



THE LONDON BOROUGH  
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DATE: 28 August 2020

## CHILDREN, EDUCATION & FAMILIES INFORMATION BRIEFING

**Meeting to be held on Tuesday 8 September 2020**

### **1 ANNUAL COMPLAINTS REPORT (Pages 3 - 52)**

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) briefing is also available on the Council website at the following link: <http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=0>

**Paper copies of this Information Briefing will not be available at the meeting of Children, Education & Families Committee.**

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Report No.

London Borough of Bromley

PART ONE - PUBLIC

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**Decision Maker:** GPL SUB-COMMITTEE

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

**Title:** ANNUAL COMPLAINTS REPORT & LG&SCO LETTER 2019/20

**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 2019/20 Annual Report is presented in Appendix 1.
  - 1.2 The report also provides oversight of the annual Local Government & Social Care Ombudsman letter which summarises Ombudsman complaints/enquiries received, and the decisions made about, the London Borough of Bromley for the year ending 31 March 2020.
  - 1.3 Finally, this report takes the opportunity to update Members on other relevant developments including the introduction of a Habitual Contact Policy, presented in Appendix 2.
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2. **RECOMMENDATION**

- 2.1 Members of the Committee are asked to note, 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

#### Complaints

- 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 report at Appendix 1 provides an overview of complaints and all Local Government & Social Care Ombudsman enquiries to the Council between 1<sup>st</sup> April 2019 to 31<sup>st</sup> March 2020.
- 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 Following the restructure that created the Housing Planning & Regeneration division, the Customer Engagement & Complaints Service agreed to assume responsibility for overseeing complaints concerning the Planning and Regeneration services. The Environment & Public Protection division is now the only division retaining oversight of its own corporate complaints. This report relies on data compiled locally by that department.
- 3.5 Overall, the Council received 656 complaints during 2019/20, representing a 32% reduction on last year (868). 44% of complaints were at least partially upheld, an improvement on the 49% previous year, whilst 47% were responded to on time, steady compared to last year.

#### Local Government & Social Care Ombudsman

- 3.6 The Local Government & Social Care Ombudsman ('Ombudsman') 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 firstly whether it meets their criteria and, secondly, whether it merits a full investigation.
- 3.7 The Ombudsman's annual review letter provides a breakdown of the upheld investigations and a compliance rate for implementing Ombudsman recommendations. All authorities' annual review letters are published by the Ombudsman 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 Ombudsman that are declined.
- 3.8 During the year 2019/20 Bromley was the subject of 149 referrals to the Ombudsman, 10 more than the previous year 2018/19. Of those 149 referrals, only 43 (29%) were the subject of an investigation by the Ombudsman. Of those 43 full investigations, 28 were upheld (65%), a 13% improvement on last year's 78%.
- 3.9 It is also noteworthy that the average upheld rate across London boroughs was 70%. Bromley's strong management of Ombudsman complaints places Bromley 7<sup>th</sup> best (65%) across London. Bromley's figures remain competitive whilst continuing to manage and mitigate escalations from a one-stage internal procedure.

- 3.10 Whilst it is the role of the Customer Engagement & Complaints Service to support, assist and advise both complainants and colleagues during the internal complaint process, when it comes to the Ombudsman their role, and in particular that of the Head of Service, is to support colleagues and defend the Council when regulatory enquiries and investigations are raised. The Head of Service has nurtured a more harmonious relationship with the Ombudsman over the past three years which not only improves the Ombudsman's perception of the borough as a whole but also provides a sound footing upon which to challenge the Ombudsman robustly if it is considered that a wrong decision has been made.
- 3.11 An example includes a case in which the Ombudsman had decided to investigate a set of circumstances where Children's Services issued care proceedings (notwithstanding the Ombudsman's own guidance that indicates that court proceedings are out of their jurisdiction). The Ombudsman ruled unfavourably against the Council. The Council's view was that this was an inappropriate and unjustifiable final decision. For only the second time in 25 years, the Council took legal advice and served a pre-action judicial review protocol letter upon the Ombudsman. Within a week the Ombudsman had withdrawn the decision against the Council and, at the time of writing, has indicated he is likely to agree to discontinue the investigation.
- 3.12 The Council has meanwhile retained a 100% compliance rate in respect of implementing the Ombudsman's recommendations on all other cases.
- 3.13 During 2019/20 the Customer Engagement & Complaints Service recorded 298 separate deadlines to the Ombudsman, of which 92% were responded to within the timescale.

#### Other developments

- 3.14 From time to time the Council receives excessive or unacceptable communication or conduct from customers or residents. A Habitual Contact Policy has been drafted to provide further clarity on the Council's position on such behaviour.
- 3.15 The complaints pages on the website itself have been substantially revised. At the time of writing, these pages are in a build and testing phase before go live during 2020/21.
- 3.16 Customer Engagement & Complaints Service operate a complaints system called Respond. The database was recently updated to move towards a cloud-based version in line with the Council's IT Strategy.

## **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**

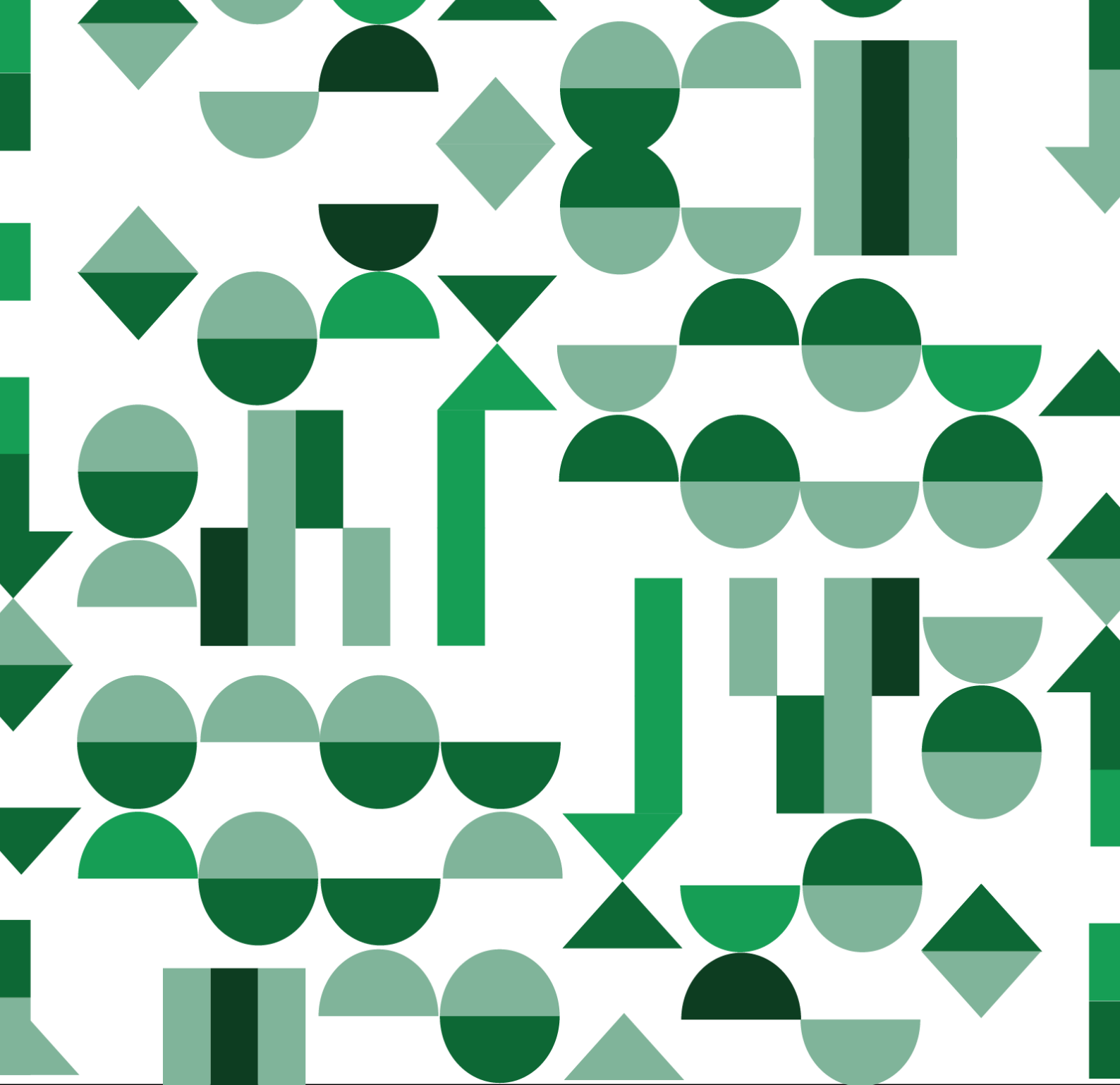
- 6.1 Appendix 1. Annual Complaints Report 2019/20
- 6.2 Link below to LG&SCO annual letter 2019/20

