



BROMLEY CIVIC CENTRE, STOCKWELL CLOSE, BROMLEY BRI 3UH

TELEPHONE: 020 8464 3333

CONTACT: Jo Partridge
Joanne.Partridge@bromley.gov.uk

DIRECT LINE: 020 8461 7694

FAX: 020 8290 0608

DATE: 13 November 2023

ADULT CARE AND HEALTH PDS INFORMATION BRIEFING

Meeting to be held on Tuesday 21 NOVEMBER 2023

This briefing will only be debated if a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss.

- 1 MINUTES FROM THE HEALTH SCRUTINY SUB-COMMITTEE MEETING HELD ON 5TH SEPTEMBER 2023 (Pages 3 - 16)**
- 2 BROMLEY LOCAL ACCOUNT 2022/23 (Pages 17 - 58)**
- 3 ANNUAL COMPLAINTS REPORT AND LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN LETTER 2022/23 (Pages 59 - 110)**
- 4 CAPITAL PROGRAMME MONITORING Q2 (Pages 111 - 116)**

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>

Copies of the Part 1 (Public) documents referred to above can be obtained from
<http://cds.bromley.gov.uk/>

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HEALTH SCRUTINY SUB-COMMITTEE

Minutes of the meeting held at 4.00 pm on 5 September 2023

Present:

Councillor Mark Brock (Chairman)
Councillor Felicity Bainbridge (Vice-Chairman)
Councillors Will Connolly, Robert Evans, Alisa Igoe,
David Jefferys, Tony McPartlan and Alison Stammers

Michelle Harvie

Also Present:

Charlotte Bradford (*via conference call*)
Councillor Dr Sunil Gupta FRCP FRCPATH (*via conference call*)
and Councillor Diane Smith, Portfolio Holder for Adult Care and
Health

1 APOLOGIES FOR ABSENCE AND NOTIFICATION OF SUBSTITUTE MEMBERS

Apologies for absence were received from Councillor Charles Joel and Co-opted Member, Stacey Agius.

2 DECLARATIONS OF INTEREST

Councillor Stammers declared that she was Chair of the Patient Participation Group (PPG) for The Chislehurst Partnership. It was requested that this declaration be added to the minutes of the last meeting.

3 QUESTIONS FROM COUNCILLORS AND MEMBERS OF THE PUBLIC ATTENDING THE MEETING

No questions had been received.

4 MINUTES OF THE MEETING OF HEALTH SCRUTINY SUB- COMMITTEE HELD ON 20TH APRIL 2023

The minutes were agreed subject to Councillor Stammers declaration that she was Chair of the Patient Participation Group (PPG) for The Chislehurst Partnership being added.

RESOLVED that the minutes of the meeting held on 20th April 2023 be agreed.

**5 UPDATE FROM KING'S COLLEGE HOSPITAL NHS
FOUNDATION TRUST**

The Chairman welcomed Julie Lowe, Site Chief Executive Officer, King's College Hospital ("Site Chief Executive Officer") to the meeting to provide an update on the King's College Hospital NHS Foundation Trust.

The Site Chief Executive Officer introduced Angela Helleur to the Sub-Committee, and advised Members that she would be taking up the role of Site Chief Executive – PRUH and South Sites from 18th September 2023.

The Site Chief Executive Officer advised that all performance had been significantly affected by industrial action. With regards to elective recovery, the NHS was focussing on reducing the number of the longest waiters. There were no patients at the PRUH, or across the Trust, who had been waiting over 100 weeks – there was a small number of patients around the 78-week mark, but these generally tended to be patients that needed operations undertaken by a specialist consultant/team. The total waiting list continued to grow which was mainly due to industrial action reducing capacity. Diagnostics waiting times had increased slightly and there was a particular issue related to ultrasounds (not maternity), but they were reasonably confident that this could be resolved. Overall they were doing well in terms of elective recovery, but it would take a long time to address.

With regards to cancer diagnostics, the PRUH's response to the 2-week wait referral had always been around the 90% target – it had dipped significantly but they were starting to recover this position. It was noted that the PRUH had always struggled with the 62-day referral to treatment time, but this was recovering slightly. It was complicated as patients were often treated in multiple hospitals. In response to a question, the Site Chief Executive Officer said that cancer targets were changing, with the attention being on the 28-days to diagnosis target, which the rapid diagnostics centres focussed on. Patients would be moved to other locations if it was the best way to get them seen quicker. There had been an increase in potential cancer referrals across Trust over the last year or so – the reasons for this were not fully known, but it was not just due to delays caused by the pandemic.

The Site Chief Executive Officer informed Members that emergency performance had been less affected by industrial action. Attendance at the PRUH had fluctuated, with a dip in January and February 2023 being an unusual occurrence. It was noted that the national standard was now 76% and reflected the fact that lots of patients were treated in the Emergency Department (ED), receiving same day care and going back home. The PRUH continued to struggle with some longer lengths of stay and long waits for beds. With regards to mental health patients, the average wait times had slightly reduced, but some patients were waiting a very long time in ED (1 in

20 waited more than 2 days) – this was a difficult situation for the patients, their families and other patients in the ED. A Co-opted Member enquired if there was any data available relating to how many people were discharged into community mental health services and how many were referred to secondary care. The Site Chief Executive Officer said that there were patients brought to the ED as mental health patients; patients that self-presented at the Urgent Care Centre; and patients who were admitted with a combination of physical and mental health needs. The vast majority of patients presenting at the ED were in crisis and a number went on to be admitted into the hospital or mental health services. It was agreed that a copy of the South East London Carnall Farrar report could be circulated to Members following the meeting.

Members were advised that in terms of PRUH ambulance handovers performance had improved, particularly on weekdays, but they needed to continue to work to get the flow right. With regards to the impact of the strikes, there had been 29 days in total for the year to date, and more had been announced for junior doctors and consultants. They had been impacted by lost activity on each day – nearly 16,000 outpatient appointments had been cancelled, and the cost to the Trust had been £10.5m. Members were advised that work was underway to convert an outpatient space to house 16 new beds, which would include high dependency beds. This work would be completed by December 2023 and would also allow more flexibility to refurbish other wards when needed.

Work on the PRUH endoscopy unit was proceeding, and they were just waiting on decisions around plans to meet four of the eight planning conditions. Building work was anticipated to be completed by quarter 4 of 2024/25. In response to a question, the Site Chief Executive Officer said she would be happy to provide Members with a timeline of what was happening during the build. With regards to rumours concerning the weight that the new car deck could hold, the Site Chief Executive Officer said that these were unfounded, and it met the current planning standards. They were unsure where these rumours had come from but if any further information could be provided by Members she would be happy to look into this.

The Site Chief Executive Officer informed Members that Epic would go live on 5th October 2023. This was a new electronic health record (EHR) system, which would provide more functionality and included MyChart, with optional patient portal access. In response to questions regarding MyChart, the Site Chief Executive Officer said that they did not expect every patient to use the system from 5th October. It was slightly different to the NHS app as it enabled patients already in the system to communicate with hospital staff. Patients would be able to log in and see detailed information and the system may be used intensively whilst receiving ongoing treatment. Family members could also be given access with appropriate consent. With regards to concerns that patients may see their diagnosis before speaking with a consultant, the Site Chief Executive Officer advised that patient reps were on a number of the working groups, and conversations would be held before a patient signed up to use the system. It was noted that patient letters were already copied to them, and this had not caused an issue, but colleagues would need to be

responsive to patients' questions. It was noted that there was no maximum age limit for using MyChart – a lot of older people in other areas had nominated their son or daughter to access it on their behalf. In terms of the minimum age, this would be based on an assessment, and access would not be given automatically. If it was for a teenager they may have access alongside their parents, and for much younger children it would just be the parents that were given access.

The Site Chief Executive Officer advised that external agencies would continue to have access to a patient's summary care records, which contained information similar to that on the NHS app. MyChart was intended to be used by patients, rather than by professionals. Information was automatically downloaded into GP records – GPs having full access to all hospital records was not something that had been used in the UK Epic roll outs, but she understood that it had been used in the United States. The Site Chief Executive Officer confirmed that the information would be available in real time. Clinicians could use a pre-filled template in clinic and free text boxes and once authorised, it would go straight to the GP. A voice recognition system could also be used.

The Chairman thanked the Site Chief Executive Officer for her update. Members requested that an update in relation to postpartum haemorrhage be included in the King's College Hospital NHS Foundation Trust presentation at the next meeting.

RESOLVED that the update be noted.

6 GP ACCESS

The Chairman welcomed Cheryl Rehal, Associate Director of Primary and Community Care, Bromley – SEL ICS (“Associate Director”) and Dr Andrew Parson, Co-Chair and GP Clinical Lead – One Bromley Local Care Partnership (“GP Clinical Lead”) to the meeting to provide an update on GP access.

The Associate Director advised that the national GP Patient Survey results showed a downhill trend, however Bromley was not out of sync and was performing strongly in a couple of areas. In terms of the actions being taken, there was already a focus on improving phone experience, and it was noted that the allocated funding was still awaited to start the switchover process. Another area of continued focus was the overall experience of making an appointment and they were expanding the number of directly bookable appointments to relieve the pressure on phonelines. It was also hoped that the introduction of new websites would reflect a better score next year.

With regards to GP appointments in Bromley, the Associate Director highlighted that the data set was limited. The categorisations were relatively new, and the fluctuations related to improvements in the coding of the data. It was hoped that the reliability of the data would improve throughout the year.

The GP Clinical Lead advised that generally there was a wide and broad range of access to primary care teams, however they needed to find a mixture of ways to provide access for patients. With regards to relieving pressure on telephone lines, it was highlighted that the use of e-consults was increasing, and websites were becoming clearer and more consistent. It was noted that repeat prescriptions created a lot of traffic. Members were advised that there was now a new national target of 14-day access, with 85-90% of appointments being offered within two weeks. It was highlighted that the percentage on the graph would not continue to rise as some follow-up appointments needed to be booked further into the future. The GP Clinical Lead informed Members that there were expanding roles within general practice. This had been a success story in a number of ways, with an increase in the number of roles employed through the primary care networks (PCNs).

In response to questions, the Associate Director said that practices were trialling different things to get the process run smoother, manage demand and ensure the patients who needed to see their GP were seen. A GP was currently working as the lead, focussing on digital triage and improving flow – they were looking at how they could support individual practices on the ground. There was a national expectation that practices would adopt the Modern GP Access model, having an upfront triage for every patient that contacted the practice to ensure they were being seen by the right professional. However, there would not be a single model as there were differences in how practices worked. The GP Clinical Lead said there was an expectation that practices were using new ways of working, but demand had risen greatly. The triage process was important – it required a certain amount of information and therefore a call back would be initiated so the patient was not sat waiting. The Member agreed that this made sense, however it was highlighted that this needed to be communicated to patients.

A Member asked if there was any way to persuade people to accept telephone appointments, rather than face to face appointments. The GP Clinical Lead advised that he now undertook less telephone appointments than he had pre-pandemic as previously a certain amount had been reserved. There needed to be a balance, and it was considered that discussions should be held with patient groups. There was variation across Bromley, but it would be helpful if the benefits of access could be spread – it was a conversation that everyone could support. The Associate Director noted that 20% of consultations were carried out by telephone. The type of appointment offered would sometimes depend on the mode initially used by the patient to contact the practice.

The Associate Director advised that in terms of anticipated peak demand, they would be introducing borough-wide additional capacity in primary care as part of this year's winter response planning. It was highlighted that some dedicated work was underway in Bromley to engage with the public and ensure patients understood what was happening in their GP practices. In response to a question from the Chairman, the Associate Director said they were proud that Bromley was at the forefront of digital transformation. There were 42 practices in the borough, all at varying stages. They were supporting

practices through the process – helping those who wanted to move at a quicker pace, sharing good practice and work closely with those who were more cautious. It was emphasised that there was a high appreciation that practices could not stay as they were. The GP Clinical Lead noted that there was leadership through Clinical Directors and PCNs, bringing practices together to try and adapt different ways of working.

In response to questions regarding the variation between practices and embracing the changes, the Associate Director said that Patient Participation Groups (PPGs) were an important and trusted channel. Topic guides had been developed, covering topics such as why the changes were coming into place, using the NHS app, telephone systems and online consultation, for practices to use as a tool to have conversations with their PPGs. There was a borough-wide forum, which provided an opportunity to bring together PPGs – a forum for the Chairs of the PPG's was something that could be considered.

A Co-opted Member highlighted that some frail and elderly patients would not have access to technology. The Associate Director advised that it was about creating the space for those that needed to use traditional routes to access their GP practices, and it was recognised that some patients would be uncomfortable/unable to use the technology. It was noted that some advocates/family members found having access to the NHS app helpful as they could access it, with prior permission, on behalf of the person they cared for. It was emphasised that the improvements in technology would not stop people from using traditional access routes. The GP Clinical Lead said that work had been undertaken within primary care to anticipate the needs of the vulnerable. The different access routes allowed family members who did not live nearby to communicate directly with the practice.

The Chairman thanked the Associate Director and GP Clinical Lead for their update to the Sub-Committee.

RESOLVED that the update be noted.

7 UPDATE FROM OXLEAS NHS FOUNDATION TRUST (VERBAL UPDATE)

The Chairman welcomed Iain Dimond, Chief Operating Officer – Oxleas NHS Foundation Trust (“Chief Operating Officer”) and Lorraine Regan, Service Director, Adult Community Mental Health/Adult Learning Disability – Oxleas NHS Foundation Trust (“Service Director”) to the meeting to provide an update on acute mental health pressures, community mental health within Bromley and the ‘Right Care, Right Person’ approach.

With regards to acute mental health pressures, the Chief Operating Officer advised that they were continuing to see considerable pressure across South East London, however the pattern of demand differed between the two providers (Oxleas and South London and Maudsley (SLaM)). Generally the Oxleas data showed a reduction in the number of people attending Accident

and Emergency (A&E) in a mental health crisis. However, those that then required admission were waiting longer than they needed to – this was due to problems with flow and pressures within the acute bed system. It was noted that a recovery programme had been agreed, focussing on purposeful admissions and reducing delayed transfers of care. This work was underway, and an update could be provided at a future meeting of the Health Scrutiny Sub-Committee.

The Chief Operating Officer informed Members that as mental health demand was having an impact on A&Es across South East London, the ICB had commissioned a report from an external consultancy, Carnall Farrar. The conclusions had now been circulated to the ICB Executive – Oxleas and SLaM had drafted a response to this and would take forward any additional actions.

In response to questions, the Chief Operating Officer said that the trend being seen across the three boroughs was a gradual reduction in the number of people presenting in a mental health crisis at A&E – however, a greater proportion of those attending were unwell and need hospital admission. Due to the pressure on beds some were waiting longer than they should following the decision to admit them being taken. It was considered that fewer people attending in a mental health crisis was evidence that the decision taken by the Trust to invest more into community mental health was paying off. Data was collated regarding whether those attending in crisis were known to community teams; had been known to community teams; were waiting to see community teams; or were completely new – the data suggested that the majority were under the care of Oxleas, or waiting to come into their care. It was noted that part of the work being undertaken was to look at doing more to identify signs of relapse, and if someone was in crisis were their opportunities to do something different.

The Service Director advised that there had been a huge increase in demand for community mental health services since 2019 – this was impacted by both the COVID-19 pandemic and social circumstances. Referrals had increased significantly from 220 per month, pre-pandemic, to the current level of 400 per month. This activity meant that they were managing around 1,500 patients per month, which was an increase of 463. There were some mitigations in place, and a mental health hub had been established – this was a joint initiative between Oxleas and BLG Mind, which provided a new front door into adult mental health services. This was working well, enabling a different offer to be provided to people when first referred, and reducing waiting time for some treatment pathways – people were typically waiting 9-29 days for their first appointment (average of 20 days). This had been negatively impacted by urgent referrals, which needed to be seen within 2 days. Oxleas were 100% compliant with regards to urgent referrals but this created a knock-on to routine referrals, where the waiting times were longer than they would like. However, treatment times had decreased due to the interventions delivered through the hub. To increase contacts received by patients, a Care Teams approach in been implemented with new roles introduced – contacts within the psychosis pathway had increased by 35% and the dementia diagnosis

rates had also been recovered, sitting just above the national target at 66.8%. It was noted that Bromley had the largest prevalence of dementia across SEL and therefore the figures represented a much larger group of people compared to neighbouring boroughs. Over the last six months the Helix Service had also been established. This was a maternal mental health service offering an opportunity for women who did not have a pre-existing mental health condition but suffered loss/trauma as a result of their birth experience to receive a rapid response from a mental health service.

In response to questions, the Service Director said it was complex in terms of identify the drivers for the increase in demand, but they were aware that a significant proportion of people sought their services due to their social situation – including lack of employment, finances, debt and relationship breakdowns. There needed to be further thinking undertaken regarding their relationship with primary care and ensuring the thresholds were right when patients moved between primary and secondary care. There was also a broader recognition within the community that it was okay to seek support for mental health which had led to an increase in demand for service. With regards to how staff were coping, the Service Director said it had been very difficult, but enough mitigation had been put in place. There had been investment through the Community Mental Health Transformation and they were currently in the third year of the programme.

