council accepted these findings, apologised and paid financial compensation.

- c) A family complained that the Council asked them to pay a 'top-up' fee when their father entered residential care. The LGO did not feel the Council properly considered whether other residential homes in its district could meet the client's cultural and religious needs and decided the Council should have done this before asking the family to pay a third party top-up. Due to the identified failings, the Council agreed to reimburse the family for the additional fees it had paid.
- d) Although the LGO did not uphold most of one client's complaint and accepts Mr B's behaviour did not help in this case, the Council agreed to apologise to the client about its delay in properly considering whether or not an appliance should be modified for safety reasons. It was concluded the best interest decision could have been taken sooner, and that this would have avoided some distress to the client and carer.
- e) Ms D complained the Council did not refund all costs paid by her when she arranged for her mother, Mrs K, to receive extra home care, and also about the assessment of what Mrs K should pay towards her care. The LGO upheld the first complaint as it was satisfied the Council was aware Ms D was paying for extra care from October 2009 and wanted the Council to pay for that care from then. The Council agreed, to compensate Ms D for costs she incurred from its failure to properly assess Mrs K's needs from the date she made the Council aware. The Council also agreed to pay added compensation for injustice caused by its handling of this matter.
- f) Mr Y withheld a proportion of an outstanding invoice for his mother's care charges on the basis that he claimed carers were often not staying for the full allocated time per visit; something he was able to evidence. The LGO decided the Council should only seek recovery of money charged for the time care was provided. On this basis, the LGO recommended the Council waive the outstanding fee, which it agreed to do.

As a result of the upheld enquiries, a total of **£3,470.00** compensation has been paid.

4.3 Housing

Housing Services received 10 Ombudsman enquiries during this period and most complaints related to homeless applications and disputes around housing register applications; one was partially substantiated and one remains active.

With regard to the complaint that was partially substantiated, the Ombudsman decided there was maladministration on the part of the Council in failing to backdate Mr and Mrs Z's housing application. However, the Ombudsman was unable to say with any certainty what, if any, impact this error had had on Mr and Mrs Z. Mr and Mrs Z did not immediately challenge their effective date but when they did, the Council acted promptly to back date their application. For this reason, the LGO did not consider there were any grounds to recommend the Council make any financial remedy.

5.1 Children's Social Care – Overview

The following is a summary of complaints activity across Children's Social Care during 2012/13. The aim of the report is to present an update on the number and type of complaints received and the lessons learnt from those complaints.

Children's social care complaints are dealt with under the statutory complaints procedures as set out within 'Getting the Best from Complaints' and The Children's Act 1989. Education and children's complaints that don't fall within the 'who may complain' criteria are dealt with through the Council's own corporate complaints procedure.

Please see the following link for further information: [Getting the Best from Complaints](#).

In July 2012, the children's social care complaints service transferred to the Quality Assurance Team within strategy and business support services and education complaints were merged from October 2012. This has meant a consistent and corporate approach to complaints management and has contributed to the improvements in the outcomes and response times.

One of the major changes introduced by the QA team this year, is the introduction of the categorisation of complaints. Previously, all complaints were logged under the children's statutory complaints procedure thus automatically allowing complainants to progress from a stage 1 complaint to stage 2 and stage 3 if they remained dissatisfied. This has cost implications for the service and Council. After a review it was decided cases that did not meet the statutory criteria, should progress through the Council's corporate procedure. The complaints service now assesses each complaint and reaches a conclusion on whether it meets the criteria to be considered as a statutory complaint.

During 2012/13, children's social care complaints have received 140 representations. Representations are defined as all complaints, comments, compliments, MP enquiries and access to records requests.

The table below shows the number of children's social care related representations that have been received in 2012/13 and as a comparison to the previous 2 years.

Children's Social Care Complaints and Representations			
	2010-2011	2011-2012	2012-2013
Formal Complaints (Statutory)	93	67	46
Formal Complaints (Corporate)	4	2	13
Informal Complaints	n/a	n/a	n/a
Comments/Enquiries	6	26	20
Compliments	36	14	22
Ombudsman Enquiries	Not recorded	Not recorded	4
MP/Member Enquiries	3	9	7
Access to Records	19	36	28
Total	161	154	140

5.2 Children's Statutory Complaints (Stage 1)

The number of children's statutory complaints (stage 1) received during 2012/13 was 46 out of 140 representations with a further 13 complaints being progressed as corporate complaints.