6.3 Appendix 2. Habitual Contact Policy

<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)	

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# Complaints & Compliments

Annual Report 2019-20



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Bromley Council comprises a number of divisions. The Customer Engagement & Complaints Service ('CE&CS') now oversees complaints received about all divisions except the Environment & Public Protection division. They continue to 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.

Last year EPP began contributing its own reportable figures and all data reported here, save that relating to the Ombudsman, is their own. The statistics concerning cases where the Local Government & Social Care Ombudsman has considered EPP complaints are maintained by CE&CS. It is anticipated that the significant drop in recorded formal complaints is due in part to more rigour being applied to what should be logged as a complaint as opposed, for example, to a service request. Work on further aligning EPP processes and case recording will resume in due course.

In August 2019 the Council underwent a corporate restructure, including the creation of the Housing Planning & Regeneration division. This report has been realigned to reflect the structure as it now is. As of April 2020 CE&CS is overseeing corporate complaints for the Planning and Regeneration services following their integration into the new division.

The data contained in this report was sampled in June 2020.

### Terminology used in this report

A **complaint** is the whole of someone's approach to the Council expressing dissatisfaction. One or more services or teams may be referenced in that complaint, and each of those is referred to as a **mention**. Each complaint may identify one or more individual parts and each of those is referred to as an **aspect**.

For instance...

*Mrs Jones raises a complaint with the Council alleging that the Council Tax department have both delayed processing her application for support and disclosed her personal information when they should not have done. She also complains that the Housing Benefit team have wrongly decided she is not eligible for support.*

In this example, this one complaint has given rise to three mentions (two for Council Tax and one for Housing Benefit) and three aspects – delay, data breach and a disputed decision.

## 01 | WHY WE 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. Whilst that legislation primarily references social care complaints, the London Borough of Bromley 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 2019 to 31<sup>st</sup> March 2020.

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

## 02 | CONTINUOUS IMPROVEMENT PLANS

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A new training programme has been devised by the Head of CE&CS and thus far delivered to more than a hundred colleagues over seven sessions at the Civic Centre and at the Waldo Road Depot. Further sessions had been organised but had to be postponed following the imposition of lockdown, but the aim is to resume that training remotely in due course, using WebEx or a similar platform.

The configuration of the database used by CE&CS was upgraded for 2019-2020 to facilitate more detailed reporting and real-time analysis for senior management. An upgrade to the new, cloud-based version of the system was recently approved and the implementation of that work should be commencing soon.

The streamlining of the ways in which residents and service users can contact us to register a complaint has been kept on hold pending the roll-out of the Council's new IT equipment. It is intended to introduce this in the foreseeable future.

## 03 | 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 that 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 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.

## 04 | COUNCIL OVERVIEW

### Complaints received

Division	2017/18	2018/19	2019/20	% change
Adult Social Care	183	142	<b>117</b>	-17.6%
Children's Social Care	119	114	<b>105</b>	-7.9%
Housing	112	118	<b>90</b>	-23.7%
Education	31	44	<b>38</b>	-13.6%
Chief Executive's Dept.	58	66	<b>95</b>	43.9%
Public Health	1	0	<b>0</b>	n/a
<b>Total</b>	<b>504</b>	<b>484</b>	<b>445</b>	<b>-8.1%</b>
Environment & Public Protection	13	384	<b>211</b>	-45.0%

Overall, the Council received 656 complaints during 2019/20, representing a 32% reduction on last year (868).

### How complaints were received

Source	Adult	Children	Housing	Education	EPP	CED	Public Health	Total	% of total
Email	70	60	74	27	0	58	0	289	64.9%
Form	0	0	0	0	0	0	0	0	0.0%
In person	0	1	0	0	0	0	0	1	0.2%
Letter	15	1	3	0	0	5	0	24	5.4%
Telephone	19	13	2	1	0	15	0	50	11.2%
Website	13	30	11	10	0	17	0	81	18.2%
<b>Total</b>	<b>117</b>	<b>105</b>	<b>90</b>	<b>38</b>	<b>0</b>	<b>95</b>	<b>0</b>	<b>445</b>	

83.1% of complaints were received by email or through the website, a slight increase from 82.7% last year.

## Proportion upheld

	Aspects	Upheld / Partially Upheld	% 2019/20	% 2018/19
Adult Social Care	164	81	<b>49%</b>	56%
Children's Social Care	143	64	<b>45%</b>	47%
Housing	97	28	<b>29%</b>	44%
Education	49	27	<b>55%</b>	51%
Chief Executive's Dept.	117	49	<b>42%</b>	50%
Public Health	0	0	<b>N/A</b>	N/A
<b>TOTAL</b>	<b>570</b>	<b>249</b>	<b>44%</b>	<b>49%</b>
Environment & Public Protection	<i>Data not currently collected</i>			

44% were partially /upheld, an improvement compared to 49% last year, perhaps indicating services' increased confidence in their actions and decision-making.

A fall in the overall number of complaints, along with a fall in the proportion upheld, may indicate that overall the quality of the services provided by the Council is improving, but being seen to improve by its customers.

## Causes for complaint

The most frequent causes for complaint (aspects) were those categorised as quality of service issues (25.3%), just over a third of which were upheld. Lack of action (18.7%) and staff conduct (16.7%) were the next most prevalent. Complaints about delay were the most likely to be upheld.

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



Complaint	Adult	Children	Housing	Education	EPP	CED	Public Health	Total	% of total	% upheld
Staff conduct	21	53	10	3	-	10	0	97	16.5%	42.3%
Disputed Decision	23	18	15	9	-	12	0	77	13.1%	24.7%
Information	20	20	9	3	-	8	0	60	10.2%	43.3%
Lack of Action	21	23	25	24	-	17	0	110	18.7%	38.2%
Quality of Service	56	26	31	6	-	30	0	149	25.3%	33.6%
Service Delay	12	2	6	4	-	9	0	33	5.6%	45.5%
Behaviour of another	1	1	20	0	-	-	-	22	3.7%	13.6%
Billing / Charging	10	-	-	-	-	31	-	41	7.0%	9.8%
<b>Total</b>	<b>164</b>	<b>143</b>	<b>116</b>	<b>49</b>	<b>0</b>	<b>117</b>	<b>0</b>	<b>589</b>		

## Responding on time

47% of all complaints were responded to within 20 working days. The number of complaints may be declining but the complexity of a significant proportion continues to rise. Complaints involving contracted services can take longer to address. It is hoped that greater understanding – and the resulting lower apprehension – of complaints from training delivered will gradually have an effect.

