



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

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To: Members of the GP&L Committee

The documents listed below have been published as information items supplementary to agenda item 8 which is the Annual Ombudsman's Letter.

MARK BOWEN
Director of Corporate Services

Copies of the documents referred to below can be obtained from
<http://cds.bromley.gov.uk/>

QUESTIONS ON THE GP&L INFORMATION BRIEFING:

The Briefing comprises:

- 1 **LETTER FROM THE LOCAL GOVERNMENT AND SOCIAL WORK OMBUDSMAN** (Pages 3 - 8)
- 2 **LOCAL GOVERNMENT OMBUDSMAN DECISIONS** (Pages 9 - 10)
- 3 **LOCAL GOVERNMENT OMBUDSMAN COMPLAINTS RECEIVED** (Pages 11 - 16)

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20 July 2017

By email

Doug Patterson
Chief Executive
London Borough of Bromley

Dear Doug Patterson

Annual Review letter 2017

I write to you with our annual summary of statistics on the complaints made to the Local Government and Social Care Ombudsman (LGO) about your authority for the year ended 31 March 2017. The enclosed tables present the number of complaints and enquiries received about your authority and the decisions we made during the period. I hope this information will prove helpful in assessing your authority's performance in handling complaints.

The reporting year saw the retirement of Dr Jane Martin after completing her seven year tenure as Local Government Ombudsman. I was delighted to be appointed to the role of Ombudsman in January and look forward to working with you and colleagues across the local government sector in my new role.

You may notice the inclusion of the '*Social Care Ombudsman*' in our name and logo. You will be aware that since 2010 we have operated with jurisdiction over all registered adult social care providers, able to investigate complaints about care funded and arranged privately. The change is in response to frequent feedback from care providers who tell us that our current name is a real barrier to recognition within the social care sector. We hope this change will help to give this part of our jurisdiction the profile it deserves.

Complaint statistics

Last year, we provided for the first time statistics on how the complaints we upheld against your authority were remedied. This year's letter, again, includes a breakdown of upheld complaints to show how they were remedied. This includes the number of cases where our recommendations remedied the fault and the number of cases where we decided your authority had offered a satisfactory remedy during the local complaints process. In these latter cases we provide reassurance that your authority had satisfactorily attempted to resolve the complaint before the person came to us.

We have chosen not to include a 'compliance rate' this year; this indicated a council's compliance with our recommendations to remedy a fault. From April 2016, we established a new mechanism for ensuring the recommendations we make to councils are implemented, where they are agreed to. This has meant the recommendations we make are more specific, and will often include a time-frame for completion. We will then follow up with a council and seek evidence that recommendations have been implemented. As a result of this new process, we plan to report a more sophisticated suite of information about compliance and service improvement in the future.

This is likely to be just one of several changes we will make to our annual letters and the way we present our data to you in the future. We surveyed councils earlier in the year to find out, amongst other things, how they use the data in annual letters and what data is the most useful; thank you to those officers who responded. The feedback will inform new work to

provide you, your officers and elected members, and members of the public, with more meaningful data that allows for more effective scrutiny and easier comparison with other councils. We will keep in touch with you as this work progresses.

I want to emphasise that the statistics in this letter comprise the data we hold, and may not necessarily align with the data your authority holds. For example, our numbers include enquiries from people we signpost back to the authority, but who may never contact you.

In line with usual practice, we are publishing our annual data for all authorities on our website. The aim of this is to be transparent and provide information that aids the scrutiny of local services.

During the year we issued one public report against your Council regarding a complaint made on behalf of a man who received no support for six months due to failings in the move from children's to adult care services. Our investigation found that children's services ended the man's support package even though adult care services had not put any arrangements in place to support him. We also found there were a number of discrepancies that called into question the way adult care services determined the level of support the man should receive.

We recommended the Council should pay a sum equivalent to the cost of the missed respite and support. Once the support was withdrawn the man's parents became responsible for providing all of his needs and we recommended a further payment to them to acknowledge the stress and difficulties this caused. Given the questions over the level of support he should receive, we also recommended the Council reassess the man and his mother's needs and draw up appropriate support plans. We recommended the Council should pay a sum equivalent to the cost of any additional missed provision identified by the reassessment. In addition we recommended the Council review its transition policy and procedures.

The Council has now agreed to our recommendations. However it is of concern that the Council initially denied fault and offered explanations and justifications for its actions that were not borne out by the evidence. It is also of concern that the Council questioned the impact of its failings on the man and his family despite clear references in its own records that the family was in crisis and unable to cope.

As with previous years we have, again, had concerns about your Council's cooperation with our enquiries, in particular when responding to our enquiries into complaints about its adult care services. We ask authorities to reply to our enquiries within one month; a target met in most cases. There were at least six occasions this year where your Council took at least twice as long to reply and did not give advance warning that there would be a delay. In one case responses were received four months after the original response time given and only after my Assistant Ombudsman wrote to you personally.

My investigators have also highlighted concerns that responses are not always comprehensive and require further enquiries to be made. On three occasions the response to enquiries referred to other documents that were not enclosed. There is also evidence of delays in responding to draft decisions. This is not the first time we have noted delays by the Council in its complaint handling. This reflects poorly on the Council as it suggests it does not place enough importance on resolving complaints. It also causes deep frustration for those who complain to us who are kept waiting for us to complete our investigations. I trust, therefore, that the Council will reflect on its performance in this area and consider how it can improve over the year ahead.