With regards to the Right Care, Right Person (RCRP) approach, the Chief Operating Officer advised that the Metropolitan Police Commissioner had written indicating that he wished to implement this initiative which had previously been rolled out in Humberside. There were four main objectives:

- Police involvement in requests from health and social care providers for welfare checks;
- Police involvement when patients go absent without leave (AWOL) /missing from health care facilities;
- Police involvement in the conveyance of patients; and,
- The time taken to handover patients picked up by the police under Section 136 of the Mental Health Act and conveyed to a health-based place of safety.

It had originally been indicated that the RCRP approach would be implemented at the end of August 2023, however there had been a number of concerns raised regarding the way it was to be introduced and the time scale for implementation. In London, a Joint Mental Health Policing Group had been established – this brought together representatives from the police, mental health partners, London Ambulance Service (LAS), acute colleagues and special care providers. This group would oversee the safe implementation of the RCRP approach, with subgroups having been established to take forward the required work. Members were advised that the date of the RCRP implementation would now be the end of October 2023 which allowed more time for preparation. From the end of October the police would instruct call handlers to more robustly triage calls into their call centre and the ‘136 Co-ordination Hubs’ would be launched – these were already in train and would be the first point of contact for the police if they were considering detaining

someone under a Section 136. The mental health providers would be able to give advice and direction, as well as indicate where there was capacity for patients which it was hoped would reduce handover times.

It was considered that there were still some risks created by this programme. The current policy stressed that the police should only be involved where absolutely necessary – however, they were involved quite routinely in welfare checks and when patients went AWOL. There would need to be an element of training and a culture change for health and social care providers in terms of the detail of the legal framework of what they were able to do if someone went absent without leave. It was noted that in Humberside they were three years into implementing the RCRP approach and this was still ongoing.

In response to questions, the Chief Operating Officer said that in terms of 136 handovers the hubs should provide some mitigation in reducing risks that may arise from the police withdrawing their officers once they had delivered a patient at a health-based place of safety. The environment allowed the person to be managed safely. The difficulty was when the police brought someone to A&E – this was a very different environment, which was very public, and it was difficult for staff to safely manage patients. This was an area of risk that needed further thought. With regards to requests for welfare checks and patients going AWOL, a new protocol for mental health providers would be drafted. Training staff and recalibrating the culture, so there was a shared sense between health and the police as to when they should be involved, would take time and would need to be monitored and reviewed. It was noted that a definite risk was that if health staff had to leave a ward to ascertain the whereabouts of a patient, this loss of resources was not built in and would need to be determined. Between now and the end of October they would continue to work around the policy, but as health and social care providers they would need to consider how the emerging risks were managed.

In response to further questions, the Service Director said that Oxleas were only providing physical health checks to their mental health patients, and they were continuing to work with partners to deliver broader physical healthcare. As part of serious mental illness annual health checks they were working with GPs – if these indicated any concerns, they would be followed up with primary care colleagues. Oxleas had a responsibility to monitor the physical health of its population and a number of nurses were employed to do so – most of the physical health conditions were linked to either a patient's medication or their mental health, but this was being done in partnership with other organisations. It was agreed that this could be discussed in further detail following the meeting.

The Chairman thanked the Chief Operating Officer and Service Director for their update. Member requested that a further update be provided at the next meeting of the Sub-Committee.

RESOLVED that the update be noted.

8 WINTER PLANNING 2023-24

The Sub-Committee consider a report outlining the ONE Bromley Winter Plan 2023-24.

The ONE Bromley system developed a Winter Plan each year which described how seasonal pressures would be mitigated and managed locally. The Winter Plan built on learning from previous years, and responded to any new national policy change and local system changes since the previous plan. The co-ordination and delivery of a joint Winter Plan placed Bromley in a strong position to respond effectively to the changeable position through winter. The joint plan set out how local services would be arranged, expanded, flexed and work together to meet the pressures experienced throughout the period and manage risk as a system. Through this residents would be supported to make the most cost-effective and sustainable use of joint resources, while enabling better outcomes and ensuring they were able to provide services for our most vulnerable.

The Associate Director – Urgent Care, Hospital Discharge and Transfer of Care Bureau, SEL ICB (“Associate Director”) advised that the 2023-24 Joint Winter Plan described how health and care services across Bromley would organise themselves and work together to ensure local residents were able to access the services they needed and stay well throughout winter. The Plan was set out in two sections:

Section 1 – described the work that would take place before winter to reduce risk to vulnerable residents; and,

Section 2 – described, under the 3 pillars of winter planning, the activity that would take place during winter to increase capacity across key health and care services, manage the impact of seasonal pressures and viruses and maintain oversight to manage the system throughout.

Engagement with a wide range of stakeholders had taken place to inform the Plan with specific, special interest working groups set up around key themes to develop the plans in these areas. Workforce engagement had also taken place throughout the development of the Plan including engagement of primary care, community health providers, social care workforce and providers and the voluntary sector.

In response to questions, the Place Executive Lead – SEL ICS (Bromley) (“Place Executive Lead”) said that the winter in Australia had been quite severe, but not as bad as last year – this was often a good predictor of what would happen in the UK. There were some COVID-19 variants of interest in circulation and the flu and COVID-19 vaccination programmes had been brought forward to start the following week. The flu vaccination could be purchased, but this was not the case for COVID-19 vaccinations – to receive the vaccine residents needed to be in one of the eligible groups, 65+ and those who were clinically vulnerable. The schools flu vaccination programme would also start in the next week or so, with an increase in the number of

school years that would be vaccinated. In terms of advice relating to COVID-19, the Place Executive Lead said that the national guidance was to take sensible precautions if you felt unwell, but there was no requirement to isolate or wear a facemask. They would recommend that if someone was unwell and thought they had COVID-19 they should purchase a test, if they were able to do so, and take steps to avoid contact with others.

The Chairman thanked the Associate Director and Place Executive Lead for their update to the Sub-Committee.

RESOLVED that the ONE Bromley Winter Plan 2023-24 be endorsed.

9 DENTAL APPOINTMENTS

The Place Executive Lead advised Members that the update presented had been prepared by North East London ICB on behalf of South East London ICB. From April 2023, ICBs in London had taken over the commissioning of community dental services from NHS England and a central team was located for the whole of London in NE London ICB.

There were 42 providers of high street dental services in Bromley, which had a mixture of contracts. The relationship between dental providers and commissioners was not as close, with no support being provided in terms of premises. There was testing to ensure that providers were adhering to infection control standards. Across the country, people were finding it difficult to access general dental services on the NHS – patients were not obliged to register at a dental practice, and could go to any practice they wished (NHS or private). There were a number of practices in Bromley that offered normal and emergency dental service – it was up to the practice themselves if they accepted a patient. Emergency dental services were also provided at King's and Guy's.

The team at NEL ICB were looking at how they could expand access to dental services. The impact of the COVID-19 pandemic had been significant – at the beginning local practices had not been seeing patients at all, and then the numbers they could see were restricted due to preventing the spread of infection. An area of concern was children and young people, who were not accessing dental services as early as they would like. Bromley had the best level of dental health compared to other boroughs – however they wanted to ensure that the most vulnerable populations had good access to dental services.

RESOLVED that the update be noted.

10 SEL ICS/ICB UPDATE (VERBAL UPDATE)

The Place Executive Lead advised that work was underway across South East London to implement the priorities of the Integrated Care Strategy –

improving health; providing better quality services; and reducing the need for acute services. This would incorporate a number of elements, including improving mental health services; ensuring the best start for children and families; and improving the management of long-term conditions.

Bromley also had its own strategy, through the Health and Wellbeing Board, and work was already underway in relation to improving access to general practice; manage long-term conditions; and reduce waiting times for children and young people to access CAMHS.

This work was running parallel to the management cost reductions review – this was a requirement following a review of ICBs to look to reduce the amount spent on management. In response to a question, the Place Executive Lead advised that this process had commenced, and money had been made available to reduce inequalities – increasing vaccine uptake and providing services for the homeless and asylum seekers. The savings made from the management cost reduction would go into direct patient care.

The Chairman thanked the Place Executive Lead for the updates to the Sub-Committee.

RESOLVED that the update be noted.

**11 HEALTHWATCH BROMLEY - PATIENT EXPERIENCE REPORT
Q4 2022-23**

The Sub-Committee received the Quarter 4 Patient Experience Report for Healthwatch Bromley, covering the period from January – March 2023.

The Operations Co-ordinator, Healthwatch Bromley (“Operations Co-ordinator”) advised that the Patient Experience Report had changed significantly this year – it provided a snapshot view of the feedback gathered from patients across the borough. 60 face to face visits had been carried out, and they were trying to increase this figure each month as they gained a larger pool of volunteers. During the autumn a research study would be undertaken, and a survey would run alongside the standard feedback form.

With regards the Quarter 4 report, the Operation Co-ordinator highlighted that the most responses were received in relation to hospitals and GPs. This was partly due to local partners allowing Healthwatch to go in and talk to residents – most of the feedback was gathered in-person, so they were visiting hospitals and GP practice regularly.

Members were advised that a yearly comparison had been undertaken at the end of Quarter 4. There had been an increase in the percentage of people sharing positive feedback about GPs over the year, and negative experiences relating to hospital services had increased when compared to the previous quarter. Experiences related to dental services had continued to be extremely

positive. Positive experience of community health services had also increased compared to the previous quarter.

The Chairman thanked the Operations Co-ordinator for her update to the Sub-Committee.

RESOLVED that the update be noted.

12 SOUTH EAST LONDON JOINT HEALTH OVERVIEW & SCRUTINY COMMITTEE (VERBAL UPDATE)

The Chairman informed Members that the South East London Joint Health Overview and Scrutiny Committee had met in-person on 6th July 2023, and mainly procedural items had been discussed. There had also been a presentation from NHS England on the proposals for the reconfiguration of children's oncology services and a public consultation would be launched shortly. Once this had taken place, the finding would be shared.

It was noted that the next meeting would take place virtually on 19th September 2023. It was intended that future meetings would be a mix of virtual and in-person.

RESOLVED that the update be noted.

13 WORK PROGRAMME AND MATTERS OUTSTANDING

Report CSD23105

Members considered the forward rolling work programme for the Health Scrutiny Sub-Committee.

As suggested during the meeting, the following items would be added to the work programme:

- Update from Oxleas NHS Foundation Trust (21st November 2023)
- Postpartum Haemorrhage – King's College Hospital NHS Foundation Trust (21st November 2023)

In response to a question, the Chairman confirmed that an update from the London Ambulance Service would be presented at the meeting on the 30th January 2024.

Members were asked to notify the clerk if there were any further items that they would like added to the work programme.

RESOLVED that the update be noted.

14 ANY OTHER BUSINESS

There was no other business.

15 FUTURE MEETING DATES

4.00pm, Tuesday 21st November 2023

4.00pm, Tuesday 30th January 2024

4.00pm, Tuesday 12th March 2024

The Meeting ended at 6.09 pm

Chairman

London Borough of Bromley

PART 1 – PUBLIC

Briefing for Adult Care and Health Policy Development and Scrutiny Committee 21 November 2023

ADULT SOCIAL CARE LOCAL ACCOUNT 2022/23

Contact Officer: Denise Mantell, Strategy Officer (Adults Social Care and Housing)
Tel: 020 8313 4113 Email: denise.mantell@bromley.gov.uk

Chief Officer: Kim Carey, Interim Director, Adult Social Care

1. SUMMARY

1.1 This report provides Members with the Adult Social Care Local Account for 2022/23 (see Appendix A). The Local Account provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2022/23, and what we plan to do in the upcoming year (2023/24).

2. THE BRIEFING

2.1 In 2011, the Department of Health recommended that all Local Authorities' Adult Social Care directorates publish an annual Local Account. This demonstrates how the Local Authority has performed in Adult Social Care, and is the way in which progress can be communicated to the wider community.

2.2 The work outlined in this report has supported people to have choice and control, and to maximise their wellbeing and independence in their local community.

2.3 The Local Account recognises significant successes for Adult Social Care in 2022/23. Adult Care and Health PDS Committee, Health and Wellbeing Board and the Council's Executive have received reports on areas covered within this briefing throughout the year.

2.4 There are also areas for development which are reflected in the Adult Care and Health Portfolio Plan for 2023 to 2024 under the following ambitions.

- Ambition 2 - For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- Ambition 5 - To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

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Bromley Local Account of Adult Social Care Services 2022 - 2023

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Welcome to our Local Account

Bromley's Local Account of Adult Social Care provides an overview of how we have supported our residents to maximise their wellbeing and independence in the community during 2022/23 and what we plan to do in the upcoming year.

This includes

- How much we spent on Adult Social Care
- Who we supported and the ways we did so
- Achievements in 2022/23
- What we are doing in 2023/24

In Adult Social Care, our focus is to provide information, advice, guidance and support to individuals and to their families to promote wellbeing and prevent, reduce or delay the need for higher levels of care and support.

With an increasing demand for public services from an ageing population and those with increasingly complex needs, we understand that the role of our department cannot always be as a service provider, crisis responder and regulation enforcer, but instead is to also support existing networks to enable people to act for themselves.

During 2022/23 we have continued to make progress in improving support for our residents. We have:

- Continued to support local residents to prevent situations escalating into a crisis and improve their health, wellbeing and independence through the Bromley Well Service. The service was reviewed and then re-commissioned in October 2022 enhancing the support at hospital discharge through a robust non-statutory offer and increasing the support to carers and self-funders in line with the Adult Social Care Reforms. 13,292 referrals were received during the year.
- Celebrated the work of the Adult Social Care workforce across Bromley at the inaugural Bromley Adult Care Awards in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes.
- Begun our work to implement the Adult Social Care Reforms by working closely with social care providers in Bromley to produce the Market Sustainability Strategy, commissioning the Social Care Institute for Excellence to review and develop new models of care and improve uses of data and technology, and developing an Adult Social Care Workforce Strategy.

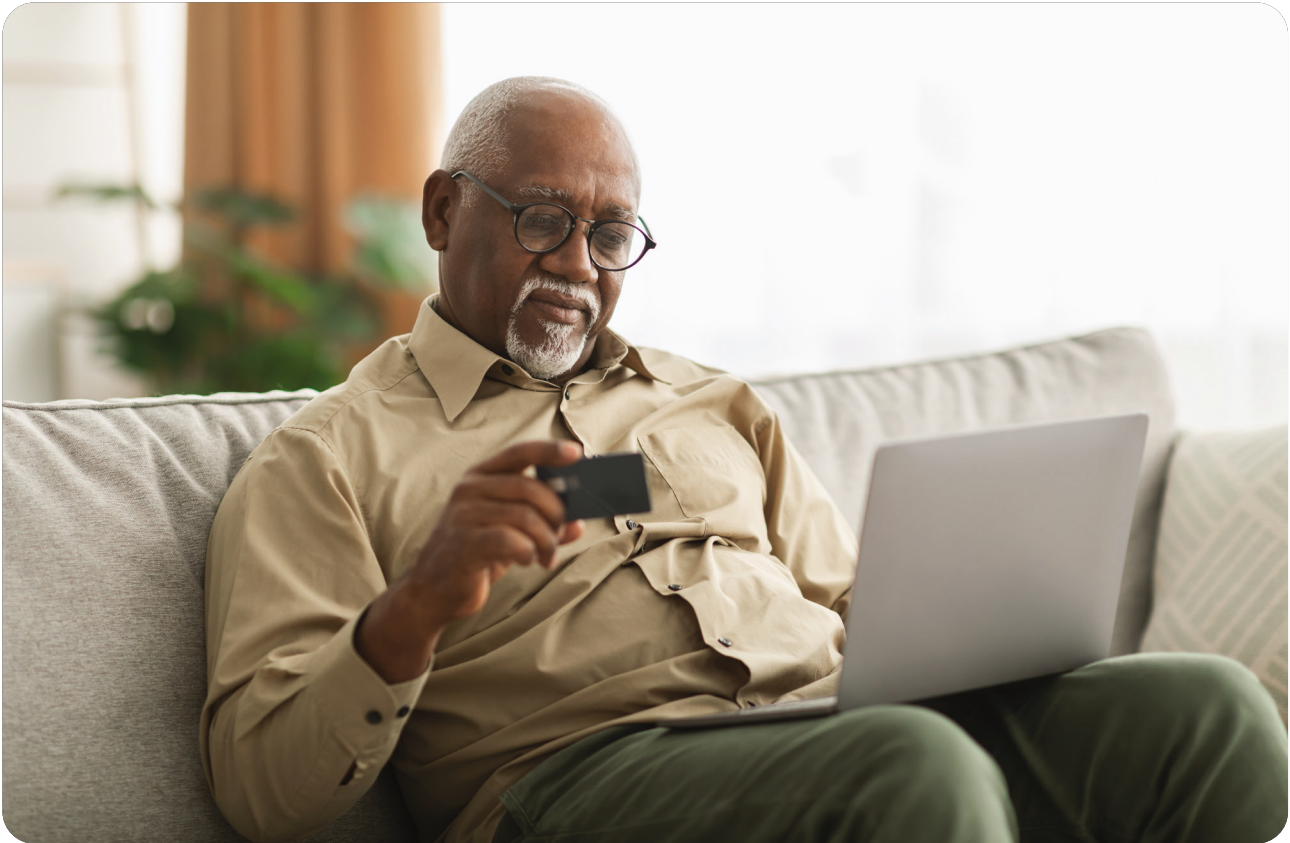
These workstreams will ensure that the right services are available for Bromley residents as they need them and that the social care workforce have the skills to support them as needed.