The 59 complaints received represent a 10 (14%) reduction on the number received for the same period last year.

Although the number of complaints has reduced, there has been an increase in the complexity and number of issues raised within the complaint correspondence. This has resulted in an increase in officer and manager time; investigating the issues raised and responding to the complainant.

The complaints received this year have all been resolved at stage 1 and there have been no escalations to stages 2 or 3. Within the report that follows some of the complaints have been upheld and partially upheld, most of these complaints have related to instances when communication has been poor or minutes of meetings have not been issued as expected. Although the time taken to respond to complainants has taken longer, there have been no stage 2 investigations in 2012/13 and no stage 3 requests. During 2011/12 there were 3 escalations to Stage 3. This has resulted in significant cost savings for the Council.

A Stage 2 investigation can cost on average approximately £3,000 per complainant and one of the priorities of the Quality Assurance team has been to reduce the number of complaints escalated to Stage 2 with a corresponding reduction in the amount spent on investigations.

During 2011/12, a total of £33,443 was spent on Stage 2 investigations and Stage 3 panel reviews. For 2012/13 an amount of £6,331 including £500 compensation has been spent. The amount paid out relates to work that had already begun during 2011/12 and was finalised during this year.

During 2012/13, there were no escalations to stage 2 and/or stage 3 panel reviews and therefore no further costs have been incurred.

The statutory timescales for responding to stage 1 complaints is 10 working days, with a further 10 working days (up to a maximum of 20 working days) for more complex complaints. Upon receipt of a complaint the complaints officers have 3 working days to send out an acknowledgement and this timescale was achieved for 100% of all complaints received by the team. On balance, the additional time spent on investigations has meant that no complaints have escalated and so although a statutory target, we have seen considerable benefits from not being driven by it with slightly over a third of our investigations going over time.

For the 46 stage 1 complaints, 44 have been completed; with two currently active. The response times for the 44 complaints are shown in the table below:

Response Time	No Responded to	% response time
Within 10 days	16	36%
Within 11 – 20 days	12	27%
Over 20 days	16	36%

*Figures may not add up to 100 due to rounding down

5.3 Corporate Complaints

For the 13 complaints received the response times are as shown in the table below:

Response Time	No Responded to	% response time
Within 20 days	8	62%
Over 20 days	2	15%
Still Active	3	23%

5.4 Specification/commissioning of Investigators

We are in the process of devising a specification for the commissioning of investigators for any future stage 2 or stage 3 investigations or panel reviews. When this is completed, we will be sending the specification to potential investigators to check they meet our criteria. The objective is that we will then have a robust pool of investigators whilst meeting the requirements of contract procedure rules and financial regulations to achieve best value.

5.5 Categorisation of complaints

When a complaint is received, the complaints team will review the content and who is complaining and then decide whether this meets the criteria for children's social care complaints or whether this should be actioned under the corporate complaints procedure instead.

There are two reasons for doing this. Firstly, the response timescales are 10 days for children's social care and 20 days for corporate. Secondly under Children's, if they remain dissatisfied, complainants can escalate their complaint to stage 2. However, under the corporate complaints procedures this is not available and the complainant can then take their complaint to the LGO at this stage. By ensuring we classify the complaint under the correct type this helps to meet the objective of reducing the number of complaints escalated to stage 2 and subsequently stage 3, thus providing a more direct response for the complaint and reducing the cost to the Local Authority.

5.6 Local Government Ombudsman (LGO) / Health and Care Professions Council (HCPC)

We have seen an increase in the number of enquiries that have been received from the LGO and have identified that the complaints are becoming more complex; involving many different aspects to the complaint. This has resulted in an increase in the amount of time required to analyse and co-ordinate the response to the LGO enquiries. This is impacting across both the complaints team and the service departments. Our aim is to ensure the response sent to the LGO addresses all the issues raised; and to date this year the LGO has not upheld any of the complaints that have been referred to them regarding children's social care. We have one case outstanding and we expect to have their view shortly. One of our complainants has also complained to the HCPC and we are corresponding with them and answering their enquiries. Managing the demands effectively for this area of the complaints service will be a continued priority.