The statutory duty to report Ombudsman findings and recommendations

As you will no doubt be aware, there is duty under section 5(2) of the Local Government and Housing Act 1989 for your Monitoring Officer to prepare a formal report to the council where it appears that the authority, or any part of it, has acted or is likely to act in such a manner as to constitute maladministration or service failure, and where the LGO has conducted an investigation in relation to the matter.

This requirement applies to all Ombudsman complaint decisions, not just those that result in a public report. It is therefore a significant statutory duty that is triggered in most authorities every year following findings of fault by my office. I have received several enquiries from authorities to ask how I expect this duty to be discharged. I thought it would therefore be useful for me to take this opportunity to comment on this responsibility.

I am conscious that authorities have adopted different approaches to respond proportionately to the issues raised in different Ombudsman investigations in a way that best reflects their own local circumstances. I am comfortable with, and supportive of, a flexible approach to how this duty is discharged. I do not seek to impose a proscriptive approach, as long as the Parliamentary intent is fulfilled in some meaningful way and the authority's performance in relation to Ombudsman investigations is properly communicated to elected members.

As a general guide I would suggest:

- Where my office has made findings of maladministration/fault in regard to routine mistakes and service failures, and the authority has agreed to remedy the complaint by implementing the recommendations made following an investigation, I feel that the duty is satisfactorily discharged if the Monitoring Officer makes a periodic report to the council summarising the findings on all upheld complaints over a specific period. In a small authority this may be adequately addressed through an annual report on complaints to members, for example.
- Where an investigation has wider implications for council policy or exposes a more significant finding of maladministration, perhaps because of the scale of the fault or injustice, or the number of people affected, I would expect the Monitoring Officer to consider whether the implications of that investigation should be individually reported to members.
- In the unlikely event that an authority is minded not to comply with my recommendations following a finding of maladministration, I would always expect the Monitoring Officer to report this to members under section five of the Act. This is an exceptional and unusual course of action for any authority to take and should be considered at the highest tier of the authority.

The duties set out above in relation to the Local Government and Housing Act 1989 are in addition to, not instead of, the pre-existing duties placed on all authorities in relation to Ombudsman reports under The Local Government Act 1974. Under those provisions, whenever my office issues a formal, public report to your authority you are obliged to lay that report before the council for consideration and respond within three months setting out the action that you have taken, or propose to take, in response to the report.

I know that most local authorities are familiar with these arrangements, but I happy to discuss this further with you or your Monitoring Officer if there is any doubt about how to discharge these duties in future.

Manual for Councils

We greatly value our relationships with council Complaints Officers, our single contact points at each authority. To support them in their roles, we have published a Manual for Councils, setting out in detail what we do and how we investigate the complaints we receive. When we surveyed Complaints Officers, we were pleased to hear that 73% reported they have found the manual useful.

The manual is a practical resource and reference point for all council staff, not just those working directly with us, and I encourage you to share it widely within your organisation. The manual can be found on our website www.lgo.org.uk/link-officers

Complaint handling training

Our training programme is one of the ways we use the outcomes of complaints to promote wider service improvements and learning. We delivered an ambitious programme of 75 courses during the year, training over 800 council staff and more 400 care provider staff. Post-course surveys showed a 92% increase in delegates' confidence in dealing with complaints. To find out more visit www.lgo.org.uk/training

Yours sincerely

A handwritten signature in black ink, appearing to read 'M King', with a horizontal line underneath.

Michael King
Local Government and Social Care Ombudsman for England
Chair, Commission for Local Administration in England

Local Authority Report: London Borough of Bromley
For the Period Ending: 31/03/2017

For further information on how to interpret our statistics, please visit our website:
<http://www.lgo.org.uk/information-centre/reports/annual-review-reports/interpreting-local-authority-statistics>

Complaints and enquiries received

Adult Care Services	Benefits and Tax	Corporate and Other Services	Education and Children's Services	Environment Services	Highways and Transport	Housing	Planning and Development	Other	Total
37	32	6	28	10	9	30	7	0	159

Decisions made

Decisions made				Detailed Investigations			
Incomplete or Invalid	Advice Given	Referred back for Local Resolution	Closed After Initial Enquiries	Not Upheld	Upheld	Uphold Rate	Total
5	1	76	28	22	33	60%	165

Notes

Our uphold rate is calculated in relation to the total number of detailed investigations. The number of remedied complaints may not equal the number of upheld complaints. This is because, while we may uphold a complaint because we find fault, we may not always find grounds to say that fault caused injustice that ought to be remedied.