During 2022/23 we continued to deliver on the Transforming Adult Social Care programme with the aim of modernising our social care offer based upon a strengths-based model of support. We are focussing on the way we support residents to receive the right level and type of support, at the right time, to maximise their independence and ensure they have choice and control over their support.

Our joint commissioning arrangements with the NHS, together with ever closer working with providers in the private, public and voluntary sectors, have seen the continued development of new and innovative ways of working within Bromley to provide improved services for our most vulnerable residents.

Kim Carey
Director of Adult Social Care

How to contact us



Here is all the information you need if you want to get in touch with us. We value your comments, compliments and suggestions to help us provide better services.

Write to us:
Adult Social Care,
Civic Centre,
Stockwell Close,
Bromley, BR1 3UH

Call us: 020 8461 7777

Visit: www.bromley.gov.uk

Email us:
adultsocialcare@bromley.gov.uk

More advice and support

There is a range of support and advice available across the borough.

Bromley – Your Guide to Independent Living, Support and Care Services 2023/24

The Guide has been produced by the Council to provide valuable information to help you access information and support to stay well, remain independent and make the right choices about your care needs.



Get a free copy by emailing:
health.partnership@bromley.gov.uk



Or visit: www.bromley.gov.uk/independentlivingguide

Bromley Well

Bromley Well is a Single Point of Access to support health, wellbeing and independence, funded by the Council and local health services.

It supports people who may be at risk of crisis in their lives but who could, with appropriate help, maintain both their emotional and physical health and wellbeing and remain living independently.



Freephone: 0808 278 7898



Email: spa@bromleywell.org.uk

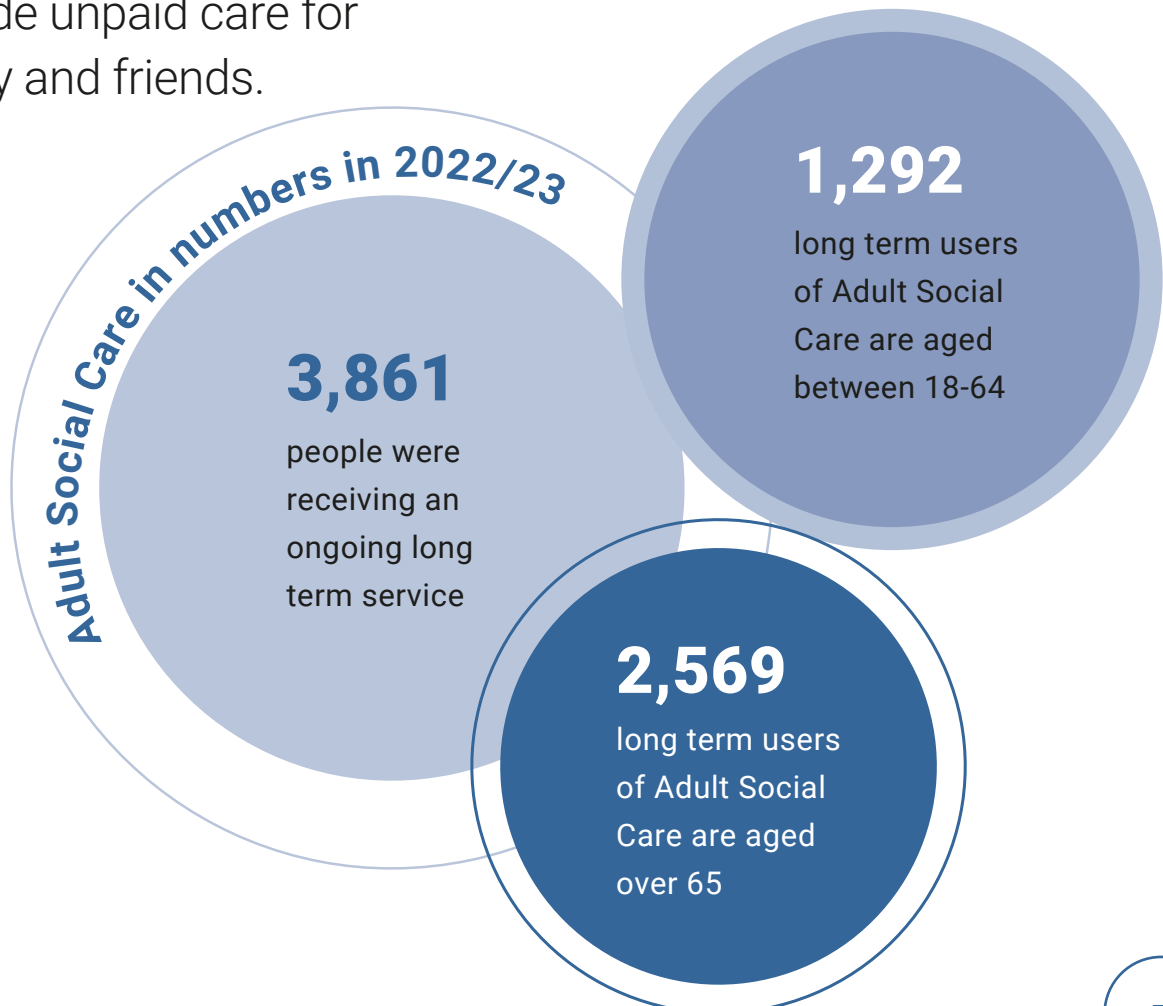


Visit: www.bromleywell.org.uk

Adult Social Care

We provide care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental ill-health and people who provide unpaid care for family and friends.

Adult Social Care services include making an assessment of your needs, providing services either directly to you, through a commissioned provider or the allocation of funds, called a direct payment, to enable you to purchase your own care and support. The range of services include residential care, home care, personal assistants, day activities as well as aids and adaptations.



Adult Social Care in numbers in 2022/2023



482

people (both old and new service users) received Nursing Care



759

people (both old and new service users) received Residential Care



567

people took a Direct Payment



2,978

unpaid carers had their needs assessed



19,009

people were invited to have a NHS Health Check



4,966

people had a NHS Health Check



2,771

people received home care support to enable them to stay in their home



1,719

households had a Housing Assessment completed

What we spent in 2022 - 2023

At a time when the Council has to continue making challenging decisions due to a reduction in central funding as well as increasing demand for public services from an ageing population and those with increasingly complex needs, it is vital that we allocate those reduced resources effectively to ensure our most vulnerable residents have access to the information and support that they require at the earliest possible opportunity.

2022/2023 expenditure

- **£23,296,474**
Assessment and Care Management
(Complex care, long-term care)
- **£117,972**
Direct Service (Reablement, CareLink)
- **£43,662,379**
Learning Disabilities
- **£8,649,499**
Mental Health
- **£2,333,397**
Quality Assurance and Safeguarding
- **£26,536,335**
Better Care Fund
- **£6,739,670**
Improved Better Care Fund
- **£1,298,942**
Commissioning

What we are doing in 2023 - 2024

The Adult Care and Health Strategic Priorities for 2023-2024 are shaped around two of the ambitions from the Corporate Strategy – Making Bromley Even Better 2021-2031:

- ✓ **Ambition 2:** For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
- ✓ **Ambition 5:** To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.

They also incorporate the priorities of the Adult Social Care Strategy which was developed during 2022-23 in consultation with staff, residents and other stakeholders.

Areas of focus, in support of these ambitions, include:

- Continuing the development of the One Bromley Local Care Partnership, delivering integrated health and social care services in line with the NHS Long Term Plan. This means strengthening our partnership practice across social care and health services to make the best use of our resources.
- Developing and implementing an Adult Services Strategy using a strengths-based approach with a greater emphasis on prevention and early help and more strongly engaging family and community in supporting individuals.
- Building on improvements including the implementation of new multi-disciplinary preventive pathways and the establishment of Primary Care Networks to focus on wellbeing and prevention.
- Enabling older people to retain their independence for as long as possible with the assistance of family, friends, faith and community groups, the voluntary sector and local authority and health services.

- Focussing our efforts on ensuring older people are safe and safeguarded, remain connected to their communities and live in homes suitable for their needs and aspirations while maintaining and improving their health.
- Delivering our Mental Health and Wellbeing strategy, improving prevention and early intervention, developing integrated multi-disciplinary and multi-agency approaches to treatment and improving support to adults with long-term and complex needs, better supporting recovery and rehabilitation of all those with mental health challenges.
- Developing our offer for adults who have learning disabilities in the borough, helping individuals to be as independent as possible and live in in supportive and inclusive communities: tackling social isolation, providing more choice of supported accommodation and housing and boosting employment opportunities for this group.
- Working with carers, including young carers, and those providing support to carers, to better understand and meet their needs and aspirations.
- Delivering our Tackling Loneliness Strategy – aiming to reduce isolation and improve the wellbeing of Bromley residents of all ages.
- Exploring and implementing innovation in seeking to improve outcomes for service users and make best use of the resources at our disposal.
- Working within our budgets to deliver high quality services to our residents whilst ensuring the prudent and efficient management of our finances.
- Implementing workforce strategies which help to recruit and retain the highest quality social care staff across all providers.
- Maintaining our focus on commissioning and market shaping, developing integrated and joint commissioning where it makes sense to do so, and ensuring we commission intelligently with clear outcomes in mind. Ensuring our commissioned services deliver what is expected through robust and active contract management.
- Continuing to exploit the benefits of digitalisation in service delivery by integrating systems and processes where it is feasible and practical to achieve a digital transformation in Adult Social Care.
- Developing information and knowledge sharing across Partnership agencies to enhance the intelligence available to all agencies in planning and evaluating our services.

The Better Care Fund (BCF) and Improved Better Care Fund (iBCF)

The Better Care Fund (BCF) grant is ring-fenced for the purpose of pooling budgets and integrating health and social care services between One Bromley Local Care Partnership and the Local Authority. The spending plan for the BCF must be jointly agreed by Bromley Council and One Bromley Local Care Partnership.

The Improved Better Care Fund (iBCF) was added to the Better Care Fund from 2017/18 which is paid directly to the Council to spend on Adult Social Care.

The programme funded by these grants continues to be aligned with the model of providing services with funding to underpin the wider objectives to move care from hospital into the community.

The programme includes the following services:

- **Reablement** – providing additional capacity to help people regain the skills they need to live independently after time in hospital or ill-health
- **Intermediate Care** – to provide extra services to help people to leave hospital in a timely manner
- **Winter Pressures** – to prevent admission to and support timely discharge from hospital during the winter to relieve pressure on hospital beds
- **Health Support to Extra Care Housing and Care Homes** – providing additional support to people living in these locations
- **Dementia Hub** – to increase diagnosis and universal post diagnosis support
- **Community Equipment and Assistive Technology** – to support discharge from hospital
- **Hospital Discharge Services**
- **Home First provision**
- **Self-Management and Intervention (Bromley Well)** – to focus on prevention and self-management of people with long term conditions and avert avoidable admissions and long term care packages.

Achievements include:

- **Self-Management and Early Intervention**

– The Bromley Well Service provides a single point of access for local people to prevent them falling into a crisis and improve their health, wellbeing and independence. During 2022/23, it received 13,292 referrals in total. These included 1,834 referrals for information and legal advice, 1,214 referrals to the Elderly Frail Service, 961 referrals to the Handyperson service, 285 referrals to the LongTerm Health Conditions service and 263 referrals to the Physical Disability Service. A review and re-commissioning of the service, which began in October 2022, continues its focus on prevention and self-management, supporting hospital discharge through a robust non-statutory offer and increasing the support to carers and self-funders in line with the Adult Social Care Reforms.



- **Integrated Community Equipment**

– A Joint Clinical Lead for Community Equipment, funded through the BCF, is providing rigorous clinical leadership in this area ensuring community equipment is used effectively and innovatively to maximise independence and support person-centred care.

- **Assistive technology**

– there has been a significant increase in BCF funding to support the full roll out across health and social care of a range of assistive technologies to support assessment, hospital discharge and enabling people to remain at home living independently. Going forward the assistive technology infrastructure will enable the mobilisation of virtual wards locally.

- **Housing with care**

– work is underway to develop new approaches for housing with care with the first phase reviewing and developing the existing BCF funded extra care housing.

- **Disabled Facilities Grant**

– there has been an increased focus on reviewing the links between housing and health provision to further strengthen the integrated care offer.

- **Support at home**

– continuing development of the local integrated community response offer as well as the development of a robust Domiciliary Care offer to enable residents to remain in their own homes together with the full mobilisation of the Home First offer to enable more residents to be discharged home with enhanced support.

Transforming Adult Social Care

In Bromley we continue to transform adult social care services by building on the assets and strengths of individuals, families and our communities and the delivery of community-based information, advice, care and support. An important part of this transformation is supporting more people to live at home and in their community; building on service users' strengths and the resources available to people close to home and joining up care and health services with NHS partners and other agencies.

We focussed on the following workstreams during 2022/23.

Supporting people to remain active and independent in their communities

- The recommissioned primary and secondary interventions service began in October 2022 to enhance early intervention and preventative support including a comprehensive information, advice and guidance service to self-funders and work to reduce loneliness and social isolation. Bromley Well continues to provide this service.
- A Housing with Care Strategy, including plans to develop Extra Care Housing and supported living schemes, has been produced and agreed for implementation.
- Care and support arrangements for supported living schemes for adults with a learning disability were recommissioned.
- A new respite and short breaks service for adults with learning disabilities was commissioned.
- We awarded a new contract to supply community equipment for people who need aids and equipment to help them live at home.

- New ways of supporting residents through assistive technology have been piloted. Projects include assistive technology to help people's discharge from hospital to home or step-down flats as well as links to the Urgent Community Response Falls Service to avoid hospital admittance.

Working with the NHS

- Close working with NHS saw the introduction of the South East London Integrated Care System (SELICS) together with the establishment of the One Bromley Local Care Partnership Board with joint Council and NHS leadership in July 2022. The development of the SELICS priorities together with Bromley care and health priorities took place over the year with agreement reached in June 2023.
- Joined-up working across the Council with NHS partners was able to support another year's successful winter planning with timely and supported hospital discharge of patients from the Princess Royal University Hospital.
- Further work was carried out with health partners to refine the new Hospital Discharge Partnership arrangements and pathways with implementation taking place by May 2023. Multi-agency teams form part of the Single Point of Access for hospital discharge. For winter 2022/23 we introduced new arrangements to help people to avoid having to go to hospital and to be cared for at home or closer to home.

- Work has begun on the joint commissioning of a new mental health housing support service. New supported housing schemes with a new floating support service will be introduced next year.
- Joint working between care management and the Primary Care Networks continues in the borough. All client groups are being supported with combined care and support plans agreed to meet both health and care needs.

Strengths and Outcomes-Based Practice

- Social care staff continue to deliver a strengths and outcomes-based approach to work in ways that enable the wellbeing of individuals and that build upon their strengths and existing support to achieve their independence in ways that meet their needs. Training on the Making Practice Personal approach has been carried out by the Social Care Institute for Excellence.
- Promoting the use of direct payments continued in 2022/23 with a communications campaign with residents. Direct payments can enable residents to build upon their own strengths and allow innovative ways to achieve agreed outcomes whilst promoting independence, choice and control. This saw an increase in the number of residents receiving a direct payment to 25% of long term service users.

Managing and Developing the Market

Local authorities have the responsibility to encourage providers to develop services that support vulnerable residents.

- In March 2023 we published the Council's Market Sustainability Plan setting out how the Council planned to respond to growing demands for care homes placements and domiciliary care services and how the Council is supporting the local market to respond to this demand.
- The new domiciliary care service was launched in summer 2021 with 8 providers working on geographical patches across the borough supported by a framework of agencies to provide extra support. This allowed the extra demand made on services during the winter 2022/23 to be met.
- Care homes are supported through a joint care and health programme to support high quality care as well as ensure fair access to quality health provision. Work

in 2022/23 has included reduction in falls; managing deterioration; developing the care home market; establishing urgent care plans; reviewing the training offer for the workforce as well as improving the support for residents' physical health.

- Community Links Bromley was supported to update its Simply Connect directory of things to do and places to go as well as local organisations that can offer help and support.
- The recommissioning of learning disability services for day activities, day services for people with complex needs and supported housing has brought a number of new providers into the borough.
- Extra resources have been invested into Bromley's Wake up to Care campaign to support local care homes and home care agencies recruit people into caring roles through an extensive promotion and recruitment programme.