5.7 Analysis of Complaints

The table below shows the breakdown of the categories for statutory complaints at Stage 1 received in the financial year 2012/13.

Categories	Total Received	Upheld	Partially Upheld	Upheld & Partially Upheld Total
Quality of service	8	0	1	1
Attitude of staff	8	0	2	2
Failure to carry out required action	13	1	5	6
Failure to communicate	5	0	4	4
Safeguarding issues	2	0	0	0
Disputed Decision	7	0	1	1
Assessment Quality/Delay	3	0	2	2
Total	46	1	15	16

At the end of the financial year 2 complaints were still active.

The table below shows the breakdown of the categories for Corporate Complaints received 2012/13:

Categories	Total Received	Upheld	Partially Upheld	Upheld & Partially Upheld Total
Quality of service	4	0	1	1
Non-provision of service	1	0	0	0
Failure to carry out required action	2	0	0	0
Failure to communicate	1	0	0	0
Safeguarding issues	1	0	0	0
Disputed Decision	3	0	1	1
Information	1	0	0	0
Total	13	0	2	2

At the end of the financial year 3 complaints were still active.

The following table shows a breakdown of the teams for the complaints that have been received in the financial year 2012/13:

Teams	2011*	2012*	2012/13
Care & Resources	19	39	20
Safeguarding & Care Planning	25	27	17
Referral & Assessment	19	23	11
Safeguarding & Quality Assurance	3	2	2
Children with Disabilities	6	8	8
Youth Support	1	1	1
TOTAL	73	100	59

* Calendar year

See section 11 for further information on Safeguarding & Care Planning, Referral & Assessment, Care & Resources, Safeguarding & Quality Assurance and Children with Disabilities.

“Feedback from all agencies involved is very helpful. Gives a holistic picture of the child and their needs.”

5.8 How we learn from Complaints – children’s social care

Although all of this year’s complaints have been resolved at stage 1, we received the findings of some of last year’s complaints in-year and have included the important lessons learnt.

Case Study 7: Procedure review for recording annual reviews for adopters

Ms S is a single British Asian woman who was approved as an adopter but 3 years later was still waiting to be matched with a suitable child. After waiting for 3 years Ms S decided to withdraw from the process.

Ms S felt that the adoption team failed to inform her of the low likelihood of successful adoption. She also felt the adoption team did not consider the revised guidance on ethnicity matching. The adoption team did not conduct an annual review and delayed sending the minutes. When the minutes were sent they had insufficient detail. Ms S felt that she should not have been recruited as an adopter bearing in mind all the constraints in the matching process for single Asian mature adopters. Ms S also felt that the adoption team did not deal with her withdrawal from the adoption process sufficiently.

The outcome of the complaint was that:

- A review was carried out of the recording procedures to ensure more detailed records of contacts and reviews are on file.
- The manager reminded all staff of the need to circulate annual review notes promptly.
- The preparation events for adopters were improved to ensure there are up to date statistics regarding children being adopted, enabling prospective adopters to have an informed view of the likelihood of them securing a placement.
- A clear and simple process was put in place for occasions when an adopter chooses to withdraw from the process.

“Just emailing you to say thank you so much for all your help of (sic!) organising transport for my daughter you have been so helpful, and kept me informed all the time while arranging it, please pass this on to your boss as I would like her to see this email, as you have helped me so much.”

Case Study 8:Audit of supervision practice undertaken to improve performance

Mr J complained to the council that he didn’t feel that he should attend a child protection conference when his daughter would be back in school by the time this went ahead. Due to Mr J’s previous convictions children’s social care wanted to monitor the child. Mr J was also unhappy with the assessment by the social worker.

Following the complaint investigation, actions included;

Head of Service investigated the action of the chair of the CP conference from the case and the learning was discussed with the CP chairs.

The Group Manager identified learning needs for staff members around robust report writing.

An audit of supervision practice was undertaken in order to review any remedial action to improve practice in this area.

Further training for managers in front line child protection teams was commissioned.