Complaints Remedied

by LGO	Satisfactorily by Authority before LGO Involvement
28	0

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Reference	Authority	Category	Decision Date	Decision	Remedy	
1	14015872	London Borough of Bromley	Adult Care Services	31-Aug-16	Not Upheld	Null
2	14017212	London Borough of Bromley	Adult Care Services	11-May-16	Upheld	Financial Redress
3	14019043	London Borough of Bromley	Education & Childrens Services	25-May-16	Upheld	Apology,Financial Redress,Procedure Change
4	14020565	London Borough of Bromley	Adult Care Services	29-Jul-16	Upheld	Null
5	15000385	London Borough of Bromley	Housing	20-Sep-16	Referred back for local resolution	Null
6	15002317	London Borough of Bromley	Housing	18-Jul-16	Closed after initial enquiries	Null
7	15004914	London Borough of Bromley	Benefits & Tax	11-Aug-16	Not Upheld	Null
8	15009654	London Borough of Bromley	Adult Care Services	04-May-16	Closed after initial enquiries	Null
9	15010078	London Borough of Bromley	Planning & Development	25-Jul-16	Not Upheld	Null
10	15010652	London Borough of Bromley	Adult Care Services	06-Sep-16	Upheld	Null
11	15012479	London Borough of Bromley	Planning & Development	01-Apr-16	Not Upheld	Null
12	15012591	London Borough of Bromley	Adult Care Services	23-Aug-16	Upheld	Apology,Financial Redress
13	15012652	London Borough of Bromley	Housing	20-Sep-16	Upheld	Financial Redress
14	15012747	London Borough of Bromley	Education & Childrens Services	22-Apr-16	Referred back for local resolution	Null
15	15012765	London Borough of Bromley	Adult Care Services	09-Jun-16	Not Upheld	Null
16	15013170	London Borough of Bromley	Adult Care Services	15-Apr-16	Not Upheld	Null
17	15013228	London Borough of Bromley	Adult Care Services	29-Apr-16	Upheld	Financial Redress
18	15013476	London Borough of Bromley	Planning & Development	08-Sep-16	Upheld	Null
19	15013669	London Borough of Bromley	Adult Care Services	28-Apr-16	Not Upheld	Null
20	15014348	London Borough of Bromley	Adult Care Services	27-Jun-16	Upheld	Reassessment
21	15014639	London Borough of Bromley	Benefits & Tax	11-Aug-16	Referred back for local resolution	Null
22	15014640	London Borough of Bromley	Environmental Services & Public Protection & Regulation	06-Jun-16	Upheld	Financial Redress
23	15015621	London Borough of Bromley	Adult Care Services	14-Jul-16	Upheld	Apology,Other Remedy
24	15016245	London Borough of Bromley	Housing	26-Sep-16	Upheld	Null
25	15016292	London Borough of Bromley	Adult Care Services	13-Jul-16	Upheld	Apology,New appeal/review
26	15016468	London Borough of Bromley	Education & Childrens Services	12-Dec-16	Not Upheld	Other Remedy
27	15016912	London Borough of Bromley	Housing	20-Jun-16	Upheld	Apology,Financial Redress,Reassessment
28	15017676	London Borough of Bromley	Planning & Development	20-May-16	Not Upheld	Null
29	15017965	London Borough of Bromley	Planning & Development	18-Jul-16	Not Upheld	Null
30	15018783	London Borough of Bromley	Housing	26-May-16	Not Upheld	Null
31	15018859	London Borough of Bromley	Adult Care Services	22-Aug-16	Upheld	Apology,Other Remedy
32	15018934	London Borough of Bromley	Housing	30-Aug-16	Upheld	Apology,Other Remedy
33	15018936	London Borough of Bromley	Benefits & Tax	30-Jun-16	Not Upheld	Null
34	15019594	London Borough of Bromley	Corporate & Other Services	13-Apr-16	Incomplete/Invalid	Null
35	15019867	London Borough of Bromley	Environmental Services & Public Protection & Regulation	26-Sep-16	Closed after initial enquiries	Null
36	15020384	London Borough of Bromley	Adult Care Services	07-Sep-16	Upheld	Apology,Financial Redress,Procedure Change
37	15020414	London Borough of Bromley	Housing	13-Sep-16	Upheld	Financial Redress
38	15020580	London Borough of Bromley	Adult Care Services	15-Aug-16	Upheld	Financial Redress
39	15020916	London Borough of Bromley	Environmental Services & Public Protection & Regulation	04-Apr-16	Referred back for local resolution	Null
40	15020926	London Borough of Bromley	Adult Care Services	04-Apr-16	Referred back for local resolution	Null
41	16000094	London Borough of Bromley	Housing	06-Apr-16	Referred back for local resolution	Null
42	16000134	London Borough of Bromley	Adult Care Services	01-Dec-16	Upheld	Financial Redress
43	16000312	London Borough of Bromley	Benefits & Tax	01-Jul-16	Not Upheld	Null
44	16000332	London Borough of Bromley	Highways & Transport	28-Apr-16	Referred back for local resolution	Null
45	16000353	London Borough of Bromley	Housing	17-Aug-16	Upheld	Apology,Financial Redress,Procedure Change
46	16000378	London Borough of Bromley	Education & Childrens Services	16-Feb-17	Not Upheld	Null
47	16000391	London Borough of Bromley	Corporate & Other Services	18-Apr-16	Incomplete/Invalid	Null
48	16000610	London Borough of Bromley	Adult Care Services	15-Apr-16	Referred back for local resolution	Null
49	16000664	London Borough of Bromley	Adult Care Services	28-Nov-16	Upheld	Financial Redress
50	16000780	London Borough of Bromley	Adult Care Services	14-Feb-17	Upheld	Financial Redress,Procedure Change,Reassessment
51	16000993	London Borough of Bromley	Environmental Services & Public Protection & Regulation	22-Apr-16	Referred back for local resolution	Null
52	16001003	London Borough of Bromley	Benefits & Tax	19-May-16	Referred back for local resolution	Null
53	16001010	London Borough of Bromley	Highways & Transport	25-Apr-16	Referred back for local resolution	Null
54	16001206	London Borough of Bromley	Benefits & Tax	30-Aug-16	Not Upheld	Null
55	16001287	London Borough of Bromley	Education & Childrens Services	14-Jun-16	Closed after initial enquiries	Null
56	16001288	London Borough of Bromley	Benefits & Tax	28-Apr-16	Referred back for local resolution	Null
57	16001342	London Borough of Bromley	Benefits & Tax	29-Apr-16	Referred back for local resolution	Null
58	16001371	London Borough of Bromley	Adult Care Services	05-Dec-16	Closed after initial enquiries	Null
59	16001486	London Borough of Bromley	Benefits & Tax	19-May-16	Referred back for local resolution	Null
60	16001583	London Borough of Bromley	Housing	22-Aug-16	Not Upheld	Null
61	16001959	London Borough of Bromley	Education & Childrens Services	03-Jan-17	Not Upheld	Null
62	16002042	London Borough of Bromley	Housing	22-Mar-17	Upheld	Financial Redress,Reassessment,Other Remedy
63	16002058	London Borough of Bromley	Education & Childrens Services	23-Jun-16	Closed after initial enquiries	Null
64	16002153	London Borough of Bromley	Education & Childrens Services	16-May-16	Referred back for local resolution	Null
65	16002329	London Borough of Bromley	Benefits & Tax	03-Jun-16	Advice given	Null
66	16002359	London Borough of Bromley	Education & Childrens Services	04-Oct-16	Upheld	Apology,Other Remedy
67	16002565	London Borough of Bromley	Housing	19-Dec-16	Not Upheld	Null
68	16002600	London Borough of Bromley	Adult Care Services	22-Jul-16	Not Upheld	Null
69	16002735	London Borough of Bromley	Benefits & Tax	13-Jun-16	Closed after initial enquiries	Null
70	16003094	London Borough of Bromley	Housing	03-Jun-16	Referred back for local resolution	Null
71	16003461	London Borough of Bromley	Education & Childrens Services	09-Jun-16	Referred back for local resolution	Null
72	16003606	London Borough of Bromley	Benefits & Tax	13-Jun-16	Referred back for local resolution	Null
73	16003696	London Borough of Bromley	Housing	15-Jun-16	Referred back for local resolution	Null
74	16003705	London Borough of Bromley	Benefits & Tax	15-Jun-16	Referred back for local resolution	Null
75	16003892	London Borough of Bromley	Housing	11-Oct-16	Upheld	Apology
76	16003965	London Borough of Bromley	Benefits & Tax	20-Jun-16	Incomplete/Invalid	Null
77	16004105	London Borough of Bromley	Adult Care Services	23-Sep-16	Referred back for local resolution	Null
78	16004142	London Borough of Bromley	Benefits & Tax	15-Jul-16	Referred back for local resolution	Null
79	16004643	London Borough of Bromley	Benefits & Tax	01-Jul-16	Referred back for local resolution	Null
80	16004917	London Borough of Bromley	Highways & Transport	15-Aug-16	Closed after initial enquiries	Null
81	16005271	London Borough of Bromley	Corporate & Other Services	08-Aug-16	Closed after initial enquiries	Null
82	16005469	London Borough of Bromley	Highways & Transport	26-Jul-16	Closed after initial enquiries	Null
83	16005812	London Borough of Bromley	Highways & Transport	12-Aug-16	Referred back for local resolution	Null
84	16005841	London Borough of Bromley	Housing	19-Aug-16	Closed after initial enquiries	Null
85	16005950	London Borough of Bromley	Benefits & Tax	09-Aug-16	Referred back for local resolution	Null