Adult Social Care Reforms

The White Paper, 'People at the Heart of Care', was published in December 2021 setting out a 10 year vision to transform support and care in England.

Putting people at its heart it aims to fulfil three objectives:

- People have choice, control and support to live independent lives.
- People can access outstanding quality and tailored care and support.
- People find adult social care fair and accessible.

The paper outlines how investment from national government will support developments.

These Systems Reforms include:

- CQC Assurance Framework,
- widespread digitalisation across social care
- new models of social care,
- support to unpaid carers,

- integrating housing into care,
- developing and supporting the Adult Social Care Workforce,
- better use of data to help manage current and future demand and
- improving system navigation, access to information, advice, and guidance as well as support.

In Bromley an Adult Social Care Reform Programme Board was established in 2022, chaired by the Director of Adult Services, to oversee the reforms and ensure the measures of success are achieved. Subsequently the Adult Social Care Reform Programme and Adult Services Transformation Programme were merged under the Adult Social Care Transformation and Assurance Board.

Its initial work focussed on the Fair Cost of Care review, undertaken with social care providers, to understand the cost of delivering care in Bromley. The information gathered informed the Market Sustainability Plan, which was submitted to the government in October 2022.

The Market Sustainability Strategy was agreed in March 2023 with initial funding focused on care homes and increasing services from domiciliary care providers.

Additionally a development plan to support the implementation of the reforms was agreed. However, in November 2022, it was announced that the implementation of the charging reforms was delayed until October 2025.

The Social Care Institute for Excellence was commissioned to undertake reviews and produce forward plans in the following areas: developing new models of care and using data and technology to deliver staff and resident experiences and outcomes.

An Adult Social Care Workforce Position Statement was produced and will inform the development of the the Adult Social Care Workforce Strategy. Additionally the safety of the workforce is being taken forward using the Work Safe approach.

The Adult Social Care Portal has been developed to enable residents and professionals to make referrals online and track progress to enhance existing referral channels.

The work of the Adult Social Care workforce across Bromley was celebrated at the inaugural Bromley Adult Care Awards in June 2023 with nominations from day centres, domiciliary care, Extra Care Housing, learning, mental health and physical disability services and care homes.



CQC Assurance Framework

In April 2023, the Care Quality Commission (CQC) commenced undertaking its new duty to independently review and assess local authority performance in delivery of their adult social care duties. In preparation for a future inspection from the CQC, Bromley began work on a self-assessment which will be completed using a tool developed by the Association of Directors of Adult Social Services and that is based on the assessment framework laid out by the CQC themselves.



This self-assessment process continues as one of our priorities, and provides invaluable information on areas for improvement as well as on areas of strength within our service. As part of this work we have updated our Quality Assurance Framework, updated the Case File Audit Guidance and Process to improve practice and ensured the Bromley Safeguarding Adults Board's business plan also covers all relevant areas.

Dementia

The majority of older people in Bromley live independent, healthy and fulfilling lives without needing help from the Council.

Dementia Hub

The Hub provides personalised community-based support appropriate to the circumstances of the person with dementia, their family and informal carers and the stage of their condition. Maintaining independence of people with dementia is a key aim of the service and the Hub provides an information and advice line, dementia advisors, dementia cafés, training workshops, a volunteer befriending service and a young onset service.

Contact Information

If you, or someone you care for, has been diagnosed with dementia and feel you could benefit from assistance from the Bromley Dementia Support Hub, please contact the Hub on **020 3328 0366** or visit www.bromleydementiasupporthub.org.uk

Key Statistics in 2022/23

- It is estimated that there are over 4,500 adults with dementia in Bromley. 2,847 individuals had a diagnosis of dementia in 2022/23.
- 465 people of all ages had a primary support reason of memory and cognition in 2022/23, which compares with 553 in 2021/22.
- The service worked with 2,611 clients across the Hub in 2022/23 with 1,028 new referrals into the service.



Achievements in 2022/23

- The Dementia Support Service (Dementia Hub) continued to provide a clear pathway for people and their carers immediately following diagnosis. Support continued both in person and virtually such as the Memory Lane Dementia Café, singing groups, exercise, peer support groups and carers support.
- Take up of services is high: 1,256 individuals had a Dementia Advisor, 126 attended one of the dementia cafés, 96 used the befriending service and 164 carers attended the specialist training workshops.
- The Dementia Support Service continued to deliver online courses for residents in the borough who may come into contact with people with dementia, including 'Understanding Dementia' and sessions on 'Behaviours we find Challenging' and 'Successful Communication'.
To book onto the courses email: training@mindcare.org.uk
- In May 2022, the Dementia Hub, in conjunction with the Memory Clinic, began a year's pilot for a new Cognitive stimulation surgery, providing Cognitive Stimulation information and resources for people and their carers at the early stage of dementia. This complements the Memory Clinic's existing therapy courses for people in the later stages of dementia. Following the successful pilot the service has been incorporated into the on-going service offer.



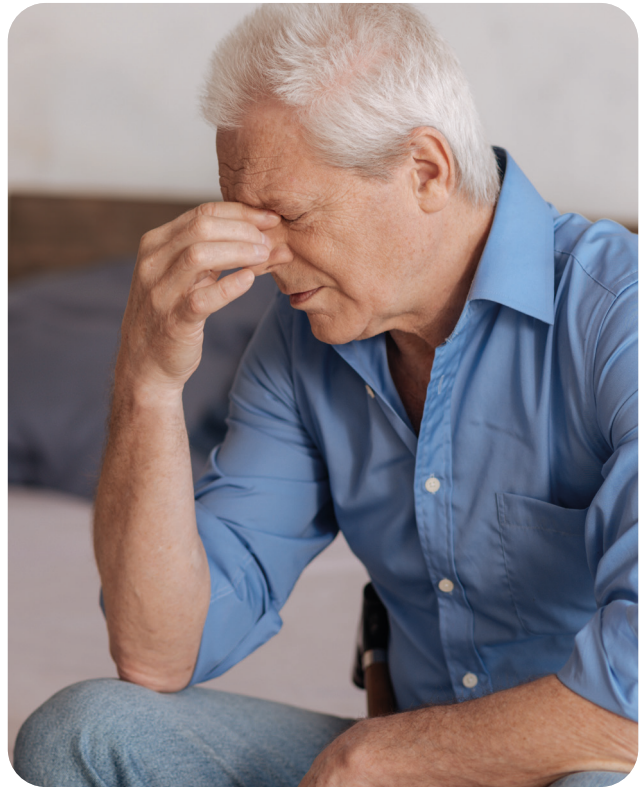
In 2023/24

- The Dementia Support Hub will continue to provide support both face to face and virtual support and with activities being offered in a variety of formats to reach as many residents as possible including people with dementia, families and informal carers and professionals.
- Planning has been completed for the next six months of activities for the Young Onset Dementia Group, the Memory Lane clinic and the Zoom Café.
- We will continue to review services for people who have been diagnosed with dementia to ensure best practice is embedded in service delivery.
- Volunteer befriender recruitment remains one of the top priorities in the coming year.

People with Mental Health Needs

The Council has commissioned Oxleas NHS Foundation Trust to provide secondary mental health services in the borough. There are seconded social workers from the Council working with Oxleas, integrated within the multi-disciplinary teams to deliver our Care Act responsibilities.

Oxleas provide a mental health service for working age adults (18-65) and an Older Adults (65+) Service.



The Community Mental Health Teams for working age adults are based at:

Bromley East,
1-6, Carlton Parade,
Orpington,
Kent,
BR6 0JB
01689 892300

Bromley West

First Floor,
Beckenham Beacon,
379 Croydon Road,
Beckenham,
BR3 3QL
020 8659 2151

Key Statistics in 2022/23

- Approximately 64,000 people in Bromley (19% of the population) are estimated to have had problems related to their mental health,
- 3,160 individuals have a severe mental illness (SMI).
- 11.2% of Bromley residents aged 18 and over were recorded as having depression in 2021/22. 11.5% of Bromley residents aged 65 and over are estimated to have depression.
- Bromley has the fourth highest level of recorded depression in London.
- During 2022/23 we carried out Mental Health Act Assessments of 544 people.

Achievements in 2022/23

- The development of the Mental Health and Emotional Wellbeing Hub has continued. As well as multi-disciplinary psychology and welfare professionals from Oxleas NHS Trust and Bromley and Lewisham MIND, the service also provides housing support and improved links with GPs and other voluntary sector organisations. Bromley Well continues to work with the Hub to ensure a seamless service.
- The establishment of mental health practitioners in GP practices, enabling more people with mental health challenges to access the help they need from their GP.

- Improved access to Bromley talking therapies for people with common mental health challenges including stress, anxiety and depression.
- The commencement of a large-scale transformation programme of mental health recovery services, enabling 80+ people to live more independently with their own tenancies.

In 2023/24

- The Council and the NHS have commenced a wide-ranging and expert-led exercise to understand mental health demand and need in the borough which, in turn, will inform a new Mental Health and Wellbeing Strategy from 2025.
- The new mental health support@home service will open in late 2024, offering independent housing and support for people with long-term mental health challenges.
- The Council and NHS will be working together to further embed our new Mental Health and Wellbeing Hub, with work taking place to bring more services together within the Hub.
- The Council and NHS will work with Oxleas NHS Foundation Trust to improve access to mental health social care, including for those people who are eligible for Care Act support.

People with Learning Disabilities

The Learning Disability Service undertakes assessments and provides support services for people within Bromley who present as potentially having a learning disability or have a diagnosed learning disability.

This includes young people with learning disabilities who are transitioning to adulthood.

The Community Learning Disability Team is based at:
London Borough of Bromley,
Civic Centre, Stockwell Close,
Bromley, BR1 3UH
020 8464 3333

Key Statistics in 2022/23

- Our borough is home to over 6,100 adults with a learning disability.
- The population of adults with learning disabilities aged 18-64 years is expected to grow by 1.8% and that of those aged 65+ by 5% between 2020 and 2025.
- There will be an additional 30% of adults with learning disabilities aged 18-64 who will be eligible for services and 10% aged 65+ over the next 5 years. The increase in residents transitioning into adult services who have very complex needs continues to add pressure to existing services.

Achievements in 2022/23

- 281 people with learning disabilities were supported through Supported Living schemes.
- 221 people with learning disabilities were supported through a direct payment.
- 492 people with learning disabilities were living on their own or with their family. This is 75.7% of the 650 people with learning disabilities who receive services from Bromley Council.

- 245 new referrals were made to the learning disability pathway at Bromley Well with 214 receiving high level interventions and 211 supported to develop self-management techniques.
- A new employment contract with Bromley Mencap began in spring 2022 to support people with learning disabilities to access work, whilst a scheme to encourage social enterprises was developed. Bromley Mencap opened an approved work skills centre to support employment initiatives and offer wider options for young people leaving education.
- New services have been commissioned which have modernised day services throughout the borough by providing community based hubs. An easy read brochure with information on all day activities allows individuals to choose those they wish to attend. The building-based service remains in place for those with more complex needs.
- We undertook the successful tender of three supported living services from a new provider that commenced from March 2023. All commissioned supported living services are now operating under long term contracts ensuring stability and continuity in our local provider market.

- The Bromley Well service continued to offer a range of interventions and support to clients including provision of online learning platforms.
- One off funding from SELICS allows us to continue commissioning the Autism Pathway Project as well as a new benefits advice project, travel support project and enhancing the SEN Family Support role.

In 2023/24

- A combined 0-25 service, incorporating Children's Social Care, Adult Social Care and health, is delivering revised pathways to improve arrangements for the transition into adulthood for young people.
- A review of housing and accommodation options available in the borough will be carried out during 2023 to ensure best use of resources to meet current and future needs.
- A Learning Disability Market Position Statement will be produced together with a refreshed Learning Disability Strategy. Further analysis of residents' needs will inform long term commissioning plans.
- The employment brokerage service will be extended for two years in order to integrate with the Supported Internship programme.

Support for Carers

A carer is a person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker who is paid to support people.

Bromley Well is a Single Point of Access to support health, wellbeing and independence which is funded by the Council and local health services. It provides a range of support for unpaid carers to enable them to maintain their caring role.

How to get in touch

Bromley Well

Call: 0808 278 7898

Email: spa@bromleywell.org.uk

Key Statistics in 2022/23

During 2022/23 2,978 carers were assessed to determine their support needs (this includes assessments carried out separately or with the person they care for).

Achievements in 2022/23

- During 2022/23, 555 individuals were referred to the Bromley Well Carers Service. In total 2,486 carers were supported in some way.
- Bromley Well provides a service for young carers aged 4-19 to manage caring relationships whilst enjoying their childhood.
- The Bromley Well service was re-tendered to commence operation in October 2022 and will include Dementia Respite services and support for self-funders and their carers.
- Work to develop a Carers Plan took place during 2022/23 including engagement with carers and other stakeholders and was signed off mid-2023. Its aim is to improve carer pathways and the support available to carers of all ages throughout the borough.

In 2023/24

- A Carers' Charter is being developed which will outline carers' rights and expectations and will be endorsed by the members of the OneBromley Local Care Partnership.
- Bromley Well will continue to deliver services both virtually and in person.
- Bromley Well continues to work with carers to develop their carers' offer and with Bromley Council to support carers accessing services.

Protecting adults who may be at risk

The residents of Bromley should be able to live with their rights protected, in safety, free from abuse and the fear of abuse. Adult Social Care is responsible for ensuring the safety of vulnerable adults who are experiencing, or at risk of, abuse or neglect.

Under the principles of Making Safeguarding Personal work is undertaken with individuals as well as families, friends and carers if appropriate, to determine whether actions need to be taken to prevent or stop abuse or neglect. Adults are supported to enable them to make choices and have control about how they want to live whilst improving their lives.



Concerned about the safety of an adult?

Call our Initial Response Service on **020 8461 7777**, or email adultsocialcare@bromley.gov.uk or report your concerns about an adult at risk by completing our referral form at www.bromley.gov.uk/AdultAtRiskReport



Key Statistics in 2022/23

- 1,464 safeguarding concerns generated
- 424 safeguarding enquiries started
- 336 concluded enquiries
- 1,657 Deprivation of Liberty Safeguarding (DoLS) applications responded to

Achievements in 2022/23

- Safeguarding adult case file audits are routinely undertaken to measure social workers' compliance in carrying out safeguarding enquiries and identify any gaps in their knowledge and application of Making Safeguarding Personal.
- We continued to provide support and supervision to our Independent Best Interest Assessors and Section 12 doctors to ensure DoLS assessments meet the required standard.

- The community DoL and DoLS in care homes and hospitals are now managed within one service. This gives us good overview across all area of adult deprivation of liberty.

In 2023/24

- We are working collaboratively with colleagues from every adult team to raise the profile of Community DoL and improve Mental Capacity Act practice.
- We are working in collaboration with the multi-agency partnership forum which has been created to mitigate risk related to the delay in the implementation of the Liberty Protection Safeguards.
- We are developing a new Adult Social Care Strategy 2023-2028 which has as its first priority 'Keeping you safe – safeguarding'.

Bromley Safeguarding Adults Board

The Bromley Safeguarding Adults Board oversees adult safeguarding arrangements in the borough and assures itself that organisations are fulfilling their duties under the Care Act. It ensures that there is a collaborative approach to safeguarding to prevent abuse and neglect.

The Board has three statutory functions:

- Develop and publish a strategic plan which outlines how the Board will meet their objectives and how partner agencies will help the Board achieve this.
- Publish an annual report detailing the effectiveness of the Board's work.
- Commission safeguarding adults reviews, where an individual in the borough has died or been seriously harmed as a result of abuse or neglect.

