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DATE: 29 October 2019

To: Members of the

## **GENERAL PURPOSES AND LICENSING COMMITTEE**

Councillor Pauline Tunncliffe (Chairman)

Councillor Stephen Wells (Vice-Chairman)

Councillors Gareth Allatt, Vanessa Allen, Mary Cooke, Robert Evans, Kira Gabbert, Josh King, Christopher Marlow, Russell Mellor, Tony Owen, Neil Reddin FCCA, Melanie Stevens, Harry Stranger and Michael Turner

A meeting of the General Purposes and Licensing Committee will be held at Bromley Civic Centre on **WEDNESDAY 6 NOVEMBER 2019 AT 7.00 PM**

MARK BOWEN

Director of Corporate Services

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

### **A G E N D A**

- 1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**
- 2 DECLARATIONS OF INTEREST**
- 3 QUESTIONS**

In accordance with the Council's Constitution, questions that are not specific to reports on the agenda must have been received in writing 10 working days before the date of the meeting - the deadline was on 23<sup>rd</sup> October 2019.

Questions specifically on reports on the agenda should be received within two working days of the normal publication date of the agenda. Please ensure that questions specifically on reports on the agenda are received by the Democratic Services Team by **5pm on Thursday 31<sup>st</sup> October 2019.**

- 4 CONFIRMATION OF MINUTES OF THE MEETING HELD ON 19 SEPTEMBER 2019**  
(Pages 3 - 8)
- 5 FEEDBACK ON THE 2019 EUROPEAN PARLIAMENTARY ELECTION**  
(Pages 9 - 20)

- 6 REVIEW OF POLLING DISTRICTS AND POLLING PLACES 2019**  
(Pages 21 - 48)
- 7 TEACHER PAY POLICY - CENTRALLY BASED STAFF**  
(Pages 49 - 56)
- 8 ANNUAL COMPLAINTS REPORT AND ANNUAL LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN'S LETTER 2018/19**  
(Pages 57 - 96)
- 9 WORK PROGRAMME AND MATTERS OUTSTANDING**  
(Pages 97 - 100)
- 10 PENSIONS INVESTMENT SUB-COMMITTEE: MINUTES OF THE MEETING HELD ON 27 AUGUST 2019, EXCLUDING EXEMPT INFORMATION**  
(Pages 101 - 108)
- 11 APPEALS SUB-COMMITTEE: MINUTES OF THE MEETING HELD ON 27 SEPTEMBER 2019, EXCLUDING EXEMPT INFORMATION**  
(Pages 109 - 110)
- 12 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND THE FREEDOM OF INFORMATION ACT 2000**

The Chairman to move that the Press and public be excluded during consideration of the items of business listed below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

	<u>Items of Business</u>	<u>Schedule 12A Description</u>
13	<b>PENSIONS INVESTMENT SUB-COMMITTEE: EXEMPT MINUTES - 27 AUGUST 2019</b> (Pages 111 - 116)	Information relating to the financial or business affairs of any particular person (including the authority holding that information)
14	<b>APPEALS SUB-COMMITTEE: EXEMPT MINUTES - 27 SEPTEMBER 2019</b> (Pages 117 - 118)	Information relating to any individual.

## **GENERAL PURPOSES AND LICENSING COMMITTEE**

Minutes of the meeting held at 7.00 pm on 19 September 2019

### **Present:**

Councillor Pauline Tunnicliffe (Chairman)  
Councillor Stephen Wells (Vice-Chairman)  
Councillors Gareth Allatt, Mary Cooke, Ian Dunn,  
Robert Evans, Kira Gabbert, Josh King,  
Christopher Marlow, Russell Mellor, Tony Owen,  
Neil Reddin FCCA, Melanie Stevens, Harry Stranger and  
Michael Turner

### **Also Present:**

Councillor Graham Arthur

### **17 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

Apologies for absence were received from Councillor Vanessa Allen, who was replaced by Councillor Ian Dunn. Apologies for lateness were received from Councillor Melanie Stevens.

### **18 DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **19 QUESTIONS**

Two questions had been received from Gill Slater for written reply regarding minute 21 - the review of the LJCC Constitution. The questions and replies are set out in Appendix A to these minutes.

### **20 CONFIRMATION OF MINUTES OF THE MEETINGS HELD ON 8 AND 16 MAY 2019**

Referring to minute 8, Work Programme and Matters Outstanding, the Chairman reported that she was in discussions with the Director of Human Resources and Customer Services about the Appeals Sub-Committee and would update the Committee at the next meeting.

**RESOLVED that the minutes of the meetings held on 8<sup>th</sup> and 16<sup>th</sup> May 2019 be confirmed.**

**21 LOCAL JOINT CONSULTATIVE COMMITTEE (LJCC): REVIEW OF THE CONSTITUTION**  
Report CEO18012

The last review of the LJCC Constitution had taken place in 2007, and since then the size and structure of the Council's workforce had changed considerably. In 2015, the Council had introduced a new Departmental Representatives Forum with a reduced number of representatives, reflecting the Council's much smaller workforce. The LJCC Constitution had recently been reviewed and the Committee was requested to consider the proposed changes. The proposals had been considered at the last LJCC meeting on 12<sup>th</sup> June 2019, but there had been no agreement between the two sides and the matter had been referred to this Committee.

The main changes proposed were -

- (i) The staff-side representation should be reduced from 7 departmental representatives to 4, and the trade union representatives should be reduced from 5 to 3.
- (ii) The quorum for each meeting would be amended to require at least two staff-side members (who could be departmental representatives, trade union representatives, or a combination of both).
- (iii) Removal of paragraph 8 of the Rules and Regulation, which allowed for external trade union officials or representatives of other employee organisations to be invited to meetings, with the agreement of both employer and employee sides, to discuss particular issues.

Some Members considered that approving the changes without agreement from the staff-side was not appropriate and argued that the matter should be referred back to the LJCC to resolve. It was also argued that while the employer's side had access to the professional expertise of the Director of Human Resources and Customer Services and his staff, it was unfair that staff were being denied access to similar expertise from their unions.

Councillor Russell Mellor, as Chairman of the LJCC, urged the Committee to approve the new Constitution. He emphasised that there had been extensive discussion with the staff-side about the changes, and that the LJCC was intended to be for local matters, not involving national union officials. He also pointed out that although in the past the Council's workforce had been heavily unionised, less than 10% of staff were now union members.

**RESOLVED that**

**(1) The recommendations in the report be noted and agreed to amend the Constitution of the Local Joint Consultative Committee as outlined in paragraph 3.14 and Appendix 2 of the report.**

**(2) The outcome of the consultation with trade unions and departmental representatives on the proposed changes to the Constitution of the LJCC be noted.**

**(3) The outcome of the LJCC meeting on 12<sup>th</sup> June 2019 in relation to the proposed changes to the LJCC Constitution, in that they were unable to reach an agreement and referred the matter to this Committee to consider, be noted.**

(Councillors Mary Cooke and Robert Evans requested that their abstentions be recorded.)

**22            ADDITIONAL EMPLOYEE BENEFITS**  
Report CSD19138

Employee benefits played a vital role in the recruitment and retention of Council staff. At its meeting on 5<sup>th</sup> September 2018 the Executive, Resources and Contracts PDS Committee, when considering the contract for employee benefits, had requested that officers look into the possibility of introducing an annual leave purchase scheme. The report also covered the option of a lease car scheme for all staff at no cost to the Council (separate to the existing and limited scheme) and an increase to the current relocation package available to successful candidates for hard to fill posts.

In response to questions, officers explained that take up of the lease car scheme could be expected to be around 2% in the first year, rising to around 5-6%, and for annual leave purchasing around 2%, based on experience elsewhere. There were greater savings on Ultra Low Emission Vehicles (ULEV) as the Government, through HMRC, wanted to encourage use of more environmentally friendly vehicles. The proposals would not allow staff to sell back their leave - this could happen in very exceptional circumstances or when staff left the Council.

A Member commented that it was important that staff understood all the financial, tax and pension implications of the car leasing scheme, but the Committee welcomed these proposals to improve Employee benefits.

**RESOLVED that the introduction of the following additional and optional employee benefits be approved -**

- **salary sacrifice leased cars;**
- **annual leave purchasing;**
- **an increase to the existing Relocation Package.**

**23            REVIEW OF THE SCHEME OF DELEGATION TO OFFICERS**  
Report CSD19132

At the annual meeting of the Council each year Members were asked to approve the scheme of delegation for non-executive functions, and note the scheme of delegation for executive functions as submitted by the Leader. The

scheme was essential to the smooth running of the Council, as it provided the underlying legal basis for all officers to carry out their duties, serving the residents of Bromley on behalf of the Council. In 2019, the scheme had been reviewed at the annual Council meeting on 8<sup>th</sup> May, and then updated at the Council meeting on 15<sup>th</sup> July 2019 to reflect the new officer structures. It was intended that, in future, the scheme would be submitted to this Committee before the annual meeting to allow more opportunity for examination.

The Vice-Chairman, Councillor Stephen Wells, raised some issues in connection with the scheme. He had been assured by officers that the scheme was reviewed on a regular basis to ensure that it was as up to date as possible. He welcomed the proposal that the scheme would be submitted to this Committee before being considered at annual Council each year, giving Members more opportunity to scrutinise. The scheme contained over 60 powers labelled as Council/Leader - it was noted that this meant that authority exercised by officers in these cases could be from both executive and non-executive sources.

Councillor Wells called for an annual report to be made on licensing and health and safety matters administered by officers under the scheme. The Chairman suggested that this could be submitted to the Committee's meeting in April.

The Chairman encouraged all Members to contact her with any queries or concerns about the scheme of delegation for inclusion in the annual review.

**RESOLVED that**

**(1) The intention to report the annual review of the Scheme of Delegation to Officers to this Committee in future be noted.**

**(2) an annual report be made to the Committee in April summarising the licensing activities carried out by officers under delegated authority.**

**24 WORK PROGRAMME AND MATTERS OUTSTANDING**  
Report CSD19127

The Committee considered its work programme for 2019/20. The Chairman informed the Committee that a special meeting might be required to deal with the Audit of Financial Statements for 2018/19 - 28<sup>th</sup> November 2019 had been identified as a suitable date.

The briefing on licensing issues was now scheduled to take place after the next meeting on 6<sup>th</sup> November 2019.

**25 PENSIONS INVESTMENT SUB-COMMITTEE: MINUTES OF THE MEETINGS HELD ON 15TH MAY 2019 AND 24TH JULY 2019, EXCLUDING EXEMPT INFORMATION**

The draft minutes of the meetings of the Pensions Investment Sub-Committee held on 15<sup>th</sup> May and 24<sup>th</sup> July 2019, excluding exempt information, were received.

**26 AUDIT SUB-COMMITTEE: MINUTES OF THE MEETING HELD ON 4TH JUNE 2019, EXCLUDING EXEMPT INFORMATION**

The draft minutes of the Audit Sub-Committee meeting held on 4<sup>th</sup> June 2019, excluding exempt information, were received.

**27 LOCAL JOINT CONSULTATIVE COMMITTEE: MINUTES OF THE MEETING HELD ON 12TH JUNE 2019**

The draft minutes of the Local Joint Consultative Committee meeting held on 12<sup>th</sup> June 2019 were received.

**28 APPEALS SUB-COMMITTEE: MINUTES OF THE MEETINGS HELD ON 3RD MAY 2019, 30TH JULY 2019 AND 31ST JULY 2019, EXCLUDING EXEMPT INFORMATION**

The draft minutes of the Appeals Sub-Committee meetings held on 3<sup>rd</sup> May, 30<sup>th</sup> July and 31<sup>st</sup> July 2019, excluding exempt information, were received.

**29 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND THE FREEDOM OF INFORMATION ACT 2000**

**RESOLVED** that the Press and public be excluded during consideration of the item of business referred to below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

**The following summaries  
refer to matters involving exempt information**

**30 PENSIONS INVESTMENT SUB-COMMITTEE: EXEMPT MINUTES - 15TH MAY 2019 AND 24TH JULY 2019**

The draft exempt minutes of the meetings of the Pensions Investment Sub-Committee held on 15<sup>th</sup> May and 24<sup>th</sup> July 2019 were received.

**31            AUDIT SUB-COMMITTEE: EXEMPT MINUTES - 4TH JUNE 2019**

The draft exempt minutes of the Audit Sub-Committee meeting held on 4<sup>th</sup> June 2019, were received.

**32            APPEALS SUB-COMMITTEE: EXEMPT MINUTES - 3RD MAY  
2019, 30TH JULY 2019 AND 31ST JULY 2019**

Extracts the draft exempt minutes of the Appeals Sub-Committee meetings held on 3<sup>rd</sup> May, 30<sup>th</sup> July and 31<sup>st</sup> July 2019 were received.

The Meeting ended at 7.40 pm

Chairman

Report No.  
CSD19156

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** GENERAL PURPOSES AND LICENSING COMMITTEE

**Date:** 6 November 2019

**Decision Type:** Non-Urgent Non-Executive Non-Key

**Title:** FEEDBACK ON THE 2019 EUROPEAN PARLIAMENTARY ELECTION

**Contact Officer:** Carol Ling, Electoral Services Manager  
Tel: 020 8313 4367 E-mail: [carol.ling@bromley.gov.uk](mailto:carol.ling@bromley.gov.uk)

**Chief Officer:** Mark Bowen, Director of Corporate Services/Returning Officer  
Tel: 020 8313 4355 E-mail: [mark.bowen@bromley.gov.uk](mailto:mark.bowen@bromley.gov.uk)

**Ward:** Not Applicable

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1. Reason for report

To advise Members on the key issues relating to the **European Parliamentary Election** held on **Thursday 23 May 2019**, and to give Members the opportunity to comment on the electoral arrangements

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2. **RECOMMENDATIONS**

**Members note the content of the report and consider whether there is any feedback they want to give the Returning Officer for him to take into account when planning for future elections or referenda.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
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### Corporate Policy

1. Policy Status: Not Applicable
  2. BBB Priority: Excellent Council
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### Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs: Not Applicable
  3. Budget head/performance centre: Conducting Elections
  4. Total current budget for this head: Not Applicable
  5. Source of funding: The Cabinet Office funds European Parliamentary Elections
- 

### Personnel

1. Number of staff (current and additional): 5 full time, 3 casual staff and approximately 1,250 temporary staff recruited by the Returning Officer for staffing polling stations, opening and verifying postal votes and counting the votes
  2. If from existing staff resources, number of staff hours: Not Applicable
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### Legal

1. Legal Requirement: Statutory Requirement Non-Statutory - Government Guidance None: Further Details
  2. Call-in: Not Applicable
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### Procurement

1. Summary of Procurement Implications: Not Applicable
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### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): c240,000 registered electors, candidates, agents and staff
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### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

### 3. COMMENTARY

#### BACKGROUND

- 3.1 Following the 2016 Referendum, it was expected that the UK would not take part in the European Parliamentary Election in May 2019. Returning Officers and electoral administrators were told by the Government on numerous occasions throughout 2018 and early 2019 not to make any plans for these elections.
- 3.2 However, on 1 April 2019, Returning Officers and electoral administrators were advised by the Government to start planning for the election but that ‘thought should be given to what actions are strictly necessary ahead of the start of an election timetable and what can be undertaken on a contingency basis given that circumstances may change....’
- 3.3 Legislation allowing the European election to take place was only passed on 10 April 2019 and the Minister for the Cabinet Office only confirmed that the election would definitely go ahead on 7 May 2019 – this was the same deadline day (under the statutory election timetable for polling on 23 May 2019) for elector registration and for EU citizens to complete an additional form to vote.

#### OVERVIEW OF ELECTION

- 3.4 The UK’s part of the 2019 European Parliamentary Election was held on Thursday 23 May 2019 with the results being announced on Sunday 26 May 2019, after all the other EU countries had voted.
- 3.5 In the UK there are 12 European Parliamentary electoral regions and each one is represented by between 3 and 10 Members of the European Parliament (MEPs). Scotland, Wales and Northern Ireland make up one electoral region each, while England is divided into 9 electoral regions: East Midlands, Eastern, London, North East, North West, South East, South West, West Midlands, and Yorkshire & the Humber. The UK is represented by a total of 73 MEPs.
- 3.6 Each of the electoral regions has a **Regional Returning Officer** (RRO) who is responsible for the overall conduct of the election of the MEPs for their electoral region and for liaising with and co-ordinating the work of the **Local Returning Officers** (LRO) in the electoral region. They have power to give general or specific directions to LROs. The RRO for the London region is the (Interim) Chief Executive of the London Borough of Lewisham (Janet Senior).
- 3.7 A LRO is appointed for each counting area within the electoral region. The LRO is the person who is the Returning Officer for the relevant local government area. Their role is to administer the election in their area including the functions of appointing poll staff, managing the postal vote process, printing the ballot papers and verifying & counting the votes. These functions are separate from their duties as a local government officer. They are not responsible to the council but are personally responsible for the conduct of the election, and are directly accountable to the courts as independent statutory office holders. The LRO for Bromley is the Director of Corporate Services (Mark Bowen).
- 3.8 Voters had one vote, which they were able to use to vote for a political party or an individual candidate.

#### NOMINATIONS

- 3.9 Notice of Election (triggering the election timetable and the start of nominations) was published on Monday 15 April 2019 (before the poll was confirmed).

- 3.10 The RRO was responsible for processing the nominations with a deadline of 4pm, on Thursday 25 April 2019.
- 3.11 In total there were 21 valid nominations in the London region – 10 political parties and 11 individual candidates. The RRO provided each LRO with the details to appear on the ballot papers on Thursday 25 April 2019 and the LROs arranged production of the ballot papers for their local area. It took time to print the ballot papers given the number of candidates (21) and the length of the ballot paper (nearly 2 foot long).

### **REGISTERING TO VOTE**

- 3.12 The deadline for registering to vote at this election was Tuesday 7 May 2019 (12 working days before polling day) being the (same) day that confirmation was received that the election was definitely going ahead.
- 3.13 The total number of registration applications received (online/paper/phone) between 15 April 2019 (the date Notice of Election was published) and 7 May 2019 (registration deadline) was **3,896**, of which **1,359** were duplicate applications (i.e. an application that can be matched to an individual already on the register at the same address).

### **EUROPEAN UNION (EU) CITIZENS**

- 3.14 European law provides that EU citizens may vote only once, in one member state at a European Parliamentary election. Many EU citizens living in the UK are able to register to vote in the EU member state where they are from, and it is common practice for them to do so. If, an eligible EU citizen wished instead to vote in the UK, they are required under current UK law to complete a separate application and declaration (commonly known as a UC1 form). The declaration must be signed and state that they will vote only in the UK at any European Parliamentary election during the 12-month period of the declaration.
- 3.15 At previous European Parliamentary elections, UC1 forms have been sent (usually) in early January to those local government electors who are EU citizens to help ensure that electors understand their options and are able to exercise their right to vote should they wish to. There is no legal requirement to do this. EU citizens have been required to fill in this additional form for over 20 years every time there has been a European Parliamentary election to vote in the UK, or alternatively choose to vote in or via the country they hold citizenship of.
- 3.16 As soon as it was announced that we should start 'planning' for this European Parliamentary election and Notice of Election was published on 15 April 2019, the LRO sent out UC1 forms with a letter on 20 April 2019 explaining the process to some 12,000 EU citizens on the local government electoral register in Bromley.
- 3.17 The information was also made available on the Council's website, and the Government added messages to the register to vote section of GOV.UK highlighting that, for EU citizens, registration for European Parliamentary elections, is a two stage process i.e. they need to be registered to vote and to have to completed a UC1 form if they wished to vote in the UK.
- 3.18 The deadline for return of completed declarations/UC1 forms was the same as for ordinary applications for registration, Tuesday 7 May 2019.
- 3.19 2,586 EU electors in Bromley returned a correctly completed declaration/UC1 form by the deadline - they had their prefix on the electoral register changed from a 'G' to a 'K' indicating that they were entitled to vote at the European Parliamentary election on 23 May 2019.

- 3.20 The LRO is happy that given the shortened timescale (and that the electoral process is governed by a legislative framework that he has to work within), all reasonable steps were taken to raise awareness of this requirement for EU citizens in Bromley.
- 3.21 Members should also note that as the registration of EU citizens is an Electoral Registration Officer (ERO) function, and not a Returning Officer function, funding is not available from Cabinet Office to cover this activity and additional costs which arose from the shortened timetable will need to be met from Council budgets.

## **POLL CARDS**

- 3.22 The LRO was able to secure early despatch dates with printers and poll cards were sent out from our printers via Royal Mail to approximately 230,000 electors in the borough on Wednesday 24 April 2019. A further 6,000 or so were sent up to a week or so before polling day, to those residents who registered close to the relevant deadlines (including EU citizens returning completed declarations/UC1s).