Case Study 9: Re-issue of procedures for kinship carers

A large family consisting of 6 siblings were subject to a safeguarding investigation where the outcome would determine whether the grandparents became the legal guardians, or whether the children would have to be placed into care.

The grandparents agreed to care for all of their grandchildren and necessary court proceedings ensued. At the preliminary discussion in relation to finance the grandparents were offered Special Guardianship and funding to meet the needs of the family. They were assured by the social worker a financial package would be developed and an additional grant provided to clothe the children. However, it became apparent that the social worker had not put any financial package in place and subsequently the grandparents were funding this arrangement, which they could not afford. This caused them distress and financial hardship and became the subject of a formal complaint. The Group Manager of the service met with the family and rectified the situation, ensuring a weekly maintenance allowance was put in place to protect the family arrangements.

The outcome of this complaint is that:

- Financial agreement to be identified and agreed at the outset.
- Training was provided in relation to kinship procedure.
- Kinship procedures were reissued.
- Skills and knowledge of kinship procedures evaluated as part of supervision arrangements.

5.8 Access to Social Care Records

During 2012/13, the Quality Assurance team received 28 requests for access to social care records compared to 36 for 2011/12. There is a statutory timescale for providing the records and this is within 40 days, although this can be extended if the records are very large.

For the 28 requests received, 11 were processed in the 40 day timescale; 12 completed over 40 days and 5 remain currently active.

The majority of requests received are for older records, which are held in archives off-site. Processing of records involves a great deal of time as the information given can be vague. This has impacted on processing requests within the 40 day timescale.

“Many thanks for a detailed response - it is by far the clearest and best analysed of all of the England & Wales Local Education Authorities that I've contacted.”

“I appreciate your help, particularly as you are so busy at the moment with the end of the financial year.”

6.1 Education Complaints

All education complaints are administered under the corporate complaint procedures and have been managed by the Quality Assurance team since October 2012.

6.2 Complaints Data

Between October 2012 and March 2013, the complaints officers have received 24 complaints and representations. These are defined as complaints, comments, compliments and MP enquiries.

The table below shows the number of education related contacts that have been received in 2012/13.

Education Complaints and Representations Received from October 2012 to March 2013	
	2012-2013
Formal Complaints (Corporate)	10
Informal Complaints	n/a
Comments/Enquiries	7
Compliments	0
Ombudsman Enquiries	1
MP/Member Enquiries	6
Total	24

6.3 Corporate Complaints

The number corporate complaints received about education between October 2012 – March 2013 was 10 out of 24 representations. We do not have any comparable data for the same period for the previous year in 2011/12.

6.4 School Complaints

A total of seven complaints were received about schools in the London Borough of Bromley and we signposted the complainants to make their complaint directly to the school. In accordance with school complaint procedures complaints should be made to the Head Teacher / Chair of Governors and if they remain dissatisfied then they can escalate their complaint to the Secretary of State for Education.

6.5 Analysis of Complaints

The table below shows the breakdown of the categories for all of the complaints received from October 2012 to March 2013.

Categories	Total Received	Upheld	Partially Upheld	Upheld & Partially Upheld Total
Quality of service	1	0	1	1
Failure to carry out required action	5	0	2	2
Failure to communicate	1	0	0	0
Disputed Decision	1	0	0	0
Assessment Quality/Delay	1	0	0	0
Request for Service/Review	1	0	0	0
Total	10	0	3	3

The table below shows the breakdown of the teams for all the complaints received from October 2012 to March 2013:

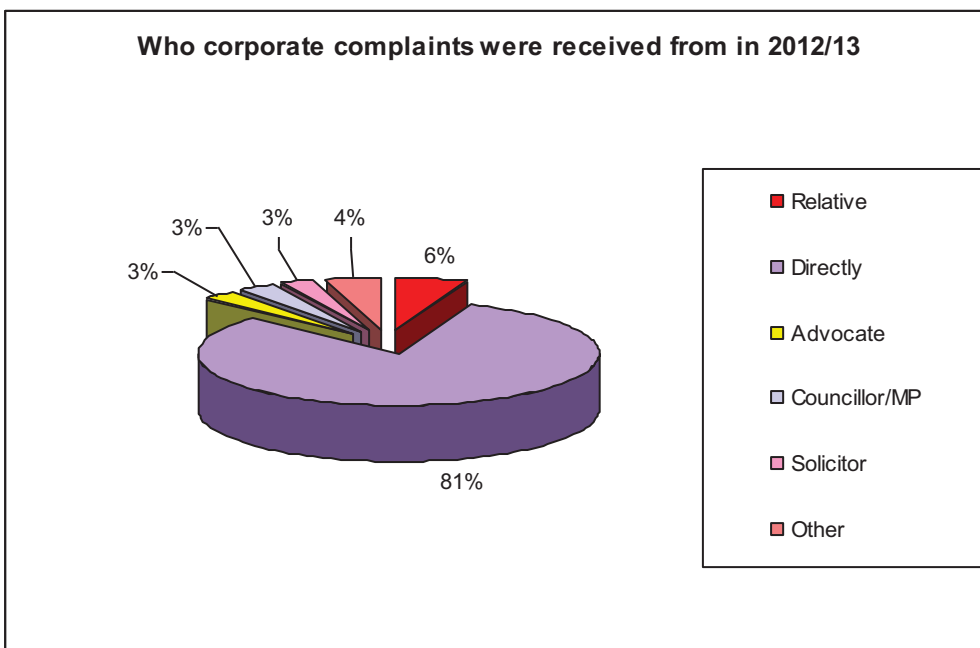
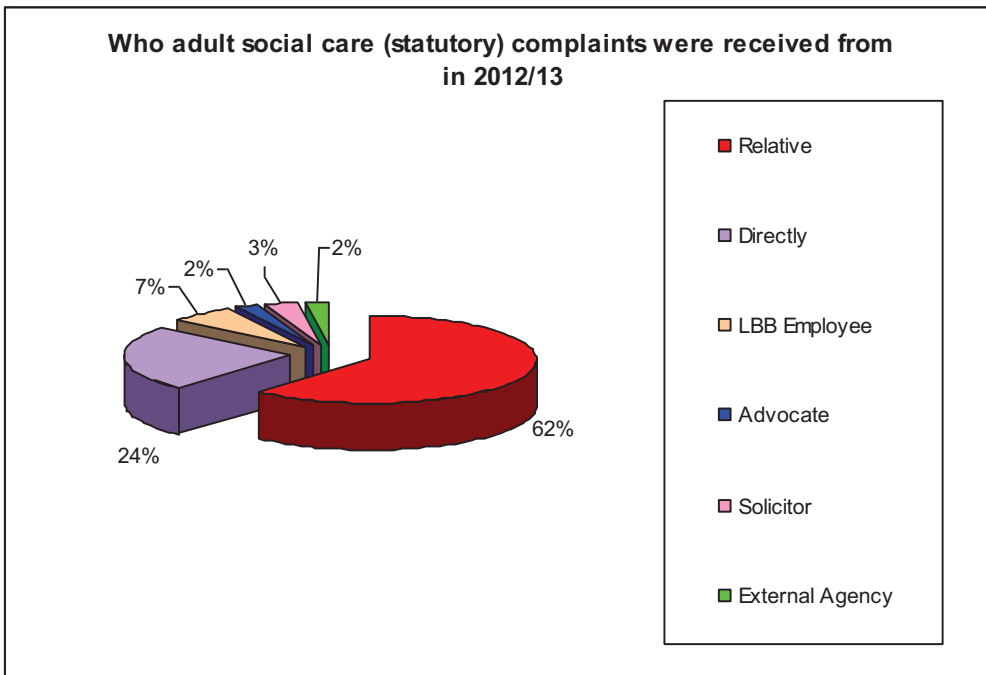
	Admissions		Special Education Needs (SEN)		SEN Transport		Behaviour Service	
Complaints Received	8		2		0		0	
Resolved within 20 working days	6	75%	0	0%	0		0	
Upheld	0		0		0		0	
Partially Upheld	1	12%	2	100%	0		0	
Not Upheld	7	88%	0	0	0		0	