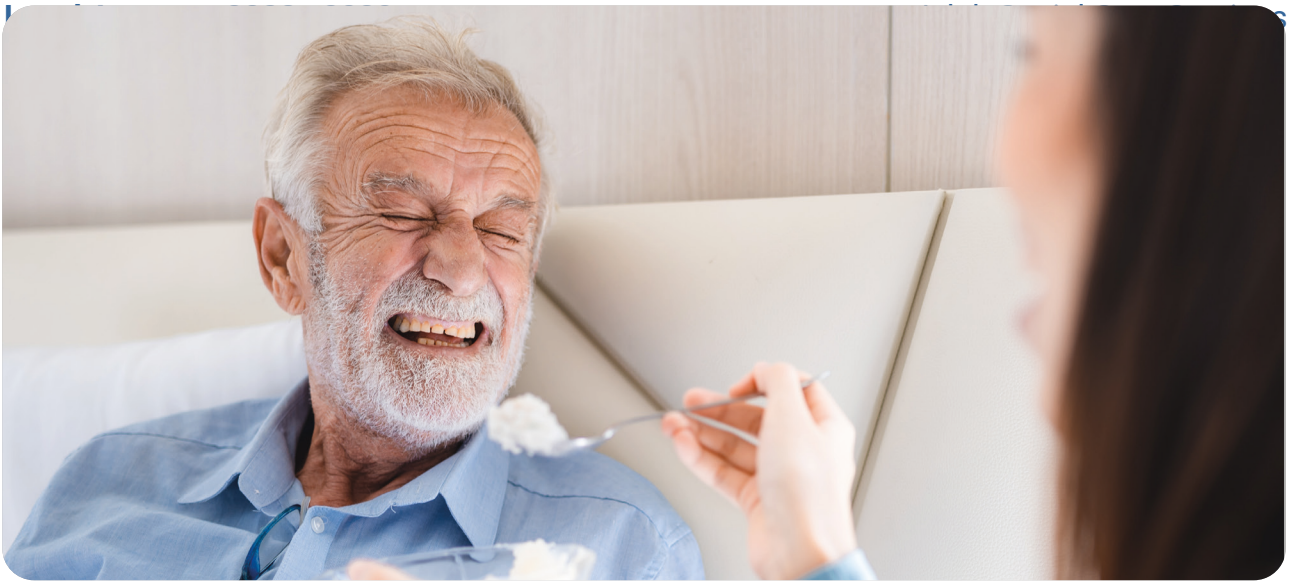


How to get in touch

**Bromley Safeguarding
Adults Board (BSAB)**

For more information visit

www.bromleysafeguardingadults.org



Achievements in 2022/23

- In 2022/23 the Board has focussed on its key priorities of domestic abuse, financial abuse, self-neglect, modern day slavery, transitional care of children into adulthood, and vulnerable adults in specialist care and residential homes. The Board also looked at other emerging matters, such as tackling loneliness and how to support those who are most vulnerable and isolated.
- The Board held a number of outreach events to engage with residents, including a two-day Roadshow event, together with our Trading Standards colleagues, at The Glades shopping centre. We also utilised our digital platforms, such as the BSAB website and Twitter account, to engage with residents and capture their views on adult safeguarding within Bromley.
- The outcomes of the engagement activities fed into the Board's Business Development Day with all partner agencies to review the Board's current position in order to develop a forward business plan.
- The Board developed a comprehensive

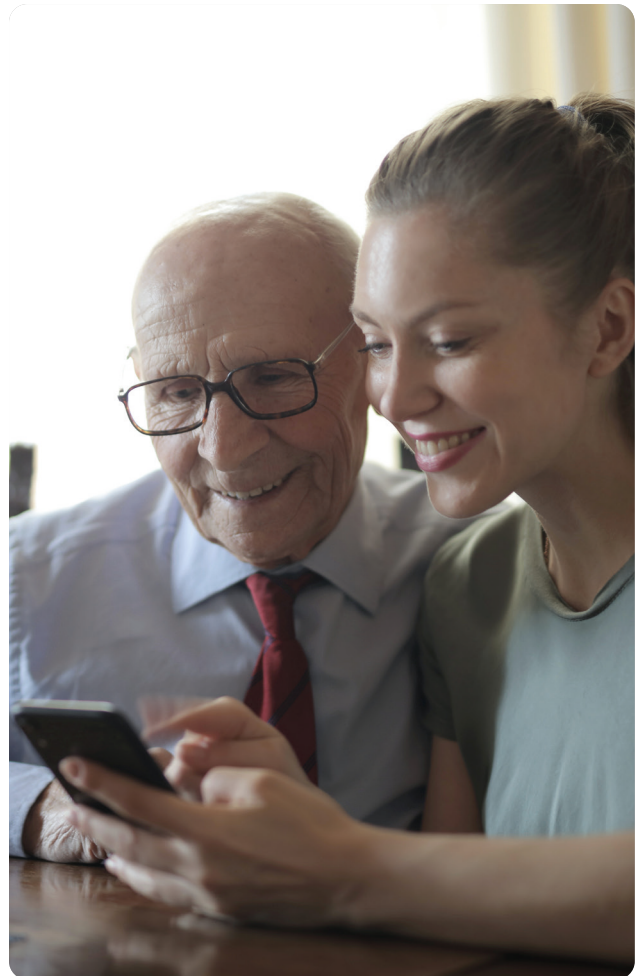
training programme, which included both classroom and webinar-based training on a range of subject areas related to adult safeguarding and the Board's priority areas. Additionally resources continued to be developed that raise awareness of spotting the signs of potential abuse, and what to do.

- The Board completed three statutory Safeguarding Adults Reviews (SARs), which were themed around self-neglect, potential carer stress, domestic abuse and neglect.
- We continue to work closely with the Bromley Safeguarding Children Partnership, Bromley Health and Wellbeing Board and the Bromley Safer Partnership by holding joint meetings throughout the year. The work and priorities of each Board were mapped to identify potential opportunities to work together and support one another, which further strengthened the synergy across Boards.

- In partnership with other London Safeguarding Adults Boards (SABs), the Board led with the development of a London-wide schedule of learning events for the 2022 Safeguarding Adults Awareness Week.

In 2023/24

- The Board continues to identify the role and responsibility of partner agencies, and professional groups, who are responsible for the protection of vulnerable adults. A rolling programme of assurance and audits will be completed in line with strategic priorities.
- The Board will establish ways of analysing safeguarding data to increase the Board's understanding of the prevalence of abuse and neglect within Bromley. This will be achieved via the appropriate subgroups.
- The Board will ensure that its policies and resources that support the protection of vulnerable adults are fit for purpose in collaboration/consultation with partner agencies and service users.
- Preventative strategies will be developed by the Board that aim to reduce instances of abuse and neglect within Bromley. This will be achieved through effective information sharing via existing multi-agency forums, training, sharing of relevant guidance, and via case reviews.
- The Board will ensure Equality, Diversity and Inclusion (EDI) remains a priority in its work. This will be achieved by the work of all subgroups.
- The Board will effectively balance the requirements of confidentiality with the consideration that, to protect adults, it may be necessary to share information on a 'need-to-know' basis. This will be achieved through our confidentiality and Data Sharing Agreements.
- The BSAB will capture the voice of the service user and where appropriate, adapt its business plan to address themes identified. This will be achieved via various methods, including through appropriate forums and online consultations.



Your voice heard

Adult Social Care has a long and successful history of resident involvement. We have a range of systems and processes that give our residents and service users the power to share their thoughts.

We want to truly put the voice of our residents and service users at the heart of our decisions as part of our User Voice Framework. A Resident Voice Group has been established to coordinate our resident engagement activities and work with partners, as well as working in conjunction with council-wide resident communications and engagement groups and to centre their voices in the improvement of Adult Services procedures and commissioned services.

Bromley Council administers the national Adult Social Care Survey and the Survey of Adult Carers in England on behalf of NHS England. The surveys allow us to understand how residents view the social care services they receive and measure against past performance as well



performance regionally and nationally. The Survey of Adult Carers did not take place in 2022/23.

Through the 2022/23 Adult Social Care survey we found that:

- 82% of people using adult social care said that the services they have made them feel safe and secure: an increase from 80.5% in 2021/22.
- 62.1% of people using adult social care were satisfied with their care and support compared to 59.2% in 2021/22.
- The impact of Adult Social Care services on individuals' quality of life in Bromley rose since 2019/20 from 0.383 to 0.425.
- 76.6% of people using adult social care said they have control over their daily lives compared to 73.9% in 2021/22.



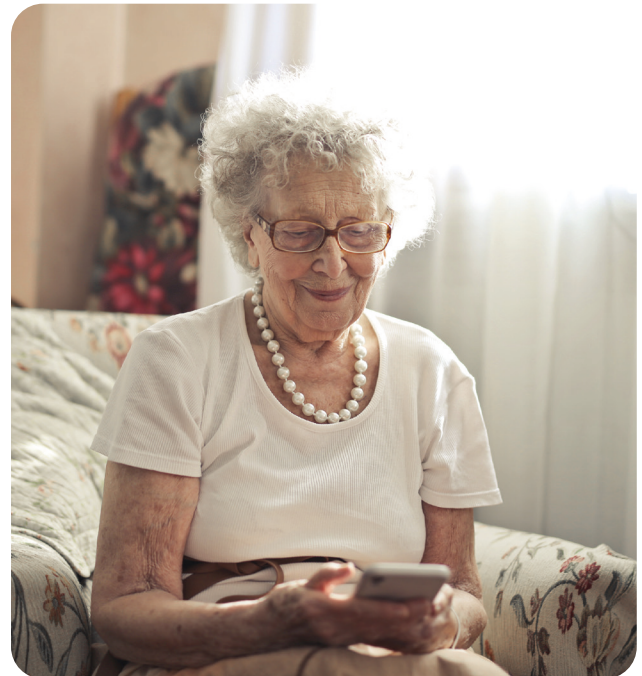
Engagement with residents in the development of our plans and strategies is also very important. During spring 2022/23 we engaged with over 100 carers, including young carers, about the priorities in the forthcoming Carers Plan. The main messages from the consultation were:

- Information, advice and guidance should be more consistent across the agencies that carers approach to get their support
- GPs and other health workers are often seen as the first source of advice and could provide more information and advice and signpost carers to the best help from other agencies
- Care and health professionals could share more information with carers on the residents they are caring for
- Care and health workers undertaking assessments should learn more about the lived experience of being a carer
- Clearer information and advice is needed on what respite support is available
- Support to develop long-term and emergency plans would reduce anxiety about situations when carers may be unable to provide care.

How to make a complaint or share a compliment

The majority of Adult Social Care Complaints are considered on a statutory basis and handled through the Council's Corporate Complaints Procedure.

We aim to offer a helpful and efficient service, but we recognise that sometimes things can go wrong. We aim to put mistakes right quickly and we will not treat anybody unfavourably if they make a complaint about us. You have the right to tell us if something is wrong. We also value your comments because what you tell us about our services helps us to improve them and plan for the future. We also like to hear if you are pleased with the service you receive; knowing when we are doing well can be as informative as knowing when things go wrong.



How to get in touch

Online at:

www.bromley.gov.uk/complaints

Call: 020 8461 7706

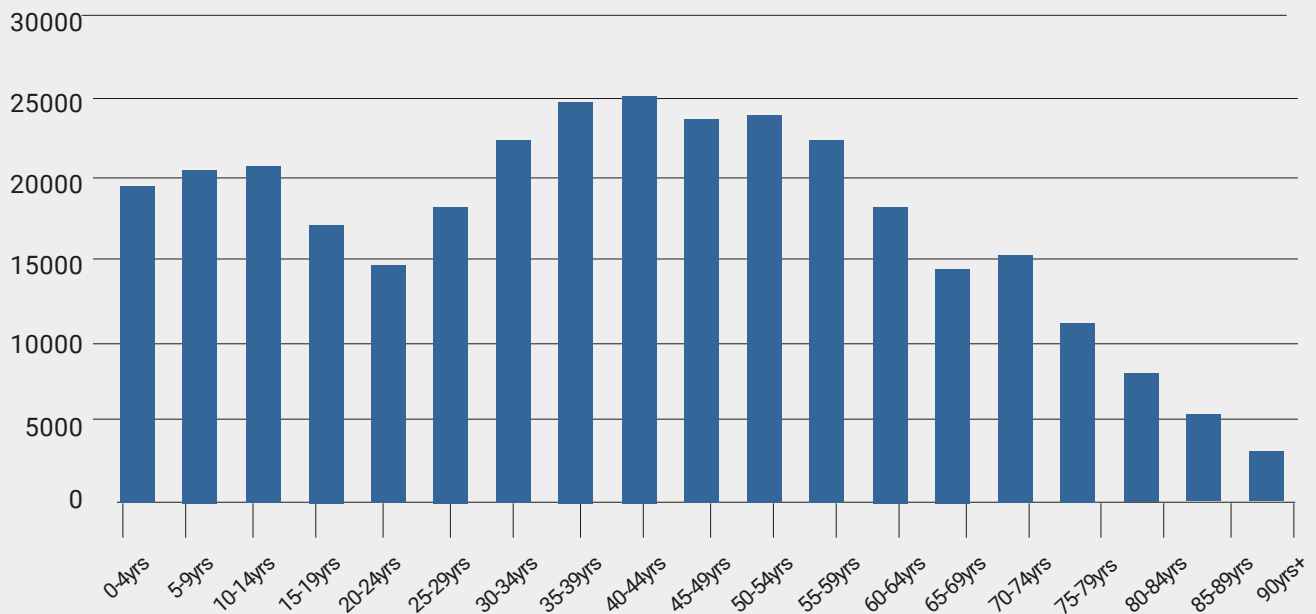
Email: complaints@bromley.gov.uk

Adult Social Care complaints were up 35% in 2022/23 compared to the previous year.

Key facts

2021 Census Population for the London Borough of Bromley = 330,000

Population by age: Bromley



Source: ONS Population and household estimates for England and Wales: Census 2021.

| Ethnicity White, Mixed, Asian, Black, Other | Bromley | London | England |
|---|---------|--------|---------|
| White | 76.5% | 53.4% | 81.7% |
| Mixed/ Multiple Ethnic Groups | 5.4% | 5.8% | 2.9% |
| Asian/ Asian British | 8.3% | 20.7% | 9.3% |
| Black African/ Caribbean/ Black British | 7.6% | 13.7% | 4.0% |
| Other Ethnic Groups | 2.3% | 6.4% | 2.1% |

Source: ONS Ethnic Group data: Census 2021

Glossary

A

Adult Social Care

Care and support for adults who need extra help to manage their lives and be independent – including older people, people with a disability or long-term illness, people with mental health problems, and carers. Adult Social Care includes assessment of your needs, provision of services or allocation of funds to enable you to purchase your own care and support. It includes residential care, home care, personal assistants, day services, the provision of aids and adaptations and personal budgets.

C

Care Act 2014

A law passed in England in 2014 that sets out what care and support you are entitled to and what local councils have to do. According to the law, councils have to consider your wellbeing, assess your needs and help you get independent financial advice on paying for care and support.

Carer

A person who provides unpaid support to a partner, family member, friend or neighbour who is ill, struggling or disabled and could not manage without this help. This is distinct from a care worker, who is paid to support people.

Carer's Assessment

If you are an unpaid carer for a family member or friend, you have the right to discuss with your local council what your own needs are, separate to the needs of the person you care for.

Co-production

When you as an individual are involved as an equal partner in designing the support and services you receive.

D

Delayed Discharge

When you are well enough to leave hospital after an illness or accident, but you have to stay there while the care you need in your own home or in another place is arranged.

Glossary (continued)

Delayed Transfer of Care (DToC)

Similar to delayed discharge. When you are ready to move from hospital to another type of care, but the care you need is not yet available, meaning that you spend longer in hospital than medically necessary.

Direct Payments

Money that is paid to you (or someone acting on your behalf) on a regular basis by your local council so you can arrange your own support, instead of receiving social care services arranged by the council. Direct payments are available to people who have been assessed as being eligible for council-funded social care. They are not available for residential care. This is one type of Personal Budget.

Discharge to Assess (D2A)

If you are ready to leave hospital but still need some care and support, you may be able to go home with care provided in your home for a short period while discussions take place about the care and support you may need in the longer term.

E

Early Intervention

Action that is taken at an early stage to prevent problems worsening at a later stage.

H

Home care

Care provided in your own home by paid care workers to help you with your daily life.

I

Integrated Care

Joined up, coordinated health and social care that is planned and organised around the needs and preferences of the individual and their carer and family.

Glossary (continued)

J

Joint Commissioning

When two or more organisations in a local area – usually the NHS and local council – work together to plan services to meet the needs of people who live in the area.

L

Learning Disability

A term that is used to describe a brain impairment that may have made it difficult for someone to communicate, to understand new or complex information, or to learn new skills.

M

Mental Health Problems

Problems with the way you think, feel and react, which affect your ability to cope with life, make choices and relate to other people.

Multi-agency working

When different organisations work together to provide a range of support for people who have a wide range of needs.

Multi-disciplinary Team

A team of different professionals working together to provide care and support that meets your needs.

O

Older People

The largest group of people who use adult social care services. Some councils define people over the age of 50 as 'older', but social care services for older people are usually for people over the age of 65.

One Bromley Local Care Partnership Board

The South East London Integrated Care System was established in July 2022 together with the One Bromley Local Care Partnership Board with joint Council and NHS leadership. These structures bring together commissioners, providers, the voluntary sector and residents to improve health and social care in these areas through the commissioning of services and the implementation of best practice.

Glossary (continued)

Outcomes

In Social Care, an 'outcome' refers to an aim or objective you would like to achieve or need to happen, for example, continuing to live in your own home, or being able to go out and about.

Q

Quality of Life

Your satisfaction with your life in terms of wellbeing and happiness.

R

Reablement

A way of helping you remain independent, by giving you the opportunity to relearn or regain some of the skills for daily living that may have been lost as a result of illness, accident or disability.

Residential Care

Care in a care home, with or without nursing, for people whose needs cannot be met in the community.