## **POSTAL VOTING AND ACCOMODATION**

- 3.23 **Issue of Postal Votes:** Some 36,000 postal vote packs were despatched, with the bulk of these being sent out (via Royal Mail) on Wednesday 8 May 2019 (again the LRO was able to agree an early date with the printers). Following difficulties at previous 'snap' polls, postal votes sent to overseas addresses, were despatched a few days earlier on Friday 3 May 2019.
- 3.24 A small number of complaints were received from local residents about the non receipt of their postal vote packs and they were all offered (and most accepted) replacement postal vote packs which are available up to 5pm on polling day.
- 3.25 **Receipt and verification of Postal Votes:** the personal identifiers (signature and date of birth) on every returned postal vote statement must be checked and verified against those held on file from the original applications. This is a huge logistical operation requiring suitable accommodation, IT and staff.
- 3.26 Unfortunately, due to the short notice (and uncertainty) of this election, the usual accommodation (the Great Hall) used for this process, was not available to the LRO on this occasion. Alternative accommodation was urgently sought and the only suitable space identified and available (where IT could be set up and staff accommodated) was in Committee rooms 2 and 3. However, this was not ideal as space was limited and weddings were scheduled to take place in these rooms the weekend before polling day (18/19 May 2019). This required equipment being removed and reassembled incurring additional costs.
- 3.27 Some 25,000 postal votes (just under 70%) were returned by 10pm on Thursday 23 May 2019. Following the scanning and checking of the personal identifiers of these postal votes, approximately 688 postal votes were rejected for either want of a signature and/or a date of birth, or mismatched signature and/or date of birth, or ballot paper unreturned, or postal vote statement unreturned. Those voters have been contacted to advise why their postal vote was rejected.
- 3.28 On the Monday of the Election week, the Electoral Services office suffered a power failure which was not remedied until the Friday after the election. This required the Electoral Services team to relocate and find alternative means of accessing key software and equipment at a crucial stage in the election process. The Electoral Services Manager is scrupulous in ensuring that business continuity plans are up to date and in place for each election. Those plans were activated and the Electoral Services Manager and her team overcame the various challenges to deliver an exemplary service. It is appropriate to express thanks to IT colleagues and the

Council's IT contractor BT for their support given in implementing the business continuity arrangements.

## **RECRUITMENT OF STAFF**

- 3.29 Given the short notice and the fact that the Count took place on the Sunday before the May Bank Holiday, there were more challenges than usual in recruiting sufficient experienced staff at the polling stations.
- 3.30 The LRO appointed to a total of 1,184 roles at this election. Roles included those at polling stations, opening & verifying the postal votes and counting the votes. Some individuals fulfilled different roles, and approximately 720 different people were appointed. Of these, 122 were Council employees.

## **POLLING STATIONS**

- 3.31 The short notice meant that there were more difficulties than usual in securing bookings and agreeing arrangements with polling stations. Bookings were made at 110 premises which accommodated 185 polling stations.
- 3.32 After extensive work by election staff, one polling station, Victory Social Club (HA2) was unavailable due to the prior booking of a social event (which could not be cancelled without incurring significant costs). Alternative premises were identified, visited and used at this election at Bromley Football Club (the Ravens Bar). Details of the change were included on the poll cards and the Council website, and signage was displayed at the Victory Social Club re-directing voters to the Football Club. The arrangements at the Football Club worked well and the LRO is grateful to the Club for their hospitality at such short notice. Voter feedback was positive.
- 3.33 The short notice also meant that Head teachers were not able to plan for the fact that schools would be required as polling stations in the same way as they would for a scheduled election. We were able to work with schools, where necessary and agreed to use either a different room and/or entrance. This was the case at Manor Oak Primary School (CE4), Stewart Fleming Primary School (CL1), Tubbenden Primary School (FC5), Chislehurst CE Primary School (CH4) and Harris Aspire Academy (PE3). Details of the changes were included on (some of) the poll cards and the Council website, and additional signage was displayed at the polling stations. The LRO is grateful to these Head teachers in particular for their support in ensuring that local residents were able to cast their votes at their usual polling stations at this election. The LRO has also expressed his thanks to all Head teachers for the support they gave to the democratic process. In total 34 schools were used for 60 polling stations.

## **POLLING DAY**

- 3.34 Polling day went extremely smoothly with no major issues being reported. The LRO visited a number of polling stations in the borough and was impressed by the standards and attitude of polling staff especially given the size of the ballot paper.
- 3.35 There was some journalistic and social media traffic throughout the day on EU citizens being unable to vote/turned away from the polling stations, and a small number of complaints were received in this regard. However, positive feedback was also received with one local resident saying:

*'Bromley Council was spot on. Received form (UC1) on time. Sent it back and received my poll card 1 week ago. Hat off to them...'*

3.36 Polls closed at 10pm and Presiding Officers returned their sealed ballot boxes and election equipment/materials back to the Bromley Civic Centre. Ballot paper accounts were checked for arithmetical errors, and sealed ballot boxes recorded and placed in a secure vault in the North Block until taken to the count venue early morning on Sunday 26 May 2019.

3.37 Turnout at this election in Bromley was **43.2%** - higher than neighbouring London Boroughs:

London Borough	Turnout (%)
Bexley	37.7%
Croydon	38.4%
Greenwich	40.1%
Lambeth	42.0%
Lewisham	42.2%

## THE COUNT

- 3.38 The count took place at the Kent County Cricket Ground in Beckenham using the layout that had been successfully trialled at last year's local elections (enabling candidates and agents to have full view of all the processes).
- 3.39 The RRO issued specific directions to the LROs in regard to the timings of the count process namely that results in regard to the verification of the votes (stage 1) be submitted to the RRO by 4pm on Sunday 26 May 2019, and the results of the sorting and counting of the votes (stage 2) be submitted to the RRO by 8pm on Sunday 26 May 2019. No results could be declared until 10pm (after voting in other EU countries had closed).
- 3.40 The LRO saw merit in undertaking both stages of the process on the bank holiday Sunday starting at 9.30am. This allowed staff who had worked on polling day to be well rested reducing errors and mistakes (due to tiredness) and giving a safe, accurate and efficient count.
- 3.41 The verification and count processes were undertaken by way of 'mini counts' at ward level (although postal votes could not be identified/sorted down to ward level as they came from anywhere in the borough, but were 'mixed in' the ward counts) with the results from each ward aggregated to achieve an overall result for the borough.
- 3.42 Under the election rules, the total number of ballot papers in each box is verified with the number on the ballot paper account submitted by the Presiding Officer at each polling station (or by the Supervisor in charge of the postal vote session) (known as stage 1). This stage is critical in ensuring the accuracy of the result as it means that when the votes are sorted into votes for each political party/independent candidate and counted (known as stage 2), the count total can be compared to the verification total to identify any discrepancies.
- 3.43 The count process went smoothly although the size of ballot paper and associated complexities, meant it took slightly longer than usual. Results of verification were submitted to the RRO at about 1.30pm and the provisional results were submitted by about 6.30pm. The local result for Bromley (see appendix 1) was declared at Kent County Cricket Ground in front of a number of candidates/agents at 10pm. The London Region result (see appendix 2) was declared at City Hall by the RRO shortly after 10pm.

## CONCLUSION

3.44 The European Parliamentary election held on Thursday 23 May 2019 was an unscheduled poll and due to the shortness (and uncertainty) of the timetable, the LRO faced a number of issues and local challenges including difficulties in booking suitable accommodation, printer capacity, complexities of registering EU citizens, size of the ballot paper, challenges of recruiting staff due to the bank holiday and the lack of confirmation from Cabinet Office about the funding of these elections.

3.45 Notwithstanding these issues, the LRO is pleased to be able to report that the European Parliamentary election in Bromley was delivered successfully with no legal challenges to the local result or any allegations of fraud.

### 4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

None arising from this report

### 5. POLICY IMPLICATIONS

None arising from this report

### 6. FINANCIAL IMPLICATIONS

Not applicable

### 7. PERSONNEL IMPLICATIONS

7.1 Some Council employees were recruited by the Returning Officer to help with various duties regarding the conduct of this election. However, a majority of staff were recruited from other sources. The Returning Officer has a statutory right under section 35(6) of the Representation of the People Act 1983 to require the Council to provide as many staff as required for election purposes.

### 8. LEGAL IMPLICATIONS

8.1 The Council is required to designate one of its officers as Returning Officer under the provision of section 35(1) of the Representation of the People Act 1983. The Returning Officer is personally responsible for the conduct of elections.

8.2 The rules and regulations for the conduct of European Parliamentary Elections are primarily contained in the Representation of the People Acts 1983, 1985 and 2000, the Representation of the People (England and Wales) Regulations 2001, the Electoral Administration Act 2006, the Electoral Registration and Administration Act 2013 and the European Parliamentary Elections Regulations 2004, European Parliamentary Elections (Amendment) Regulations 2009 and 2013.

### 9. PROCUREMENT IMPLICATIONS

Not applicable

<b>Non-Applicable Sections:</b>	None
Background Documents: (Access via Contact Officer)	None

# Appendix 1: DECLARATION OF RESULT

European Parliamentary Election on Thursday 23 May 2019

## Result of poll for the local counting area of London Borough of Bromley

I, David Mark Bowen, being the Local Returning Officer at the above election, do hereby give notice that the number of votes recorded for the London Borough of Bromley local counting area in the said election is as follows:

Name of Party or Individual Candidate	Number of Votes
ANIMAL WELFARE PARTY	1,332
CHANGE UK - THE INDEPENDENT GROUP	5,031
CONSERVATIVE AND UNIONIST PARTY	11,051
GREEN PARTY	11,835
LABOUR PARTY	8,629
LIBERAL DEMOCRATS	26,912
THE BREXIT PARTY	31,292
UK EUROPEAN UNION PARTY (UKEUP)	600
UK INDEPENDENCE PARTY (UKIP)	2,585
WOMEN'S EQUALITY PARTY	988
AGHAJI, DAZE	31
HALLAM, ROGER	46
KIRBY, ALAN DENIS	7
KLU, KOFI MAWULI	28
LAFFERTY, ZOE DELEMERE	11
MCDOWELL, CLAUDIA	26
MEDHURST, ANDREW	17
MUSS, HENRY	5
SHAD, MIKE	10
SOWDEN, IAN	12
VENZON, ANDREA	19
<b>Total number of votes</b>	<b>100,467</b>

Dated Tuesday 22 October 2019

David Mark Bowen  
Local Returning Officer

<b>The number of ballot papers rejected was as follows:</b>		<b>Number of ballot papers</b>
A	want of an official mark	0
B	voting for more parties/candidates than entitled to	163
C	writing or mark by which voter could be identified	1
D	being unmarked or wholly void for uncertainty	338
<b>Total</b>		<b>502</b>

**Electorate: 233,670**

**Ballot papers issued:100,969**

**Turnout: 43.22%**

Dated Tuesday 22 October 2019

David Mark Bowen  
Local Returning Officer



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Report No.  
CSD19157

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** GENERAL PURPOSES AND LICENSING COMMITTEE

**Date:** 6 November 2019

**Decision Type:** Non-Urgent Non-Executive Non-Key

**Title:** REVIEW OF POLLING DISTRICTS AND POLLING PLACES  
2019

**Contact Officer:** Carol Ling, Electoral Services Manager  
Tel: 020 8313 4367 E-mail: [carol.ling@bromley.gov.uk](mailto:carol.ling@bromley.gov.uk)

**Chief Officer:** Mark Bowen, Director of Corporate Services/Returning Officer  
Tel: 020 8313 4355 E-mail: [mark.bowen@bromley.gov.uk](mailto:mark.bowen@bromley.gov.uk)

**Ward:** Not Applicable

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1. Reason for report

To advise Members on the results and recommendations of the Returning Officer following a review of all polling districts and polling places in the borough

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2. **RECOMMENDATIONS**

2.1 To note the outcome of the review and the consultation undertaken.

2.2 To approve the proposals and recommendations of the Returning Officer set out in this report and Appendix 3 with affect from publication of the revised Register of Electors on 1 December 2019.

2.3 To note that following the final recommendations of the Local Government Boundary Commission's Electoral Review (due early to mid 2020), a further and more thorough review of the polling districts and polling places will be undertaken before the next compulsory review is required.

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
- 

### Corporate Policy

1. Policy Status: Not Applicable
  2. BBB Priority: Excellent Council
- 

### Financial

1. Cost of proposal: Not Applicable:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Electoral Services
  4. Total current budget for this head: Not Applicable
  5. Source of funding: Not Applicable
- 

### Personnel

1. Number of staff (current and additional): Not Applicable
  2. If from existing staff resources, number of staff hours: Not Applicable
- 

### Legal

1. Legal Requirement: Statutory Requirement:
  2. Call-in: Not Applicable
- 

### Procurement

1. Summary of Procurement Implications: Not Applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not Applicable
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Yes
2. Summary of Ward Councillors comments: Attached

### 3. COMMENTARY

#### BACKGROUND

- 3.1 Under the Representation of the People Act 1983 the Council is required to divide its area into polling districts and to designate polling places for each of those districts, to keep those polling districts under review and to undertake a statutory review every five (5) years.
- 3.2 The Electoral Registration and Administration Act 2013 introduced a change to the timing of the compulsory reviews of the UK Parliamentary polling districts and polling places. The next compulsory review must now be started and completed between 1 October 2018 and 31 January 2020 (inclusive).
- 3.3 Any proposed changes to the polling districts and/or the polling places will take effect from 1 December 2019 when the revised Register of Electors is published
- 3.4 There are three (3) significant factors to take into account for this review:
- a) The timetable for these reviews was set out in legislation to coincide with the Fixed Term Parliament Act 2011. The intention was for these reviews to be completed by January preceding a May Parliamentary election. However, the 'snap' election in 2017, means that these are no longer coterminous
  - b) Bromley is currently undergoing an Electoral Review by the Local Government Boundary Commission for England (LGBCE). This is a major (and statutory) evaluation looking at the number of councillors in Bromley, the number of wards, their boundaries and names. Final proposals for this will not be laid before Parliament until mid 2020. Once accepted, a full and thorough polling district review (including the redrawing of polling districts within the new wards) will be required before the proposals are implemented for the Local Government Elections in May 2022
  - c) The only scheduled polls for the life of this review are the Greater London Authority elections in May 2020. However, there is much speculation of a 'snap' election being called imminently
- 3.5 As a result of the LGBCE review detailed above, it is possible that there could be extensive changes to the current polling districts with a high proportion of the electorate being required to vote at a different polling station in an entirely new/different ward from 2022.
- 3.6 As mentioned above, the polling districts and polling places will need to be reviewed at that stage, and given that multiple changes of polling station venues could potentially cause significant voter confusion, we are keen to minimise the amount of changes we implement in advance of 2022.
- 3.7 We are therefore proposing to undertake a **light touch** review of polling districts and polling places at this stage, complying with the requirements of the five year review but solely addressing any major disparities in electorate or unsuitability of polling stations. We will then conduct a more thorough review after the new wards are established, including taking into account such factors as electorate figures and property development forecasts.

#### THE REVIEW PROCESS and CONSULTATION

- 3.8 The Returning Officer reported on existing and proposed changes and this formed the basis for consultation – see **Appendix 1**

3.9 The formal consultation period ran from 10 September 2019 to 4 October 2019. A public notice was published giving notice of the review, and full details of the review were placed on the Council's website inviting any elector in the borough to make representations.

3.10 In addition details were sent by email to and representations sought from the following:

- London Borough of Bromley Councillors
- The Boroughs four Members of Parliament
- The GLA Member for the Bromley & Bexley constituency
- Local Agents
- Local Political Parties
- Local Disability Groups (including Bromley Mencap, DeafPlus, Community Links, Scope, Disability Voice and Kent Association for the Blind)
- London Borough of Lewisham's Returning Officer
- Booking secretaries of the (current) polling places including Head teachers of the schools that are used

3.11 All representations received during the consultation period are detailed in **Appendix 2**. A total of ten (10) responses were received – eight (8) from Councillors, one from the Head teacher of Cudham Primary School and one from the Returning Officer of London Borough of Lewisham.

3.12 As can be seen, there were a relatively limited number of responses with none from any elector. The lack of response by the public tends to support the view that the current polling arrangements are predominantly satisfactory and have all been shown at elections conducted in recent years to be practicable given the circumstances that prevail within the areas that they serve.

### **THE RETURNING OFFICER'S PROPOSALS**

3.13 The Returning Officer took into account the following considerations when drawing up his final recommendations:

- That all electors have such reasonable facilities for voting as practicable in the circumstances
- That so far as is reasonable and practicable, every polling place is accessible to electors who are disabled
- That the polling place should be in its own polling district
- That no polling place should be shared by two wards because of the risks associated with holding different elections in the same polling place
- No more than 2,000 electors per polling station

### **SUITABILITY OF POLLING PLACES**

3.14 There are a number of factors that need to be considered when reviewing existing polling places or when assessing the suitability of new polling places for use, including:

- Availability – is the building readily available for hire in the event of any unscheduled elections
- Geographically central and reasonably accessible for the majority of the electorate
- Avoid barriers for the electors such as steep hills, major roads and rivers

- Sufficient space for the layout of the polling station (single or multiple) – even where there is a turnout
- General staff welfare facilities (toilets, kitchen, heating and lighting)
- Availability of parking
- Within reasonable walking distance of electors
- Suitable access from road
- Accessible doorways
- Drop kerbs, steps, pathways in reasonable repair, level access etc
- Reasonable lighting

3.15 Ideally there would be the choice of a range of fully accessible buildings, conveniently located for electors in the area within which to establish polling stations. In practice, however, the choice of polling places will often be a balance between the quality of the building (access, facilities etc) and the proximity of the building to the electors.

### **SELECTION and COSTS OF POLLING PLACES**

- 3.16 Polling places located within publically funded premises (such as schools) are generally preferred by the Returning Officer as their availability can be relied upon. The Returning Officer has the statutory power to request a room in the premises and schools cannot refuse such a request. These premises are generally well located, accessible and suitable - see **Appendix 3** for further details. The costs of these premises are usually relatively low, as the law provides that they are free of charge save for a reasonable amount for heating, lighting and additional caretaking.
- 3.17 Second preference for polling places are private premises (such as church halls and community centres). However, the Returning Officer cannot guarantee their availability, as owners/managers of the premises have the right to refuse hire at any time, without explanation. This can cause considerable inconvenience to both the Returning Officer and voters (especially in the event of an unscheduled poll), as alternative locations have to be secured within a very short timetable. Generally, these premises are more expensive, as commercial hire rates may be charged.
- 3.18 Where there are no other appropriate alternative polling places, temporary/portable buildings (known as portakabins) are used as polling places. Due to limited supply, these are sometimes difficult to procure. They often provide inferior accessibility to voters (especially those with disabilities and substandard accommodation for staff. They are significantly more expensive than other premises and the Returning Officer avoids using these unless there is no other option.
- 3.19 As a rough guide the average cost of:
- A publically funded polling place is around £165 (with the most expensive at £225.83)
  - A private polling place is around £455 (with the most expensive at £1,300)
  - A temporary polling place/portakabin is around £5,000 (includes installation of portable unit plus provision of portable toilet plus provision of power/generator and security)

There is a risk that if the Council stopped, or materially reduced, the number of publically funded polling places, it would not be able to recover the additional expenditure.

### **RECOMMENDATIONS**

- 3.20 The Returning Officer's final recommendations for polling districts and polling places in respect of this review are set out in **Appendix 4**

3.21 Following the final recommendations of the Local Government Boundary Commission’s Electoral Review (due early to mid 2020), the Returning Officer will ensure that a further and more thorough review of the polling districts and polling places is undertaken within the new warding pattern, to take effect at the elections to be held on 5 May 2022 (and then used at all statutory elections held thereafter) and before the next compulsory review is required.

**4. IMPACT ON VULNERABLE ADULTS AND CHILDREN**

None arising from this report

**5. POLICY IMPLICATIONS**

None arising from this report

**6. FINANCIAL IMPLICATIONS**

6.1 Changes that are agreed which will result in residents in a particular area being allocated a new/different building as a polling station (or a change of entrance) will be publicised to the voters concerned when polling cards are sent at an election. The cost of this will be met by the relevant governing body for that election (e.g. central government for national UK elections or referendums, the GLA for the London Mayoral and Greater London Assembly elections and the Council for local government elections).

6.2 If approval to the review is delayed until after the revised Register of Electors is published on 1 December 2019 (a statutory date), it may be necessary to re-publish the Register following the approval of changes which may involve additional costs to be met from the budgets allocated for Electoral Services

**7. PERSONNEL IMPLICATIONS**

None arising from this report

**8. LEGAL IMPLICATIONS**

8.1 The review of Polling Districts and Polling Places has been undertaken in accordance with the provisions of the Representation of the People Act 1983, the Electoral Administration Act 2006, the Review of Polling Districts and Polling Places (Parliamentary Elections) Regulations 2006 and the Electoral Registration and Administration Act 2013 which requires the Council to complete this review by 31 January 2020.