86	16005951	London Borough of Bromley	Adult Care Services	26-Jul-16	Referred back for local resolution	Null
87	16005960	London Borough of Bromley	Environmental Services & Public Protection & Regulation	26-Jul-16	Referred back for local resolution	Null
88	16006029	London Borough of Bromley	Adult Care Services	27-Jul-16	Referred back for local resolution	Null
89	16006245	London Borough of Bromley	Benefits & Tax	01-Aug-16	Referred back for local resolution	Null
90	16006450	London Borough of Bromley	Education & Childrens Services	03-Aug-16	Referred back for local resolution	Null
91	16006526	London Borough of Bromley	Benefits & Tax	16-Dec-16	Upheld	Apology,Financial Redress
92	16007146	London Borough of Bromley	Education & Childrens Services	14-Sep-16	Closed after initial enquiries	Null
93	16007155	London Borough of Bromley	Adult Care Services	18-Jan-17	Upheld	Null
94	16007432	London Borough of Bromley	Benefits & Tax	23-Aug-16	Referred back for local resolution	Null
95	16007435	London Borough of Bromley	Highways & Transport	16-Sep-16	Referred back for local resolution	Null
96	16007458	London Borough of Bromley	Education & Childrens Services	23-Aug-16	Referred back for local resolution	Null
97	16007543	London Borough of Bromley	Adult Care Services	24-Feb-17	Upheld	Apology,Other Remedy
98	16007677	London Borough of Bromley	Corporate & Other Services	21-Sep-16	Closed after initial enquiries	Null
99	16007906	London Borough of Bromley	Highways & Transport	19-Sep-16	Closed after initial enquiries	Null
100	16007971	London Borough of Bromley	Adult Care Services	31-Mar-17	Not Upheld	Null
101	16008131	London Borough of Bromley	Adult Care Services	16-Mar-17	Not Upheld	Null
102	16008313	London Borough of Bromley	Adult Care Services	08-Sep-16	Referred back for local resolution	Null
103	16008366	London Borough of Bromley	Benefits & Tax	30-Sep-16	Referred back for local resolution	Null
104	16008587	London Borough of Bromley	Corporate & Other Services	17-Oct-16	Closed after initial enquiries	Null
105	16008655	London Borough of Bromley	Benefits & Tax	14-Sep-16	Referred back for local resolution	Null
106	16008690	London Borough of Bromley	Highways & Transport	15-Sep-16	Referred back for local resolution	Null
107	16008742	London Borough of Bromley	Housing	16-Sep-16	Referred back for local resolution	Null
108	16008782	London Borough of Bromley	Adult Care Services	10-Feb-17	Upheld	Financial Redress,Apology
109	16008836	London Borough of Bromley	Environmental Services & Public Protection & Regulation	19-Sep-16	Referred back for local resolution	Null
110	16009226	London Borough of Bromley	Housing	26-Sep-16	Referred back for local resolution	Null
111	16009466	London Borough of Bromley	Education & Childrens Services	29-Sep-16	Referred back for local resolution	Null
112	16009477	London Borough of Bromley	Adult Care Services	12-Jan-17	Upheld	Financial Redress
113	16009525	London Borough of Bromley	Housing	30-Sep-16	Incomplete/Invalid	Null
114	16009615	London Borough of Bromley	Corporate & Other Services	09-Dec-16	Closed after initial enquiries	Null
115	16009877	London Borough of Bromley	Planning & Development	07-Oct-16	Referred back for local resolution	Null
116	16009935	London Borough of Bromley	Adult Care Services	13-Feb-17	Not Upheld	Null
117	16010055	London Borough of Bromley	Environmental Services & Public Protection & Regulation	11-Oct-16	Referred back for local resolution	Null
118	16010059	London Borough of Bromley	Planning & Development	02-Feb-17	Closed after initial enquiries	Null
119	16010167	London Borough of Bromley	Housing	12-Oct-16	Referred back for local resolution	Null
120	16010559	London Borough of Bromley	Education & Childrens Services	20-Oct-16	Referred back for local resolution	Null
121	16010619	London Borough of Bromley	Housing	17-Nov-16	Referred back for local resolution	Null
122	16010653	London Borough of Bromley	Education & Childrens Services	22-Nov-16	Closed after initial enquiries	Null
123	16011089	London Borough of Bromley	Housing	02-Feb-17	Upheld	Financial Redress,Procedure Change
124	16011255	London Borough of Bromley	Benefits & Tax	07-Dec-16	Closed after initial enquiries	Null
125	16011586	London Borough of Bromley	Adult Care Services	08-Nov-16	Referred back for local resolution	Null
126	16011712	London Borough of Bromley	Housing	06-Mar-17	Upheld	Apology,Other Remedy
127	16011858	London Borough of Bromley	Corporate & Other Services	02-Dec-16	Closed after initial enquiries	Null
128	16011896	London Borough of Bromley	Housing	14-Nov-16	Referred back for local resolution	Null
129	16011950	London Borough of Bromley	Planning & Development	25-Nov-16	Closed after initial enquiries	Null
130	16011999	London Borough of Bromley	Education & Childrens Services	15-Nov-16	Referred back for local resolution	Null
131	16012475	London Borough of Bromley	Adult Care Services	08-Dec-16	Closed after initial enquiries	Null
132	16012661	London Borough of Bromley	Environmental Services & Public Protection & Regulation	16-Feb-17	Closed after initial enquiries	Null
133	16012667	London Borough of Bromley	Adult Care Services	28-Nov-16	Referred back for local resolution	Null
134	16013279	London Borough of Bromley	Benefits & Tax	08-Dec-16	Referred back for local resolution	Null
135	16013281	London Borough of Bromley	Benefits & Tax	08-Dec-16	Referred back for local resolution	Null
136	16013374	London Borough of Bromley	Benefits & Tax	12-Dec-16	Referred back for local resolution	Null
137	16013450	London Borough of Bromley	Adult Care Services	27-Jan-17	Closed after initial enquiries	Null
138	16014168	London Borough of Bromley	Housing	03-Jan-17	Referred back for local resolution	Null
139	16014667	London Borough of Bromley	Education & Childrens Services	11-Jan-17	Referred back for local resolution	Null
140	16014699	London Borough of Bromley	Planning & Development	14-Feb-17	Closed after initial enquiries	Null
141	16014881	London Borough of Bromley	Education & Childrens Services	13-Mar-17	Referred back for local resolution	Null
142	16015092	London Borough of Bromley	Adult Care Services	24-Jan-17	Referred back for local resolution	Null
143	16015157	London Borough of Bromley	Education & Childrens Services	19-Jan-17	Referred back for local resolution	Null
144	16015172	London Borough of Bromley	Housing	20-Jan-17	Referred back for local resolution	Null
145	16015505	London Borough of Bromley	Education & Childrens Services	24-Feb-17	Closed after initial enquiries	Null
146	16016042	London Borough of Bromley	Education & Childrens Services	03-Feb-17	Referred back for local resolution	Null
147	16016353	London Borough of Bromley	Adult Care Services	09-Feb-17	Referred back for local resolution	Null
148	16016421	London Borough of Bromley	Education & Childrens Services	09-Feb-17	Referred back for local resolution	Null
149	16016515	London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Feb-17	Referred back for local resolution	Null
150	16016572	London Borough of Bromley	Housing	13-Feb-17	Referred back for local resolution	Null
151	16016794	London Borough of Bromley	Housing	15-Feb-17	Referred back for local resolution	Null
152	16017196	London Borough of Bromley	Housing	29-Mar-17	Closed after initial enquiries	Null
153	16017738	London Borough of Bromley	Adult Care Services	02-Mar-17	Incomplete/Invalid	Null
154	16017870	London Borough of Bromley	Planning & Development	20-Mar-17	Referred back for local resolution	Null
155	16018191	London Borough of Bromley	Education & Childrens Services	09-Mar-17	Referred back for local resolution	Null
156	16018345	London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Mar-17	Referred back for local resolution	Null
157	16018433	London Borough of Bromley	Benefits & Tax	29-Mar-17	Referred back for local resolution	Null
158	16018531	London Borough of Bromley	Education & Childrens Services	15-Mar-17	Referred back for local resolution	Null
159	16018595	London Borough of Bromley	Environmental Services & Public Protection & Regulation	16-Mar-17	Referred back for local resolution	Null
160	16018701	London Borough of Bromley	Adult Care Services	29-Mar-17	Closed after initial enquiries	Null
161	16018788	London Borough of Bromley	Benefits & Tax	20-Mar-17	Referred back for local resolution	Null
162	16019040	London Borough of Bromley	Housing	23-Mar-17	Referred back for local resolution	Null
163	16019106	London Borough of Bromley	Benefits & Tax	24-Mar-17	Referred back for local resolution	Null
164	16019317	London Borough of Bromley	Benefits & Tax	28-Mar-17	Referred back for local resolution	Null
165	16019507	London Borough of Bromley	Adult Care Services	31-Mar-17	Referred back for local resolution	Null