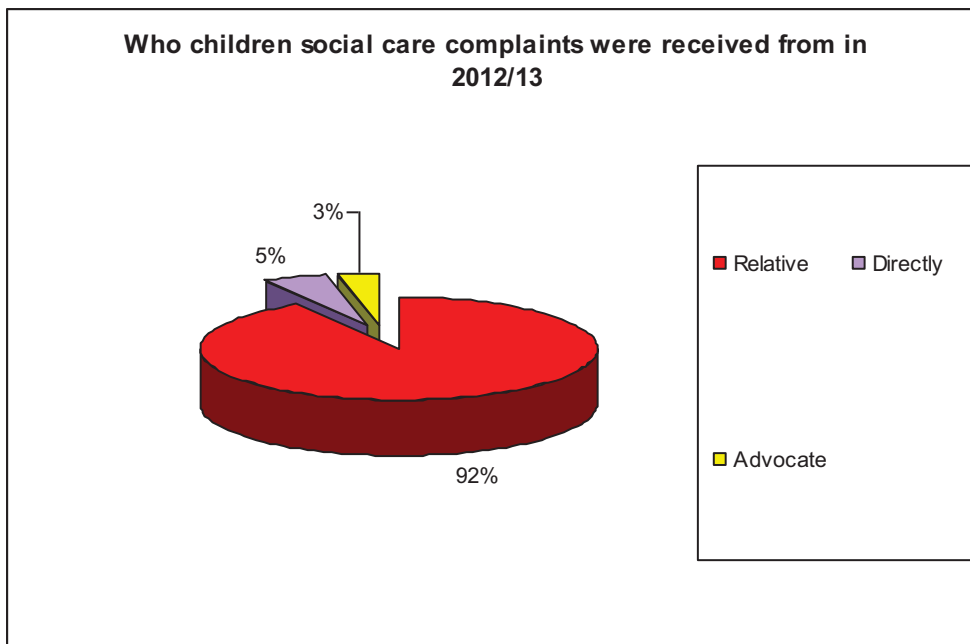
The three partially upheld complaints were about the administration of a school admission application, the lack of reviews and non-provision of SEN statement of needs.

“We received the letter confirming funding for Browns school has been agreed. I just wanted to thank you very much for your help.”

“I wanted to thank you, I really think my son will do well at the school and we very much appreciate your support and input with him over the past 4 years.”

Appendix 1 – Who Complains?





Monitoring information for Adult Social Care (statutory)