S

Safeguarding

The process of ensuring that adults at risk are not being abused, neglected or exploited.

Service User

A person who receives services from a care and support provider.

Supported Living

An alternative to residential care or living with family that enables adults with disabilities to live in their own home, with the help they need to be independent.

T

Transfer of Care

When you move from one place of care to another, such as from hospital to your home, supported housing or residential care.

Produced by:

Adult Social Care
LONDON BOROUGH OF BROMLEY
Civic Centre, Stockwell Close,
Bromley BR1 3UH



Report No.
CEF23061

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: ADULT CARE AND HEALTH PDS COMMITTEE
CHILDREN EDUCATION AND FAMILIES PDS COMMITTEE
GENERAL PURPOSES & LICENSING COMMITTEE

Date: ACH: 21 November 2023
CEF: 22 November 2023
GP&L: 6 February 2024

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

Title: ANNUAL COMPLAINTS REPORT AND LOCAL GOVERNMENT
AND SOCIAL CARE OMBUDSMAN LETTER 2022/23

Contact Officer: Mark Smeed, Head of Service, Customer Engagement & Complaints
E-mail: Mark.Smeed@bromley.gov.uk

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

Ward: Borough-wide

1. Reason for decision/report and options

- 1.1 The Council produces an Annual Complaints Report each year setting out statistics on the complaints it receives. The 2022/23 Annual Report is presented in Appendix 1.
- 1.2 The report also provides oversight of the Local Government & Social Care Ombudsman's Annual Review letter which summarises Ombudsman complaints/enquiries received, and the decisions made about, the London Borough of Bromley for the year ending 31 March 2023.

2. **RECOMMENDATION**

- 2.1 The Adult Care and Health PDS Committee, Children, Education and Families PDS Committee and General Purposes and Licensing Committee are asked to note, consider and comment on the report.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Not applicable
-

Transformation Policy

1. Policy Status: Not Applicable
 2. Making Bromley Even Better Priority – all apply :-
 - (1) For children and young people to grow up, thrive and have the best life chances in families who flourish and are happy to call Bromley home.
 - (2) For adults and older people to enjoy fulfilled and successful lives in Bromley, ageing well, retaining independence and making choices.
 - (3) For people to make their homes in Bromley and for business, enterprise and the third sector to prosper.
 - (4) For residents to live responsibly and prosper in a safe, clean and green environment great for today and a sustainable future.
 - (5) To manage our resources well, providing value for money, and efficient and effective services for Bromley's residents.
-

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: Not Applicable: No Executive decision.
-

Procurement

1. Summary of Procurement Implications: Not Applicable
-

Property

1. Summary of Property Implications: Not Applicable
-

Carbon Reduction and Social Value

1. Summary of Carbon Reduction/Sustainability Implications: Not Applicable
-

Impact on the Local Economy

1. Summary of Local Economy Implications: Not Applicable
-

Impact on Health and Wellbeing

1. Summary of Health and Wellbeing Implications: Not Applicable

Customer Impact

1. Estimated number of users or customers (*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). Whilst legislation mainly refers to social care complaints, the Council goes further and publishes greater detail about the Council's performance across the divisions.
- 3.2 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. Where possible, lessons are learnt by the Directorates and an internal report is produced so that reflections and improvements can be made to services.
- 3.3 The report at Appendix 1 provides an overview of complaints and all Local Government & Social Care Ombudsman enquiries to the Council between 1st April 2022 to 31st March 2023.
- 3.4 The Council received 465 complaints during this year (excluding E&PP). 46% were fully or partially upheld against the Council, a 7% increase on the previous year.
- 3.5 62% of complaints were responded to on time, which is a 3% improvement on last year.
- 3.6 The Head of Customer Engagement & Complaints continued his ongoing quarterly Complaints Handling inhouse training courses over the business year, to approximately 10-15 attendees each time. The quality of first drafts to complaints has improved, with timeliness also improving, despite the increase in the number of complaints. The majority of complaints are themed around the quality of service and a perceived lack of action.
- 3.7 The total financial consequences of upheld complaints amounted to £57,340.65, a significant increase on last year's £20,831.22. However, £41,681.56 of that was attributable to one case, a Children's Social Care complaint which required the Council to review payments made over a five-year period. When considering that one case as an outlier, the subtotal of all remaining compensation would equal a reduction and as such an improvement on the year before.

Local Government & Social Care Ombudsman

- 3.8 The Local Government & Social Care Ombudsman ('the 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.
- 3.9 The Ombudsman has published a commentary to accompany the issuing of this year's annual review letters to all authorities. In short, they advise that resource pressures have meant they are being more selective about the complaints they choose to investigate, prioritising those where it appears to them to be most in the public interest to do so. They themselves observe that as a result, their average upheld rate for all investigations has increased this year and the increase is not therefore solely down to the nature of the cases that are being referred to them. It follows that by prioritising the more serious cases, they are identifying more fault overall. This means in turn that a little less should be read into comparisons with previous years.

- 3.10 The number of referrals made to the Ombudsman remained in line with the previous year, 122 increasing to 123. Of those 123 referrals, only 38 became the subject of an investigation by the Ombudsman, amounting to 31%.
- 3.11 Of those 38 full investigations, 29 were upheld against the Council (76%). This maintains Bromley's performance at better than the London average. The average upheld rate across London boroughs was 77%, placing Bromley joint 14th out of the 32 boroughs.
- 3.12 Measured by referrals per capita, Bromley performed better than the London average, and by upheld complaints per capita, marginally over the London average, so overall the Council's figures remain competitive.
- 3.13 The Council manages its relationship with the Ombudsman through thoughtful engagement which is robust where appropriate. This involves not just seeking clarifications but challenging decisions where required.
- 3.14 The need to consider judicial review against an LGSCO decision did not arise this year. Whilst being robust in our considerations of recommendations for some cases, we have retained a 100% compliance rate in implementing recommendations for all cases.
- 3.15 The Ombudsman's annual review letter provides a summary of the year both for the Ombudsman and the individual Council concerned. These letters traditionally focus on the concerns more than the positives. The one area of concern for LB Bromley this year was the drop in performance when it came to meeting the deadlines for responding to the Ombudsman in particular instances. There is no one explanation for this, nor is it unique to this Council. It can certainly be ascribed in no small part to both the increasing workloads on Council officers and the escalating complexity of many of the cases that go to the regulator.

Internal Audit

- 3.16 An internal audit of the Council's Corporate Complaints policy and procedures was conducted during this financial year. The outcome was presented to the Audit & Risk Management Committee on 4th July 2023. The report identified a number of positives including :-
- Having a sound system of control in place
 - Good availability of detailed information both internally and externally
 - The ongoing training
- 3.17 Two Priority two recommendation were made that affected the Customer Engagement & Complaints Service. The first was the introduction of an electronic task on the system to monitor the timeliness of acknowledgement. This has been added and will be retrospectively applied to the beginning of the business year.
- 3.18 The second related to the importance of timeliness of complaint responses. CE&CS staff were reminded to ensure that holding replies were sent out when required, whilst colleagues involved in drafting the responses are reminded during every complaint about the timescales applicable. They are supported by both automated reminders by the system and individual prompts from Customer Relations Officers. The Chief Executive reinforces this message to CLT and Managers' Briefing from time to time.

| | |
|--|---|
| Non-Applicable Headings: | Impact on Vulnerable Adults and Children; Transformation and Policy/ Financial/Personnel/Legal/Procurement/Property/Carbon Reduction and Social Value Implications; Impact on the Local Economy/Health and Wellbeing; Customer Impact; Ward Councillor Views. |
| Background Documents: (Access via Contact Officer) | <p>Appendix 1 Annual Complaints & Compliments Report 2022-23</p> <p>Link to LGSCO Annual Review letter 2022-23</p> <p>https://www.lgo.org.uk/documents/councilperformance/2023/london%20borough%20of%20bromley.pdf</p> |



Complaints & Compliments

Annual Report 2022-2023



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01 | WHY WE REPORT ON OUR COMPLAINTS

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 adult and children social care complaints but the London Borough of Bromley goes further and publishes greater detail about its overall performance. This report therefore provides an overview of complaints and our interaction with the Local Government & Social Care Ombudsman between 1st April 2022 and 31st March 2023.

The Council has an ethos of continuous improvement and is committed to using the feedback it receives 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

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 grievances 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.

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 three working days and formally responded to within 20 working days.

Complaints are 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

Where a complaint may not be responded to within the usual timescales, for whatever reason, CE&CS will keep in touch with the complainant to explain the reasons for the delay and wherever possible provide a best estimate as to when the response will be available.

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.

Data sources

The Customer Engagement & Complaints Service (CE&CS) oversees complaint handling for the entire Council save for the Environment & Public Protection division (E&PP). All E&PP corporate statistics are provided by that division themselves and do not always follow the same taxonomy. CE&CS manage all Ombudsman interactions for the Council.

03 | COUNCIL OVERVIEW

Complaints received

| Division | 2020/21 | 2021/22 | 2022/23 | % change |
|---------------------------------|------------|------------|------------|--------------|
| Adult Social Care | 57 | 54 | 73 | 35.2% |
| Children's Social Care | 77 | 74 | 75 | 1.4% |
| Housing | 78 | 94 | 92 | -2.1% |
| Planning & Regeneration | 25 | 35 | 30 | -14.3% |
| Education | 23 | 50 | 97 | 94.0% |
| Chief Executive's Dept. | 75 | 80 | 98 | 22.5% |
| Public Health | 0 | 0 | 0 | n/a |
| Total | 335 | 387 | 465 | 20.2% |
| Environment & Public Protection | 207 | 485 | 171 | -64.7% |

A commentary on Environment & Public Protection (E&PP) figures is on page 41. Excluding E&PP figures, the total number of complaints against the Council rose by just over 20% this year.

How complaints were received

| | Adult | Children | Housing | P&R | Education | EPP | CED | Public Health | Total | % of total |
|--------------|-----------|-----------|-----------|-----------|-----------|------------|-----------|---------------|------------|------------|
| Email | 43 | 42 | 63 | 17 | 65 | 84 | 61 | 0 | 375 | 59.0% |
| Form | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| In person | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.0% |
| Letter | 1 | 1 | 0 | 0 | 2 | 2 | 3 | 0 | 9 | 1.4% |
| Telephone | 10 | 1 | 2 | 2 | 4 | 4 | 11 | 0 | 34 | 5.3% |
| Website | 19 | 31 | 27 | 11 | 26 | 81 | 23 | 0 | 218 | 34.3% |
| Total | 73 | 75 | 92 | 30 | 97 | 171 | 98 | 0 | 636 | |

93.3% of complaints were received by email or through the website, a slight drop on the 94.7% proportion received through our digital channels the previous year.

Proportion upheld

| | Aspects | Upheld / Partially Upheld | % 2022/23 | 2021/22 |
|---------------------------------|---------------------------|---------------------------|------------|------------|
| Adult Social Care | 132 | 70 | 53% | 46% |
| Children's Social Care | 151 | 44 | 29% | 33% |
| Housing | 124 | 55 | 44% | 37% |
| Planning & Regeneration | 43 | 17 | 40% | 20% |
| Education | 146 | 77 | 53% | 39% |
| Chief Executive's Dept. | 140 | 73 | 52% | 48% |
| Public Health | 0 | 0 | N/A | N/A |
| TOTAL | 736 | 336 | 46% | 39% |
| Environment & Public Protection | <i>Data not collected</i> | | 82% | 92% |

46% of complaints were at least partially upheld, a 7% rise on the previous year. The upheld rate reflects our approach to acknowledge fault where appropriate and seek to put things right as far as can be achieved. The increase may reflect an honest acceptance of the difficulties caused by the pressure placed on resources.

Causes for complaint

The most frequent cause for complaint (aspect) was a lack of action (32.6%), with just over a third of these upheld. Quality of service issues (29.2%) were the next most prevalent aspect, whilst complaints about service delay were the most likely to be upheld at 65.9%.

Complaints about staff conduct can include staff of third-party providers contracted by the Council. This year's figures contain four complaints raising a total of eight aspects about the conduct of staff of domiciliary care agencies.

| Complaint | Adult | Children | Housing | P&R | Educ'n | EPP | CED | Public Health | Total | % of total | % upheld |
|----------------------|------------|------------|------------|-----------|------------|------------|------------|---------------|------------|------------|----------|
| Staff conduct | 23 | 60 | 4 | 2 | 5 | 26 | 17 | 0 | 137 | 15.1% | 6.6% |
| Disputed Decision | 12 | 12 | 11 | 12 | 9 | 16 | 10 | 0 | 82 | 9.0% | 9.8% |
| Information | 13 | 18 | 8 | 5 | 4 | 0 | 9 | 0 | 57 | 6.3% | 38.6% |
| Lack of Action | 33 | 40 | 53 | 19 | 80 | 19 | 52 | 0 | 296 | 32.6% | 36.5% |
| Quality of Service | 43 | 19 | 43 | 1 | 29 | 110 | 20 | 0 | 265 | 29.2% | 24.5% |
| Service Delay | 6 | 2 | 5 | 4 | 18 | - | 6 | 0 | 41 | 4.5% | 65.9% |
| Behaviour of another | 0 | 0 | 0 | 0 | 1 | - | - | - | 1 | 0.1% | 0.0% |
| Billing / Charging | 2 | - | - | - | - | - | 26 | - | 28 | 3.1% | 7.1% |
| Total | 132 | 151 | 124 | 43 | 146 | 171 | 140 | 0 | 907 | | |

Responding on time

62% of all complaints were responded to within 20 working days, building on our improved performance over the past couple of years. Complaints involving contracted services can take longer to address as the Council is ultimately responsible for the quality of their services - this primarily affects adult social care complaints.

| Division | 2020/21 | 2021/22 | 2022/23 |
|---------------------------------|------------|------------|------------|
| Adult Social Care | 37% | 30% | 36% |
| Children's Social Care | 58% | 61% | 67% |
| Housing | 72% | 60% | 53% |
| Planning & Regeneration | 48% | 50% | 57% |
| Education | 48% | 92% | 55% |
| Chief Executive's Dept. | 52% | 56% | 49% |
| Public Health | - | - | - |
| OVERALL | 59% | 59% | 62% |
| Environment & Public Protection | - | 98% | 100% |

Local Government & Social Care Ombudsman cases

2022-2023 Annual Review letter

Every year the Ombudsman publishes an annual review letter for each Council, accompanied by the statistics they hold. The table below shows the Council consolidating its recent progress in its dealings with the Ombudsman. The number of referrals remained effectively static. The number of resulting investigations increased considerably, as did the number of investigations upheld, but the upheld rate itself was nevertheless better than the London average. The Council has again maintained its position in the top half of London boroughs against most measures.

For the year 2022-23 their figures disclose the following :-

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % change |
|--------------------------|------------------------|------------------|------------------------------|----------|
| Referrals | 103 | 122 | 123 | +0.01% |
| Resulting investigations | 38 | 26 | 38 | +46% |
| Proportion investigated | 37% | 21% | 31% | +10% |
| Number upheld | 26 | 18 | 29 | +61% |
| Upheld rate | 69% | 69% | 76% | +7% |
| London average | 73% | 71% | 77% | +6% |
| London ranking | Joint 11 th | 13 th | Joint 14th | -1 |

Fewer complaints were upheld against the Council than the London average of 77%, therefore placing Bromley joint 14th out of the 32 London boroughs, a similar performance to last year. 123 referrals equate to 0.37 referrals per 1,000 residents, slightly better than last year and better than the London average of 0.40. 29 Ombudsman complaints upheld equate to 0.09 complaints upheld per 1000 residents, marginally over the London average of 0.08.

Financial consequences of complaints

| | | Adults | Children's | Housing | P&R | Education | EPP | CED | TOTALS |
|-----------|---------------------------|------------------|-------------------|------------------|----------------|------------------|----------------|------------------|-------------------|
| Ombudsman | Compensation & Backdating | £500.00 | £41,681.56 | £1,300.00 | £400.00 | £4,500.00 | £600.00 | £0.00 | £48,981.56 |
| | Written off | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| | Time & trouble | £350.00 | £0.00 | £100.00 | £0.00 | £100.00 | £0.00 | £0.00 | £550.00 |
| Stage 1 | Compensation & Backdating | £0.00 | £0.00 | £500.00 | £0.00 | £0.00 | £0.00 | £100.00 | £600.00 |
| | Written off | £4,387.18 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £2,821.91 | £7,209.09 |
| | Time & trouble | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| | Expert fees | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 |
| | Total | £5,237.18 | £41,681.56 | £1,900.00 | £400.00 | £4,600.00 | £600.00 | £2,921.91 | £57,340.65 |

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

The total of £57,340.65 is a significant increase over last year's £20,831.22. However, this is skewed by one outlier, a Children's Social Care case with a broad financial impact amounting to £41,681. Without this one case, the total financial consequences would have been a significant improvement on the year before.