	Reference	Authority	Category	Received
1	15000385	London Borough of Bromley	Housing	20-Sep-16
2	15001958	London Borough of Bromley	Benefits & Tax	12-Apr-16
3	15002317	London Borough of Bromley	Housing	29-Jun-16
4	15010652	London Borough of Bromley	Adult Care Services	17-Aug-16
5	15014639	London Borough of Bromley	Benefits & Tax	22-Jul-16
6	15016245	London Borough of Bromley	Housing	17-May-16
7	15016468	London Borough of Bromley	Education & Childrens Services	27-May-16
8	15018611	London Borough of Bromley	Benefits & Tax	15-Nov-16
9	15019867	London Borough of Bromley	Environmental Services & Public Protection & Regulation	02-Sep-16
10	15020307	London Borough of Bromley	Housing	24-Feb-17
11	15020580	London Borough of Bromley	Adult Care Services	12-Apr-16
12	15020916	London Borough of Bromley	Environmental Services & Public Protection & Regulation	04-Apr-16
13	15020926	London Borough of Bromley	Adult Care Services	04-Apr-16
14	16000094	London Borough of Bromley	Housing	06-Apr-16
15	16000134	London Borough of Bromley	Adult Care Services	06-Apr-16
16	16000312	London Borough of Bromley	Benefits & Tax	11-Apr-16
17	16000332	London Borough of Bromley	Highways & Transport	11-Apr-16
18	16000353	London Borough of Bromley	Housing	11-Apr-16
19	16000378	London Borough of Bromley	Education & Childrens Services	09-Jun-16
20	16000391	London Borough of Bromley	Corporate & Other Services	18-Apr-16
21	16000610	London Borough of Bromley	Adult Care Services	15-Apr-16
22	16000664	London Borough of Bromley	Adult Care Services	18-Apr-16
23	16000780	London Borough of Bromley	Adult Care Services	17-May-16
24	16000993	London Borough of Bromley	Environmental Services & Public Protection & Regulation	22-Apr-16
25	16001003	London Borough of Bromley	Benefits & Tax	22-Apr-16
26	16001010	London Borough of Bromley	Highways & Transport	25-Apr-16
27	16001206	London Borough of Bromley	Benefits & Tax	27-Apr-16
28	16001244	London Borough of Bromley	Education & Childrens Services	17-Mar-17
29	16001287	London Borough of Bromley	Education & Childrens Services	28-Apr-16
30	16001288	London Borough of Bromley	Benefits & Tax	28-Apr-16
31	16001342	London Borough of Bromley	Benefits & Tax	29-Apr-16
32	16001371	London Borough of Bromley	Adult Care Services	09-Aug-16
33	16001486	London Borough of Bromley	Benefits & Tax	04-May-16
34	16001583	London Borough of Bromley	Housing	05-May-16