Division	On time	On time	On time
	2017/18	2018/19	2019/20
Adult Social Care	49%	37%	<b>35%</b>
Children's Social Care	56%	43%	<b>43%</b>
Housing	52%	56%	<b>63%</b>
Education	62%	44%	<b>45%</b>
Environment & Public Protection	n/a	n/a	<b>n/a</b>
Chief Executive's Dept.	78%	70%	<b>54%</b>
Public Health	-	-	-
<b>Total</b>	<b>58%</b>	<b>48%</b>	<b>47%</b>

## Local Government & Social Care Ombudsman cases

Service	Total	Upheld	Not Upheld	Declined	Ongoing
Adult Social Care	<b>19</b>	6	2	4	7
Children's Social Care	<b>27</b>	2	9	10	6
Housing	<b>9</b>	3	0	2	4
Education	<b>10</b>	4	2	1	3
Chief Executive's Dept.	<b>16</b>	3	0	11	2
Environment & Public Protection	<b>8</b>	1	3	3	1
<b>OVERALL</b>	<b>89</b>	<b>19</b>	<b>16</b>	<b>31</b>	<b>23</b>

'Declined' refers to where the Ombudsman has not accepted the complaint from the customer – for example, because the subject matter is out of their jurisdiction, or because the Council has not been given the opportunity to consider it through its corporate procedure.

'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. The figures above are taken from the data held on the Council's own systems referring to cases in which CE&CS have had some involvement. These figures may differ slightly from those produced by the Ombudsman depending on when certain stages of the process were reached.

CE&CS oversaw 298 individual Ombudsman response deadlines of which 91.5% were responded to within the timescale initially set by the Ombudsman.

Every year the Ombudsman publishes an annual review letter for each Council, accompanied by the statistics they hold. For the year 2019/20 their figures disclose the following :-

	2017 – 18	2018 - 19	2019 - 20	% on prev. year
Referrals	165	139	<b>149</b>	+7%
Resulting investigations	54	42	<b>43</b>	+2%
Proportion investigated	33%	30%	<b>29%</b>	-1%
Number upheld	32	33	<b>28</b>	-15%
Upheld rate	60%	78%	<b>65%</b>	-13%
London average	64%	63%	<b>70%</b>	+7%
London ranking	Joint 6 <sup>th</sup>	Joint 30 <sup>th</sup>	<b>Joint 7<sup>th</sup></b>	

The table above shows continuing positive progress in the Council’s dealings with the Ombudsman. The slight increase in referrals is likely to be linked to the decrease in upheld complaints at the internal stage.

The Council’s statistics on reported referrals cover those cases brought to our attention by the Ombudsman.

The upheld rate is a primary indicator of performance and here the Council has returned to the top ten performing London boroughs, its upheld rate being 5% better than the London average. This should reflect a combination of the increased quality of the services provided to the borough’s customers, the increased attention given to complaint responses and the continuing robust defence of the Council maintained by the Head of CE&CS and his team.

## Financial consequences of complaints

	Ombudsman Cases			Stage 1			TOTAL
	Comp'n	Write off	Time & trouble	Comp'n	Write off	Time & trouble	£
Adult Social Care	100.00	7,922.83	250.00	367.00	1,417.93	0.00	<b>10,057.76</b>
Children's Social Care	11,171.52	0.00	0.00	0.00	0.00	0.00	<b>11,171.52</b>
Housing	6,150.00	0.00	550.00	1,300.00	0.00	0.00	<b>8,000.00</b>
Education	5,632.00	0.00	300.00	0.00	0.00	0.00	<b>5,932.00</b>
Chief Executive's	600.00	281.39	250.00	100.00	223.00	0.00	<b>1,454.39</b>
Environment & Public Protection	300.00	180.00	0.00	0.00	0.00	0.00	<b>480.00</b>
<b>OVERALL</b>	<b>23,953.52</b>	<b>8,384.22</b>	<b>1,350.00</b>	<b>1,767.00</b>	<b>1,640.93</b>	<b>0.00</b>	<b>37,095.67</b>

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

The total of £37,095.67 is a 5% increase on last year's £35,369.67. It should be borne in mind that annual totals are often skewed by one or two specific cases, when the vast majority do not result in any significant financial outlay.

## Compliments

Division	2018/19	2019/20	% change
Adult Social Care	50	<b>35</b>	-30%
Children's Social Care	25	<b>47</b>	88%
Housing	146	<b>264</b>	81%
Education	6	<b>5</b>	-17%
Chief Executive's Dept.	0	<b>3</b>	-
Environment & Public Protection	n/k	<b>56</b>	-
<b>Total</b>	<b>227</b>	<b>410</b>	<b>81%</b>

## 05 | 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

	2017 – 18	2018 - 19	2019 - 20	% on prev. year
Complaints	183	142	<b>117</b>	-18%
Percentage responded to on time	49%	37%	<b>35%</b>	-2%
Percentage fully upheld	35%	37%	<b>28%</b>	-9%
Percentage partially upheld	22%	18%	<b>21%</b>	+3%
Ombudsman cases	19	15	<b>9</b>	-40%
Ombudsman cases upheld	5	3	<b>6</b>	+100%
Financial consequences	£18,043.73	£1,677.25	<b>£10,057.76</b>	

### Complaints received

The Adult Social Care division was the subject of 117 complaints during 2019/20, 35% of which were responded to in a timely way. 49% of complaints were fully or partially upheld, a reduction of 6% on last year's 56%.

Those 117 complaints gave rise to 123 mentions and 164 individual aspects (please refer to the Terminology section in the Foreword).

'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.

The table below sets out the individual complaint aspects for the different services and teams within Adult Social Care.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Blue Badges	<b>6</b>	<b>6</b>	<b>0</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>6</b>
%	5%	4%	0%	17%	83%	0%	100%
Complex Care East	<b>8</b>	<b>10</b>	<b>1</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>4</b>
%	7%	6%	10%	20%	70%	0%	40%
Complex Care West	<b>9</b>	<b>12</b>	<b>9</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>6</b>
%	7%	7%	75%	8%	17%	0%	50%
Coordination & Review	<b>2</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>
%	2%	4%	33%	0%	17%	50%	0%
Duty Team	<b>28</b>	<b>37</b>	<b>5</b>	<b>9</b>	<b>21</b>	<b>2</b>	<b>5</b>
%	23%	23%	14%	24%	57%	5%	14%
Hospital Team	<b>13</b>	<b>13</b>	<b>3</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>4</b>
%	11%	8%	23%	15%	54%	8%	31%
Initial Response	<b>8</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>
%	7%	5%	50%	0%	50%	0%	38%
Reablement & Rehab	<b>4</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>5</b>
%	3%	3%	0%	20%	80%	0%	100%
Occupational Therapy	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	2%	2%	67%	0%	33%	0%	33%
Learning Disability	<b>7</b>	<b>11</b>	<b>7</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>
%	6%	7%	64%	9%	27%	0%	0%
CMHT/Oxleas	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
DOLs	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	2%	1%	50%	50%	0%	0%	50%
Safeguarding	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	1%	1%	0%	50%	50%	0%	0%
Care Link	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>
%	4%	3%	40%	20%	40%	0%	80%
Extra Care Housing	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
LD Provider Services	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Reablement Provider Service	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>0</b>
%	1%	2%	0%	25%	75%	0%	0%
Brokerage	<b>3</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>
%	2%	2%	25%	25%	50%	0%	50%
Contracted Services	<b>26</b>	<b>36</b>	<b>9</b>	<b>13</b>	<b>14</b>	<b>0</b>	<b>17</b>
%	21%	22%	25%	36%	39%	0%	47%
<b>OVERALL</b>	<b>123</b>	<b>164</b>	<b>46</b>	<b>35</b>	<b>77</b>	<b>6</b>	<b>58</b>
			28%	21%	47%	4%	35%