Compliments

| Division | 2021/22 | 2022/23 | % change |
|---------------------------------|------------|------------|------------|
| Adult Social Care | 27 | 33 | 22% |
| Children's Social Care | 45 | 57 | 27% |
| Housing | 60 | 99 | 65% |
| Planning & Regeneration | 0 | 2 | n/a |
| Education | 21 | 14 | -33% |
| Chief Executive's Dept. | 14 | 2 | -86% |
| Environment & Public Protection | 66 | 105 | 59% |
| Total | 233 | 312 | 34% |

04 | ADULT SOCIAL CARE

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

At a glance

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|------------|-----------|------------------|-----------------|
| Complaints | 57 | 54 | 73 | 35% |
| Percentage responded to on time | 38% | 30% | 36% | 6% |
| Percentage fully upheld | 28% | 35% | 42% | 7% |
| Percentage partially upheld | 28% | 10% | 11% | 1% |
| New Ombudsman cases | 1 | 3 | 9 | 200% |
| Ombudsman cases upheld | 6 | 3 | 5 | 67% |
| Financial consequences | £23,540.57 | £1,800.07 | £5,237.18 | |
| Compliments | 33 | 27 | 27 | 0% |

Complaints received

The Adult Social Care division was the subject of 73 complaints during 2022-23, an increase from 54 last year. 39% of individual complaint aspects were responded to on time, contributing to an overall figure of 36% of all complaint responses involving Adult Social Care (some of which may also involve other areas) being responded to in a timely way. 53% of complaints were fully 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, for which the Council usually remains ultimately responsible. As noted on page 6, complaints involving third party providers can often take longer to resolve and as this year Contracted Services were involved in 34% of complaint aspects, this will have contributed to the timeliness figure.

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 | 5 | 5 | 0 | 1 | 4 | 0 | 3 |
| % | 6% | 4% | 0% | 20% | 80% | 0% | 60% |
| Penge & Beckenham | 4 | 6 | 4 | 0 | 2 | 0 | 0 |
| % | 5% | 5% | 67% | 0% | 33% | 0% | 0% |
| Hayes & Five Elms | 3 | 7 | 1 | 3 | 3 | 0 | 2 |
| % | 4% | 5% | 14% | 43% | 43% | 0% | 29% |
| Bromley MDC | 5 | 7 | 2 | 0 | 5 | 0 | 2 |
| % | 6% | 5% | 29% | 0% | 71% | 0% | 29% |
| Orpington & The Crays | 4 | 9 | 3 | 2 | 4 | 0 | 0 |
| % | 5% | 7% | 33% | 22% | 44% | 0% | 0% |
| Integrated Team | 8 | 14 | 7 | 1 | 6 | 0 | 6 |
| % | 9% | 11% | 50% | 7% | 43% | 0% | 43% |
| Coordination & Review | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Hospital Team | 2 | 2 | 0 | 0 | 2 | 0 | 0 |
| % | 2% | 2% | 0% | 0% | 100% | 0% | 0% |
| Initial Response | 10 | 10 | 4 | 1 | 5 | 0 | 2 |
| % | 12% | 8% | 40% | 10% | 50% | 0% | 20% |
| Reablement & Rehab | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Occupational Therapy | 2 | 2 | 0 | 0 | 2 | 0 | 1 |
| % | 2% | 2% | 0% | 0% | 100% | 0% | 50% |
| Learning Disability | 10 | 14 | 4 | 2 | 7 | 1 | 10 |
| % | 12% | 11% | 29% | 14% | 50% | 7% | 71% |
| CMHT Oxleas | 3 | 3 | 2 | 1 | 0 | 0 | 2 |
| % | 4% | 2% | 67% | 33% | 0% | 0% | 67% |
| DoLS | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Safeguarding | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Care Link | 0 | 2 | 1 | 0 | 1 | 0 | 2 |
| % | 0% | 2% | 50% | 0% | 50% | 0% | 100% |
| Brokerage | 6 | 6 | 3 | 0 | 3 | 0 | 1 |
| % | 7% | 5% | 50% | 0% | 50% | 0% | 17% |
| Contracted Services | 23 | 45 | 24 | 4 | 17 | 0 | 21 |
| % | 27% | 34% | 53% | 9% | 38% | 0% | 47% |
| OVERALL | 85 | 132 | 55 | 15 | 61 | 1 | 52 |
| | | | 42% | 11% | 46% | 1% | 39% |

| SUMMARY | Mentions this year | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|---------------------|--------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Care Management | 53 | 76 | 25 | 10 | 40 | 1 | 26 |
| % | 62% | 58% | 33% | 13% | 53% | 1% | 34% |
| Other ASC | 9 | 11 | 6 | 1 | 4 | 0 | 5 |
| % | 11% | 8% | 55% | 9% | 36% | 0% | 45% |
| Contracted Services | 23 | 45 | 24 | 4 | 17 | 0 | 21 |
| % | 27% | 34% | 53% | 9% | 38% | 0% | 47% |
| OVERALL | 85 | 132 | 55 | 15 | 61 | 1 | 52 |
| | | | 42% | 11% | 46% | 1% | 39% |

Nature of complaint and outcome

The majority of complaints (33%) were in relation to the quality of service received, of which 66% were at least partially upheld.

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|-----------------------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 23 | 3 | 0 | 20 | 0 | 10 |
| % | 17% | 13% | 0% | 87% | 0% | 43% |
| Disputed decision | 12 | 2 | 1 | 9 | 0 | 7 |
| % | 9% | 17% | 8% | 75% | 0% | 58% |
| Information | 13 | 5 | 2 | 6 | 0 | 4 |
| % | 10% | 38% | 15% | 46% | 0% | 31% |
| Lack of action | 33 | 19 | 4 | 9 | 1 | 10 |
| % | 25% | 58% | 12% | 27% | 3% | 30% |
| Quality of service | 43 | 20 | 8 | 15 | 0 | 18 |
| % | 33% | 47% | 19% | 35% | 0% | 42% |
| Service Delay | 6 | 4 | 0 | 2 | 0 | 2 |
| % | 5% | 67% | 0% | 33% | 0% | 33% |
| Billing & Charging | 2 | 2 | 0 | 0 | 0 | 1 |
| % | 2% | 100% | 0% | 0% | 0% | 50% |
| Behaviour of another service user | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 132 | 55 | 15 | 61 | 1 | 52 |
| | | 42% | 11% | 46% | 1% | 39% |

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of the 33 compliments recorded this year :-

You and your colleagues have gone-above-and beyond to sort this out....Thank you for all your help with regard to my adaptations and what is needed to be put in place here to help me live my life more comfortably. You have been caring, attentive, understanding and very patient!!

C has given me the ability to only be able to regain my independence but also has allowed me to become a parent again. She was the first to think outside the box. She solved the "unsolvable" issues. She always kept her promises and renewed our faith in the system. So many had given up on me and I gave up on myself. She renewed my belief that I could have more in life because she believed it and saw and achieved the possibilities. My life is changed forever thanks to her.

Thanks again for the brilliant service that you provided. I was particularly impressed that even though in my distressed state, and not the clearest of explanations, you managed to produce a succinct and clear summary incorporating all the relevant points that I gave you. Further, I was very grateful that you kept me informed what you were doing at all stages, was very patient and reassuring. All of the above with your excellent skills make you a very valuable member of the service. I remain forever grateful.

Once again many thanks for your help and support during this stressful time over Mum's care. I appreciate when you say you're only doing your job and it's your duty but we as a family think you have gone over and above for us and our mum which has made it easier to accept what has happened

Thank you so very much for your assistance today. I am so very pleased with what you have tried to do for my daughter and me, that you have taken the time and effort to resolve our problem, a quality that seems to be so lacking today.

Thank you for the comprehensive explanation of my mother's situation regarding her financial assessment. I would like to thank you and your department for your input. It has been so helpful at a time of stress, for responses to be dealt with quickly and efficiently and for that I am grateful.

M is an amazing member of your team. All my questions were answered knowledgeably and my worries and concerns were dealt with sympathetically and clearly in a friendly manner. Seldom when you call a government department do you receive such one to one care and friendliness from a person who really takes an interest in your individual plight. I have come off the telephone feeling as if a weight has been lifted off my shoulders and I'm now in a position to move forward with the help needed for my mothers dementia. Thank you Bromley social care and thank you M

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 13 new Adult Social Care referrals during 2022-23. Of the 17 decisions made during the year, five produced upheld complaints.

| Ombudsman outcomes | CLOSED | | | NOT UPHELD | | UPHELD | | | | TOTAL | Ongoing |
|-----------------------|----------|-----------------|-----------|------------|---------------|----------|----------------------|------------------------|------------------|-----------|----------|
| | NFA | No jurisdiction | Premature | NFA | No maladmin'h | NFA | Maladmin & Injustice | Maladmin, no injustice | Already remedied | | |
| Blue Badges | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Penge & Beckenham | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Hayes & Five Elms | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Bromley MDC | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Orpington & The Crays | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Integrated Team | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Coordination & Review | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| Hospital Team | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| Initial Response | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Reablement & Rehab | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Occupational Therapy | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Learning Disability | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 |
| CMHT Oxleas | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| DoLS | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Safeguarding | 3 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 7 | 0 |
| Carelink | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Brokerage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Contracted Services | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 2 | 0 |
| OVERALL | 3 | 4 | 0 | 0 | 5 | 0 | 5 | 0 | 0 | 17 | 0 |

Financial consequences of complaints

| | 2020 – 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|-------------------|------------------|------------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | £250.00 | £350.00 | £500.00 |
| Charges written off | £9,291.50 | £0.00 | £0.00 |
| Time & trouble payments | £850.00 | £0.00 | £350.00 |
| Stage 1 complaints | | | |
| Compensation / backdated payments | £4,000.00 | £50.00 | £0.00 |
| Charges written off | £5,645.07 | £1,400.07 | £4,387.18 |
| Time & trouble payments | £0.00 | £0.00 | £0.00 |
| Expert fees | £3,504.00 | £0.00 | £0.00 |
| TOTALS | £23,540.57 | £1,800.07 | £5,237.18 |

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 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. We carefully consider each complaint on its own merits and determine 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, CE&CS 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

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|-----------|-----------|-------------------|-----------------|
| Complaints | 74 | 68 | 65 | -4% |
| Statutory complaints | 5 | 6 | 10 | 67% |
| Percentage responded to on time | 65% | 61% | 67% | 6% |
| Percentage fully upheld | 19% | 16% | 18% | 2% |
| Percentage partially upheld | 25% | 18% | 11% | -7% |
| New Ombudsman cases | 10 | 18 | 10 | -44% |
| Ombudsman cases upheld | 5 | 5 | 6 | 20% |
| Financial consequences | £1,000.00 | £1,797.40 | £41,681.56 | |
| Compliments | 47 | 45 | 45 | 0% |

Complaints under the 1989 Representations Procedure

The number of statutory complaints increased although numbers remain low, with the number of stage 2 investigations remaining stable.

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|--------------|-----------|-----------|-----------|
| Stage 1 | 3 | 6 | 10 |
| Stage 2 | 2 | 2 | 2 |
| Stage 3 | 0 | 0 | 0 |
| Total | 5 | 7 | 12 |

Complaints under the Council's Corporate Complaints Procedure

| Service | Mentions this year | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|--|--------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Early Intervention & Family Support | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| % | 1% | 1% | 0% | 0% | 100% | 0% | 0% |
| Referral & Assessment, incl. MASH, Atlas & ECT | 14 | 22 | 2 | 1 | 19 | 0 | 10 |
| % | 17% | 15% | 9% | 5% | 86% | 0% | 45% |
| SG&CP East incl. Court Team | 12 | 34 | 7 | 2 | 25 | 0 | 34 |
| % | 15% | 23% | 21% | 6% | 74% | 0% | 100% |
| SG&CP West | 27 | 52 | 6 | 7 | 39 | 0 | 34 |
| % | 33% | 34% | 12% | 13% | 75% | 0% | 65% |
| Children Looked After and Care Leavers | 9 | 11 | 4 | 0 | 7 | 0 | 10 |
| % | 11% | 7% | 36% | 0% | 64% | 0% | 91% |
| Fostering, Adoption and Resources | 11 | 5 | 2 | 0 | 3 | 0 | 4 |
| % | 13% | 3% | 40% | 0% | 60% | 0% | 80% |
| Disabled Children's Team | 8 | 10 | 3 | 1 | 6 | 0 | 6 |
| % | 10% | 7% | 30% | 10% | 60% | 0% | 60% |
| Quality Assurance | 8 | 16 | 3 | 6 | 7 | 0 | 9 |
| % | 10% | 11% | 19% | 38% | 44% | 0% | 56% |
| Youth Justice Service | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 82 | 151 | 27 | 17 | 107 | 0 | 107 |
| | | | 18% | 11% | 71% | 0% | 71% |

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

The Children’s Social Care division was the subject of 65 corporate complaints during 2022-23, broadly in line with last year. 71% of individual complaint aspects were responded to on time, contributing to an overall figure of 67% of all complaint responses involving Children’s Social Care (some of which may also involve other areas) being responded to in a timely way. 29% were fully or partially upheld, an improvement on last year’s 34%.

Nature of complaint and outcome

The most prevalent complaints were in relation to staff conduct issues (40%) of which only 5% were at least partly upheld.

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|-----------------------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 60 | 0 | 3 | 57 | 0 | 43 |
| % | 40% | 0% | 5% | 95% | 0% | 72% |
| Disputed decision | 12 | 0 | 1 | 11 | 0 | 8 |
| % | 8% | 0% | 8% | 92% | 0% | 67% |
| Information | 18 | 9 | 1 | 8 | 0 | 13 |
| % | 12% | 50% | 6% | 44% | 0% | 72% |
| Lack of action | 40 | 12 | 7 | 21 | 0 | 29 |
| % | 26% | 30% | 18% | 53% | 0% | 73% |
| Quality of service | 19 | 5 | 5 | 9 | 0 | 12 |
| % | 13% | 26% | 26% | 47% | 0% | 63% |
| Service Delay | 2 | 1 | 0 | 1 | 0 | 2 |
| % | 1% | 50% | 0% | 50% | 0% | 100% |
| Behaviour of another service user | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 151 | 27 | 17 | 107 | 0 | 107 |
| | | 18% | 11% | 71% | 0% | 71% |

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following are examples of the 57 compliments received this year :-

S was wonderful at making the children feel safe, heard and looked-after, was always friendly, communicative, and provided guidance and advice to help us through this difficult process. He has always tried to make himself available when needed, even outside of working hours and in cases of emergency. We believe that S has acted above and beyond his duty and we feel so fortunate to have had him take care of our children through this difficult time.

I would like to bring to your attention two wonderful Social Workers at the London Borough of Bromley who have gone above and beyond to help my family. N and C steeped in to my family home with a warm heart and huge generosity of time to help....we have been almost spoken daily, both their attention to detail and understanding has been remarkable. We are not quite through everything yet, however the road ahead is much clearer thanks to these wonderful individuals.

During my support with D, I am pleased to say she was a saint... She went out of her way and beyond to give me the support I needed. She was nurturing. Some days she will just call to check in and have a chat and this was so helpful during a time where I was going through a lot. She help me with my mental health always gave me the best advice and till this day I know I can always go to her and she will receive me with open arms. She is a very compassionate person and a great asset to the community. I don't know where I would be right now if she didn't come into our family lives when I needed the help... And her team give off the same sense of feel that when we attend the Centre it just feels like a second home.

Thank you so much for looking after A this week...You can probably imagine that he would have found entering a whole new environment, where he didn't know anyone, hugely challenging...However, A has been coping with it very well and has just told us that it went much better than he had expected... I am typing this with tears in my eyes - parents of kids like A don't get the same opportunities to show off about their children's achievements as others might, so this week I have been telling anyone who'll listen about how well A has been doing. It has given me confidence that in the right environment, A (and others like him) can thrive.