8.2 Failure to comply could lead to the Council being in breach of its official duty

**9. PROCUREMENT IMPLICATIONS**

None arising from this report

<b>Non-Applicable Sections:</b>	
Background Documents: (Access via Contact Officer)	<ul style="list-style-type: none"> <li>• Representation of the People Act 1983</li> <li>• Electoral Administration Act 2006</li> <li>• The Review of Polling Districts and Polling Places (Parliamentary Elections) Regulations 2006</li> <li>• Electoral Registration and Administration Act 2013</li> <li>• Returning Officer’s comments and recommendations on current polling arrangements</li> <li>• Consultation responses</li> </ul>

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

<b>BECKENHAM PARLIAMENTARY CONSTITUENCY</b>						
<b>Ward</b>	<b>Polling District</b>	<b>Total electorate</b>	<b>No. of Polling Stations</b>	<b>Current Polling Place</b>	<b>Comments</b>	<b>Acting Returning Officer's Recommendation</b>
Bromley Common & Keston	BC1	2,555	2	St. Luke's Bromley Church Hall	No issues identified	No change proposed
Bromley Common & Keston	BC2	1,531	1	Nettleton Hall, Bromley Common Baptist Church	No issues identified	No change proposed
Bromley Common & Keston	BC3	3,833	2	South Room, Holy Trinity Church	Previous issues identified and resolved	No change proposed
Bromley Common & Keston	BC4	2,901	2	Southborough Lane Baptist Church	Previous issues identified and resolved	No change proposed
Bromley Common & Keston	BC5	1,860	1	Keston Village Hall	No issues identified	No change proposed
Copers Cope	CC1	4,315	3	Worsley Bridge Primary School, Brackley Road	Head teacher has recently suggested alternative location for this polling place at Kent County Cricket Ground. However facility already used as count venue and there is no additional space available to accommodate the triple polling station required for this polling district. Several parents have also suggested St Pauls Church as an alternative venue. Contact is being made to ascertain if the premises are available and suitable. RO is aware of proposed developments at Maybrey Business Park and Footzie Social Club in this polling district but current arrangements should accommodate additional electors	No change proposed
Copers Cope	CC2	4,348	3	St. George's Beckenham Church Hall	Previous issues identified and resolved	No change proposed
Copers Cope	CC3	4,022	3	Beckenham United Reformed Church Hall	No issues identified	No change proposed
Hayes & Coney Hall	HA1	1,770	1	Pickhurst INFANT Academy	Some concerns were raised by a ward councillor in regard to elector confusion as to which school they should go to (Pickhurst JUNIOR school is polling place for polling district WW3 ). Additional signage has been provided at recent elections and no issues reported by electors.	No change proposed
Hayes & Coney Hall	HA2	1,588	1	Bromley Football Club (The Ravens Bar)	Due to the short notice of the 2019 election and competing booking priorities, the official polling place at VICTORY SOCIAL CLUB was unavailable. Bromley Football Club was identified as a suitable alternative polling place for this election. Arrangements worked well on that occasion and RO will consider these premises as a suitable alternative, if this is required again in future (although may not be available during the football season)	Move back to: VICTORY SOCIAL CLUB
Hayes & Coney Hall	HA3	2,027	2	Hayes Free Church Hall	No issues identified	No change proposed
Hayes & Coney Hall	HA4	2,938	2	Hayes Village Hall	RO is aware of proposed development at 34 West Common Road but current arrangements should accommodate additional electors	No change proposed
Hayes & Coney Hall	HA5	3,313	2	The Assembly Halls	RO is aware of proposed development at All Saints School site but current arrangements should accommodate additional electors	No change proposed
Hayes & Coney Hall	HA6	1,026	1	Coney Hill Baptist Church	No issues identified	No change proposed
Kelsey & Eden Park	KP1	2,156	2	Azelia Hall	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

Kelsey & Eden Park	KP2	2,689	2	St. Edmunds Church Hall	No issues identified	No change proposed
Kelsey & Eden Park	KP3	3,432	3	Marian Vian Primary School	No issues identified	No change proposed
Kelsey & Eden Park	KP4	4,189	3	St. John's Eden Park Church Hall	RO is aware of development at Glaxo site and land at junction with South Eden Park Road and Bucknall Way. This will need to be revisited after the outcome of the Boundary Review is known but in meantime current arrangements should accommodate additional electors	No change proposed
Shortlands	SH1	1,871	1	St. Mary's Shortlands Church Hall	No issues identified	No change proposed
Shortlands	SH2	2,086	2	St. Peter's Hall	No issues identified	No change proposed
Shortlands	SH3	1,575	1	Highfield Junior School	No issues identified	No change proposed
Shortlands	SH4	2,161	2	St. Mark's C.E. Primary School	No issues identified	No change proposed
West Wickham	WW1	1,869	1	St. Francis Church Hall	No issues identified	No change proposed
West Wickham	WW2	2,991	2	The Hawes Down Centre	A burst water pipe recently caused significant damage to the Hawes Down Centre affecting the power, heating, floors and ceilings. Emergency (electrical) repairs undertaken so that the building was suitable for polling at the election in 2019.	No change proposed
West Wickham	WW3	2,707	2	Pickhurst JUNIOR Academy	Polling place is located outside the polling district as there is no suitable location available in the polling district. However, the school is well known to voters. Some concerns were raised by a ward councillor in regard to elector confusion as to which school/academy they should go to, to vote (Pickhurst INFANT school is polling place for polling district HA1 and is on the same site as Pickhurst JUNIOR Academy ). Additional signage has been provided at recent elections and no issues reported by electors	No change proposed
West Wickham	WW4	4,420	3	Emmanuel Church Hall	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

<b>BROMLEY &amp; CHISLEHURST PARLIAMENTARY CONSTITUENCY</b>						
<b>Ward</b>	<b>Polling District</b>	<b>Total electorate</b>	<b>No. of Polling Stations</b>	<b>Current Polling Place</b>	<b>Returning Officer's Comments</b>	<b>Returning Officer's Recommendation</b>
Bickley	BK1	2,050	2	Scotts Park Primary School	No issues identified	No change proposed
Bickley	BK2	1,060	1	Bullers Wood School	Previous issues identified and resolved	No change proposed
Bickley	BK3	1,239	1	St. Michael's Hall	No issues identified	No change proposed
Bickley	BK4	3,007	2	St. George's Bickley C.E. Primary School	Polling place is located just outside the polling district as there is no suitable alternative location within the polling district. However, the School has been used as the polling place for many years, is easily accessible, well known to voters and is a good facility for both voters and staff. Head teacher has suggested that the polling place should be moved to the (new) La Fontaine Academy in Nightingale Lane - but this is still outside the polling district with no additional facilities to the existing polling place. Current arrangements considered satisfactory.	No change proposed
Bickley	BK5	1,476	1	St. George's Bickley Church Hall	No issues identified	No change proposed
Bickley	BK6	2,918	2	23rd Bromley (St. Augustine Scout Hall)	No issues identified	No change proposed
Bromley Town	BT1	1,682	1	Valley Primary School	Previous issues identified and resolved	No change proposed
Bromley Town	BT2	2,085	2	Christ Church Bromley	Previous issues identified and resolved	No change proposed
Bromley Town	BT3	901	1	Mobile Unit at the Pavilion, Queens Mead Recreation Ground	A mobile unit has been used as a polling place for many years as no suitable/available building/accomodation in the polling district. Whilst no adverse comments received on location of polling place, accessibility and convenience to electors, facilities for staff are poor - they have to use toilets inthe Pavilion and there is no kitchen. Also, area around Unit can be uneven and slippery, especially in wet weather.	No change proposed
Bromley Town	BT4	2,333	1	The Church Rooms, Bromley Parish Church	RO is aware of developments being undertaken/proposed at Ethelbert Close, a site adjoining Bromley College in Tweedy Road and the former BHS site in the High Street. The electorate for this single polling station is already high and will be increasing due to these developments. Whilst this will need to be revisited after the outcome of the Boundary Review is known, this is not an issue that needs addressing immediately as part of this review, as there is sufficient space in the Church Rooms to accomodate a double polling station	No change proposed
Bromley Town	BT5	1,562	1	Bickley Primary School	Polling place is located just outside the polling district. However, the School has been the polling place for many years and is well known to voters. The Head teacher has recently suggested that the polling place should be moved to the (new) La Fontaine Academy in Nightingale Lane - but this is still outside the polling district with no additional facilities to the existing polling place.	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

Bromley Town	BT6	3,155	2	St. Mark's Bromley Church Room	RO is aware of developments being undertaken/proposed at St Marks Square and the HG Wells Centre site in St Marks Road. Whilst this will need to be revisited after the outcome of the Boundary Review is known, this is not an issue that needs addressing immediately as part of this review, as current arrangements should accommodate additional electors	No change proposed
Bromley Town	BT7	1,752	1	St. Swithun's Bromley Church Hall	No issues identified	No change proposed
Chislehurst	CH1	1,425	1	The Chislehurst Sports & Country Club	No issues identified	No change proposed
Chislehurst	CH2	3,209	3	Red Hill Primary School	Previous issues identified and resolved	No change proposed
Chislehurst	CH3	2,347	2	Edgebury Primary School	Following major buildings works in 2016 (when a portacabin was used on the public space immediately opposite the main school entrance in Belmont Lane), the RO agreed with the Head teacher to a change of accommodation in the school to avoid closure of the school, Temporary fencing was also provided (by the RO) to restrict voters from entering other parts of the school. The Head teacher has also suggested that Mead Road Infants School should be used as the polling place. This has been looked into but is not suitable due to its location, accessibility and size. New arrangements implemented are considered satisfactory (although RO may no longer have access to temporary fencing at future elections)	No change proposed
Chislehurst	CH4	4,172	3	Chislehurst C.E. Primary School	The space available for this triple polling station is quite tight but this has been well managed by polling staff in recent years. The (previous) Head teacher suggested alternative venues (the Old Chapel and Chislehurst Village Hall). These have been looked into but neither were suitable and/or available. Following reconstruction works, the old entrance to the Chislehurst Primary School no longer exists and alternative access arrangements were put in place in 2019 (via an entrance around the back of the school). This caused a few issues but the RO will continue to work with the (new) Head teacher as the school is the only facility available in this polling district. The RO is also aware of proposed developments at Shepheard's House and Flamingo Park Club, but current arrangements should accommodate additional electors.	No change proposed
Chislehurst	CH5	955	1	St. Peter & St. Paul Catholic Primary Academy	No issues identified	No change proposed
Cray Valley West	CW1	1,797	1	Link Youth Centre	No issues identified	No change proposed
Cray Valley West	CW2	2,888	2	Gray's Farm Primary Academy	No issues identified	No change proposed
Cray Valley West	CW3	3,999	3	Leesons Primary School	Head teacher has suggested alternative locations (Oak Community Church and St Barnabus Church Hall) to the school. The Community Church is not suitable as there is insufficient space for a triple polling station. Contact has not yet been made with St Barnabus Church. The RO will continue to work with Head teacher to minimise disruption to school on polling day.	No change proposed
Cray Valley West	CW4	3,607	3	Poverest Adult Education College	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

Mottingham & Chislehurst N	MO1	1,763	1	Odd Fellows Hall	No issues identified	No change proposed
Mottingham & Chislehurst N	MO2	2,036	2	Castlecombe Children & Family Centre	Previous issues identified and resolved	No change proposed
Mottingham & Chislehurst N	MO3	2,429	2	Mottingham Primary School	Polling place moved from Mottingham Children & Family Centre back to Mottingham Primary School in 2016. The (previous) Head teacher then requested a change of room in 2018 from the main hall to the breakfast & after school club with entrance via Mottingham Road only. Following a number of complaints and concerns received by the RO regarding access arrangements, and with the agreement of the (new) Head teacher, the polling stations were moved back to main hall in 2019 with access via Ravensworth Road and Mottingham Road. Arrangements work well for	No change proposed
Mottingham & Chislehurst N	MO4	1,169	1	Elmstead Baptist Church	No issues identified	No change proposed
Plaistow & Sundridge	PS1	1,359	1	Burnt Ash Children & Family Centre	No issues identified	No change proposed
Plaistow & Sundridge	PS2	3,105	2	St. Andrew's Bromley Church Hall	No issues identified	No change proposed
Plaistow & Sundridge	PS3	2,219	2	Parish C.E. Primary School	No issues identified	No change proposed
Plaistow & Sundridge	PS4	2,543	2	Trinity Bromley United Reformed Church Hall	No issues identified	No change proposed
Plaistow & Sundridge	PS5	2,448	2	Warwick Hall, St. Mary's C.E. Church	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

<b>LEWISHAM WEST &amp; PENGE (part) PARLIAMENTARY CONSTITUENCY</b>						
Ward	Polling District	Total electorate	No.of Polling Stations	Current Polling Place	Returning Officer's Comments	Returning Officer's Recommendation
Clock House	CL1	2,927	2	Stewart Fleming Primary School	Polling station moved from main hall (no longer available following refurbishments) to alternative accomodation in the school in 2019 with access via Witham Road only (and not Suffield Road). Arrangements work well for both electors and staff	No change proposed
Clock House	CL2	1,850	1	Avenue Road Baptist Church Hall	Polling place moved at short notice from St Michaels and All Angels Church (undergoing major refurbishment works) to Avenue Road Baptist Church Hall in 2018. Arrangements work well and no issues reported	No change proposed
Clock House	CL3	2,681	2	Churchfields Primary School	No issues identified	
Clock House	CL4	3,344	2	Neighbourhood Church	Previous issues identified and resolved	No change proposed
Clock House	CL5	1,102	1	Beckenham Library	Beckenham library is now managed by the Greenwich Leisure Limited - require additional security to be present throughout polling day (as the library is closed to the public on a Thursday). As a result, the hire costs have risen substantially. However, the library has been used as a polling place for many years, is easily accessible and is a good facility for both voters and staff	No change proposed
Crystal Palace	CP1	1,318	1	Sydenham Lawn Tennis Club	No issues identified	No change proposed
Crystal Palace	CP2	2,680	2	St. Paul's Anerley Church Hall	No issues identified	No change proposed
Crystal Palace	CP3	3,436	2	Anerley Town Hall	No issues identified	No change proposed
Crystal Palace	CP4	1,890	1	Anerley Town Hall	Anerley Town Hall is located just outside this polling district as there is no suitable location available in the polling district. However the building is well known to voters, located in close proximity to the majority of the residential properties in this polling district and is also used as the polling place for the adjoining polling district (CP3). The building has suitable space and arrangements are well established with voters	No change proposed
Penge & Cator	PE1	2,233	2	Holy Trinity Church Centre	No issues identified	No change proposed
Penge & Cator	PE2	1,188	1	Christ Central Church	No issues identified	No change proposed
Penge & Cator	PE3	1,212	1	Harris Girls' Academy Bromley	For the last few years different rooms in the school have been used as the polling station/voting area (including on the opposite side of the road to the main building) to accomodate students taking examinations at this senior school. Whilst this is not ideal (as it can cause voter confusion) there is no suitable alternative location available in the polling district	No change proposed
Penge & Cator	PE4	3,245	2	St. John's C.E. Primary School	No issues identified	No change proposed
Penge & Cator	PE5	2,336	2	Kenilworth Church Hall	No issues identified	No change proposed
Penge & Cator	PE6	2,463	2	Melvin Hall	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

<b>ORPINGTON PARLIAMENTARY CONSTITUENCY</b>						
<b>Ward</b>	<b>Polling District</b>	<b>Total electorate</b>	<b>No.of Polling Stations</b>	<b>Current Polling Place</b>	<b>Returning Officer's Comments</b>	<b>Returning Officer's Recommendation</b>
Biggin Hill	BH1	2,819	2	Oaklands Primary Academy	Previous issues identified and resolved	No change proposed
Biggin Hill	BH2	3,266	3	St. Mark's Biggin Hill Church Hall	No issues identified	No change proposed
Biggin Hill	BH3	1,831	1	Biggin Hill Children & Family Centre	No issues identified	No change proposed
Chelsfield & Pratts Bottom	CB1	2,719	2	St. Nicholas Orpington Church Hall	No issues identified	No change proposed
Chelsfield & Pratts Bottom	CB2	2,513	2	Warren Road Primary School	No issues identified	No change proposed
Chelsfield & Pratts Bottom	CB3	2,483	2	The Chelsfield Centre	No issues identified	No change proposed
Chelsfield & Pratts Bottom	CB4	269	1	Chelsfield Village Hall	No issues identified	No change proposed
Chelsfield & Pratts Bottom	CB5	2,384	2	St. Mary's Green Street Green Church Hall	Previous issues identified and resolved	No change proposed
Chelsfield & Pratts Bottom	CB6	811	1	Pratts Bottom Village Hall	No issues identified	No change proposed
Cray Valley East	CE1	3,183	2	St. Paul's Cray C.E.Primary School	No issues identified	No change proposed
Cray Valley East	CE2	1,740	1	Poverest Coronation Hall	No issues identified	No change proposed
Cray Valley East	CE3	1,387	1	Vernon Hall, Temple United Reformed Church	No issues identified	No change proposed
Cray Valley East	CE4	1,296	1	Manor Oak Primary School	Previous issues identified and resolved	No change proposed
Cray Valley East	CE5	1,200	1	Perry Hall Primary School	Several years ago, Head teacher suggested alternative location (Hope Church). This was looked into but was not suitable. RO has worked with Head teacher to help keep school open on polling day. Alternative accomodation on site identified (classroom/library) and has been used at recent elections. Temporary fencing erected to restrict electors entering other parts of the school. Arrangements work well (although RO may no longer have access to temporary fencing at future elections)	No change proposed
Cray Valley East	CE6	2,818	2	Orpington Sea Cadets, T S Whirlwind	Previous issues identified and resolved	No change proposed
Darwin	DA1	969	1	Mobile Unit in The Car Park, The Common	A mobile unit has been used as a polling place for many years as no suitable/available building/accomodation in the polling district. Whilst no adverse comments received on location of polling place, accessibility and convenience to electors, facilities for staff are poor - they have to use portable toilet, there is no kitchen and electricity is supplied by a generator (which can be noisy and oderous). Also, area around Unit can be uneven and slippery, especially in wet weather.	No change proposed
Darwin	DA2	535	1	Downe Village Hall	No issues identified	No change proposed
Darwin	DA3	353	1	Hazelwood Eldon Village Hall	No issues identified	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

Darwin	DA4	927	1	Greenwood Centre	Polling place is located outside polling district (on edge of adjoining polling district CB5), as no suitable accommodation available in the polling district. However building is well known and has been used as polling place for many years. Otherwise no issues	No change proposed
Darwin	DA5	498	1	Cudham C.E. Primary School	High presence of media following local politician at recent elections causing additional disruption to the school. Head teacher has suggested several alternative locations (Cherry Tree Lodge Golf Club, Darwin Leisure Centre and Blundells FSL). These have been looked into but not suitable/available/accessible. RO will continue to work with Head teacher to minimise any disruption to the school on polling day	No change proposed
Darwin	DA6	359	1	Cudham Parish Hall	No issues identified	No change proposed
Darwin	DA7	779	1	Westerham Hill Baptist Church Hall	No issues identified	No change proposed
Farnborough & Crofton	FC1	1,943	2	St. Paul's Crofton Church Hall, Crofton Road	Hire costs for using premises significantly higher than other polling places in the Borough. Alternatives to this site will be considered following the conclusion of the Boundary Review	No change proposed
Farnborough & Crofton	FC2	887	1	Acorn Lounge, Crofton Baptist Church	No issues identified	No change proposed
Farnborough & Crofton	FC3	2,068	2	Crofton Halls	No issues identified	No change proposed
Farnborough & Crofton	FC4	4,091	3	Darrick Wood Infant School, Lovibonds Avenue	Head teachers have raised a number of concerns about this school being used as a polling place. Alternative locations have been identified (St Michael & All Angel RC Church, Darrick Wood Senior School and Darrick Wood Community Centre) but are not suitable/available/accessible. No major issues reported at elections in 2018 and 2019. RO aware of proposed development at Bassets House site but current arrangements should accommodate additional electors	No change proposed
Farnborough & Crofton	FC5	1,353	1	Tubbenden Primary School	Due to short notice of 2019 election, the main hall was unavailable. Alternative classroom identified in different part of the school with a change of entrance (via entrance in Sandy Bury with no direct access from Tubbenden Lane). New arrangements worked well. However, Head teacher recently requested that school no longer be used as the polling place. This has been looked into but no suitable alternative accommodation in the polling district has been identified. RO will continue to work with the school to minimise disruption and avoid closure of the school on polling day	No change proposed
Farnborough & Crofton	FC6	1,435	1	Farnborough Village Hall	No issues identified	No change proposed
Orpington	OR1	1,992	1	All Saints Church Hall	No issues identified	No change proposed
Orpington	OR2	1,124	1	Harris Primary Academy Orpington, Dyke Drive	(Previously known as Hillside Primary School)	No change proposed
Orpington	OR3	2,676	2	Blenheim Children & Family Centre	Previous issues identified and resolved	No change proposed