35	16001959	London Borough of Bromley	Education & Childrens Services	24-May-16
36	16002042	London Borough of Bromley	Housing	29-Jun-16
37	16002058	London Borough of Bromley	Education & Childrens Services	13-May-16
38	16002153	London Borough of Bromley	Education & Childrens Services	16-May-16
39	16002329	London Borough of Bromley	Benefits & Tax	19-May-16
40	16002351	London Borough of Bromley	Adult Care Services	19-May-16
41	16002359	London Borough of Bromley	Education & Childrens Services	20-May-16
42	16002565	London Borough of Bromley	Housing	20-Jul-16
43	16002600	London Borough of Bromley	Adult Care Services	24-May-16
44	16002735	London Borough of Bromley	Benefits & Tax	26-May-16
45	16003094	London Borough of Bromley	Housing	03-Jun-16
46	16003461	London Borough of Bromley	Education & Childrens Services	09-Jun-16
47	16003606	London Borough of Bromley	Benefits & Tax	13-Jun-16
48	16003696	London Borough of Bromley	Housing	15-Jun-16
49	16003705	London Borough of Bromley	Benefits & Tax	15-Jun-16
50	16003892	London Borough of Bromley	Housing	17-Jun-16
51	16003965	London Borough of Bromley	Benefits & Tax	20-Jun-16
52	16004105	London Borough of Bromley	Adult Care Services	22-Jun-16
53	16004142	London Borough of Bromley	Benefits & Tax	22-Jun-16
54	16004643	London Borough of Bromley	Benefits & Tax	01-Jul-16
55	16004917	London Borough of Bromley	Highways & Transport	07-Jul-16
56	16005271	London Borough of Bromley	Corporate & Other Services	13-Jul-16
57	16005445	London Borough of Bromley	Education & Childrens Services	15-Jul-16
58	16005447	London Borough of Bromley	Education & Childrens Services	15-Jul-16
59	16005469	London Borough of Bromley	Highways & Transport	18-Jul-16
60	16005812	London Borough of Bromley	Highways & Transport	22-Jul-16
61	16005841	London Borough of Bromley	Housing	25-Jul-16
62	16005950	London Borough of Bromley	Benefits & Tax	26-Jul-16
63	16005951	London Borough of Bromley	Adult Care Services	26-Jul-16
64	16005960	London Borough of Bromley	Environmental Services & Public Protection & Regulation	26-Jul-16
65	16006029	London Borough of Bromley	Adult Care Services	27-Jul-16
66	16006245	London Borough of Bromley	Benefits & Tax	01-Aug-16
67	16006450	London Borough of Bromley	Education & Childrens Services	03-Aug-16
68	16006526	London Borough of Bromley	Benefits & Tax	04-Aug-16
69	16007146	London Borough of Bromley	Education & Childrens Services	17-Aug-16