## Nature of complaint and outcome

The majority of complaints (34%) were in relation to the quality of service received, of which 52% % were at least partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>21</b>	<b>8</b>	<b>4</b>	<b>8</b>	<b>1</b>	<b>9</b>
%	13%	38%	19%	38%	5%	43%
Disputed decision	<b>23</b>	<b>6</b>	<b>2</b>	<b>14</b>	<b>1</b>	<b>10</b>
%	14%	26%	9%	61%	4%	43%
Information	<b>20</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>0</b>	<b>3</b>
%	12%	20%	20%	60%	0%	15%
Lack of action	<b>21</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>1</b>	<b>7</b>
%	13%	29%	29%	38%	5%	33%
Quality of service	<b>56</b>	<b>13</b>	<b>16</b>	<b>24</b>	<b>3</b>	<b>21</b>
%	34%	23%	29%	43%	5%	38%
Service Delay	<b>12</b>	<b>6</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>6</b>
%	7%	50%	17%	33%	0%	50%
Billing & Charging	<b>10</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>2</b>
%	6%	30%	10%	60%	0%	20%
Behaviour of another service user	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	1%	0%	0%	100%	0%	0%
<b>OVERALL</b>	<b>164</b>	<b>46</b>	<b>35</b>	<b>77</b>	<b>6</b>	<b>58</b>
		28%	21%	47%	4%	35%

## Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of those received this year :-

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

The reason for my email today is just to say again thank you so much in helping me secure a place...I don't think I thanked you enough when you called me to tell me...I was so shocked and overwhelmed !!! Thanks once again for all your help...you are a star !!!

*In all these years ,one particular professional quickly stands tall above the rest in my mind when it comes to caring and supporting my child and our family...Ever since M took over my daughter's case almost some two years ago, our lives have changed immensely for the better...She has been instrumental to initiating positive changes where no one appears to care or bother with. She treats my daughter and us as a family, not like another statistic but as humans...I could go on and on but the bottom line is that she is simply amazing and an asset to Bromley council and overall to her team.*

Working with LBB care services from the initial contact through to the Complex Team West completing the process it has been a total peace of mind journey for all of us...Please share this with all involved and thanks again for a job superbly done.

*I am writing to thank you for the care and professionalism that my 96 year old mother has received from Bromley Council Adult Social Care...Everyone that we have dealt with at the council have been most professional and cheerful. A big thank you...*

From the bottom of our hearts we would like to thank you all for all the support, efforts and advice you have provided to Mum and to us over the last few years. Without your support, care and understanding I'm not sure where we would be now. Thank you just doesn't seem enough.

*W said that she thought that the assessment situation had been handled sensitively... that the current situation was very different to what had happened in the past...the service appeared more integrated and there was good communication about G's needs. She is particularly reassured that she and G are now working together with Care Management on a plan for G's future care.*

My staff member said that H is the best social worker she has ever worked with. I also would like to compliment H as in {my personal experience} he brings cases to discuss and his referral information is excellent, his ability to carry out any suggested actions is always done in a timely manner putting things in place to mitigate risk as much as possible. He shows brilliant knowledge, empathy and skills in dealing with complex cases.

*Thanks so much for taking charge here. We are extremely grateful to you. You've restored my faith in the local government!*



## Local Government & Social Care Ombudsman cases

Adult Social Care were the subject of 19 referrals to the LG&SCO during 2019/20, of which 6 had been upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin' & Injustice	Maladmin, no Injustice	Already remedied		
Blue Badges	0	0	0	0	0	0	1	0	0	1	0
Brokerage	0	0	0	0	0	0	1	0	0	1	0
CMHT/Oxleas	0	0	0	0	1	0	2	0	0	3	1
Complex Care West	0	0	0	0	0	0	0	0	0	0	2
Coord'n & Review	0	0	1	0	0	0	0	0	0	1	0
Creative Support	0	0	0	0	0	0	0	0	0	0	1
Duty Team	0	0	0	0	0	0	1	0	0	1	0
Initial Response	1	1	0	0	0	0	0	0	0	2	0
Learning Disability	0	0	0	0	0	0	1	0	0	1	0
Reablement & Rehab	0	0	0	0	0	0	0	0	0	0	1
Safeguarding	0	1	0	0	1	0	0	0	0	2	2
<b>OVERALL</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>7</b>

## Financial consequences of complaints

	2017 – 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	11,949.33	-	100.00
Charges written off	5,844.40	1,173.85	7,922.83
Time & trouble payments	250.00	200.00	250.00
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	-	367.00
Charges written off	-	303.40	1,417.93
Time & trouble payments	-	-	0.00
<b>TOTALS</b>	<b>18,043.73</b>	<b>1,677.25</b>	<b>10,057.76</b>

## 06 | 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 therefore 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. CE&CS carefully considers each complaint on its own merits and determines through which procedure it should be processed.

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

	2017 - 18	2018 - 19	2019 - 20	% on prev. year
Complaints	112	114	<b>99</b>	-13%
Statutory complaints	7	6	<b>6</b>	-
Percentage responded to on time	56%	43%	<b>45%</b>	+2%
Percentage fully upheld	26%	23%	<b>27%</b>	+4%
Percentage partially upheld	13%	21%	<b>17%</b>	-4%
Ombudsman cases	16	11	<b>22</b>	+100%
Ombudsman cases upheld	8	2	<b>2</b>	-
Financial outcomes	£2,550	£16,907.52	<b>£11,171.52</b>	

## Complaints under the 1989 Representations Procedure

The numbers of statutory complaints remained largely static, reflecting the Council's experience over recent years.

	2017 – 18	2018 - 19	2019 - 20
Stage 1	7	6	<b>6</b>
Stage 2	1	3	<b>1</b>
Stage 3	0	0	<b>0</b>
<b>Total</b>	<b>8</b>	<b>9</b>	<b>7</b>

## Complaints under the Council's Corporate Complaints Procedure

The table below sets out the individual complaint aspects for the different services and teams within Children's Social Care.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Early Intervention & Family Support	<b>4</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>4</b>
%	4%	3%	50%	50%	0%	0%	100%
Referral & Assessment, incl. MASH, Atlas & ECT	<b>36</b>	<b>49</b>	<b>18</b>	<b>7</b>	<b>24</b>	<b>0</b>	<b>20</b>
%	33%	34%	37%	14%	49%	0%	41%
SG&CP East incl. Court Team	<b>15</b>	<b>21</b>	<b>7</b>	<b>4</b>	<b>10</b>	<b>0</b>	<b>20</b>
%	14%	15%	33%	19%	48%	0%	95%
SG&CP West incl. Disabled Children	<b>32</b>	<b>42</b>	<b>8</b>	<b>9</b>	<b>24</b>	<b>1</b>	<b>6</b>
%	29%	29%	19%	21%	57%	2%	14%
Children Looked After and Care Leavers	<b>9</b>	<b>11</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>6</b>
%	8%	8%	18%	9%	73%	0%	55%
Fostering, Adoption and Resources	<b>9</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>6</b>
%	8%	7%	10%	10%	70%	10%	60%
Quality Assurance	<b>5</b>	<b>6</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>
%	5%	4%	33%	0%	67%	0%	50%
<b>OVERALL</b>	<b>110</b>	<b>143</b>	<b>40</b>	<b>24</b>	<b>77</b>	<b>2</b>	<b>65</b>
			28%	17%	54%	1%	45%

The Children's Social Care division was the subject of 99 corporate complaints during 2019/20, 45% of which were responded to in a timely way. 45% of complaints were fully or partially upheld, a 1% increase on last year's 44%.

Those 99 complaints gave rise to 110 mentions and 143 individual aspects (please refer to the Terminology section in the Foreword).