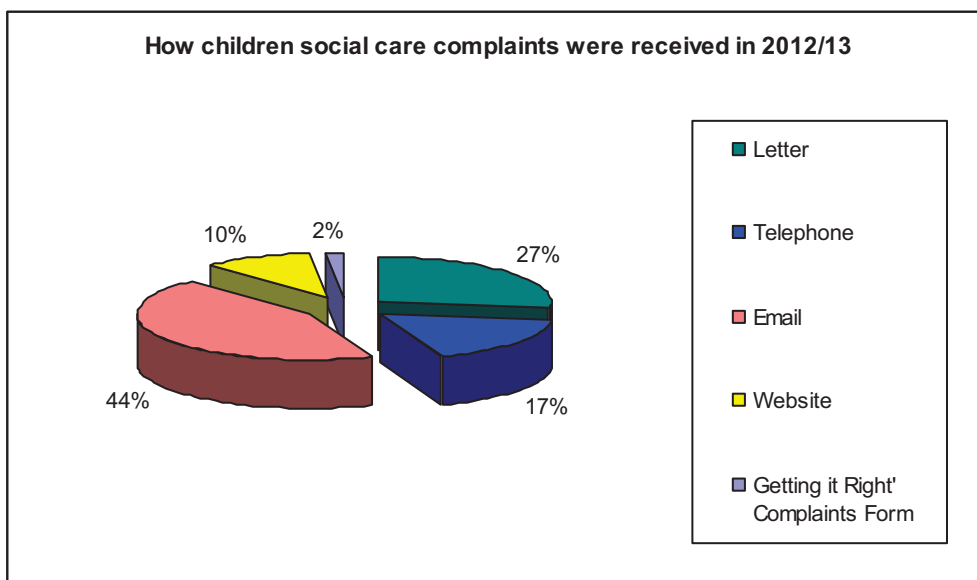
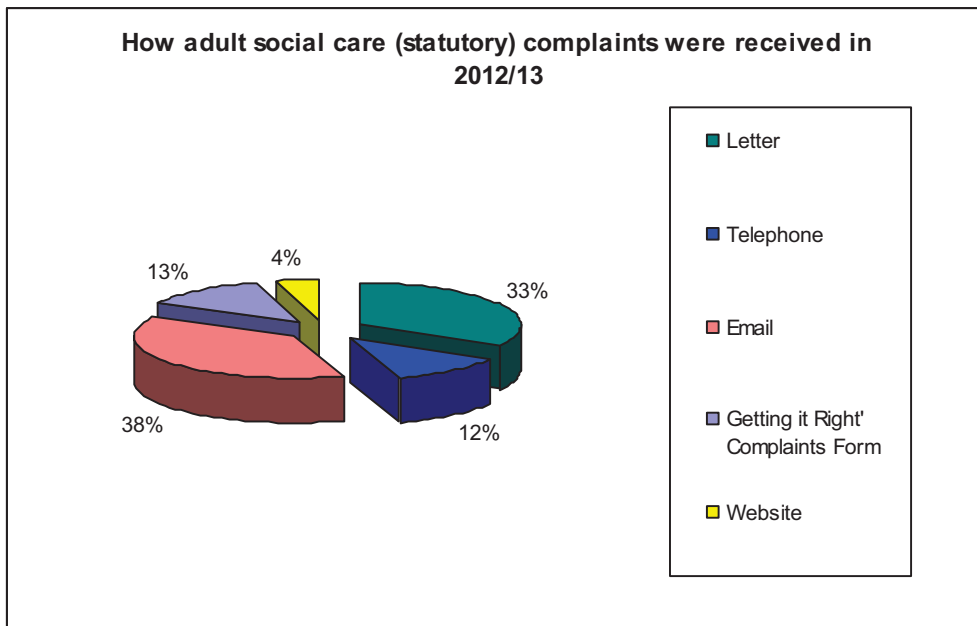
Fair Access: Of the 91 statutory adult social care complaints received, 67% were from female service users (61) and 97% of female service users who complained were over 65. This greater proportion of female complainants is consistent with the overall profile of service users in the borough. Most of those who made an adult social care complaint this year considered themselves to be White British (**99%**), and 1% considered themselves to be Asian British.

Disability: Out of the 91 service users in adult social care, who complained, 34% considered themselves elderly and frail; 24% physically disabled, 8% have a learning disability and 3% are living with sensory loss (either partial sightedness or hearing loss). In addition, 26% of complaints received were made on behalf of clients living with Dementia.

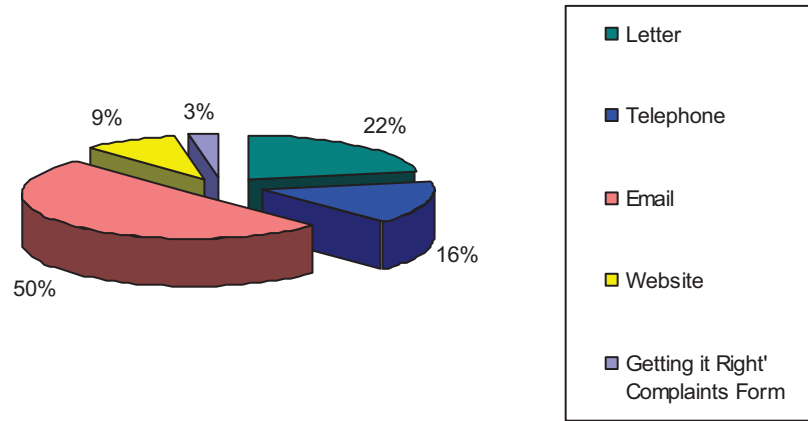
Appendix 2 – How complaints were received

This year we have received an increase in written complaints both by letter and email. This represented 88% compared to 70% last year.

There has been an adjustment in how housing complaints are received. With the introduction of the electronic complaint form on the Council's website, 4% of complainants used this facility this year, while 50% used email. It is expected use of the electronic form will increase as customers gradually become more familiar with this mode of communication.



How corporate complaints were received in 2012/13



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