70	16007155	London Borough of Bromley	Adult Care Services	18-Aug-16
71	16007432	London Borough of Bromley	Benefits & Tax	23-Aug-16
72	16007435	London Borough of Bromley	Highways & Transport	23-Aug-16
73	16007458	London Borough of Bromley	Education & Childrens Services	23-Aug-16
74	16007543	London Borough of Bromley	Adult Care Services	25-Aug-16
75	16007677	London Borough of Bromley	Corporate & Other Services	26-Aug-16
76	16007906	London Borough of Bromley	Highways & Transport	01-Sep-16
77	16007971	London Borough of Bromley	Adult Care Services	02-Sep-16
78	16008131	London Borough of Bromley	Adult Care Services	06-Sep-16
79	16008313	London Borough of Bromley	Adult Care Services	08-Sep-16
80	16008366	London Borough of Bromley	Benefits & Tax	09-Sep-16
81	16008587	London Borough of Bromley	Corporate & Other Services	13-Sep-16
82	16008655	London Borough of Bromley	Benefits & Tax	14-Sep-16
83	16008690	London Borough of Bromley	Highways & Transport	15-Sep-16
84	16008742	London Borough of Bromley	Housing	16-Sep-16
85	16008782	London Borough of Bromley	Adult Care Services	04-Oct-16
86	16008836	London Borough of Bromley	Environmental Services & Public Protection & Regulation	19-Sep-16
87	16009226	London Borough of Bromley	Housing	26-Sep-16
88	16009466	London Borough of Bromley	Education & Childrens Services	29-Sep-16
89	16009477	London Borough of Bromley	Adult Care Services	29-Sep-16
90	16009525	London Borough of Bromley	Housing	30-Sep-16
91	16009615	London Borough of Bromley	Corporate & Other Services	16-Nov-16
92	16009877	London Borough of Bromley	Planning & Development	07-Oct-16
93	16009935	London Borough of Bromley	Adult Care Services	10-Oct-16
94	16010055	London Borough of Bromley	Environmental Services & Public Protection & Regulation	11-Oct-16
95	16010059	London Borough of Bromley	Planning & Development	05-Jan-17
96	16010145	London Borough of Bromley	Adult Care Services	12-Oct-16
97	16010167	London Borough of Bromley	Housing	12-Oct-16
98	16010253	London Borough of Bromley	Education & Childrens Services	14-Oct-16
99	16010559	London Borough of Bromley	Education & Childrens Services	20-Oct-16
100	16010619	London Borough of Bromley	Housing	21-Oct-16
101	16010653	London Borough of Bromley	Education & Childrens Services	21-Oct-16
102	16011089	London Borough of Bromley	Housing	31-Oct-16
103	16011255	London Borough of Bromley	Benefits & Tax	03-Nov-16
104	16011586	London Borough of Bromley	Adult Care Services	08-Nov-16