## Nature of complaint and outcome

The majority of complaints (37%) were in relation to staff conduct issues of which 42% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>53</b>	<b>12</b>	<b>10</b>	<b>30</b>	<b>1</b>	<b>29</b>
%	37%	23%	19%	57%	2%	55%
Disputed decision	<b>18</b>	<b>0</b>	<b>1</b>	<b>17</b>	<b>0</b>	<b>9</b>
%	13%	0%	6%	94%	0%	50%
Information	<b>20</b>	<b>10</b>	<b>4</b>	<b>6</b>	<b>0</b>	<b>5</b>
%	14%	50%	20%	30%	0%	25%
Lack of action	<b>23</b>	<b>6</b>	<b>3</b>	<b>13</b>	<b>1</b>	<b>7</b>
%	16%	26%	13%	57%	4%	30%
Quality of service	<b>26</b>	<b>9</b>	<b>6</b>	<b>11</b>	<b>0</b>	<b>14</b>
%	18%	35%	23%	42%	0%	54%
Service Delay	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	1%	100%	0%	0%	0%	50%
Behaviour of another service user	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	1%	100%	0%	0%	0%	0%
<b>OVERALL</b>	<b>143</b>	<b>40</b>	<b>24</b>	<b>77</b>	<b>2</b>	<b>65</b>
		28%	17%	54%	1%	45%

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following are examples of those received this year :-

*At that point, he was assigned to L who, from the outset has had a hugely positive effect on W and a highly reassuring one on our family. We have been impressed with her energy and commitment; her proactive approach in seeking interventions to help W, and her ability to keep the balance right between supporting W but also challenging him when he has been wrong.. L has been a shining example of what we, as parents of a YOS client, wanted and needed.*

She wanted to let you both know that in the past they have had some terrible experiences with social workers but C was a breath of fresh air. ... Ms H's son is very shy and usually runs away when new people visit but he took to C immediately, she made a huge, positive difference to their lives. They were all sad when her contact with the family stopped and she is missed.

*I wanted to thank you so much for all you have done for O and I as a family over the last couple of years. It has been a very tough time for us emotionally, physically and financially! Your help, guidance and always friendly smiling face has helped throughout the process, so I thank you whole heartedly!*

I just wanted to let you know how much we appreciate the work you have done for our children. You have gone the extra mile and it is completely evident that you genuinely care. I appreciate your proactiveness too.

*You make me feel like I am at the top of your list and I really appreciate all that you are doing for me and my family.*

I have been really pleased with how you both (and Bromley) have responded to my boy's complex needs; also including me which was lovely as I always put myself aside as long as the boys are ok.

*The staff and especially yourself have been amazing and I cannot thank you enough for everything you have done for myself and my family. Especially when I have been having a particularly hard day, there has always been someone to talk to and share my feelings with and you never make me feel different and always offer the most practical advice!*

I feel that K is such an asset to your team, and I cannot thank her enough for already helping support, listen and move my son and me forward, without her continued help I really don't think that my son and myself would be in a good place after what has happened previously.

*I want to say a major thank you to the team and recommend that you do all you can to keep L because amazing social workers who are understanding, fair as well as stern are in high demand and hard to come by. She has worked with my family since just before Christmas last year and has been incredible. We've felt we could trust and be honest with her without judgement and she has helped my family to the point where the case is closed.*

## Local Government & Social Care Ombudsman cases

Children's Social Care were subject of 27 referrals to the LG&SCO during 2019/20, only 2 of which had been upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'h	NFA	Maladmin & Injustice	Maladmin, no Injustice	Already remedied		
Early Intervention & Family Support	0	0	0	0	0	0	0	0	0	0	0
Referral & Assessment	4	2	0	0	5	0	1	0	0	12	2
Safeguarding & Care Planning East	0	0	0	0	0	0	0	0	0	0	0
Safeguarding & Care Planning West	0	1	0	0	0	0	0	0	0	1	0
Children Looked After & Care Leavers	0	0	0	0	0	0	0	0	0	0	1
Fostering Adoption & Resources	1	2	0	0	2	0	1	0	0	6	3
Quality Assurance	0	0	0	0	2	0	0	0	0	2	0
<b>OVERALL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>21</b>	<b>6</b>

## Financial consequences of complaints

	2017 – 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	800.00	2,150.00	<b>16,907.52</b>
Charges written off	-	-	-
Time & trouble payments	-	400.00	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	-	-
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>800.00</b>	<b>2,550.00</b>	<b>16,907.52</b>

## 07 | HOUSING PLANNING & REGENERATION

Complaints in relation to Housing are managed through the corporate complaints procedure. For the year covered by this report, CE&CS oversaw all Housing complaints but only those involving the Ombudsman for Planning and Regeneration.

From April 2020 CE&CS are overseeing all complaints for the whole division.

### Housing at a glance

	2017 – 18	2018 - 19	2019 - 20	% on prev. year
Complaints	112	118	<b>90</b>	-24%
Percentage responded to on time	65%	56%	<b>65%</b>	+9%
Percentage fully upheld	19%	27%	<b>18%</b>	-9%
Percentage partially upheld	8%	17%	<b>11%</b>	-6%
Ombudsman cases	10	11	<b>7</b>	-36%
Ombudsman cases upheld	4	5	<b>3</b>	-40%
Financial consequences	£4,550.00-24%	£6,150.00	<b>£8,000.00</b>	

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

The Housing division was the subject of 90 corporate complaints during 2019/20, 65% of which were responded to in a timely way. 29% of complaints were fully or partially upheld, a 15% decrease on last year's 44%.

Those 99 complaints gave rise to 92 mentions and 97 individual aspects (please refer to the Terminology section in the Foreword).

The table below sets out the individual complaint aspects for the different services within Housing.

Service	Mentions this quarter	Aspects this quarter	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Housing Allocations	<b>39</b>	<b>41</b>	<b>6</b>	<b>5</b>	<b>29</b>	<b>1</b>	<b>26</b>
%	42%	42%	15%	12%	71%	2%	63%
Housing Options	<b>22</b>	<b>24</b>	<b>6</b>	<b>4</b>	<b>13</b>	<b>1</b>	<b>15</b>
%	24%	25%	25%	17%	54%	4%	63%
Housing Register	<b>11</b>	<b>11</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>10</b>
%	12%	11%	18%	18%	64%	0%	91%
Compliance & Development	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	1%	1%	0%	0%	100%	0%	100%
Management & Acquisitions	<b>10</b>	<b>10</b>	<b>2</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>5</b>
%	11%	10%	20%	0%	80%	0%	50%
Support & Resettlement	<b>9</b>	<b>10</b>	<b>1</b>	<b>0</b>	<b>9</b>	<b>0</b>	<b>6</b>
%	10%	10%	10%	0%	90%	0%	60%
<b>OVERALL</b>	<b>92</b>	<b>97</b>	<b>17</b>	<b>11</b>	<b>67</b>	<b>2</b>	<b>63</b>
			18%	11%	69%	2%	65%



## Nature of complaint

The largest number of complaints (26%) were concerns about a lack of action of which 24% were fully upheld, followed by issues with temporary accommodation, of which none were fully upheld and 10% were partially upheld.

Subject	Aspects this quarter	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>10</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>7</b>
%	10%	30%	20%	50%	0%	70%
Disputed decision	<b>15</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>0</b>	<b>9</b>
%	15%	27%	13%	60%	0%	60%
Information	<b>9</b>	<b>2</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>8</b>
%	9%	22%	11%	67%	0%	89%
Lack of action	<b>25</b>	<b>6</b>	<b>0</b>	<b>18</b>	<b>1</b>	<b>15</b>
%	26%	24%	0%	72%	4%	60%
Quality of service	<b>11</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>0</b>	<b>9</b>
%	11%	9%	27%	64%	0%	82%
Service Delay	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	6%	17%	17%	67%	0%	67%
Temporary accommodation	<b>20</b>	<b>0</b>	<b>2</b>	<b>17</b>	<b>1</b>	<b>11</b>
%	21%	0%	10%	85%	5%	55%
Behaviour of another service user	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	1%	0%	0%	100%	0%	0%
<b>OVERALL</b>	<b>97</b>	<b>17</b>	<b>11</b>	<b>67</b>	<b>2</b>	<b>63</b>
		18%	11%	69%	2%	65%

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following are examples of the compliments received by Housing this year :-

*Thank you so much for your help regarding B's accommodation we both appreciate your support. this has been a very stressful time having to go through procedures to be quite honest we find it hard getting support not many people would go that extra mile to help so I want to say from B and myself a very big thank you I will keep you up to date if that's ok*

Thank you so much for taking the time to read my email, also can you pass my thanks onto B. We really appreciate your fast response so far and help with trying to resolve this issue. This is just an email to say thank you so much for helping us, I cannot explain how much this means to us, and how much happier we will now be.