**APPENDIX 1: Acting Returning Officer's Initial Recommendations for Polling District and Polling Place Review 2019**

Orpington	OR4	2,911	2	Orpington Methodist Church Hall	No issues identified	No change proposed
Orpington	OR5	1,368	1	Bromley Beacon Academy	(Previously known as Burwood School)	No change proposed
Orpington	OR6	2,212	2	Christ Church Orpington	No issues identified	No change proposed
Petts Wood & Knoll	PW1	2,776	2	Garden Estates Association Hall	Some concerns have been raised by polling staff that Hall is too small for a double polling station. However this has been well managed over the years with no queues reported	No change proposed
Petts Wood & Knoll	PW2	682	1	Crofton INFANT School	Crofton Infant School has been used since 2017 - previous 3 or 4 years used Crofton Junior School (at the request of the executive Head teacher). Some complaints received from parents on the disruption and inconvenience caused using the school as a polling place. Number of alternative venues suggested (Petts Wood Methodist Church, St James the Great RC Church and Crofton Baptist Church. These have been looked into but all located outside the polling district (and in one case the ward). Otherwise no issues	No change proposed
Petts Wood & Knoll	PW3	4,559	4	Petts Wood Memorial Hall	This polling district has a high electorate but Petts Wood Memorial Hall has sufficient space to accommodate a quadruple station	No change proposed
Petts Wood & Knoll	PW4	2,766	2	St. John's United Reformed Church Hall	No issues identified	No change proposed
		<b>242,750</b>				

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## APPENDIX 2: Polling District and Polling Place Review 2019 – Responses to Consultation

Ref	Respondent	Date of Response	Response	Acting Returning Officer's Comments
1	Cllr Nicholas Bennett	10/09/2019	I support the proposals for West Wickham to leave the existing polling stations as they are despite some minor confusion by some voters with regard to the two polling stations at the Pickhurst Schools.	I am grateful to the Councillor for his comments
2	Cllr Simon Fawthrop	10/09/2019	I hope you will consider moving PW2 polling place from Crofton School to the Baptist Church where FC2 currently vote.	The law provides that a polling place must be designated for each polling district unless there are 'special circumstances' to designate it outside the polling district (e.g. if no accessible polling place can be identified in the polling district). This is not the case in this instance. It may be that this can be addressed following the Boundary Commission Review
3	Cllr Mike Botting	11/09/2019	As far as Orpington Constituency is concerned I agree with the comments of the ARO that no changes are needed at this stage to the Polling Stations within the Constituency. The issues encountered during the 2017 General election seem to have been dealt with and until the result of the current boundary review is concluded I recommend that we maintain the status quo in Orpington. I was unaware of any issues during the local elections last year.	I am grateful to the Councillor for his comments
4	Janet Senior, Acting Returning Officer, Lewisham West & Penge	11/09/2019	Thank you for sharing your proposals for Bromley's polling districts and stations, which I have noted. I have no comments to make regarding your proposals for the Lewisham West & Penge constituency.	I am grateful to the Acting Returning Officer for her comments
5	Geraldine Shackleton, Head teacher, Cudham C E Primary School	12/09/2019	Thank you for the email regarding the use of our school as a Polling Station, last year was my first year here during a polling day and it was certainly exciting with the press, police and high profile visitors.	I am grateful to the Head teacher for her comments and I quite understand her concerns. As she is aware we have looked at a number of suggested alternative

			<p>We are a very small school with a large catchment area and I would imagine that is also the case for the voters who use this school. I would like the school not to be used as a voting station, I do understand that other local centres have been approached to be hosts in previous years but for one reason or another this has not happened. As you can well imagine the prospect of yet another election happening is causing unrest and I am unable to cancel any pre-booked inset days so this would be an additional day in which I couldn't have the children in school but instead send work for them to do at home. Cudham School is a school that is currently undergoing a lot of addition support from our Trust as our results are not as we would like them to be, so I really don't want to have any days when the children cannot be in school.</p> <p>I do hope my thoughts can be born in mind when you plan your polling stations and thank you in advance for your support</p>	<p>locations but unfortunately none have been suitable, available and accessible</p> <p>We have been able to work with the Head teacher to keep the school open although the first point in her response can make this challenging</p> <p>It may be that a different solution can be identified following the Boundary Commission review</p>
6	Cllr Marina Ahmad	13/09/2019	<p>I have had a number of requests by residents in the past for a polling station to be available at the Turpington Lane Community Centre in Bromley Common. This could increase voter turnout in the area.</p>	<p>I note the Councillor's suggestion but I am reluctant to change the current polling place at this stage for the following reasons:</p> <ol style="list-style-type: none"> <li>1) any change to the polling place causes voter confusion requiring extensive resources to inform and educate the voter</li> <li>2) there could be extensive changes to current polling districts following the conclusion of the Boundary Commission Review (with a high percentage of the electorate being required to vote at different polling stations)</li> <li>3) the likelihood of an imminent 'snap' General election</li> </ol>

				However, once the final outcome of the current Boundary Commission Review is known (about March 2020), I will undertake a full review to comply with any changes (for implication at the 2022 Local elections) and will certainly take into account the suggestion at this stage
7	Cllr Alexa Michael	13/09/2019	<p>In regard to a “light touch” review of polling districts and polling places, I consider that the present arrangements are satisfactory for the Bromley Common &amp; Keston Ward <i>as currently constituted</i>.</p> <p>You will be aware that the Conservative proposal is to place Keston Village into a new Keston &amp; Hayes Ward. Currently everybody living in polling district BC5 votes at the Keston Village Hall in Heathfield Road. Would this continue to be the location for electors living in the remainder of what is now BC5 in any new Bromley Common &amp; Holwood Ward and would electors living in Keston Village in any new Hayes &amp; Keston Ward use it as well?</p>	I am grateful to the Councillor for her comments
8	Cllr Christopher Marlow	15/09/2019	<p>I am writing to you concerning polling district CH4 in the Chislehurst ward. This polling district is oversized, and the current polling station is too far to reach by foot for most residents, many of whom are elderly. In addition, the road from which the school is accessed is extremely narrow, and does not always have sufficient parking spaces at peak voting times.</p> <p>I would propose that the polling district be split in two east-west, perhaps using Centre Common Road (Chislehurst High Street)/St Paul’s Cray Road as the dividing line, with two new polling stations located close to the centre of each respective new polling district. Clearly in light of the boundary review CH4 may not survive, but if it does, I would ask that my suggestion be considered for future elections as a longstanding CH4 resident.</p>	I note the Councillor’s suggestion but await the outcome of the Boundary Commission Review before I consider making changes to any polling districts or polling places
9	Cllr Kieran Terry	15/09/2019	I echo the very valid points raised by Cllr Marlow, especially in	See above

			<p>terms of excessive distances residents are required to walk to get to the polling station and also the potential boundary between the two new polling districts.</p> <p>The suggestions below will allow for greater accessibility for voters in Chislehurst</p>	
10	Cllr Vanessa Allen	04/10/2019	<p>Thank you for this email. Please see below the Labour Group's comments concerning polling stations.</p> <p><u>Clock House</u></p> <p>The five polling stations listed - Stewart Fleming School, Avenue Road Baptist Church, Churchfields Primary School, Neighbourhood Church, and Beckenham Library - are all acceptable locations and we note that no changes are proposed to any of these.</p> <p>For added clarity for voters, the names and addresses of Stewart Fleming School, Avenue Road Church, and Neighbourhood Church, should be underlined, in bold, and very carefully checked prior to print and despatch of polling cards. This is because the locations and/or entrances used at these sites have changed at least once in the past three years and we received complaints about voters being confused by this. For Stewart Fleming School the signage outside and in nearby roads also requires attention due to the distance between the old entrance and the new.</p> <p>Polling cards for Stewart Fleming School in 2018 were incorrectly printed indicating the Suffield Road entrance. This is a particular issue here as the correct entrance to Stewart Fleming School is several hundred yards from Suffield Road.</p> <p><u>Crystal Palace</u></p> <p>We are content with the existing arrangements for CP1 and CP2.</p>	<p>I am grateful to the Labour Group for their response to the review and comment as follows:</p> <p>Thank you</p> <p>Noted</p> <p>We were not aware of the change of entrance/building at Stewart Fleming School in 2018.</p> <p>We were only advised of the changes in 2019 after the initial poll cards were despatched. A letter was sent to all eligible electors advising them of the changes. However this is not a material consideration for the review</p> <p>Thank you</p>

		<p>For CP3, we feel that consideration should be given to using St Hugh's Community Centre as this is more central for the majority of voters in the polling district.</p> <p>For CP4, Anerley Town Hall is outside the polling district and a long distance from the concentration of voters who live on the South Penge Estate. Increased use of the Town Hall has led to the introduction of permit-only parking and the overflow car park is ear-marked for housing development. CPZs have recently been introduced on surrounding streets, so parking within the town hall site is no longer an option.</p> <p>We therefore request a new polling station be sought inside CP4.</p> <p><u>Bromley and Chislehurst</u></p> <p><u>Mottingham and Chislehurst North</u></p> <p>Mottingham Primary School - there were multiple complaints about the change of entrance in 2018 and I note that in 2019 the entrance reverted to that previously used. This also needs to be very clearly indicated on polling cards as suggested above.</p>	<p>I note your suggestion for CP3 and will certainly give consideration to this alternative venue once the outcome of the Boundary Commission Review is known</p> <p>Please suggest an alternative venue in CP4 as I am not aware of any suitable location available in the polling district despite extensive searches for an alternative venue. The situation may be different following the outcome of the Boundary Commission Review</p> <p>Noted</p>
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Note:

Also received response from the Administrator of St Paul's Church, Brackley Road, Beckenham BR3 1RB (suggested alternative venue to Worsley Bridge Primary School in Polling District CC1, Copers Cope Ward, Beckenham Parliamentary Constituency) indicating that there may be issues with using the Church hall as a polling station, if polling day is held on any day of the week except a Thursday (as there is a pre-school)

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## APPENDIX 3: Review of Polling Districts and Polling Places 2019

### Why schools are used as polling places/stations

- The Returning Officer has the **right by law** (under the Representation of the People Act 1983, Chapter 2, Schedule 1, Part III, paragraph 22) to request to use a room within a school as a polling station (free of charge – save for a reasonable amount for heating, lighting and caretaking).
- Schools cannot refuse such a request (unlike private premises where there is always the risk that use for polling may be refused, possibly at short notice).
- This right applies to all mainstream schools liable for use by the Returning Officer of the local authority irrespective of how they were procured, and includes academies, foundation schools and voluntary aided schools.
- Generally it is considered a sensible way of maximizing Government funds and a recognition that school premises are funded, in part at least, by the Government. In the current challenging financial times and reduced budgets, the Cabinet Office encourages schools to be used to save moneys on elections! The Department for Education also recognises that one day a year it is legitimate for the democratic process to be given priority over education where schools are used as polling stations.
- Schools continue to provide the most suitable locations in many polling districts because they lie at the centre of the communities they serve, are conveniently located for voters in the area, and are usually more able than other premises to provide all the necessary facilities (e.g. safe storage, appropriate working conditions for election staff) and are generally easily accessible to voters with disabilities. Unfortunately there is a lack of suitable alternatives in many areas.
- The Returning Officer has the responsibility to ensure that the building is accessible to voters and there are no hindrances or obstacles to them casting their vote. The Returning Officer also has the power to remove people from the building if he feels that they are preventing access to voting. Taken together, the Returning Officer does have the power to insist that a building is empty if he feels that access to the voting is being restricted.
- The fact that a school is used as a polling station does not necessarily mean that it must close – it is for the Head teacher (not the Returning Officer) to decide whether or not to close the school (or part only) for polling purposes. The Returning Officer is always more than willing to work with Head teachers to reduce the disruption to their school including looking at alternative (class) rooms in the school so that they do not have to close the school on polling day.
- Notification of the upcoming (scheduled) elections for the next 10 years or so are provided regularly to all schools used as polling stations in the Borough – this gives Head teachers plenty of time to plan well in advance and minimize disruption to the school for most elections. It also enables parents to be made aware of the situation well in advance so that they can put in place appropriate child care arrangements, if required. Unfortunately this is not possible in regard to ‘snap’ elections as the Returning Officer is not given any advance notice.

- Some Head teachers look at the possibility of avoiding the loss of an educational day through making up the lost day at the beginning or end of term, or using the scheduled election day as a staff training (INSET) day.
- Some Head teachers have expressed concerns around drop of attendance levels on the Friday following election day. However whilst some information has been provided this is inadequate to allow an evidence based evaluation to be made.
- Currently, the Returning Officer uses a total of thirty nine (39) schools in the Borough – the vast majority of these (32) are primary schools.

**APPENDIX 4: Acting Returning Officer's FINAL Recommendations for Polling District and Polling Place Review 2019**

Ward	Polling District	No. of Polling Stations	Current Polling Place	Acting Returning Officer's Recommendation
<b>BECKENHAM PARLIAMENTARY CONSTITUENCY</b>				
Bromley Common & Keston	BC1	2	St. Luke's Bromley Church Hall	No change proposed
Bromley Common & Keston	BC2	1	Nettleton Hall, Bromley Common Baptist Church	No change proposed
Bromley Common & Keston	BC3	2	South Room, Holy Trinity Church Rooms	No change proposed
Bromley Common & Keston	BC4	2	Southborough Lane Baptist Church	No change proposed
Bromley Common & Keston	BC5	1	Keston Village Hall	No change proposed
Copers Cope	CC1	3	Worsley Bridge Primary School, Brackley Road	No change proposed
Copers Cope	CC2	3	St. George's Beckenham Church Hall	No change proposed
Copers Cope	CC3	3	Beckenham United Reformed Church Hall	No change proposed
Hayes & Coney Hall	HA1	1	Pickhurst INFANT Academy	No change proposed
Hayes & Coney Hall	HA2	1	Bromley Football Club (The Ravens Bar)	Move back to: VICTORY SOCIAL CLUB
Hayes & Coney Hall	HA3	2	Hayes Free Church Hall	No change proposed
Hayes & Coney Hall	HA4	2	Hayes Village Hall	No change proposed
Hayes & Coney Hall	HA5	2	The Assembly Halls	No change proposed
Hayes & Coney Hall	HA6	1	Coney Hill Baptist Church	No change proposed
Kelsey & Eden Park	KP1	2	Azelia Hall	No change proposed
Kelsey & Eden Park	KP2	2	St. Edmunds Church Hall	No change proposed
Kelsey & Eden Park	KP3	3	Marian Vian Primary School	No change proposed
Kelsey & Eden Park	KP4	3	St. John's Eden Park Church Hall	No change proposed
Shortlands	SH1	1	St. Mary's Shortlands Church Hall	No change proposed
Shortlands	SH2	2	St. Peter's Hall	No change proposed
Shortlands	SH3	1	Highfield Junior School	No change proposed
Shortlands	SH4	2	St. Mark's C.E. Primary School	No change proposed
West Wickham	WW1	1	St. Francis Church Hall	No change proposed
West Wickham	WW2	2	The Hawes Down Centre	No change proposed
West Wickham	WW3	2	Pickhurst JUNIOR Academy	No change proposed
West Wickham	WW4	3	Emmanuel Church Hall	No change proposed
<b>BROMLEY &amp; CHISLEHURST PARLIAMENTARY CONSTITUENCY</b>				

**APPENDIX 4: Acting Returning Officer's FINAL Recommendations for Polling District and Polling Place Review 2019**

Bickley	BK1	2	Scotts Park Primary School	No change proposed
Bickley	BK2	1	Bullers Wood School	No change proposed
Bickley	BK3	1	St. Michael's Hall	No change proposed
Bickley	BK4	2	St. George's Bickley C.E. Primary School	No change proposed
Bickley	BK5	1	St. George's Bickley Church Hall	No change proposed
Bickley	BK6	2	23rd Bromley (St. Augustine Scout Hall)	No change proposed
Bromley Town	BT1	1	Valley Primary School	No change proposed
Bromley Town	BT2	2	Christ Church Bromley	No change proposed
Bromley Town	BT3	1	Mobile Unit at the Pavilion, Queens Mead Recreation Ground	No change proposed
Bromley Town	BT4	1	The Church Rooms, Bromley Parish Church	No change proposed
Bromley Town	BT5	1	Bickley Primary School	No change proposed
Bromley Town	BT6	2	St. Mark's Bromley Church Room	No change proposed
Bromley Town	BT7	1	St. Swithun's Bromley Church Hall	No change proposed
Chislehurst	CH1	1	The Chislehurst Sports & Country Club	No change proposed
Chislehurst	CH2	3	Red Hill Primary School	No change proposed
Chislehurst	CH3	2	Edgebury Primary School	No change proposed
Chislehurst	CH4	3	Chislehurst C.E. Primary School	No change proposed
Chislehurst	CH5	1	St. Peter & St. Paul Catholic Primary Academy	No change proposed
Cray Valley West	CW1	1	Link Youth Centre	No change proposed
Cray Valley West	CW2	2	Gray's Farm Primary Academy	No change proposed
Cray Valley West	CW3	3	Leasons Primary School	No change proposed
Cray Valley West	CW4	3	Poverest Adult Education College	No change proposed
Mottingham & Chislehurst N	MO1	1	Odd Fellows Hall	No change proposed
Mottingham & Chislehurst N	MO2	2	Castlecombe Children & Family Centre	No change proposed
Mottingham & Chislehurst N	MO3	2	Mottingham Primary School	No change proposed
Mottingham & Chislehurst N	MO4	1	Elmstead Baptist Church	No change proposed
Plaistow & Sundridge	PS1	1	Burnt Ash Children & Family Centre	No change proposed
Plaistow & Sundridge	PS2	2	St. Andrew's Bromley Church Hall	No change proposed
Plaistow & Sundridge	PS3	2	Parish C.E. Primary School	No change proposed
Plaistow & Sundridge	PS4	2	Trinity Bromley United Reformed Church Hall	No change proposed
Plaistow & Sundridge	PS5	2	Warwick Hall, St. Mary's C.E. Church	No change proposed
<b>LEWISHAM WEST &amp; PENGE (part) PARLIAMENTARY CONSTITUENCY</b>				
Clock House	CL1	2	Stewart Fleming Primary School	No change proposed

**APPENDIX 4: Acting Returning Officer's FINAL Recommendations for Polling District and Polling Place Review 2019**

Clock House	CL2	1	Avenue Road Baptist Church Hall	No change proposed
Clock House	CL3	2	Churchfields Primary School	No change proposed
Clock House	CL4	2	Neighbourhood Church	No change proposed
Clock House	CL5	1	Beckenham Library	No change proposed
Crystal Palace	CP1	1	Sydenham Lawn Tennis Club	No change proposed
Crystal Palace	CP2	2	St. Paul's Anerley Church Hall	No change proposed
Crystal Palace	CP3	2	Anerley Town Hall	No change proposed
Crystal Palace	CP4	1	Anerley Town Hall	No change proposed
Penge & Cator	PE1	2	Holy Trinity Church Centre	No change proposed
Penge & Cator	PE2	1	Christ Central Church	No change proposed
Penge & Cator	PE3	1	Harris Girls' Academy Bromley	No change proposed
Penge & Cator	PE4	2	St. John's C.E. Primary School	No change proposed
Penge & Cator	PE5	2	Kenilworth Church Hall	No change proposed
Penge & Cator	PE6	2	Melvin Hall	No change proposed
<b>ORPINGTON PARLIAMENTARY CONSTITUENCY</b>				
Biggin Hill	BH1	2	Oaklands Primary Academy	No change proposed
Biggin Hill	BH2	3	St. Mark's Biggin Hill Church Hall	No change proposed
Biggin Hill	BH3	1	Biggin Hill Children & Family Centre	No change proposed
Chelsfield & Pratts Bottom	CB1	2	St. Nicholas Orpington Church Hall	No change proposed
Chelsfield & Pratts Bottom	CB2	2	Warren Road Primary School	No change proposed
Chelsfield & Pratts Bottom	CB3	2	The Chelsfield Centre	No change proposed
Chelsfield & Pratts Bottom	CB4	1	Chelsfield Village Hall	No change proposed
Chelsfield & Pratts Bottom	CB5	2	St. Mary's Green Street Green Church Hall	No change proposed
Chelsfield & Pratts Bottom	CB6	1	Pratts Bottom Village Hall	No change proposed
Cray Valley East	CE1	2	St. Paul's Cray C.E. Primary School	No change proposed
Cray Valley East	CE2	1	Poverest Coronation Hall	No change proposed
Cray Valley East	CE3	1	Vernon Hall, Temple United Reformed Church	No change proposed
Cray Valley East	CE4	1	Manor Oak Primary School	No change proposed
Cray Valley East	CE5	1	Perry Hall Primary School	No change proposed
Cray Valley East	CE6	2	Orpington Sea Cadets, T S Whirlwind	No change proposed
Darwin	DA1	1	Mobile Unit in The Car Park, The Common	No change proposed
Darwin	DA2	1	Downe Village Hall	No change proposed
Darwin	DA3	1	Hazelwood Eldon Village Hall	No change proposed

**APPENDIX 4: Acting Returning Officer's FINAL Recommendations for Polling District and Polling Place Review 2019**

Darwin	DA4	1	Greenwood Centre	No change proposed
Darwin	DA5	1	Cudham C.E. Primary School	No change proposed
Darwin	DA6	1	Cudham Parish Hall	No change proposed
Darwin	DA7	1	Westerham Hill Baptist Church Hall	No change proposed
Farnborough & Crofton	FC1	2	St. Paul's Crofton Church Hall, Crofton Road	No change proposed
Farnborough & Crofton	FC2	1	Acorn Lounge, Crofton Baptist Church	No change proposed
Farnborough & Crofton	FC3	2	Crofton Halls	No change proposed
Farnborough & Crofton	FC4	3	Darrick Wood Infant School, Lovibonds Avenue	No change proposed
Farnborough & Crofton	FC5	1	Tubbenden Primary School	No change proposed
Farnborough & Crofton	FC6	1	Farnborough Village Hall	No change proposed
Orpington	OR1	1	All Saints Church Hall	No change proposed
Orpington	OR2	1	Harris Primary Academy Orpington, Dyke Drive	No change proposed
Orpington	OR3	2	Blenheim Children & Family Centre	No change proposed
Orpington	OR4	2	Orpington Methodist Church Hall	No change proposed
Orpington	OR5	1	Bromley Beacon Academy	No change proposed
Orpington	OR6	2	Christ Church Orpington	No change proposed
Petts Wood & Knoll	PW1	2	Garden Estates Association Hall	No change proposed
Petts Wood & Knoll	PW2	1	Crofton INFANT School	No change proposed
Petts Wood & Knoll	PW3	4	Petts Wood Memorial Hall	No change proposed
Petts Wood & Knoll	PW4	2	St. John's United Reformed Church Hall	No change proposed

Report No.