105	16011712	London Borough of Bromley	Housing	10-Nov-16
106	16011858	London Borough of Bromley	Corporate & Other Services	14-Nov-16
107	16011868	London Borough of Bromley	Planning & Development	14-Nov-16
108	16011896	London Borough of Bromley	Housing	14-Nov-16
109	16011950	London Borough of Bromley	Planning & Development	14-Nov-16
110	16011999	London Borough of Bromley	Education & Childrens Services	15-Nov-16
111	16012475	London Borough of Bromley	Adult Care Services	23-Nov-16
112	16012661	London Borough of Bromley	Environmental Services & Public Protection & Regulation	10-Jan-17
113	16012667	London Borough of Bromley	Adult Care Services	28-Nov-16
114	16012750	London Borough of Bromley	Housing	29-Mar-17
115	16013260	London Borough of Bromley	Adult Care Services	08-Dec-16
116	16013279	London Borough of Bromley	Benefits & Tax	08-Dec-16
117	16013281	London Borough of Bromley	Benefits & Tax	08-Dec-16
118	16013374	London Borough of Bromley	Benefits & Tax	12-Dec-16
119	16013450	London Borough of Bromley	Adult Care Services	12-Dec-16
120	16013762	London Borough of Bromley	Housing	19-Dec-16
121	16014036	London Borough of Bromley	Planning & Development	23-Dec-16
122	16014168	London Borough of Bromley	Housing	03-Jan-17
123	16014667	London Borough of Bromley	Education & Childrens Services	11-Jan-17
124	16014699	London Borough of Bromley	Planning & Development	11-Jan-17
125	16014881	London Borough of Bromley	Education & Childrens Services	24-Feb-17
126	16015092	London Borough of Bromley	Adult Care Services	24-Jan-17
127	16015157	London Borough of Bromley	Education & Childrens Services	19-Jan-17
128	16015172	London Borough of Bromley	Housing	20-Jan-17
129	16015505	London Borough of Bromley	Education & Childrens Services	25-Jan-17
130	16015690	London Borough of Bromley	Highways & Transport	27-Jan-17
131	16016042	London Borough of Bromley	Education & Childrens Services	03-Feb-17
132	16016353	London Borough of Bromley	Adult Care Services	09-Feb-17
133	16016387	London Borough of Bromley	Housing	09-Feb-17
134	16016421	London Borough of Bromley	Education & Childrens Services	09-Feb-17
135	16016515	London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Feb-17
136	16016572	London Borough of Bromley	Housing	13-Feb-17
137	16016794	London Borough of Bromley	Housing	15-Feb-17
138	16017196	London Borough of Bromley	Housing	22-Feb-17
139	16017251	London Borough of Bromley	Adult Care Services	22-Feb-17

140	16017467	London Borough of Bromley	Adult Care Services	27-Feb-17
141	16017738	London Borough of Bromley	Adult Care Services	02-Mar-17
142	16017870	London Borough of Bromley	Planning & Development	06-Mar-17
143	16017964	London Borough of Bromley	Benefits & Tax	07-Mar-17
144	16018048	London Borough of Bromley	Adult Care Services	08-Mar-17
145	16018112	London Borough of Bromley	Adult Care Services	08-Mar-17
146	16018191	London Borough of Bromley	Education & Childrens Services	09-Mar-17
147	16018345	London Borough of Bromley	Environmental Services & Public Protection & Regulation	13-Mar-17
148	16018364	London Borough of Bromley	Adult Care Services	13-Mar-17
149	16018433	London Borough of Bromley	Benefits & Tax	14-Mar-17
150	16018531	London Borough of Bromley	Education & Childrens Services	15-Mar-17
151	16018595	London Borough of Bromley	Environmental Services & Public Protection & Regulation	16-Mar-17
152	16018701	London Borough of Bromley	Adult Care Services	20-Mar-17
153	16018788	London Borough of Bromley	Benefits & Tax	20-Mar-17
154	16018796	London Borough of Bromley	Education & Childrens Services	20-Mar-17
155	16019040	London Borough of Bromley	Housing	23-Mar-17
156	16019106	London Borough of Bromley	Benefits & Tax	24-Mar-17
157	16019211	London Borough of Bromley	Benefits & Tax	27-Mar-17
158	16019317	London Borough of Bromley	Benefits & Tax	28-Mar-17
159	16019507	London Borough of Bromley	Adult Care Services	31-Mar-17

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