*Whoop! Whoop! Sorry I'm so happy don't know what it's like yet ha ha. You have been wonderful thank you.*

They also did what they said they were going to do, when they said they were going to do it, which in my experience with different local authorities is quite remarkable.

*You are one of the nicest and straightest managers we've had....we are really going to miss you...I hope they see in you what we have, a kind hearted person who gets on so well with Irish travellers, not a lot do LOL...you have a lot to give and you have a lot of potential to go far which we know you will.*

We thank you enormously for all your help and support with giving us the opportunity to build a home for us and more importantly our daughter this is life changing for all of us so thank you.

*I just wanted to say thank you again for taking the time to come to visit my flat. It really helps to know that there are people out there that understand my situation, and do want to help if they can. Thank you for being so polite, professional, friendly and helpful, and for not judging me! It's very much appreciated!*

Huge, huge thanks for doing this as I'm now the proud tenant of the flat & literally moved in yesterday! Many thanks to all, I really appreciate it! Have a great Xmas & a prosperous New Year! Thanks a million!

*I have some good news! Today I finally got the keys for the property and I have signed my new tenancy. Thank you so much for your support and just being a very good professional Housing manager. L cried today when I took him to the house and he said he was happy. Thank you again...*

## Local Government & Social Care Ombudsman cases

### Housing

Housing was the subject of 9 referrals to the LG&SCO during 2019/20, 3 of which had upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no Injustice	Already remedied		
Housing Allocations	2	0	0	0	0	0	1	0	0	3	1
Housing Options	0	0	0	0	0	0	1	0	0	1	2
Housing Register	0	0	0	0	0	0	0	0	0	0	1
Housing Compliance & Strategy	0	0	0	0	0	0	0	0	0	0	0
Housing Management & Acquisitions	0	0	0	0	0	0	1	0	0	1	0
Housing Support & Resettlement	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>4</b>

### Financial consequences of complaints

	2017 – 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	4,300.00	5,150.00	<b>5,850.00</b>
Charges written off	-	-	-
Time & trouble payments	250.00	-	<b>250.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	1,000.00	<b>1300.00</b>
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>4,550.00</b>	<b>6,150.00</b>	<b>7,400.00</b>

## Local Government & Social Care Ombudsman cases

### Planning & Regeneration

Planning & Regeneration were the subject of 16 referrals to the LG&SCO during 2019/20, just 2 of which had upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied		
Development Management	3	3	1	0	1	0	2	0	0	10	2
Planning Policy & Strategy	0	0	0	0	0	0	0	0	0	0	0
Building Control	0	1	1	0	0	0	0	0	0	2	1
Facilities & Support	0	0	0	0	0	0	0	0	0	0	0
Property	0	0	0	0	0	0	0	0	0	0	0
Energy	0	0	0	0	0	0	0	0	0	0	0
Libraries	1	0	0	0	0	0	0	0	0	1	0
Town Centre Renewal	0	0	0	0	0	0	0	0	0	0	0
Regeneration	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>3</b>

### Financial consequences of complaints

	2017 - 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	300.00	-	300.00
Charges written off	-	-	-
Time & trouble payments	-	-	300.00
<b>Stage 1 complaints</b>			
Compensation / backdated payments	N/K	N/K	N/K
Charges written off	N/K	N/K	N/K
Time & trouble payments	N/K	N/K	N/K
<b>TOTALS</b>	<b>300.00</b>	<b>0.00</b>	<b>600.00</b>

## 08 | EDUCATION

Complaints in relation to Education services are managed through the corporate complaints procedure.

### At a glance

	2017 – 18	2018 - 19	2019 - 20	% on prev. year
Complaints	31	45	<b>38</b>	-15%
Percentage responded to on time	61%	44%	<b>51%</b>	+7%
Percentage fully upheld	39%	51%	<b>23%</b>	-28%
Percentage partially upheld	5%	9%	<b>35%</b>	+26%
Ombudsman cases	7	7	<b>8</b>	+14%
Ombudsman cases upheld	1	4	<b>4</b>	-
Financial outcomes	£2,200	£10,604.60	<b>£5,932.00</b>	

## Complaints under the Council's Corporate Complaints Procedure

The Education division was the subject of 38 corporate complaints during 2019/20, 51% of which were responded to in a timely way. 55% of complaints were fully or partially upheld, a 5% decrease on last year's 60%.

Those 38 complaints gave rise to 42 mentions and 49 individual aspects (please refer to the Terminology section in the Foreword).

The table below sets out the individual complaint aspects for the different services within Education.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Admissions	4	4	0	0	4	0	1
%	13%	11%	0%	0%	100%	0%	25%
Early Years	1	1	0	0	1	0	1
%	3%	3%	0%	0%	100%	0%	100%
Education Welfare	1	1	0	0	1	0	0
%	3%	3%	0%	0%	100%	0%	0%
SEN	32	38	9	13	16	0	20
%	76%	78%	24%	34%	42%	0%	53%
SEN Transport	4	5	1	4	0	0	3
%	10%	10%	20%	80%	0%	0%	60%
<b>OVERALL</b>	<b>42</b>	<b>49</b>	<b>10</b>	<b>17</b>	<b>22</b>	<b>0</b>	<b>25</b>
			20%	35%	45%	0%	51%

## Nature of complaint

The majority of complaints (49%) were in relation to a lack of action of which 63% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>3</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	6%	0%	67%	33%	0%	33%
Disputed decision	<b>9</b>	<b>1</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>
%	18%	11%	33%	56%	0%	67%
Information	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>
%	6%	0%	33%	67%	0%	33%
Lack of action	<b>24</b>	<b>6</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>12</b>
%	49%	25%	38%	38%	0%	50%
Quality of service	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	12%	17%	17%	67%	0%	67%
Service Delay	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	8%	50%	25%	25%	0%	25%
Behaviour of another service user	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>49</b>	<b>10</b>	<b>17</b>	<b>22</b>	<b>0</b>	<b>25</b>
		20%	35%	45%	0%	51%

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following are examples of the compliments received by Education this year :-

*We just wanted to say how delighted we have been with the EHCP support our son was provided by Bromley Council. You picked up his EHCP plan aged 14 at a point of significant change in our son's life - new house and school and did it with ease and professionalism. This was all the more important as we remember this was also a point of overhaul in the whole support process. At every step we felt confident and supported and it seemed the liaison with his new college didn't falter.*

Just wanted to say thank you for sorting out F's place. You were very helpful and understanding. I know you say it's your job but actually as lot of people don't do theirs well so it is massively appreciated when someone does!

*We would like to thank you from our hearts for all your help and support. We can't thank you enough for your amazing job and hard work....Thanks for believing in us...We are so happy with our new school!*

I have asked for your e-mail from D in order to send you a note of appreciation from my wife & I for the outstanding help and support we have received from your team - notably D. We, as a family, are grateful for all what D has done for us; especially my son. I want you to know what a difference D's support and assistance has made to us. Thank you D and thank you SEND BROMLEY FOR ALL YOUR HELP.