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** GENERAL PURPOSES AND LICENSING COMMITTEE

**Date:** 6 November 2019

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** **Teacher Pay Policy – Centrally Based Staff**

**Contact Officer:** Charles Obazuaye Director of Human Resources and Customer Services Tel: 020 8313 4381 E-mail: charles.obazuaye@bromley.gov.uk

**Chief Officer:** Director of HR & Customer Services

**Ward:** N/A

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1. Reason for report

- 1.1 From 1 September 2019 revised arrangements came into force in relation to Teachers' Pay and Conditions through the publication of the statutory 2019 School Teachers' Pay and Conditions Document.
- 1.2 This report sets out the main changes and proposes options for Members consideration.

2. **RECOMMENDATION(S)**

- 2.1 **That Members note and comment on the report and agree option (B) in respect of Centrally Based Teaching staff;**
- 2.2 **If 2.1 is agreed authorise officers to uplift the Pay Scales within the current Pay Policy accordingly and implement the new policy with effect from the 1<sup>st</sup> September 2019. There are no other required changes to the Policy this year.**

## Corporate Policy

1. Policy Status: Existing Policy
  2. BBB Priority: Children and Young People Excellent Council
- 

## Financial

1. Cost of proposal: £31k- £50k
  2. Ongoing costs: £31k to £50k
  3. Budget head/performance centre: Various
  4. Total current budget for this head: Various salary budgets
  5. Source of funding: DSG
- 

## Staff

1. Number of staff (current and additional):

All Teachers and Heads of Service centrally employed in Education Services i.e.

- Specialist Support and Disability Services (The Phoenix Centre)
- Sensory Support Services
- Primary Pupil Support Advisory Team

As at 30 September 2019 this comprised 49 staff (40.03 FTE) employed on Teacher Terms and Conditions of employment.

2. If from existing staff resources, number of staff hours: N/A.
- 

## Legal

1. Legal Requirement: Statutory Requirement Sections 122 and 127 Education Act 2002
  2. Call-in: Applicable
- 

## Customer Impact

1. Estimated number of users/beneficiaries (current and projected): N/A
- 

## Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: N/A

### 3. COMMENTARY

- 3.1 The Education Act 2002 gives the Secretary of State power to prescribe pay and conditions and to issue guidance on pay and conditions matters, to which those concerned must have regard.
- 3.2 The statutory requirements for teachers' pay and conditions for maintained schools in England and Wales are set out in the School Teachers' Pay and Conditions Document, which is published annually, and schools and local authorities (LAs) must abide by these. LAs and governing bodies are also required to have regard to the statutory guidance issued in conjunction with the document, and in respect of guidance on procedural matters a court or tribunal may take any failure to do so into account in any proceedings.
- 3.3 In accordance with the requirements of the School Teachers' Pay and Conditions Document, the LA as the "relevant body" is required to have in place a pay policy setting out the arrangements for determining pay arrangements for all centrally based teaching staff.

#### Background

- 3.4 Each year the School Teachers' Review Body (STRB) is provided with a remit from the Secretary of State to review Teachers' Pay. The remit focuses on specific areas as well as pay trends in general. The school teachers' review body consults with employers and teacher organisations and Unions and reports back to the Secretary of State its findings and recommendations. The Secretary of State then determines whether or not to accept the proposals put forward by the review body. A copy of the 29<sup>th</sup> Review Body full report can be found at the following link:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/819428/School\\_Teachers\\_Review\\_Body\\_29th\\_report\\_2019.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819428/School_Teachers_Review_Body_29th_report_2019.pdf)

- 3.5 This year, the Review Body made the following recommendation which was accepted by the Secretary of State:

- All pay and allowance ranges for teachers and school leaders are uplifted by 2.75%.

Under the current pay system, it will be for school leaders and governing bodies to determine how to implement, in their individual schools, the changes to the School Teachers' Pay and Conditions Document (STPCD) arising from the STRB recommendations.

A copy of the Executive Summary of the STRB can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/819431/School\\_Teachers\\_Review\\_Body\\_29th\\_report\\_2019\\_-\\_Executive\\_Summary.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/819431/School_Teachers_Review_Body_29th_report_2019_-_Executive_Summary.pdf)

- 3.6 The DfE carried out extensive consultation with relevant parties and the School Teachers Pay and Conditions Order was laid before Parliament on 20<sup>th</sup> September 2019, came into force on the 11<sup>th</sup> October 2019, with implementation of the 2019 School Teachers Pay and Conditions Document on the 1<sup>st</sup> September 2019.
- 3.7 The new pay and conditions document continues to provide flexibility for relevant bodies in relation to reward and performance of staff. Each School and LA is required to determine its own specific pay policy tailored to the needs of the individual school/service.

- 3.8 In reaching its recommendation the Review Body commented that its key considerations in making this recommendation were:
- The state of teacher recruitment and retention has continued to get worse, while rising pupil numbers will increase the challenges in the coming years.
  - A decade of relative decline has taken the teachers' national pay framework too low in relation to the graduate labour market and the wider economy.
  - The costs of this are already being carried by schools all over the country, who are finding it harder to recruit and retain teachers and risk becoming less effective.
  - Without action this year to improve the competitiveness of the teachers' pay framework, there will be further deterioration in the state of teacher supply.
  - The median value of pay settlements across the economy was 2.5 per cent, and the upper quartile in the distribution of pay settlements was 3 per cent in the year to March 2019.
  - There is a context of heightened economic uncertainty and the need to consider affordability.
- 3.9 The LA currently employs Teaching Staff in the following service areas:

- Specialist Support and Disability Services (The Phoenix Centre)
- Sensory Support Services
- Primary Pupil Support Advisory Team

In total as at the 30 August 2019 this comprised 49 staff (40.03 FTE) on Teaching terms and conditions of employment.

- 3.10 There is existing provision for each Teacher's salary to be reviewed annually. In addition, the LA already has an appraisal policy in place agreed by Members in autumn 2012.
- 3.11 New Teaching Standards were introduced in 2012 and from September 2014 pay progression for all Teaching staff became directly linked to performance.
- 3.12 Teacher Trade Unions nationally have been opposed to several elements of the significant pay changes that were introduced in 2013 and this continues to be their position. Their response to the STRB consultation is detailed later in this report.

### **3. 13 DfE and Trade Union Perspectives**

- 3.14 The Secretary of State, accepted in full the STRB's recommendations he further stated:

*"Last year, the government announced the largest pay rise in nearly a decade for almost a million public sector workers. Building on this, this year I have decided to accept in full the STRB's recommendations for a 2.75% uplift to the minima and maxima of all pay ranges and allowances.*

*The pay award will both raise starting salaries and increase the competitiveness of the pay framework. As a result, minimum starting salaries for classroom teachers will see an increase between £652 (Rest of England) and £816 (Inner London), and classroom teachers at the top of the main pay range could see an increase between £963 and £1,110. For more experienced classroom teachers at the top of the upper pay range, it could mean an increase of between*

£1,084 and £1,327.

*As a result, the pay ranges for all teachers and leaders will see an uplift. Thanks to the flexible performance-based pay system we have, schools can choose to give teachers and leaders a higher pay rise where this is appropriate to their local context and budget.*

*As this award is more than the 2% we assessed was affordable in our evidence to the STRB, I will invest a further £105 million into the existing Teachers' Pay Grant this financial year. This is on top of the £321 million funding that schools are already receiving through the Teachers' Pay Grant in 2019-20.*

*Last year, we specifically targeted early career pay because of the growing retention challenges within the first 5 years of a teacher's career. The STRB has recognised the improvements we have made to the unqualified and main pay ranges following the 2% uplift to the main pay range in 2017 and 3.5% uplift to both in 2018.*

*It is now vitally important to increase the competitiveness of the pay framework and help address the teacher supply challenges across the workforce. This year's pay award will also support the Teacher Recruitment and Retention Strategy, which I published in January this year. The strategy underpins the Early Career Framework, which provides a fully funded 2-year package of support for all early career teachers. In addition to their pay, teachers continue to benefit from defined benefit pensions, which are amongst the most generous available.*

*Thanks to the government's balanced approach to public finances – getting debt to fall as a share of our economy, while investing in our vital services and keeping taxes low – we are able to continue our flexible approach to pay policy, allowing us to attract and retain the best people for our schools.*

*We consider all pay awards in light of wider pressures on public spending. Public sector pay needs to be fair both for public sector workers and the taxpayer. Around a quarter of all public spending is spent on pay and we need to ensure that our public services remain affordable for the future.*

*It is also vital that our world class public services continue to modernise to meet rising demand for the incredible services they provide, which improve our lives and keep us safe.*

*I am grateful for the in-depth considerations the STRB has given in concluding their report and recommendations for the 2019 teachers' pay award."*

### **3.15 Consultation**

3.16 The Review Body stated that:

*"The unions representing teachers and school leaders told us there should be a substantial uplift in teachers' pay in September 2019 as part of a longer-term process to restore the value of teachers' salaries. Four of these organisations submitted a joint statement proposing a pay increase of 5% for all teachers and school leaders. Most of these unions and the organisations representing local authorities and school governors stated that the Government should fully fund any pay uplift. The Department did not make any specific proposals on the level of pay uplift for teachers but stated that a 2% increase in per teacher pay was affordable nationally.*

*The Secretary of State told us that we should not assume that any additional funding would be provided to schools by the Government for teachers' pay from September 2019."*

3.17 Following publication of the Pay and Conditions Document the Council is required to formally consult with Trade Unions to seek their views on the pay policy. This year there are no changes to the policy with the exception of the percentage uplifts.

3.18 The Regional Teacher Trade Union representatives recognised by the Council have been contacted for any further views/comments and any responses received will be verbally reported at the meeting.

### **3.19 Options**

3.20 In light of the recommendations of the review body the Council needs to review its pay policy and determine whether any changes are required.

3.21 In July 2019 the then Chancellor of the Exchequer confirmed a second year of above inflation pay rises for the majority of Public sector workers including Teachers, Consultants, Dentists, Police Officers, Prison Officers and the Armed Forces.

3.22 The 2018 pay policy was previously prepared using guidance and advice from DfE. The current policy provides flexibility for managers in determining arrangements for Teachers' Pay for all Teaching staff including those employed on the leadership range. This includes flexibility regarding starting salaries and progression and is broadly consistent with the current principles applied to those staff employed by the Council on Localised Pay terms and conditions. The policy itself uses a range of reference points for salary purposes. The LA as well as Schools needs to have regard as to how it sets objectives and appraises performance and decisions need to be evidence based. However, making differentiated pay decisions is not in itself unlawful.

3.23 The Council has to implement the changes required by the SCTP&CD 2019 as this is a statutory requirement however it has discretion regarding those elements which are non-statutory. The following options are detailed for Members consideration.

3.24 **Option (A) - Apply the Statutory uplift to the minimum and maximum of scales and allowances only and allow Managers to determine any pay and progression increase between these amounts based on performance;** this would assist with recruitment and retention at both the top and bottom of the scales however the disadvantage would be that some staff in between these points may not receive any increase at all (although this would not be recommended) and over time this would create disproportionate salary differentials and could significantly impact on morale. This could also impact on recruitment and retention of Teachers as local academies tend to apply the Statutory uplift across the whole of the pay ranges and allowances creating a more attractive salary package.

3.25 **Option (B) – Apply the minimum and maximum Statutory uplifts to the whole of the respective scales and allowances and allow Managers to determine any additional pay and progression increase based on performance;** this would ensure that all teachers would receive a consistent percentage increase in salary within the salary scale with any additional increase being based on performance. This would assist in providing a competitive salary in the local labour market in terms of recruitment and retention. This option is costlier however it is clear from the STRB and from the Secretary of State that the intention of this year's award is to increase the pay and allowances of all teachers with Local Authorities

having the flexibility through the performance-based pay system to give teachers and leaders a higher pay rise where this is appropriate to their local context and budget.

- 3.26 **Option (C) - Apply the Statutory uplifts to the minimum and maximum of scales and allowances and determine a flat rate percentage increase for all points in between and allow Managers to determine any further pay and progression increase based on performance;** this approach would be broadly consistent with Localised Pay and Conditions of service however the pay award applied to all Council staff earlier in the year provided for a flat rate for the majority of staff with enhanced rates for those staff on lower graded salaries.

#### 4. POLICY IMPLICATIONS

- 4.1 The model policy is consistent with BBB priorities to provide strategic leadership and support to schools in the Borough to assist and underpin the Government’s Education Reform Programme and ensuring the organisation has a workforce of appropriate skills and experience to meet future challenges in delivering local priorities. Various elements of the model policy for teachers are similar or consistent with the key elements of the Council’s local terms and conditions of service for all non- teaching staff employed by the authority.

#### 5. FINANCIAL IMPLICATIONS

- 5.1 There are 49 relevant posts (equivalent to 40.03 fte’s)

The proposals for the pay policy are as follows:-

Option A - Uplift the minimum and maximum scales only by 2.75%

Option B - Increases as above in Option A but apply the increases to all scales in the salary ranges.

Option C - As per Option A but increase the other scales by 1% and 2%

- 5.2 The costs would be as follows:

<b>Costs</b>	
<b><u>Option</u></b>	<b><u>£'000</u></b>
Option A	33
Option B	50
Option C - 1%	39
Option C - 2%	45

- 5.3 The maximum cost would be £50k. These employees are funded from the Dedicated Schools Grant (DSG), a ringfenced grant used for Education purposes. The expectation would be that the increase in costs would be met from this grant in the first instance as the Teachers Pay Grant announced by the government is for School settings only and not for Local Authority based teacher graded staff.
- 5.4 It should also be noted that if Option A is applied there is a possibility in some instances that the spinal points will begin to overlap.

**6. LEGAL IMPLICATIONS**

6.1 Part 8 of The Education Act 2002 deals with the legal status of teachers pay and conditions. Section 122 gives the Secretary of State a power to prescribe pay and conditions for teachers and Section 127 recites that the Secretary of State after due consultation may issue guidance which a local authority and a school governing body shall have regard to in respect of teachers pay.

**7. PERSONNEL IMPLICATIONS**

7.1 As set out in this report.

<b>Non-Applicable Sections:</b>	N/A
Background Documents: (Access via Contact Officer)	

Report No.

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** PDS / ECF / ER&C / GPL SUB-COMMITTEE

**Decision Type:** Non-Urgent Executive Non-Key

**Title:** ANNUAL COMPLAINTS REPORT & LG&SCO LETTER 2018/19

**Contact Officer:** Mark Smeed  
Head of Service, Customer Engagement & Complaints

**Chief Officer:** Naheed Chaudhry  
Assistant Director, Strategy, Performance and Corporate Transformation

**Ward:** Borough-wide

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1. Reason for report

1.1 The Council produces an Annual Complaints Report each year setting out statistics on the complaints it receives. The 2018/19 Annual Report is presented in Appendix 1.

1.2 The report also provides oversight of the annual Local Government & Social Care Ombudsman (LG&SCO) letter which summarises LG&SCO complaints/enquiries received and the decisions made about the London Borough of Bromley for the year ending 31 March 2019.

1.3 This report has been previously seen by :-

- The Portfolio Holder for Adult Social Care on 19<sup>th</sup> August 2019
  - The Portfolio Holder for Children's Social Care on 27<sup>th</sup> September 2019
  - Adult Care & Health PDS on 17<sup>th</sup> September 2019
  - Children Education & Families PDS on 8<sup>th</sup> October 2019
- 

2. **RECOMMENDATION**

2.1 Members of the Committee are asked to consider and comment on the report.

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
- 

### Corporate Policy

1. Policy Status: Not Applicable
  2. BBB Priority Not Applicable:
- 

### Financial

1. Cost of proposal: Not Applicable
  2. Ongoing costs Not Applicable:
  3. Budget head/performance centre: Not Applicable
  4. Total current budget for this head: £Not Applicable
  5. Source of funding: Not Applicable
- 

### Personnel

1. Number of staff (current and additional): Not Applicable
  2. If from existing staff resources, number of staff hours: Not Applicable
- 

### Legal

1. Legal Requirement: Statutory Requirement
  2. Call-in: Applicable: Executive decision.
- 

### Procurement

1. Summary of Procurement Implications: Not Applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not Applicable
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments: Not Applicable

### 3. COMMENTARY

- 3.1 The publication of annual reports on social care complaints is a statutory requirement under the Local Authority Social Services and National Health Service Complaints (England) Regulations 2009 (for adult social care) and the Children Act 1989 Representations Procedure (England) Regulations 2006 (for children's social care).
- 3.2 Whilst legislation mainly refers to social care complaints, the Council goes further and publishes greater detail about the Council's performance across the divisions. The appended report (Appendix 1) provides an overview of complaints and all Local Government & Social Care Ombudsman enquiries to the Council between 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.
- 3.3 The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.
- 3.4 Comment was passed when last year's Annual Report went through the committee stages upon the absence of comparable data for the Environment & Community Services ('ECS') division. That division has retained responsibility for managing its own complaints but has this year shared basic statistics which have been included in the report.
- 3.5 Excluding ECS data for comparison purposes, the Council received 491 complaints during 2018/19, which is a 3.7% reduction on the previous year. Of the 491 complaints received, 49% were upheld, either fully or in part. Only 48% of all complaints were responded to within 20 working days, a statistic which requires further attention although the Council's performance in complying with Ombudsman deadlines (see para. 3.9 below) should be noted.
- 3.6 The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the LG&SCO if they remain dissatisfied. The LG&SCO analyses each referral to determine firstly whether it meets their criteria and, secondly, whether it merits a full investigation.
- 3.7 The LG&SCO annual review letter provides a breakdown of the upheld investigations and a compliance rate for implementing LG&SCO recommendations. All authorities' annual review letters are published by the LG&SCO on their own website. Their statistics will usually differ from those held by the Council as the Council is not always informed of approaches to the LG&SCO that are declined.
- 3.8 During the year 2018/19 Bromley was the subject of 139 referrals to the LG&SCO, a significant 16% decrease on 2017/18's figure of 165 referrals. Of those 139 referrals, only 42 underwent a detailed investigation, down fully 22% on last year's 54. Of those full investigations, 33 were upheld, a rate of 78%. Whilst this is up from last year's 60%, it is calculated on a rather smaller cohort.
- 3.9 The average upheld rate across London boroughs was 63%. Compared to our six neighbouring boroughs, Bromley had the second-best reduction in referrals. Measured by referrals per 1000 residents, Bromley ranks third out of those seven boroughs even though it remains the only borough operating a one-stage internal procedure.
- 3.10 Overall, the figures suggest that the Customer Engagement & Complaints Service is increasingly effective at resisting, managing and/or avoiding the need for the Ombudsman's involvement, thus reducing exposure and the expenditure of time and resources across all

services. It follows, though, that those cases that do proceed to investigation are more likely to involve some element of fault on the Council's part.

3.11 The Council recorded a 100% compliance rate in respect of implementing the Ombudsman's recommendations.

3.12 During the business year 2018-2019 the complaints database recorded 274 separate deadlines for responses to be provided to the LG&SCO. Each LG&SCO case may present several such deadlines to be met and is, in contrast to most Stage 1 complaints, the subject of detailed oversight from the Head of Service in CE&CS and/or a Customer Relations Officer from that service. Of those 274 deadlines, only 9 were missed, which amounts to a 97% compliance rate.

#### **4. FINANCIAL IMPLICATIONS**

4.1 None for the purposes of this report.

#### **5. LEGAL IMPLICATIONS**

5.1 Under regulation 18 of the Local Authority Social Services and National Health Service Complaints Regulations 2009 the Council is required to publish an Annual Complaints report.

5.2 Under section 5(2) of the Local Government and Housing Act 1989 the Monitoring Officer is expected to produce a periodic report to the Council summarising the findings on all upheld complaints over a specific period.