*I just wanted to send you a personal message to thank you sincerely from the bottom of our hearts for helping us secure the residential placement for our son. There are not enough words to express our gratitude, this decision will not only enhance his quality of life but will also go a long way in improving our family life. Secure in the knowledge that he is happy and well looked after...we will now be able to focus some much needed time and attention to our younger son and restore some balance and sense of normalcy to our family life.*



## Local Government & Social Care Ombudsman cases

Education services were the subject of 10 referrals to the LG&SCO during 2019/20, 4 of which had been upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladminin	NFA	Maladminin & Injustice	Maladminin, no injustice	Already remedied		
Admissions	0	0	0	0	0	0	0	0	0	0	0
Early Years	0	0	0	0	0	0	0	0	0	0	0
Education Welfare	0	0	0	0	0	0	0	0	0	0	0
SEN	0	0	1	0	1	0	3	0	0	5	3
SEN Transport	0	0	0	0	1	0	1	0	0	2	0
<b>OVERALL</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>3</b>

## Financial consequences of complaints

	2017 – 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	2,200.00	10,204.60	<b>5,632.00</b>
Charges written off	-	-	-
Time & trouble payments	-	400.00	<b>300.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	-	-
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>2,200.00</b>	<b>10,604.60</b>	<b>5,932.00</b>

## 09 | CHIEF EXECUTIVE'S DEPARTMENT

Complaints in relation to the Chief Executive's Department are managed through the corporate complaints procedure. This division covers areas such as Finance, Legal, Electoral and Registrar services.

### At a glance

	2017 – 18	2018 - 19	2019 - 20	% on prev. year
Complaints	58	66	<b>95</b>	+44%
Percentage responded to on time	78%	70%	<b>59%</b>	-11%
Percentage fully upheld	21%	27%	<b>25%</b>	-2%
Percentage partially upheld	24%	23%	<b>17%</b>	-6%
Ombudsman cases	25	23	<b>20</b>	-13%
Ombudsman cases upheld	4	4	<b>3</b>	-33%
Financial outcomes	£1,253	£760.30	<b>£1,454.39</b>	

## Complaints under the Council's Corporate Complaints Procedure

The table below sets out the individual complaint aspects for the different services within the Chief Executive's Department.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Electoral Services	<b>5</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>5</b>
%	5%	4%	0%	20%	80%	0%	100%
Registrar Services	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
%	2%	2%	0%	0%	100%	0%	100%
Customer Services	<b>3</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>4</b>
%	3%	4%	20%	0%	60%	20%	80%
Business Rates	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	1%	1%	0%	0%	100%	0%	0%
Care Home Fees	<b>8</b>	<b>10</b>	<b>6</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>
%	8%	9%	60%	0%	30%	10%	20%
Council Tax	<b>29</b>	<b>34</b>	<b>8</b>	<b>6</b>	<b>15</b>	<b>5</b>	<b>19</b>
%	29%	29%	24%	18%	44%	15%	56%
Direct Payments	<b>5</b>	<b>5</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>1</b>
%	5%	4%	20%	40%	20%	20%	20%
Domiciliary Care fees	<b>24</b>	<b>28</b>	<b>8</b>	<b>6</b>	<b>12</b>	<b>2</b>	<b>18</b>
%	24%	24%	29%	21%	43%	7%	64%
Housing Benefit	<b>18</b>	<b>20</b>	<b>4</b>	<b>4</b>	<b>12</b>	<b>0</b>	<b>16</b>
%	18%	17%	20%	20%	60%	0%	80%
Freedom Pass	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	2%	2%	50%	0%	50%	0%	50%
Income & Recovery	<b>2</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>
%	2%	3%	0%	0%	75%	25%	0%
Legal	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	1%	1%	0%	100%	0%	0%	100%
<b>OVERALL</b>	<b>100</b>	<b>117</b>	<b>29</b>	<b>20</b>	<b>57</b>	<b>11</b>	<b>69</b>
			25%	17%	49%	9%	59%

The Chief Executive's Department was the subject of 95 corporate complaints during 2019/20, 59% of which were responded to in a timely way. 42% of complaints were fully or partially upheld, an 8% decrease on last year's 50%.

Those 95 complaints gave rise to 100 mentions and 117 individual aspects (please refer to the Terminology section in the Foreword).

## Nature of complaint

The majority of complaints were in relation to quality of service issues, of which 27% were fully upheld, and 'Billing & charging' of which 19% were fully upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>10</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>1</b>	<b>5</b>
%	9%	20%	30%	40%	10%	50%
Disputed decision	<b>12</b>	<b>3</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>7</b>
%	10%	25%	8%	67%	0%	58%
Information	<b>8</b>	<b>3</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>5</b>
%	7%	38%	13%	38%	13%	63%
Lack of action	<b>17</b>	<b>5</b>	<b>2</b>	<b>9</b>	<b>1</b>	<b>7</b>
%	15%	29%	12%	53%	6%	41%
Quality of service	<b>30</b>	<b>8</b>	<b>7</b>	<b>12</b>	<b>3</b>	<b>21</b>
%	26%	27%	23%	40%	10%	70%
Service Delay	<b>9</b>	<b>2</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>5</b>
%	8%	22%	0%	78%	0%	56%
Billing & Charging	<b>31</b>	<b>6</b>	<b>6</b>	<b>14</b>	<b>5</b>	<b>19</b>
%	26%	19%	19%	45%	16%	61%
<b>OVERALL</b>	<b>117</b>	<b>29</b>	<b>20</b>	<b>57</b>	<b>11</b>	<b>69</b>
		25%	17%	49%	9%	59%

## Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of those received this year :-

*I would like to put on record my thanks to T. The special delivery letter I sent above was signed for at 8.07 am... and I received a call by lunchtime the same day from T. He had already arranged for the direct debit to be taken from the correct account. I have sole power of attorney for my mother and he has put in place an instruction so that Bromley Council is aware that if I needed to at some point speak to Bromley Council in the future it would give me the authority to do so. This situation was dealt with promptly and efficiently by Mr Davison.*

I would just like to say I visited your Bromley site and was greeted and helped by a lovely young man. I think his name was R - helpful, polite, knew that he was talking about he delivered a really good service. Just wanted to make you aware of the good worker, if you wouldn't mind giving him some sort of praise or something it would be very much appreciated thank you

*Brilliant, yes I had confirmation this morning. Thank you again for all your help. Tremendous service and greatly appreciated.*

## Local Government & Social Care Ombudsman cases

The Chief Executive's Department was the subject of 16 referrals to the LG&SCO during 2019/20, 2 of which had been upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no Injustice	Already remedied		
Electoral Services	2	2	1	0	0	0	0	0	0	5	0
Registrar Services	1	0	0	0	0	0	0	0	0	1	0
Customer Services	0	0	0	0	0	0	0	0	0	0	0
Business Rates	0	0	0	0	0	0	0	0	0	0	0
Care Home Fees	0	0	0	0	0	0	0	0	0	0	1
Council Tax	3	0	1	0	0	0	2	0	0	6	1
Direct Payments	0	0	0	0	0	0	0	0	0	0	0
Domiciliary Care fees	0	0	0	0	0	0	0	0	0	0	0
Housing Benefit	1	0	0	0	0	0	0	0	1	2	0
Freedom Pass	0	0	0	0	0	0	0	0	0	0	0
Legal	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>7</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>14</b>	<b>2</b>

## Financial consequences of complaints

	2017 - 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	590.00	-	<b>600.00</b>
Charges written off	853.00	-	<b>281.39</b>
Time & trouble payments	300.00	-	<b>250.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	250.00	<b>100.00</b>
Charges written off	-	510.30	<b>223.00</b>
Time & trouble payments	-	-	<b>0.00</b>
<b>TOTALS</b>	<b>1,743.00</b>	<b>760.30</b>	<b>1,454.39</b>

## 10 | ENVIRONMENT & PUBLIC PROTECTION

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

Environment & Public Protection recorded 211 cases as having been handled as corporate complaints during 2019/20.

Service	2018 -19	2019 - 20	%age
Highways & Transport	52	<b>22</b>	-58%
Neighbourhood Management	164	<b>134</b>	-18%
Public Protection	45	<b>21</b>	-51%
Traffic, Road Safety & Parking	84	<b>34</b>	-60%
<b>OVERALL</b>	<b>384</b>	<b>211</b>	<b>-45%</b>

### Nature of complaint

Environment & Public Protection currently allocate their complaints to one of four categories.

Service	On time	Information	Lack of action	Operational	Policy	TOTAL	2018-19
Highways & Transport	85%	1	3	11	7	<b>22</b>	52
Neighbourhood Management	82%	6	101	13	14	<b>134</b>	164
Public Protection	100%	0	3	14	4	<b>21</b>	45
Traffic, Road Safety & Parking	97%	2	3	14	15	<b>34</b>	84
<b>OVERALL</b>	<b>91%</b>	<b>9</b>	<b>110</b>	<b>52</b>	<b>40</b>	<b>211</b>	<b>345</b>

## Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of those received by Environment & Public Protection this year :-

*Please will you pass on my wife's thanks to M who dealt admirably with her complaint. His suggestion on the phone to contact company HQ has paid dividends with a free perfume. From my own perspective I am really pleased that Trading Standards is maintaining its high standards. I think M read the riot act to the store and his telephone manner is excellent.*

Please could you pass on my gratitude to the Street Cleaning Team that tidy and keep clean our road and the surrounding areas. I have this week reported that bill stickers/ signs were posted along our road and others advertising a funfair and they had pinned them to railings, car park areas and flat entrances and were very unsightly. I wanted to thank them for removing them but also to say I frequently see them tidying and very much appreciate the work they do as our road and area can get very messy from some residents.

*This is brilliant news - thank you so much on behalf ... It will be a relief to people. I really appreciate you going there at that early time. It is then (and the end of the day) that the noise is most upsetting. I didn't think you would be able to get there so early! Thank you. It's good that they responded to you by closing the door... Thank you for being so responsive and doing as you said you would and for making a difference to the situation. I feel a lot less grumpy about the situation.*

R from the Local Authority responded to my web report by commissioning the work and I met him several times as he personally visited and inspected the work throughout. The contractor supervisor also often visited and inspected the work of his men. The workmen themselves were efficient, thorough, personable and the standard of their work is extremely good. Having held CEO posts in public service for many years I know how many complaints are received when compared to compliments and thanks, so thought you might be interested in this feedback.

*Compliments to all involved in the road clearances over the past two storm weekends; the service in clearing blocked and unsafe roads has been excellent. Similarly last year the attention to potholes in the area has been excellent. Thank you all.*

Thank you to both you and J for years of combined support, help and advice and visits help to keep Dad safe. On behalf of Dad and myself especially I can't thank you both enough.

*Just a line to thank all your waste collection crews for the great job they are doing. It is nice to see some normality in these uncertain times. I hope they have the necessary equipment they need to do their jobs and are staying safe. They are an essential service and we thank them for keeping going.*



## Local Government & Social Care Ombudsman cases

Environment & Public Protection were the subject of 8 referrals to the LG&SCO during 2019/20, 1 of which had been upheld by the time of reporting.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'h	NFA	Maladmin & Injustice	Maladmin, no Injustice	Already remedied		
Highways & Transport	0	0	0	0	0	0	0	0	0	0	0
Neighbourhood Management	0	0	0	0	0	0	0	0	0	0	0
Public Protection	3	0	0	0	3	0	1	0	0	7	1
Renewal & Recreation	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>1</b>

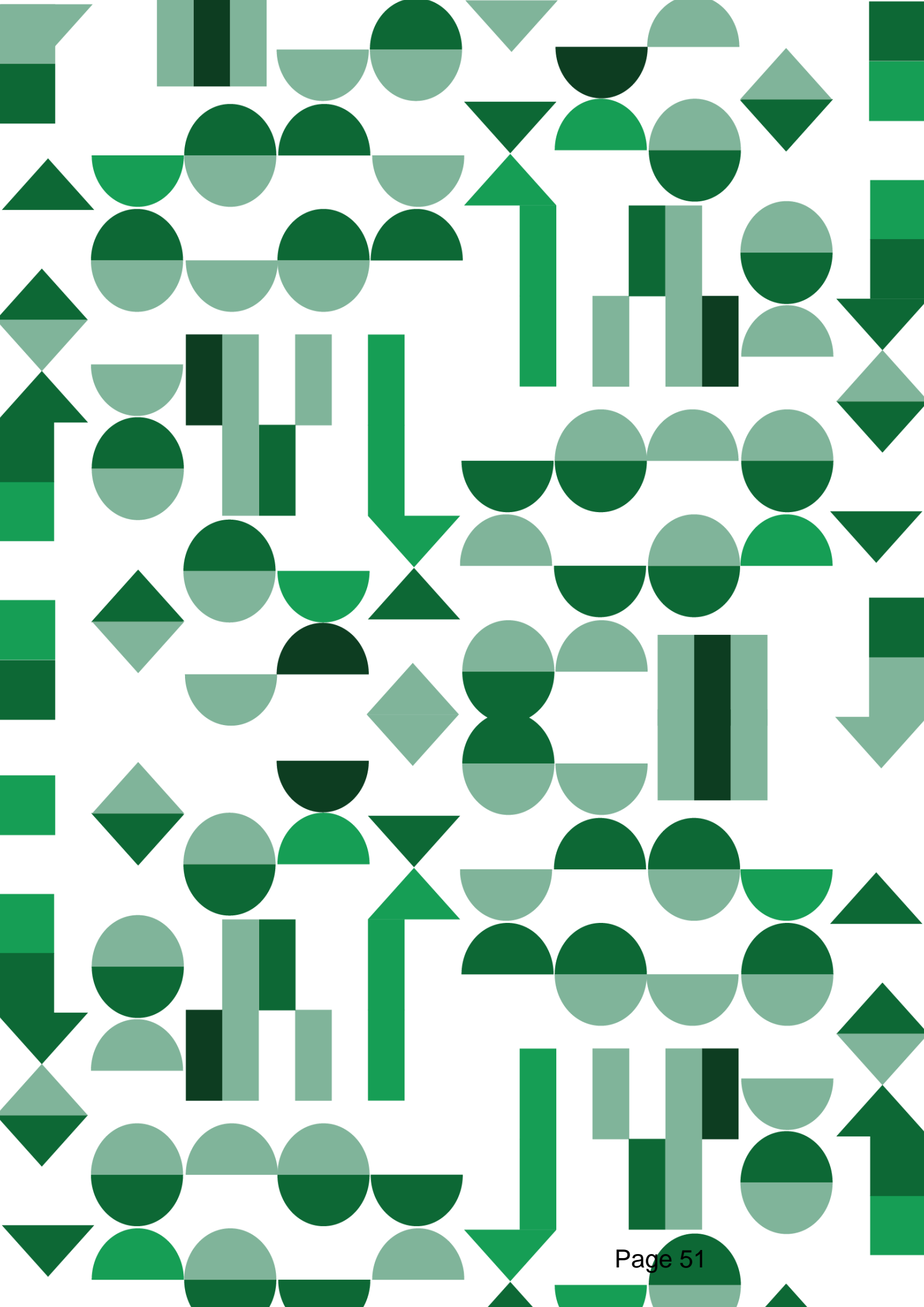
## Financial consequences of complaints

	2017 – 18	2018 - 19	2019 - 20
<b>Ombudsman cases</b>			
Compensation / backdated payments	600.00	-	<b>300.00</b>
Charges written off	-	-	-
Time & trouble payments	650.00	-	<b>180.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	N/K	N/K	N/K
Charges written off	N/K	N/K	N/K
Time & trouble payments	N/K	N/K	N/K
<b>TOTALS</b>	<b>1,250.00</b>	<b>0.00</b>	<b>480.00</b>

## 11 | PUBLIC HEALTH

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



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