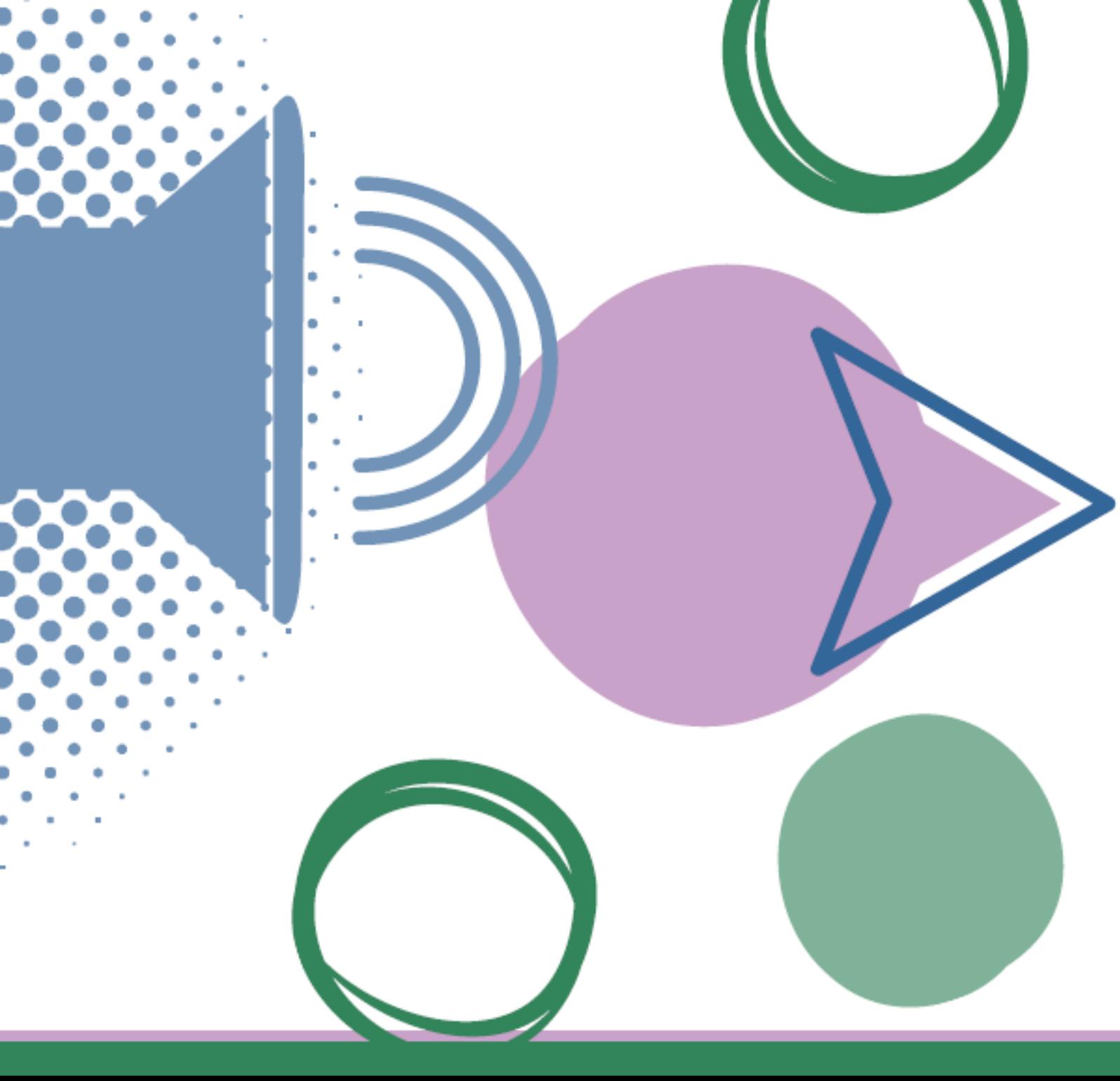
#### **6. Supporting Documents**

6.1 Appendix 1. Annual Complaints Report 2018/19

6.2 Link below to LG&SCO annual letter 2018/19

[lgo.org.uk/documents/councilperformance/2019/london%20borough%20of%20bromley.pdf](http://lgo.org.uk/documents/councilperformance/2019/london%20borough%20of%20bromley.pdf)

<b>Non-Applicable Sections:</b>	Impact on Vulnerable Adults and Children, and Policy, Personnel and Procurement Implications.
<b>Background Documents:</b>  (Access via Contact Officer)	



# Complaints & Compliments

Annual Report 2018-19



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## Explanatory foreword

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Bromley Council comprises a number of divisions. The Customer Engagement & Complaints Service ('CE&CS') oversees complaints received about all divisions save Environment & Community Services division ('ECS'). They currently manage their own internal complaints process, whilst adhering to the Council's overall policies. The Head of Service for CE&CS provides *ad hoc* support and advice on procedures, categorisation and reporting mechanisms.

It has been an ongoing concern that historically this report has not contained quantifiable data on ECS Stage 1 complaints. This shortcoming was commented on by Members when the annual report for 2017-2018 went through the committee stages in late 2018.

This is the first year in which ECS has been compiling its own reportable figures and the figures for Stage 1 complaints provided in [Section 09](#) of this report are their own. The statistics concerning cases where the Local Government & Social Care Ombudsman has considered ECS complaints are maintained by CE&CS.

At the present time, ECS are not monitoring the timeliness of each complaint response nor whether each complaint was upheld, either wholly or in part. They also employ more basic definitions of the types of complaints they receive compared to the rest of the Council. It is understood developments to enable further data integration and overall analysis are being implemented, starting with the measurement of the timeliness of responses. Further analysis would be worthwhile on how the division determines what amounts to a formal complaint and what should be more properly categorised as a service request, which might in turn lead to significant changes in the reported data over the coming years.

This differentiation in data means that no meaningful comparison can be drawn with any statistics held by CE&CS for previous years and any Council-wide analysis may be similarly compromised. At the time of writing it seems likely that similar caveats will apply to the statistics produced for the 2019-2020 business year.

In August 2019 the Council underwent a corporate restructure. The information in this report reflects the structure in effect across the business year 2018-2019. The restructure may also have effects on reporting next year.

## Section 01 | Why analyse and report on our complaints?

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Section 18 of *The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* places a duty on the Council to prepare an annual report each year. That legislation primarily references social care complaints but this Council goes further and publishes greater detail about the Council's performance. This report therefore provides an overview of complaints and our interaction with the Local Government & Social Care Ombudsman between 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.

The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.

We know that high-performing services use feedback to help managers and staff understand where they are doing well and where improvements can be made.

We use our complaints data and analysis to:

- ➔ Collaboratively prompt, challenge and deepen the understanding of service performance amongst the leadership group; this enables and promotes a shared understanding of the strengths and areas for development within the service
- ➔ Inform prioritisation in service improvement plans
- ➔ Commission improvement activities and training where appropriate
- ➔ Encourage individual managers to take the initiative at service/team level or with individual staff members to address areas for development and manage local improvements

### Continuous improvement plans

The configuration of the database used by the Customer Engagement & Complaints Service ('CE&CS') has been upgraded for 2019-2020 to facilitate more detailed and swifter reporting and real-time analysis. Further features will continue to be developed as part of an ongoing review of its capabilities and their applicability to the Council.

The streamlining of the ways in which residents and service users can contact us to register a complaint has been on hold pending ongoing liaison with IT and Environment & Community Services colleagues – it is hoped this can be introduced soon.

Flowing from that and the forthcoming realignment of the Council's corporate structure, a new training programme for complaints is in preparation and at the time of writing the Head of Service is liaising with Workforce Development colleagues to roll that programme out.

## Section 02 | Law & Procedures

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### Legislation

The main legislation we are governed by is the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*. This duty is delivered through the Corporate Complaints Procedure. The majority of Adult Social Care complaints are considered on a statutory basis and are managed through the Corporate Complaints Procedure.

Where the matter directly involves a child (or an authorised person on their behalf) complaining about the care and support provided to a child by Children's Social Care, the relevant rules are found in the *Children Act 1989 Representations Procedure (England) Regulations 2006*) and this duty is delivered through the Children's Complaints Procedure.

### Timescales

Under the Corporate Complaints Procedure, complaints should be acknowledged within 3 working days and formally responded to within 20 working days.

Complaints managed through the Children's Complaints Procedure are managed as follows :-

- ➔ Stage 1 initial response within 10 (up to 20) working days
- ➔ Stage 2 investigation within 25 (up to 65) working days
- ➔ Stage 3 Review Panel within 30 working days

### The Local Government & Social Care Ombudsman

The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the Ombudsman if they remain dissatisfied. The Ombudsman analyses each referral to determine whether it meets their criteria and, if so, whether it merits a full investigation.

During the year 2018/19 Bromley was the subject of 139 referrals to the LG&SCO, a significant 16% decrease on 2017/18's figure of 165 referrals. Of those 139 referrals, only 42 underwent a detailed investigation, down fully 22% on last year's 54. Of those full investigations, 33 were upheld, a rate of 78%. Whilst this is up from last year's 60%, it is calculated on a rather smaller cohort.

The average upheld rate across London boroughs was 63%. Compared to our six neighbouring boroughs, Bromley had the second-best reduction in referrals. Measured by referrals per 1000 residents, Bromley ranks third out of those seven boroughs notwithstanding it being the only borough operating a one-stage internal procedure.

## Section 03 | Council Overview

Overall, the Council received 875 complaints during 2018/19. If one excludes the ECS figures (*please see the Explanatory Foreword*), the total of 491 formal complaints is a 3.7% reduction on last year's 510.

Adult Social Care achieved a significant reduction in complaints for the second year in a row. Complaints about Children's Social Care, Housing and the Chief Executive's Department saw a moderate increase. It should be noted that the percentage increase for Education services is influenced by the smaller numbers involved.

Some 82.7% of complaints were received by email or through the website, an increase from 78% last year.

Division	2016/17	2017/18	2018/19	% change
Adult Social Care	245	183	<b>142</b>	-22.4%
Children's Social Care	101	119	<b>120</b>	0.8%
Housing	126	112	<b>118</b>	5.4%
Education	26	31	<b>45</b>	45.2%
Environment & Community	-	13	<b>384</b>	n/a
Chief Executive's Dept.	32	58	<b>66</b>	13.8%
Public Health	-	1	<b>0</b>	n/a
<b>Total</b>	<b>530</b>	<b>517</b>	<b>875</b>	<b>n/a</b>

### Proportion upheld

Division	Complaints	Upheld	% 2018/19	% 2017/18
Adult Social Care	<b>142</b>	79	<b>56%</b>	57%
Children's Social Care	<b>120</b>	56	<b>47%</b>	39%
Housing	<b>118</b>	52	<b>44%</b>	27%
Education	<b>45</b>	23	<b>51%</b>	55%
Chief Executive's Dept.	<b>66</b>	33	<b>50%</b>	45%
Public Health	<b>0</b>	0	<b>N/A</b>	N/A
<b>TOTAL</b>	<b>491</b>	<b>243</b>	<b>49%</b>	<b>0%</b>
Environment & Community	<b>384</b>	n/a	n/a	n/a

Of the 491 non-ECS complaints received by the Council, 50% were at least partially upheld, compared to 44% last year.

It is suggested that a fall in the overall number of complaints, alongside a rise in the proportion upheld, indicates that less meritorious concerns are being successfully managed by frontline services or CE&CS prior to a formal complaint being registered. It is further suggested that what might appear a comparatively high upheld rate illustrates an continued realistic and honest approach on the Council's part, fostered and supported by CE&CS, towards acknowledging fault and seeking to put things right as far as can be achieved.

## Causes for complaints

The most frequent complaints were those categorised as a 'lack of action' (127), 49% of which were upheld against the Council, closely followed by 'quality of service' (117), just over half of which were upheld.

Complaints about staff conduct can include staff of third-party providers contracted by the Council. This year, one of those complaints concerned a contractor's employee and that was upheld.

Complaint	Adult	Children	Housing	Education	ECS	CED	Public Health	Total	% of total	% upheld
Staff conduct	19	54	8	2	-	9	0	92	18.7%	40.2%
Disputed Decision	4	13	7	4	-	1	0	29	5.9%	44.8%
Information	9	11	8	9	-	0	0	37	7.5%	43.2%
Lack of Action	37	20	37	16	-	17	0	127	25.9%	48.8%
Quality of Service	59	20	14	11	-	11	0	115	23.4%	51.3%
Service Delay	3	0	0	0	-	1	0	4	0.8%	50.0%
Billing / Charging	9	-	-	-	-	26	0	35	7.1%	17.1%
Data protection	1	2	0	1	-	1	0	5	1.0%	60.0%
Safeguarding	0	0	0	2	-	-	-	2	0.4%	50.0%
Late call	0	-	-	-	-	-	-	0	0.0%	0.0%
Short call	0	-	-	-	-	-	-	0	0.0%	0.0%
Behaviour of another	1	0	1	0	-	-	-	2	0.4%	100.0%
Temp. Accom.	-	-	43	-	-	-	-	43	8.8%	34.9%
<b>Total</b>	<b>142</b>	<b>120</b>	<b>118</b>	<b>45</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>491</b>		

## Responding on time

48% of all complaints were responded to within 20 working days, compared to 58% last year. The number of complaints is broadly static but the complexity of some is increasing. Complaints involving commissioned services can take longer to address. Ultimately, however, this is unsatisfactory and will be the subject of further ongoing liaison between CE&CS and the services they support, and of the forthcoming training.

Division	On time 2016/17	On time 2017/18	On time 2018/19
Adult Social Care	56%	49%	<b>37%</b>
Children's Social Care	40%	56%	<b>43%</b>
Housing	52%	52%	<b>56%</b>
Education	62%	62%	<b>44%</b>
Environment & Community	-	n/a	<b>n/a</b>
Chief Executive's Dept.	66%	78%	<b>70%</b>
Public Health	-	-	<b>N/A</b>
<b>Total</b>	<b>56%</b>	<b>58%</b>	<b>48%</b>

There has been a dramatic enhancement in the Council's responses to deadlines set by the Local Government & Social Care Ombudsman. With the greater involvement of CE&CS officers, across the year, 274 individual deadlines were recorded on the CE&CS system of which only 9 were missed, a compliance rate of 97%. This shows that with the right approach, an improvement in the timeliness of responses to stage 1 complaints ought to be achievable.

## Local Government & Social Care Ombudsman cases

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Adult Social Care	15	2	7	0	6
Children's Social Care	11	2	4	2	3
Housing	11	5	3	1	2
Education	7	4	2	0	1
Chief Executive's Dept.	20	2	11	4	3
Environment & Community	24	3	15	2	4
<b>OVERALL</b>	<b>88</b>	<b>18</b>	<b>42</b>	<b>9</b>	<b>19</b>

'Not upheld' figures include those where the Ombudsman decided, having been provided with input from the Council, not to take a case any further prior to commencing a formal investigation. These figures are taken from the data held on the Council's own systems referring to cases in which CE&CS have had some involvement. The figures above comes from the Ombudsman's own statistics.

## Financial consequences of complaints

	Ombudsman Cases			Stage 1	
	Comp'n	Write off	Time & trouble	Comp'n	Write off
Adult Social Care	0.00	1,173.85	200.00	0.00	303.40
Children's Social Care	16,907.52	0.00	0.00	0.00	0.00
Housing	5,150.00	0.00	0.00	1,000.00	0.00
Education	10,204.60	0.00	400.00	0.00	0.00
Chief Executive's Dept.	0.00	0.00	0.00	250.00	510.30
Environment & Community	0.00	0.00	0.00	n/k	n/k
<b>OVERALL</b>	<b>32,262.12</b>	<b>1,173.85</b>	<b>600.00</b>	<b>1,250.00</b>	<b>813.70</b>

Compensation figures include any cases where it was determined the Council should backdate support or allowances.

## Section 04 | Adult Social Care

Under the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* the majority of Adult Social Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	204	183	<b>142</b>	-22%
Percentage responded to on time	56%	49%	<b>37%</b>	-12%
Percentage fully upheld	21%	35%	<b>37%</b>	+2%
Percentage partially upheld	7%	22%	<b>18%</b>	-4%
Ombudsman cases	26	19	<b>15</b>	-21%
Ombudsman cases upheld	12	5	<b>3</b>	-40%
Financial consequences	£24,633.07	£18,043.73	<b>£1,677.25</b>	

## Complaints received

Adult Social Care were the subject of 142 complaints during 2018/19, 37% (52) of which were responded to in a timely way. A total of 79 complaints (56%) were either fully upheld or partially upheld.

'Contracted Services' refers to those third-party providers of residential and domiciliary care whom the Council engages to provide care to its service users. The Council usually remains ultimately responsible for that support.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Blue badges	6	2	33%	2	33%	1	17%
Brokerage	4	2	50%	3	75%	0	0%
Complex Care East	4	0	0%	1	25%	0	0%
Complex Care West	17	4	24%	4	24%	4	24%
Coordination & Review	5	2	40%	1	20%	0	0%
Duty Team	20	5	20%	11	55%	3	15%
Hospital Team	11	1	9%	2	18%	4	36%
Initial Response	11	7	64%	5	45%	2	18%
Reablement & Rehab	5	4	80%	0	0%	3	60%
Occupational Therapy	4	3	75%	4	100%	0	0%
LD Assessment & Support	18	7	39%	6	33%	2	11%
LD Transition	1	0	0%	1	100%	0	0%
CMHT/Oxleas	6	1	16%	1	16%	0	0%
DOLs	1	0	0%	0	0%	1	100%
Reablement Provider Service	5	4	80%	2	40%	0	0%
Contracted Services	24	10	42%	10	42%	6	25%
<b>OVERALL</b>	<b>142</b>	<b>52</b>	<b>37%</b>	<b>53</b>	<b>37%</b>	<b>26</b>	<b>18%</b>

## Nature of complaint and outcome

The majority of complaints were in relation to the quality of service received, of which 36% were fully upheld and a lack of action of which 43% were fully upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	<b>19</b>	5	26%	4	21%
Disputed decision	<b>4</b>	1	25%	1	25%
Inadequate information	<b>9</b>	4	44%	0	0%
Lack of action	<b>37</b>	16	43%	4	11%
Quality of service	<b>59</b>	21	36%	15	25%
Service delay	<b>3</b>	2	66%	0	0%
Billing & charging	<b>9</b>	2	22%	2	22%
Data protection	<b>1</b>	1	100%	0	0%
Late / Short / Missed visit	<b>0</b>	n/a	n/a	n/a	n/a
Behaviour of third party	<b>1</b>	1	100%	0	0%
<b>OVERALL</b>	<b>142</b>	<b>53</b>	<b>37%</b>	<b>26</b>	<b>18%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

These were the compliments notified to CE&CS concerning Adult Social Care:-

*I have appreciated the programme of help. Each of the carers gave support and care over the six weeks. The report gave {me} added reassurance*

*She is kind, understanding and has the capacity to put both my husband and I at ease. She is a good listener and we value her experience.*

*Without the help of Bromley Council...I don't know how I would have managed so I would like to thank all concerned or the care and devotion she has received.*

*I just wanted to thank you for supporting us so professionally.*

*Leah has been absolutely brilliant and a pleasure to have at my home. I am very grateful to her for the help she is giving me.*

*Mrs M has asked me to pass on how helpful and supportive the workers have been, she has mainly seen P and T and says she is so appreciative of their support and understanding.*

*"We just cannot thank you enough but we pray that the way you have made our home beautiful, God in his mercies will bring beauty to your life as well. Thank you so much."*

*{We} would like to say a massive thank-you for all your hard work and kindness with helping us with our autistic son....Through {his} life we have met and dealt with many different people and you have certainly been one of the best and totally professional yet reassuring and kind.*

## Local Government & Social Care Ombudsman cases

Adult Social Care were the subject of 15 referrals to the LG&SCO during 2018/19, of which 9 were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Complex Care East	1	0	1	0	0
Complex Care West	2	1	1	0	0
Duty Team	4	1	2	0	1
Initial Response	1	0	1	0	0
Hospital Team	1	0	1	0	0
LD Assessment & Support	1	0	0	0	1
LD Transition	1	0	0	0	1
CMHT / Oxleas	2	0	0	0	2
Safeguarding	1	0	1	0	0
Blue Badges	1	0	0	0	1
<b>OVERALL</b>	<b>15</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>6</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation / backdated payments	£24,633.07	£11,949.33	-
Charges written off	-	£5,844.40	<b>£1,173.85</b>
Time & trouble payments	-	£250	<b>£200</b>
<b>Stage 1 complaints</b>			
Charges written off	-	-	<b>£303.40</b>
<b>TOTALS</b>	<b>£24,633.07</b>	<b>£18,043.73</b>	<b>£1,677.25</b>

## Section 05 | Children’s Social Care

The Council’s experience is that only a small proportion of Children’s Social Care complaints it receives are actually from young people or those acting on their behalf, which fall to be processed under the three-stage procedure set out in *The Children Act 1989 Representations Procedure (England) Regulations 2006*. These are referred to as statutory complaints, the timescales for which are :-

- ➔ Stage 1 : Initial response within 10 (up to 20) working days
- ➔ Stage 2 : Investigation within 25 (up to 65) working days
- ➔ Stage 3 : Review Panel within 30 working days

All other complaints from parents, family or friends raising issues that do not directly relate to the quality of the care and support the child in question receives are managed through the corporate complaints procedure. The Complaints Team carefully considers each complaint on its own merits and, if the complaint is not from or on behalf of a child or young person, or if in the Council’s opinion it is not serving the interests of that child or young person, it will be handled through the Council’s corporate complaints procedure.

Children and young people making a complaint have a legal entitlement to advocacy services to support them in making a complaint or expressing their views. Where the child involved has not already been referred, the Complaints Team will refer complaints made by or on behalf of children in relation to Children Social Care to the independently commissioned Advocacy service.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	96	112	<b>114</b>	+2%
Statutory complaints	5	7	<b>6</b>	-14%
Percentage responded to on time	40%	56%	<b>43%</b>	-13%
Percentage fully upheld	20%	26%	<b>23%</b>	-3%
Percentage partially upheld	15%	13%	<b>21%</b>	+8%
Ombudsman cases	9	16	<b>11</b>	-31%
Ombudsman cases upheld	2	8	<b>2</b>	-75%
Financial outcomes	£800	£2,550	<b>£16,907.52</b>	

## Complaints under the 1989 Representations Procedure

There were a total of 6 Stage 1 and 3 Stage 2 Children Social Care complaints during 2017/18. The detailed data for 2016-17 is not available.

	2017 – 18	2018 - 19
Stage 1	7	6
Stage 2	1	3
Stage 3	0	0
<b>Total</b>	<b>8</b>	<b>9</b>

## Complaints under the Council's Corporate Complaints Procedure

Children's social care were the subject of 114 complaints processed through the Council's corporate procedure during 2018/19, 52 (43%) of which were responded to in a timely way. A total of 53 complaints (44%) were at least partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Early Intervention and Family Support	6	3	50%	2	33%	2	33%
Referral & Assessment, incl. MASH, Atlas and ECT	48	17	35%	9	19%	11	23%
Safeguarding and Care Planning East incl. Court Team	17	14	82%	3	22%	2	18%
Safeguarding and Care Planning West incl. Disabled Children's Team	17	6	35%	3	22%	5	29%
Children Looked After and Care Leavers	15	4	27%	3	20%	4	27%
Fostering, Adoption and Resources	13	5	38%	7	54%	1	8%
Quality Improvement	3	3	100%	1	33%	0	0%
Youth Offending Service	1	0	0%	0	0%	0	0%
<b>OVERALL</b>	<b>120</b>	<b>52</b>	<b>43%</b>	<b>28</b>	<b>23%</b>	<b>25</b>	<b>21%</b>

## Nature of complaint and outcome

The majority of complaints were in relation to staff conduct issues of which 19% (10) were fully upheld and 22% (12) were partially upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	<b>54</b>	10	19%	12	22%
Disputed decision	<b>13</b>	4	31%	4	31%
Inadequate information	<b>11</b>	3	25%	0	0%
Lack of action	<b>20</b>	7	35%	4	20%
Quality of service	<b>20</b>	5	23%	6	27%
Service delay	<b>0</b>	0	0%	0	0%
Data protection	<b>2</b>	1	50%	0	0%
<b>OVERALL</b>	<b>120</b>	<b>30</b>	<b>25%</b>	<b>26</b>	<b>21%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following examples were shared with the relevant staff and management :-

*We just wanted to say a huge thank you for all your hard work since we met you in April. We are very aware how much work goes into the Matching Panel report and how quickly you have turned this around... we have felt incredibly well supported by you, and again despite the extra work that we know you must have taken on we have been really impressed and grateful for the way you have kept us informed of plans and developments, and been so responsive to any queries we have had, as well as supporting us in the Medical Adviser and Foster carer meetings*

*A huge thankyou to you both for helping to make the above possible. Firstly, for all the great advice and ideas from the course. Second, because your note about my course attendance and participation, and your opinion on my parenting capacity, was definitely a significant contributing factor for the court when making a decision.*

*I equally want to compliment [you] for getting the conference report to [her] in a timely way prior to conference...That piece of good practice was much appreciated as I believe it would have led to her feeling respected and consulted about all aspects of our intervention. It contributed to our drive towards better partnership working and making parents feel that they have a voice in the protection process.*

*We trust [her] and feel she has really helped us by giving advice and little scenarios to think about/work with and we are so grateful for her assistance. [She] has really taken an interest with our family which has really boosted our confidence that we now have someone supporting us and to be honest, this has restored our faith in social services. She has taken a lot of time out of her personal time the last few weeks to meet with our family after working hours and has really made things a lot easier for us as a family and we can't thank her enough for that.*

*Just a short email to say that I have had every confidence in [his] professionalism during the course of a quite complicated case with a family from our school. He has always acted with the utmost decorum and courtesy towards the parents and children involved, even when having to deal with some extremely trying situations. It has been a pleasure to work with him during this period and I would be grateful if you could pass on my thanks to him and his management team.*

*I just wanted to say how amazing [they] have been in their support of Mindful Mums. Both of them have really promoted the group - getting mum's signed up and have also been really welcoming to us, the volunteers and the mums and babies. We really appreciate it and it makes the groups run so smoothly and facilitates a lovely atmosphere from the beginning.*

## Local Government & Social Care Ombudsman cases

Children's social care were subject of 11 referrals to the LG&SCO during 2018/19, 2 of which had been upheld at the time of writing.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Early Intervention and Family Support	1	0	1	0	0
Referral & Assessment, incl. MASH, Atlas and ECT	2	0	1	0	1
Safeguarding and Care Planning East incl. Court Team	3	0	1	2	0
Safeguarding and Care Planning West incl. Disabled Children's Team	1	0	0	0	1
Children Looked After and Care Leavers	1	0	1	0	0
Fostering, Adoption and Resources	3	2	0	0	1
<b>OVERALL</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£800	£2,150	<b>£16,907.52</b>
Charges written off	-	-	-
Time & trouble payments	-	£400	-
<b>Stage 1 complaints</b>	-	-	-
<b>TOTALS</b>	<b>£800</b>	<b>£2,550</b>	<b>£16,907.52</b>

## Section 06 | Housing

Complaints in relation to Housing Services are managed through the Corporate Complaints Procedure.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	126	112	<b>118</b>	+5%
Percentage responded to on time	52%	65%	<b>56%</b>	-9%
Percentage fully upheld	11%	19%	<b>27%</b>	+8%
Percentage partially upheld	14%	8%	<b>17%</b>	+9%
Ombudsman cases	19	10	<b>11</b>	+10%
Ombudsman cases upheld	6	4	<b>5</b>	+25%
Financial consequences	£5,500	£4,550	<b>£6,150</b>	

## Complaints under the Council's Corporate Complaints Procedure

Housing services were the subject of 118 complaints during 2018/19, 66 (56%) of which were responded to in a timely way. The majority of complaints were in relation to Housing Allocations and Housing Options. A total of 52 complaints (44%) were upheld or partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Housing Allocations	55	23	42%	13	24%	9	16%
Housing Options	36	24	66%	11	30%	7	19%
Housing Register	9	6	66%	3	33%	1	11%
Housing Compliance & Development	2	2	100%	0	0%	1	50%
Housing Management & Acquisitions	8	4	50%	2	25%	1	13%
Housing Support & Resettlement	8	7	88%	3	38%	1	13%
<b>OVERALL</b>	<b>118</b>	<b>66</b>	<b>56%</b>	<b>32</b>	<b>27%</b>	<b>20</b>	<b>17%</b>

### Nature of complaint

The largest number of complaints were in relation to issues with temporary accommodation of which 8 (19%) were fully upheld, and a 'lack of action' of which 13 (35%) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	8	1	13%	3	38%
Disputed decision	7	1	14%	0	0%
Inadequate information	8	3	38%	2	25%
Lack of action	37	13	35%	6	16%
Quality of service	14	6	43%	1	7%
Temp. accommodation	43	8	19%	7	16%
Behaviour of third party	1	0	0%	1	100%
<b>OVERALL</b>	<b>118</b>	<b>32</b>	<b>27%</b>	<b>20</b>	<b>17%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

Some examples of the compliments received by Housing this year :-

*I want to thank you so much for ur quick response to me all the time thank you so much not many people like you around so thank you again I really do appreciate it*

*Wow thank you so very much for the constant updates and advise you've been wonderful*

*I can't tell you how relived we both are. We are very much looking forward to our new start. Thank you so much for all you have I really appreciate it, thank you so much.*

*Thank you very much for your hard work as mine and M's lives will be changing so much now for the better. I wish for you all the happiness you deserve. And thanks for your team.*

*Many thanks for your help and thank you so much you don't understand how thankful I am for you getting me out I was so worried about where baby was going to sleep and how I was going to live having more room will be amazing*

*I'm privilege and thankful that I have you as a contact person on this matter. Your compassion, concern and willingness for a quick resolution is much appreciated. Thank you*

*Oh wow. I'm crying, I'm so pleased. There's light at the end of the tunnel for me and my baby. Thank you so much.*

*Thank you for your email. It was lovely meeting you also yesterday. Your help, advice and suggestions have really put my mind at ease. I have also read the email below regarding the Social Services referral. Thank you so much. I wait to hear from them regarding the visit and for your report. Many thanks again... We really appreciate your help and support."*

## Local Government & Social Care Ombudsman cases

Housing Services were the subject of 11 referrals to the LG&SCO during 2018/19, 5 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Housing Allocations	8	4	2	1	1
Housing Options	2	0	1	0	1
Housing Management & Acquisitions	1	1	0	0	0
<b>OVERALL</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£5,500	£4,300	<b>£5,150</b>
Charges written off	-	-	-
Time & trouble payments	-	£250	-
<b>Stage 1 complaints</b>			
Compensation	-	-	<b>£1,000</b>
<b>TOTALS</b>	<b>£5,500</b>	<b>£4,550</b>	<b>£6,150</b>

## Section 07 | Education

Complaints in relation to Education services are managed through the Corporate Complaints Procedure.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	26	31	<b>45</b>	45%
Percentage responded to on time	62%	61%	<b>44%</b>	-16%
Percentage fully upheld	12%	39%	<b>51%</b>	+12%
Percentage partially upheld	28%	5%	<b>9%</b>	+4%
Ombudsman cases	1	7	<b>7</b>	-
Ombudsman cases upheld	0	1	<b>4</b>	+300%
Financial outcomes	£0	£2,200	<b>£10,604.60</b>	

## Complaints under the Council's Corporate Complaints Procedure

Education services were the subject of 44 complaints during 2018/19. 19 of these were responded to in a timely way (61%). 12 complaints were upheld (39%) and 5 were partially upheld (16%). The majority of complaints were in relation to the SEN service and SEN transport.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Admissions	5	3	60%	0	0%	0	0%
Early Years	3	2	50%	1	50%	0	0%
Education Welfare	3	1	33%	0	0%	0	0%
Special Educational Needs	25	9	36%	18	72%	1	4%
Special Educational Needs Transport	9	5	55%	3	33%	3	33%
<b>OVERALL</b>	<b>45</b>	<b>20</b>	<b>44%</b>	<b>23</b>	<b>51%</b>	<b>4</b>	<b>9%</b>

### Nature of complaint

The majority of complaints were in relation to a 'Lack of action' of which 75% (12) were fully upheld and 'Quality of Service' of which 36% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	2	0	0%	1	50%
Disputed decision	4	1	25%	1	25%
Inadequate information	9	5	55%	0	0%
Lack of action	16	12	75%	0	0%
Quality of service	11	4	36%	1	9%
Data protection	1	1	100%	0	0%
Billing / Charging	2	0	0%	1	50%
<b>OVERALL</b>	<b>45</b>	<b>23</b>	<b>51%</b>	<b>4</b>	<b>9%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management. These are the compliments for Education notified to CE&CS this year :-

*She's been really helpful and supportive and I'm sure she'll help us get our problems sorted*

*Thank you for the support and care you have afforded to not only children at {...} over my tenure at school but also to families, colleagues and myself. I have advocated for a long time that the link with the Virtual School is very strong in Bromley and helps ... to create child centred solutions. I have been most impressed by the ability to pick up the phone or drop an email and have a sensible conversation which supports and challenges the school. I have appreciated equally the support and the challenge.*

*Everyone I have spoken with at school admissions have always been exemplary in their dealings: always helpful, always polite*

*Well where do I begin? ... H has had the utmost privilege of travelling to and from school in a taxi which was kindly arranged by you. Words cannot describe how thankful {we} are for this service... I can honestly say that if it wasn't for your support then it would've been a real struggle for myself and H to travel to and from school!... Well, it's been an absolute pleasure liaising with you for his benefit. H and I are extremely thankful! We would both like to wish you and the rest of Bromley council the very best in the future, may you thrive and prosper in all areas of your work.*

## Local Government & Social Care Ombudsman cases

Education services were the subject of 7 referrals to the LG&SCO during 2018/19, 4 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Admissions	1	1	0	0	0
Education Welfare	1	0	1	0	0
Special Educational Needs	3	2	0	0	1
Special Educational Needs Transport	2	1	1	0	0
<b>OVERALL</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>

## Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	-	£2,200	<b>£10,204.60</b>
Charges written off	-	£0	<b>£0</b>
Time & trouble payments	-	£0	<b>£400</b>
<b>Stage 1 complaints</b>	-	-	-
<b>TOTALS</b>	-	£2,200	<b>£10,604.40</b>

## Section 08 | Chief Executive's Department

Complaints in relation to the Chief Executive's Department are managed through the Corporate Complaints Procedure. This division covers Finance, Legal, Electoral and Registrar services.

### At a glance

	2016 - 17	2017 – 18	2018 - 19	% on prev. year
Complaints	32	58	<b>66</b>	14%
Percentage responded to on time	68%	78%	<b>70%</b>	-8%
Percentage fully upheld	6%	21%	<b>27%</b>	+6%
Percentage partially upheld	16%	24%	<b>23%</b>	-1%
Ombudsman cases	18	25	<b>23</b>	-8%
Ombudsman cases upheld	1	4	<b>4</b>	-
Financial outcomes	£300	£1,253	<b>£760.30</b>	

## Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 66 complaints during 2018/19, 46 of which (70%) were responded to in a timely way.

A total of 33 complaints (50%) were upheld or partially upheld. The majority of complaints were in relation to either Council Tax (33%) or Housing Benefit (29%).

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Appointeeship	1	1	100%	1	100%	0	0%
Business rates	5	3	60%	1	20%	1	20%
Care Home fees	3	0	0%	0	0%	1	33%
Council Tax	22	17	77%	6	27%	7	32%
Customer Services	3	2	66%	0	0%	0	0%
Direct Payments	1	0	0%	1	100%	0	0%
Domiciliary Care fees	7	4	57%	3	43%	2	29%
Electoral Services	2	2	100%	0	0%	0	0%
Housing Benefit	19	14	74%	6	32%	2	11%
Legal	1	1	100%	0	0%	0	0%
Registrar Services	2	2	100%	0	0%	2	100%
<b>OVERALL</b>	<b>66</b>	<b>46</b>	<b>70%</b>	<b>18</b>	<b>27%</b>	<b>15</b>	<b>23%</b>

## Nature of complaint

The majority of complaints were in relation to a 'Lack of action', of which 14% (3) were fully upheld, and 'Billing & charging' of which 24% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	9	1	11%	3	33%
Disputed decision	1	0	0%	0	0%
Inadequate information	0	0	0%	0	0%
Lack of action	17	6	35%	5	29%
Quality of service	11	1	9%	1	9%
Service delay	1	1	100%	0	0%
Billing & charging	26	8	31%	6	23%
Data protection	1	1	100%	0	0%
<b>OVERALL</b>	<b>66</b>	<b>18</b>	<b>27%</b>	<b>15</b>	<b>23%</b>

## Compliments

An example compliment notified to CE&CS this year in relation to the Chief Executive's Department :-

*Thank you so much for your assistance, thanks to your very much appreciated help I have now heard from two different sources in Bromley Social Services about the course...I now have the details of where the course will run and what it will cover ... also it has been confirmed that I qualify to attend ... You are a Star*

## Local Government & Social Care Ombudsman cases

The Chief Executive's Department was the subject of 20 referrals to the LG&SCO during 2018/19, 2 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Business Rates	1	1	0	0	0
Council Tax	7	1	3	1	2
Housing Benefit	10	0	7	3	0
CE&CS	1	0	1	0	0
Legal Services	1	0	0	0	1
<b>OVERALL</b>	<b>20</b>	<b>2</b>	<b>11</b>	<b>4</b>	<b>3</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£300	£100	-
Charges written off	-	£853	-
Time & trouble payments	-	£300	-
<b>Stage 1 complaints</b>			
Compensation	-	-	£250
Charges written off	-	-	£510.30
<b>TOTALS</b>	<b>£300</b>	<b>£1,253</b>	<b>£760.30</b>

## Section 09 | Environment & Community Services

### Complaints under the Council's Corporate Complaints Procedure

Environment & Community Services recorded 384 cases as having been handled as corporate complaints during 2018/19. No statistics are held for the timeliness of responses, but 94% of those complaints were recorded as having received a response.

Service	Number of complaints	Proportion responded to
Highways & Transport	52	94%
Neighbourhood Management	164	90%
Public Protection	45	100%
Planning	24	96%
Renewal & Recreation	15	100%
Traffic, Road Safety & Parking	84	98%
<b>OVERALL</b>	<b>384</b>	<b>94%</b>

## Nature of complaint

EC&S currently allocate their complaints to one of four categories.

Service	Information	Lack of action	Operational	Policy	TOTAL
Highways & Transport	3	4	45	0	<b>52</b>
Neighbourhood Management	1	24	131	8	<b>164</b>
Public Protection	1	3	36	5	<b>45</b>
Planning	2	5	12	5	<b>24</b>
Renewal & Recreation	0	1	13	1	<b>15</b>
Traffic, Road Safety & Parking	0	4	74	6	<b>84</b>
<b>OVERALL</b>	<b>7</b>	<b>41</b>	<b>311</b>	<b>25</b>	<b>384</b>

## Compliments

These are example compliments for ECS supplied to CE&CS :-

*I just want to thank you for the efficient, clean, non invasive and proficient way in which the work is being carried out. I never thought I would say this but we were one of the fortunate residents to have work done at night right outside our house...The timing was perfect - the noisy stuff was done earlier in the evening and the work got quieter and quieter until we were not sure that the work was still going on when we turned our lights out at 10.45! The workers were quiet and busy and it was obvious that everyone knew exactly what they were doing...So, well done Bromley!*

*I am writing to you to express my heartfelt thanks to {...} for the exceptional support and service they have provided... As soon as I contacted the council, my problem was taken very seriously and within 2 days, resolved!... Clearly, she and the team are very experienced and highly skilled, a real asset to the Council and a huge reassurance to us, residents. I would be grateful if her and her team's work could be recognised in any way. I am sure it is often taken for granted, while it is so fundamentally important for everyone living in the borough.*

## Local Government & Social Care Ombudsman cases

Environment & Community Services were the subject of 24 referrals to the LG&SCO during 2018/19, 3 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Highways & Transport	9	1	5	1	2
Neighbourhood Management	5	0	4	0	1
Planning & Development	8	2	5	1	0
Renewal & Recreation	1	0	1	0	0
Public Protection	1	0	0	0	1
<b>OVERALL</b>	<b>24</b>	<b>3</b>	<b>15</b>	<b>2</b>	<b>4</b>

This compares well to the previous year when 31 referrals were made (an improvement of 22%) of which 3 were upheld.

### Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£300	£900	£0
Charges written off	-	£0	£0
Time & trouble payments	-	£650	£0
<b>Stage 1 complaints</b>			
Compensation	-	-	-
Charges written off	-	-	-
<b>TOTALS</b>	<b>£300</b>	<b>£1,550</b>	<b>£0</b>

## Section 10 | Public Health

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The Council received no complaints relating to Public Health this year.

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Report No.  
CSD19148

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** GENERAL PURPOSES AND LICENSING COMMITTEE

**Date:** 6<sup>th</sup> November 2019

**Decision Type:** Non-Urgent                      Non-Executive                      Non-Key

**Title:** WORK PROGRAMME 2019/20 AND MATTERS OUTSTANDING

**Contact Officer:** Graham Walton, Democratic Services Manager  
Tel: 0208 461 7743    E-mail: graham.walton@bromley.gov.uk

**Chief Officer:** Mark Bowen, Director of Corporate Services

**Ward:** N/A

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1. Reason for report

- 1.1 This report summarises the Committee's role and sets out the Committee's proposed dates and work programme for the 2019/20 Council year. In accordance with the decision of Council on 8<sup>th</sup> April 2019, this report also covers matters outstanding from previous meetings, but on this occasion there is nothing to report.
- 

2. **RECOMMENDATION**

**Members are requested to consider their work programme for 2019/20.**

### Impact on Vulnerable Adults and Children

1. Summary of Impact: Not Applicable
- 

### Corporate Policy

1. Policy Status:: Existing Policy
  2. BBB Priority: Excellent Council:
- 

### Financial

1. Cost of proposal: No Cost:
  2. Ongoing costs: Not Applicable:
  3. Budget head/performance centre: Democratic Services
  4. Total current budget for this head: £358,740
  5. Source of funding: 2019/20 revenue budget
- 

### Personnel

1. Number of staff (current and additional): 8 (6.79fte)
  2. If from existing staff resources, number of staff hours: Not applicable
- 

### Legal

1. Legal Requirement: Statutory Requirement: The Committee is responsible for non-executive functions as required by the Local Government Act 2000.
  2. Call-in: Not Applicable: This report does not involve an executive decision.
- 

### Procurement

1. Summary of Procurement Implications: Not applicable
- 

### Customer Impact

1. Estimated number of users/beneficiaries (current and projected): Not applicable
- 

### Ward Councillor Views

1. Have Ward Councillors been asked for comments? No
2. Summary of Ward Councillors comments: Not applicable

### 3. COMMENTARY

- 3.1 Bromley Council operates under a “Leader and Executive” constitutional model, with most decision making functions resting with the Executive. However, there are a number of functions which the Executive is prohibited from dealing with, for which Committees need to be appointed. In Bromley, the majority of these “non-executive” functions are the responsibility of Development Control Committee for town planning and related functions, and this Committee for most other non-executive functions, including licensing.
- 3.2 General Purposes and Licensing Committee fulfils the role of Licensing Committee under the 2003 Licensing Act, but also deals with a range of other non-executive functions that cannot be dealt with by the Executive or do not fall within the terms of reference of Development Control Committee. It therefore has a range of varied and sometimes unrelated responsibilities, including finance matters relating to audit and pensions, human resources, complaints, elections and Member appointments.
- 3.3 Unlike a PDS Committee, the General Purposes and Licensing Committee has decision-making powers, many of which are delegated to a number of sub-committees -
- Appeals Sub-Committee
  - Audit Sub-Committee
  - Industrial Relations Sub-Committee
  - Licensing Sub-Committee
  - Local Joint Consultative Committee
  - Pensions Investment Sub-Committee
  - Rights of Way Sub-Committee

These sub-committees also have decision-making powers within their own terms of reference, and in most cases their minutes are received by this Committee for information.

- 3.4 The Committee has six scheduled meetings in the year, plus a meeting after the Council’s annual meeting to appoint its Sub-Committees. The meetings for the 2019/20 Council year are set out in Appendix A, with the reports anticipated for each meeting. An additional meeting is still anticipated on 28<sup>th</sup> November 2019 in order to deal with issues arising from the Audit of Financial Statements 2018/19.
- 3.5 At present, there are no matters outstanding to report.

<b>Non-Applicable Sections:</b>	Impact on vulnerable adults and children/Policy/Financial/Personnel/Legal/Procurement
Background Documents: (Access via Contact Officer)	None

**General Purposes and Licensing Committee**  
**Work Programme 2019/20**

**16<sup>th</sup> May 2019**

Appointments to Outside Bodies  
Appointments to the Local Pension Board  
Electoral Review  
Work Programme & Matters Outstanding

**(25<sup>th</sup> July 2019** - Meeting cancelled)

**19<sup>th</sup> September 2019**

Additional Employee Benefits  
LJCC - Constitution  
Review of the Scheme of Delegation to Officers  
Work Programme & Matters Outstanding

**6<sup>th</sup> November 2019**

Feedback on the 2019 European Election  
Review of Polling Districts and Polling Places 2019  
Annual Complaints Report and Annual Ombudsman's Letter 2018/19  
Teachers Pay Policy - Centrally Based Staff  
Work Programme & Matters Outstanding  
(+ *Licensing Briefing*)

**28<sup>th</sup> November 2019** (*special meeting*)

Audit of Financial Statements 2018/19

**11<sup>th</sup> February 2020**

Pay Award 2020  
Pay Policy Statement 2020/21  
Members Allowances 2020/21  
Executive Assistants Reports 2019/20  
Programme of Meetings 2020/21  
Local Pension Board - Annual Report  
Work Programme & Matters Outstanding

**7<sup>th</sup> April 2020**

Annual Review of Licensing Activity  
Annual Review of the Scheme of Delegation to Officers  
Work Programme & Matters Outstanding

(Minutes from Sub-Committee meetings are received for information at each meeting.)

## **PENSIONS INVESTMENT SUB-COMMITTEE**

Minutes of the meeting held at 7.00 pm on 27 August 2019

### **Present**

Councillor Keith Onslow (Chairman)  
Councillor Gareth Allatt (Vice-Chairman)  
Councillors Simon Fawthrop, Kira Gabbert, Simon Jeal,  
Christopher Marlow and Gary Stevens

### **Also Present**

John Arthur, MJ Hudson Allenbridge Investment Advisers

#### **26 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

Apologies were received from Cllr David Jefferys and Cllr Kira Gabbert attended as alternate.

#### **27 DECLARATIONS OF INTEREST**

There were no declarations.

#### **28 MINUTES OF THE PENSIONS INVESTMENT SUB-COMMITTEE MEETING HELD ON 24TH JULY 2019**

The Part 1 minutes were agreed.

#### **29 QUESTIONS BY MEMBERS OF THE PUBLIC ATTENDING THE MEETING**

Three questions were received for written reply. Details of the questions and replies are at **Appendix A**.

#### **30 UPDATES FROM THE CHAIRMAN AND/OR DIRECTOR OF FINANCE**

There were no updates from the Chairman under Part 1 proceedings.

Updating matters provided by the Director of Finance comprise those summarised below.

#### Annual Report and Accounts of the L B Bromley Pension Fund 2018/19

Concerning the Annual Report and Accounts of the L B Bromley Pension Fund 2018/19, considered at the Sub-Committee's previous meeting, the report was subject to auditing by the Fund's external auditor.

It was intended to present the final report to the meeting for approval so it can be published to the Council's website by 1<sup>st</sup> December 2019. However, the external auditors had yet to complete their audit of the pension fund accounts. As the Sub-Committee's next meeting is after the report's required 1<sup>st</sup> December publication date, it was intended to publish the report and accounts following the audit's sign-off.

In the circumstances Members **resolved to delegate authority to the Director of Finance for approving the report, in consultation with the Chairman and Vice-Chairman, following conclusion of the audit.**

(Democratic Services Note: the audited report would then be presented to the Sub-Committee's 3<sup>rd</sup> December meeting for information).

#### Good Governance Survey

No further update had been received on governance proposals outlined in the Government's Good Governance survey (highlighted to the Sub-Committee at its meeting on 15<sup>th</sup> May 2019) but the Director would keep Members updated should any significant developments arise.

#### Draft Statutory Guidance

Concerning pooling arrangements, the draft guidance uses terms such as "*best endeavours*" and "*common good*"; however, reference to transfers for the common good of pooling is not now expected to be in the revised Government guidance. Additionally, the April 2020 date for fully transferring assets to pooling bodies is expected to be delayed by a sufficient margin as this date is unrealistic to many local authority pension funds.

#### Local Authority Pension Fund Awards

For the third consecutive year, L B Bromley received recognition for the long term performance of its Pension Fund and is in the final shortlist for the LAPF awards. Bromley's performance has recently been highlighted in a professional press article.

#### LGPS community document

The Local Government Association Pensions Team recently published a new document called '*the LGPS Community*' which had been produced in response to a request from the Local Government Pension Committee (LGPC). The document's purpose is to explain the relationship between the different bodies making up the Local Government Pension Scheme (LGPS) community. Members were reminded that a link to the document had recently been emailed (the link was also emailed to LPB members).

## **31 PENSION FUND PERFORMANCE Q1 2018/19**

### **Report FSD19084**

Details were provided of the Fund's investment performance for the first quarter 2019/20. Additional detail was provided in an appended report from the Fund's external advisers, MJ Hudson Allenbridge. In advance of the meeting Members also received Fund Manager Reports on first quarter performance along with a quarterly Sustainable Investment Report from Schroders.

The market value of the Fund ended the June quarter at £1,094m (£1,039.2m at 31<sup>st</sup> March) and had further increased to £1,132m at 31<sup>st</sup> July 2019. The quarter total fund return of +5.60% against a +4.32% benchmark compared to a +3.8% average across the 64 LGPS funds in PIRC's universe. Detail on performance by individual fund managers was appended to Report FSD19084.

The Fund's medium and long-term returns remained very strong overall - the Fund ranking eleventh in the PIRC LGPS universe for the year to 31<sup>st</sup> March 2019, first over three years, second over five years and first over ten, 20 and 30 years. In addition to winning the LGPS Investment Performance of the Year in 2017, the LGPS Fund of the Year (assets under £2.5bn) in 2018, L B Bromley also recently won the Pensions, Treasury and Asset Management Award at CIPFA's Public Finance Awards 2019, recognising the consistent high performance of the Fund.

General financial Information was also appended to Report FSD19084, including final outturn details for the 2018/19 Pension Fund Revenue Account and the first quarter position for 2019/20. Details on Fund membership numbers were further provided along with summarised information on early retirements.

Following the Sub-Committee's previous consideration of Fidelity's Multi-Asset Credit Fund product, the appended report from MJ Hudson Allenbridge provided further comment on the fund.

Concerning admission agreements for outsourced services, the cessation debt and deficit repayment plan for Mytime Active was being finalised for agreement by the Director of Finance, in consultation with the Chairman and the Chairman of General Purposes & Licensing Committee under delegated authority from the General Purposes & Licensing Committee. For GS Plus, the final transfer payment was being considered by the Actuaries and four admission agreements were being arranged in relation to Academies having outsourced services. Discussions were also ongoing for a possible admission agreement following transfer of the Council's adoption service to Coram.

The report also outlined future Fund Manager attendance as:

3rd December 2019 – Baillie Gifford (global equities and fixed income)

3rd January 2020 – MFS (global equities)  
13th February 2020 – Fidelity (fixed income, multi-asset income and property).

Mr Arthur indicated that the quarter had been positive for the Fund. Although there are signs of a slowing global economy this had been abated by the promise of further central bank easing. The Fund was performing very well long term. Six of the Fund's seven portfolios outperformed their benchmark in the quarter with only Fidelity's UK property marginally underperforming (the portfolio was funded just over a year ago and given the heavy cost of purchasing property assets, it is too early for performance figures to indicate the managers' true ability). In their performance assessment, MJ Hudson Allenbridge highlighted all portfolio performance green except for Baillie Gifford's Fixed Interest, marked amber. Mr Arthur also highlighted the sale of the Fund's final holding of approx. £11.5m in Blackrock's Global Equity Fund during the quarter (reinvested into Fidelity's Multi Asset Income Fund).

On the Baillie Gifford Fixed Interest allocation, Mr Arthur highlighted that the Manager's return (3.9% in the first quarter, outperforming benchmark by 1.8%) was less than the performance stated by the Fund's custodian BNY Mellon (suggesting some pricing discrepancy which Mr Arthur would look into).

On future outlook, the level of surprise in actions from central banks is low but political events are not so predictable. In terms of global economic slowdown, Mr Arthur felt this would probably not be in the next year or two; however, in maintaining the current extended recovery, there might be repercussions down the line.

In summary, Mr Arthur indicated that all Fund Managers are performing well and that Managers appointed in the past 18 months are achieving in line with what they have been asked to do.

The Director confirmed that the Fund is receiving the level of income needed to meet its liabilities. If the Fund has too much cash it is reinvested.

**RESOLVED that the contents of the report be noted, including comments from MJ Hudson Allenbridge in their report appended to Report FSD19084 regarding Fidelity's Multi Asset Credit Fund.**

## **32 PENSION FUND - INVESTMENT REPORT**

Schroders were represented for the item by their Fund Manager and Client Director.

Before reporting on performance of their Global Diversified Income mandate (dollar based), Schroders indicated that an equivalent UK based sterling fund was now available. Members had previously agreed Schroders offer to switch the current fund to the sterling fund. Transfer costs would be fully met, and possibly exceeded, by a reduction in Schroders management fees.

Printed copies of the Schroders presentation were circulated to Sub-Committee Members in advance of the meeting. Schroders investment objective for Global Diversified Income comprises:

- an income objective with 3-5% p.a. distribution from coupons and dividends; and
- an objective consistent with a 30% equity/ 70% bond portfolio over a market cycle.

Schroders intend to deliver the investment objective by:

- diversification across a broad range of income generating assets;
- direct investment in underlying securities and active management;
- dynamic asset allocation across economic regimes and market cycles; and
- downside risk management to reduce drawdown during periods of market correction.

A graph included returns from the product since inception in April 2012 along with the fund return (GBP hedged) for Year to Date, 1 Year, 3 Years, 5 years, and since inception. Details of the fund return (GBP hedged) for each year from 2014 to 2018 were also provided. Although the MAI product had performed poorly in 2018 (-5.6%) the position was now recovered and for the year to date a return (GBP hedged) of 7.7% was achieved. A further slide showed year to date and 12 month contributions to the returns by asset class i.e. Equities, Fixed Income, Hybrids, Alternatives, and Cash and Currency with another slide highlighting yields for certain classes (Equity, Investment Grade, High Yield, Government Bonds, EMD, Alternatives and Hybrids) at points since inception.

Another slide highlighted percentage changes of allocation within asset classes between 31<sup>st</sup> December 2018 and 31<sup>st</sup> July 2019. Schroders now had a reduced exposure to Equities as of 31<sup>st</sup> July 2019 at 26.5% compared to 28.0% at 31<sup>st</sup> December 2018. Schroders were not now taking so much risk in equities other than for the U.S. Fixed Income had also reduced from 51.3% at 31<sup>st</sup> December 2018 to 49.0% at 31<sup>st</sup> July 2019 although Corporate Bonds continued to be favoured by Schroders, particularly those in the U.S. Schroders own a lot of 30-year bonds from which they receive significant return. Holdings in Hybrids increased to 13.3% at 31<sup>st</sup> July 2019 from 3.0% at 31<sup>st</sup> December 2018 whereas exposure to Alternatives reduced by -7.6% in the same period. The next slide showed the current allocation by asset class as at 31<sup>st</sup> July 2019.

In transitioning to Global Diversified Income, a further slide showed the current position and weightings of Equity, Fixed Income, Hybrids, Alternatives and Cash for Global Multi-Asset Income and Global Diversified Income. The next slide highlighted Schroders current allocation for Global Diversified

Income by Equities, Fixed Income, Hybrids, Alternatives and Cash. With further reference to Schroders transition to Global Diversified Income, details were provided of the difference in currency exposure (sterling and non-sterling) for Global Multi-Asset Income (GBP Hedged) and Global Diversified Income (with no overseas exposure for Global Multi-Asset Income). Further details outlined a breakdown of overseas exposure for Global Diversified Income by currency i.e. USD, JPY, EUR, Emerging Markets, AUD and Other.

The presentation also highlighted attractive income opportunities from high yielding European Equities; an active approach is required and details included sector exposure. Further details were also provided in relation to high yielding Asian Equities. It was felt that Asia had massive potential to continue raising its dividends and pay-out ratios. The slide highlighted that even though Asian dividends have more than tripled over the last twenty years, the region's pay-out ratio remains one of the lowest in the world.

Before global outlook, ESG and appended slides (none of which were covered in Schroders meeting presentation), further details were provided on Hybrids, introduced to fit between Equities and Bonds (in terms of risk).

The Chairman requested a view on infrastructure particularly in light of the Government's pooling requirement and encouragement towards infrastructure investment. Schroders responded. On any underwriting of infrastructure debt, Schroders have a team to invest in debt and to understand the nature of infrastructure debt. On Hybrids, a Member indicated that the asset was impacted hard during the 2008 financial crisis and if a passive investment, Hybrids are high risk. If between equity and bonds, she questioned why Schroders invest in bonds; however, although Hybrids (Preferred Securities) produce a similar yield to High Yield Bonds (Preferred Securities 5.8% and High Yield Bonds 6.3%), it is necessary to be concerned about issuer rating with Preferred Securities typically better. Starting yield is important and with almost 26% invested by Schroders in High Yield Debt (High Yield Bonds) as at 31<sup>st</sup> July 2019 it was necessary to find something else (sensitivity to cyclical risk can be better managed). For Convertible Bonds, Schroders take a conservative approach with investment quite wide. Schroders confirmed that most of the (increased) allocation to Hybrids came from Alternatives.

Concerning High Yield Bonds, Schroders mainly invested in the U.S. These are often referred to as "Junk Bonds" with companies at the lower end – they are not investment grade bonds. The biggest risk is default and they are purely corporate debt.

Schroders confirmed they do not use derivatives although they would be used to hedge equity risk. Mr Arthur confirmed that Schroders were not to use derivatives for income generation in the fund.

Although absolute yield was considered particularly appealing, Schroders focus on value. They expected more dividend cuts in the UK and felt that current dividends are not sustainable. It was suggested a good position if those companies are in dollars. Schroders advised that some are domestic

companies that do not have revenues and where there are bond yields there was a view that this is an opportunity to reduce dividends. Global growth is low; if it is necessary to reduce, now would be a good time to do so. It was suggested that with Schroders sending representatives to company shareholder meetings it would be possible for Schroders to be able to influence companies to not have a cut in dividend.

Concerning Schroders having a difficult initial period with their mandate the Director of Finance asked what is different now. For global equities, Schroder's indicated that the fourth quarter 2018 was challenging. There were also significant concerns about how Alternatives performed. Schroders was working to get closer to asset performance - they try to be as conservative as possible, sacrificing yield and return to have a better risk balance. Concerned about the global economy, Schroders have also moved to longer end government bonds. Schroders had also added to the Japanese Yen and U.S. Dollar and introduced hedging to the portfolio.

Schroders indicated that the risk exposure for their new UK domicile fund is consistent with MAI fund risk exposure. Currency is to purely manage risk. On marketing the new fund, Schroders felt it important to grow the fund and to have success in local authority Treasury Funds where these have greater discretion to invest. The two funds (Dollar and Sterling) mirror each other in terms of risk and both are run by the same Schroders investments team. Schroders have no exposure to gold (no yield). Schroder's like the U.S. domestic market for returns; Europe and Asia are also high yielding markets. The U.S./China trade war would affect the world. Although Schroders would like to invest outside of the U.S., global market growth was needed.

Schroders confirmed to the Chairman that it would be possible to arrange a meeting towards the end of September/beginning of October about ESG. In thanking Schroders, the Chairman commended their presentation and felt the mandate is going well.

After the Schroders representatives left the room, the Member previously concerned about the Hybrids allocation raised the matter again. She felt that the level of exposure to Hybrids is high risk. However, Mr Arthur advised that Preferred Securities are less volatile than Equities; the Fund will always have investment risk and there might be some negative months. But yields were currently some 4.7% and the approach would try to be defensive. Another Member suggested monitoring the position in reports; if the exposure is too high, the Sub-Committee/Investment Adviser could possibly check. Mr Arthur confirmed to the Chairman that the position with Hybrids is in line with Schroders mandate.

**33 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE  
LOCAL GOVERNMENT (ACCESS TO INFORMATION)  
(VARIATION) ORDER 2006 AND FREEDOM OF INFORMATION  
ACT 2000**

**RESOLVED** that the Press and public be excluded during consideration of the items of business referred to below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

The following summaries  
refer to matters  
involving exempt information

**34 EXEMPT MINUTES OF THE PENSIONS INVESTMENT SUB-COMMITTEE MEETING HELD ON 24TH JULY 2019**

The exempt minutes were agreed.

**35 UPDATES FROM THE CHAIRMAN AND/OR DIRECTOR OF FINANCE ON ANY EXEMPT MATTERS**

Under Part 2 proceedings, Members considered matters related to the following areas:

- revised business permissions for the LCIV;
- the LCIV Staff Pension Scheme and pension guarantee agreement;
- the forthcoming Asset Allocation review for the L B Bromley Fund and a Multi-Asset Income Credit (MAIC) product to be considered further at the Sub-Committee's meeting on 3<sup>rd</sup> December 2019.

**RESOLVED** that: following the Sub-Committee's meeting on 3<sup>rd</sup> December 2019, a further special meeting of the Sub-Committee should be arranged for Tuesday 17<sup>th</sup> December 2019 to reflect any follow up matters from the draft outcome of the asset allocation review reported to the 3<sup>rd</sup> December meeting. (*Democratic Services Note: following the meeting the Director of Finance referred to 17<sup>th</sup> December being a provisional date with the final date to be confirmed.*)

The Meeting ended at 9.50 pm

Chairman

## APPEALS SUB-COMMITTEE

Minutes of the meeting held at 1.00 pm on 27 September 2019

### Present:

Councillors Gareth Allatt, Robert Evans and Kira Gabbert

#### **6 APPOINTMENT OF CHAIRMAN**

**RESOLVED:** That Councillor Evans be appointed Chairman.

#### **7 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS**

There were no apologies for absence.

#### **8 DECLARATIONS OF INTEREST**

There were no declarations of interest.

#### **9 LOCAL GOVERNMENT ACT 1972 AS AMENDED BY THE LOCAL GOVERNMENT (ACCESS TO INFORMATION) (VARIATION) ORDER 2006 AND FREEDOM OF INFORMATION ACT 2000**

**RESOLVED:** That the Press and public be excluded during consideration of the item of business listed below as it is likely in view of the nature of the business to be transacted or the nature of the proceedings that if members of the Press and public were present there would be disclosure to them of exempt information.

#### **10 APPEAL AGAINST DISMISSAL - MRS J.E**

In accordance with the Council's established disciplinary procedures, the Sub-Committee determined an appeal from a former member of staff against dismissal from Council employment for Some Other Substantial Reason.

The Meeting ended at 5.10pm.

Chairman

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of the Local Government Act 1972.

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