We just wanted to drop you a line to say thank you for the amazing support you have offered to us and our family. When you first met us, we were in a desperate situation, completely confused and worn out battling to find support for our son. Your professional guidance and support has been second to none and helped us in some of our darkest times. You handle difficult situations with forthright determination and skilful diplomacy. Throughout the whole process, I felt that I had a trusted, knowledgeable advocate that I could rely on for honest counsel and support at all times. We still have many struggles ahead, and will miss your insight and support. However, you have helped us to go further than we could possibly have imagined 12 months ago.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 35 new referrals across Children's Social Care and Education combined during 2022-23. Of the 18 decisions made during this business year on Children's Social Care cases, six were upheld.

| 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 | 2 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 4 | 0 |
| Safeguarding & Care Planning East | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 0 |
| Safeguarding & Care Planning West | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 3 | 0 |
| Children Looked After & Care Leavers | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Fostering Adoption & Resources | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Disabled Children's Team | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 4 | 0 |
| Quality Assurance | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 2 | 0 |
| OVERALL | 6 | 4 | 1 | 0 | 1 | 0 | 5 | 0 | 1 | 18 | 0 |

Financial consequences of complaints

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|------------------|------------------|-------------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | £800.00 | £1,797.40 | £41,681.56 |
| Charges written off | £0.00 | £0.00 | £0.00 |
| Time & trouble payments | £200.00 | £0.00 | £0.00 |
| Stage 1 complaints | | | |
| Compensation / backdated payments | £0.00 | £0.00 | £0.00 |
| Charges written off | £0.00 | £0.00 | £0.00 |
| Time & trouble payments | £0.00 | £0.00 | £0.00 |
| TOTALS | £1,000.00 | £1,797.40 | £41,681.56 |

06 | HOUSING

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

Housing at a glance

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|-----------|-----------|------------------|-----------------|
| Complaints | 78 | 94 | 92 | -2% |
| Percentage responded to on time | 72% | 60% | 53% | -7% |
| Percentage fully upheld | 24% | 29% | 36% | 7% |
| Percentage partially upheld | 12% | 8% | 8% | 0% |
| New Ombudsman cases | 6 | 10 | 14 | 40% |
| Ombudsman cases upheld | 4 | 2 | 10 | 400% |
| Financial consequences | £6,500.00 | £6,000.00 | £1,900.00 | |
| Compliments | 108 | 60 | 60 | 0% |

Housing Complaints under the Council's Corporate Complaints Procedure

The Housing division was the subject of 92 corporate complaints during 2022-23. 57% of individual complaint aspects were responded to on time, contributing to an overall figure of 53% of all complaint responses involving Housing (some of which may also involve other areas) being responded to in a timely way. 44% were fully or partially upheld.

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

| Service | Mentions this year | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|---------------------------|--------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Housing Allocations | 47 | 58 | 22 | 5 | 31 | 0 | 35 |
| % | 47% | 47% | 38% | 9% | 53% | 0% | 60% |
| Housing Options | 28 | 39 | 17 | 3 | 19 | 0 | 21 |
| % | 28% | 31% | 44% | 8% | 49% | 0% | 54% |
| Housing Register | 2 | 4 | 3 | 0 | 1 | 0 | 4 |
| % | 2% | 3% | 75% | 0% | 25% | 0% | 100% |
| Compliance & Strategy | 8 | 8 | 2 | 2 | 4 | 0 | 4 |
| % | 8% | 6% | 25% | 25% | 50% | 0% | 50% |
| Management & Acquisitions | 11 | 12 | 1 | 0 | 11 | 0 | 5 |
| % | 11% | 10% | 8% | 0% | 92% | 0% | 42% |
| Support & Resettlement | 3 | 3 | 0 | 0 | 3 | 0 | 2 |
| % | 3% | 2% | 0% | 0% | 100% | 0% | 67% |
| OVERALL | 99 | 124 | 45 | 10 | 69 | 0 | 71 |
| | | | 36% | 8% | 56% | 0% | 57% |

Nature of complaint

The largest proportion of complaints (43%) were concerns about lack of action, of which 53% were fully or partially upheld, followed by issues of quality of service (21%).

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|-----------------------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 4 | 0 | 0 | 4 | 0 | 3 |
| % | 3% | 0% | 0% | 100% | 0% | 75% |
| Disputed decision | 11 | 2 | 2 | 7 | 0 | 5 |
| % | 9% | 18% | 18% | 64% | 0% | 45% |
| Information | 8 | 4 | 1 | 3 | 0 | 4 |
| % | 6% | 50% | 13% | 38% | 0% | 50% |
| Lack of action | 53 | 24 | 4 | 25 | 0 | 33 |
| % | 43% | 45% | 8% | 47% | 0% | 62% |
| Quality of service | 26 | 7 | 1 | 18 | 0 | 14 |
| % | 21% | 27% | 4% | 69% | 0% | 54% |
| Service Delay | 5 | 4 | 1 | 0 | 0 | 4 |
| % | 4% | 80% | 20% | 0% | 0% | 80% |
| Temporary accommodation | 17 | 4 | 1 | 12 | 0 | 8 |
| % | 14% | 24% | 6% | 71% | 0% | 47% |
| Behaviour of another service user | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 124 | 45 | 10 | 69 | 0 | 71 |
| | | 36% | 8% | 56% | 0% | 57% |

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 for such a detailed and honest advice. That is exactly what i wanted..... But thank you for your reply. I really do appreciate your time as not everyone bothers as i have explained. D didn't know what your job was but i thought well worth a try as i am so desperate to sort my life out! But clearly i made the right decision as you really looked into it and gave me your honest opinion. I couldn't have asked for more. Thank you again.

We would like to send a sincere thank you for all your assistance during A's entire flat move. [.....] you went above and beyond our expectations and we would like you to know it is deeply appreciated. After an extremely challenging and life changing year for our entire family your kind gestures and attention to detail was a breath of fresh air. Bless and thank you.

I wanted to say you were so kind and empathetic to my situation and for that I want to say a huge thanks. You really made my day and I feel like you got where I was coming from. If there is ever any place you needed positive feedback, please don't hesitate to let me know and I would be happy to oblige. Thank you so much for everything and I hope you don't mind me giving you this update.

Thank you so much for helping me find H this placement as it really has helped us and Henry be happy again. You was so lovely every time I spoke to you and you always gave me hope of a better ending in this matter. I really would like you to forward this email on to your manager so she or he knows what you have done for us a family. We was all at breaking point and had no where to turn. I can not thank you enough for your help

THANK YOU SO MUCH! ...My family and I are so appreciative of your job and all that you're doing. Thank you for talking to me this morning, as busy as you are and still have time to listen to customers, you're like a hidden hero over there and I'm so glad to have spoken to you.

Thank you so much all of you I know your job is extremely hard with demand and the lack of places you have available and have to deal with. I really can't tell you how thankful and grateful I am and how I hope it will make such a difference to my health and my future

I am just emailing to say thank you to you all...for your help and support regarding my housing issue/need. I know I might have become a pain but I appreciate everything you all did to support me and my children in getting settled accommodation. It means more to me than you know to be able to finally put down roots, settle and make a home for my children. I want to give my thanks to you all for everything that you did, especially behind the scenes that I may not know anything about.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 26 new Housing referrals during 2022-23. Of the 16 decisions made during the year, 10 were upheld.

| Ombudsman outcomes | CLOSED | | | NOT UPHELD | | UPHELD | | | | TOTAL | Ongoing |
|-----------------------------------|----------|-----------------|-----------|------------|---------------|----------|----------------------|------------------------|------------------|-----------|----------|
| | NFA | No jurisdiction | Premature | NFA | No maladmin'h | NFA | Maladmin & Injustice | Maladmin, no injustice | Already remedied | | |
| Housing Allocations | 0 | 0 | 0 | 0 | 2 | 0 | 6 | 1 | 0 | 9 | 1 |
| Housing Options | 0 | 1 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 1 |
| Housing Register | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Housing Compliance & Strategy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Housing Management & Acquisitions | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Housing Support & Resettlement | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| OVERALL | 1 | 1 | 1 | 1 | 2 | 0 | 8 | 2 | 0 | 16 | 2 |

Financial consequences of complaints

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|------------------|------------------|------------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | £6,250.00 | £6,000.00 | £1,300.00 |
| Charges written off | - | - | - |
| Time & trouble payments | - | - | £100.00 |
| Stage 1 complaints | | | |
| Compensation / backdated payments | £250.00 | - | £500.00 |
| Charges written off | - | - | - |
| Time & trouble payments | - | - | - |
| TOTALS | £6,500.00 | £6,000.00 | £1,900.00 |

07 | PLANNING & REGENERATION

Complaints in relation to Planning & Regeneration are managed through the corporate complaints procedure.

Planning & Regeneration at a glance

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|-----------|-----------|--------------|-----------------|
| Complaints | 25 | 35 | 30 | -14% |
| Percentage responded to on time | 55% | 58% | 57% | -1% |
| Percentage fully upheld | 15% | 16% | 28% | 12% |
| Percentage partially upheld | 12% | 4% | 12% | 8% |
| New Ombudsman cases | 11 | 7 | 4 | -43% |
| Ombudsman cases upheld | 1 | 1 | 3 | 200% |
| Financial consequences | £0.00 | £0.00 | £0.00 | |
| Compliments | 0 | 0 | 0 | n/a |

Complaints under the Council's Corporate Complaints Procedure

Planning & Regeneration services were the subject of 30 corporate complaints during 2022-23. 60% of individual complaint aspects were responded to on time, contributing to an overall figure of 57% of complaint responses involving Planning & Regeneration (some of which may also involve other areas) being responded to in a timely way. 40% were fully or partially upheld.

| Service | Mentions this year | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|--------------------------------|--------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Development Management | 12 | 18 | 8 | 1 | 9 | 0 | 8 |
| % | 39% | 42% | 44% | 6% | 50% | 0% | 44% |
| Planning Policy & Strategy | 7 | 10 | 3 | 2 | 5 | 0 | 8 |
| % | 23% | 23% | 30% | 20% | 50% | 0% | 80% |
| Building Control | 3 | 4 | 0 | 0 | 4 | 0 | 4 |
| % | 10% | 9% | 0% | 0% | 100% | 0% | 100% |
| Planning & Development Support | 9 | 11 | 1 | 2 | 8 | 0 | 6 |
| % | 29% | 26% | 9% | 18% | 73% | 0% | 55% |
| Facilities & Support | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Property | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Energy | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Libraries | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Town Centre Renewal | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Regeneration | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 31 | 43 | 12 | 5 | 26 | 0 | 26 |
| | | | 28% | 12% | 60% | 0% | 60% |

Nature of complaint

The largest proportion of complaints (42%) related to a lack of action, 58% of which were upheld.

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|-----------------------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 2 | 0 | 0 | 2 | 0 | 2 |
| % | 5% | 0% | 0% | 100% | 0% | 100% |
| Disputed decision | 12 | 0 | 0 | 12 | 0 | 7 |
| % | 28% | 0% | 0% | 100% | 0% | 58% |
| Information | 5 | 1 | 1 | 3 | 0 | 4 |
| % | 12% | 20% | 20% | 60% | 0% | 80% |
| Lack of action | 19 | 8 | 3 | 8 | 0 | 10 |
| % | 44% | 42% | 16% | 42% | 0% | 53% |
| Quality of service | 1 | 0 | 0 | 1 | 0 | 1 |
| % | 2% | 0% | 0% | 100% | 0% | 100% |
| Service Delay | 4 | 3 | 1 | 0 | 0 | 2 |
| % | 9% | 75% | 25% | 0% | 0% | 50% |
| Behaviour of another service user | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 43 | 12 | 5 | 26 | 0 | 26 |
| | | 28% | 12% | 60% | 0% | 60% |

Compliments

Two compliments were recorded by CE&CS for Planning & Regeneration this year :-

I would like to compliment T about the speed of his response to my above numbered complaint submitted in March 2022, and for the open and honest way in which he engaged in communication about the planning matter it concerned. This is much appreciated.

I had occasion to speak with the Local Land Charges Department today and the gentleman I spoke to was extremely helpful and exceeded massively my expectations.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 9 new Planning & Regeneration referrals during 2022-23. Of the 12 decisions made during the year, 3 were upheld.

| 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 | 4 | 2 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 8 | 0 |
| Planning Policy & Strategy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Building Control | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 0 |
| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Town Centre Renewal | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Regeneration | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| OVERALL | 5 | 4 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 12 | 0 |

Financial consequences of complaints

| | 2020 – 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|---------------|----------------|----------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | - | - | £400.00 |
| Charges written off | - | - | - |
| Time & trouble payments | - | - | - |
| Stage 1 complaints | | | |
| Compensation / backdated payments | - | - | - |
| Charges written off | - | £104.40 | - |
| Time & trouble payments | - | - | - |
| TOTALS | 600.00 | £104.40 | £400.00 |

08 | EDUCATION

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

At a glance

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|-----------|-----------|------------------|-----------------|
| Complaints | 23 | 50 | 97 | 94% |
| Percentage responded to on time | 48% | 92% | 55% | -37% |
| Percentage fully upheld | 15% | 24% | 35% | 11% |
| Percentage partially upheld | 24% | 15% | 18% | 3% |
| New Ombudsman cases | 8 | 5 | 15 | 200% |
| Ombudsman cases upheld | 3 | 3 | 6 | 100% |
| Financial consequences | £4,300.00 | £6,675.00 | £4,600.00 | |
| Compliments | 23 | 21 | 21 | 0% |

Complaints under the Council's Corporate Complaints Procedure

The Education division was the subject of 97 corporate complaints during 2022-23. 52% of individual complaint aspects were responded to on time, contributing to an overall figure of 55% of complaint responses involving Education (some of which may also involve other areas) being responded to in a timely way. 35% were fully or partially upheld, level with last year.

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 | 9 | 13 | 1 | 0 | 12 | 0 | 11 |
| % | 9% | 9% | 8% | 0% | 92% | 0% | 85% |
| Early Years | 2 | 3 | 1 | 1 | 1 | 0 | 3 |
| % | 2% | 2% | 33% | 33% | 33% | 0% | 100% |
| Education Welfare | 3 | 4 | 1 | 0 | 3 | 0 | 2 |
| % | 3% | 3% | 25% | 0% | 75% | 0% | 50% |
| School Standards Team | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| SEN | 61 | 97 | 35 | 17 | 38 | 7 | 41 |
| % | 63% | 66% | 36% | 18% | 39% | 7% | 42% |
| SEN Transport | 22 | 29 | 13 | 8 | 8 | 0 | 19 |
| % | 23% | 20% | 45% | 28% | 28% | 0% | 66% |
| OVERALL | 97 | 146 | 51 | 26 | 62 | 7 | 76 |
| | | | 35% | 18% | 42% | 5% | 52% |

Nature of complaint

The most prevalent complaints (55%) were in relation to a lack of action, of which 48% were either fully or partially upheld.

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|-----------------------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 5 | 2 | 1 | 2 | 0 | 4 |
| % | 3% | 40% | 20% | 40% | 0% | 80% |
| Disputed decision | 9 | 0 | 0 | 8 | 1 | 3 |
| % | 6% | 0% | 0% | 89% | 11% | 33% |
| Information | 4 | 0 | 0 | 4 | 0 | 2 |
| % | 3% | 0% | 0% | 100% | 0% | 50% |
| Lack of action | 80 | 27 | 11 | 36 | 6 | 37 |
| % | 55% | 34% | 14% | 45% | 8% | 46% |
| Quality of service | 29 | 10 | 9 | 10 | 0 | 21 |
| % | 20% | 34% | 31% | 34% | 0% | 72% |
| Service Delay | 18 | 12 | 5 | 1 | 0 | 8 |
| % | 12% | 67% | 28% | 6% | 0% | 44% |
| Behaviour of another service user | 1 | 0 | 0 | 1 | 0 | 1 |
| % | 1% | 0% | 0% | 100% | 0% | 100% |
| OVERALL | 146 | 51 | 26 | 62 | 7 | 76 |
| | | 35% | 18% | 42% | 5% | 52% |

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 :-

I just wanted to thank you for your time over the last few days attending our transition meetings for our Year 5 parents. Understandably, all the parents you met with have been very worried about the transition process and although I have met with them to discuss possible schools etc, they were still anxious about the process and how Bromley works. All of them said after their meetings with you that they felt fully informed about the process and confident that you would try to support them in finding the 'right' school for their children. Additionally, they all said how lovely you are and how comfortable they felt with you! Thank you so much for all the help and support you give to our parents and to us as a school!

Thank you so much for your help through the mediation process, you were very supportive and considerate. This was a really useful process for me to better understand the reasons why J was not accepted and to explore the options.

A is my son's caseworker and I just wanted to reach out to you to say how incredible she has been. For over a year we've been having issues with getting an assessment with CENMAC, as soon as A got involved it was sorted within weeks and J has now had his assessment. She's so responsive on email and nothing is ever too much and it's really appreciated so wanted to let you know.

Want to take this opportunity to say again, a massive thank you to both you and E for all your hard work and dedication. Taking time out on a Saturday to host training in person and online. We appreciate and acknowledge all the hours you gave to [us] and would highly rate your services as it was very beneficial.

We would like to thank the EHCP team for their combined effort over the years; it has made a huge difference to our son and what he has been able to achieve/will achieve going forward.

Thank you so much for sorting out the problem with D's transport. The arrangements are working wonderfully and D is on time for his course. It was really kind of you to help and much appreciated.

Can I just take the opportunity to say a massive thank you for the work you've put in to get this up and running. M has also worked tirelessly to ensure we didn't miss the opportunity. It feels like you have gone above and beyond for us and we know how much of a positive impact this will have on our Ukrainian refugees here. So, thank you, and well done. You're doing a stellar job.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 35 new referrals across Education and Children’s Social Care combined during 2022-23. Of the 11 decisions made during this business year on Education cases, six were upheld.

| Ombudsman outcomes | CLOSED | | | NOT UPHELD | | UPHELD | | | | TOTAL | Ongoing |
|-----------------------|----------|-----------------|-----------|------------|---------------|----------|----------------------|------------------------|------------------|-----------|----------|
| | NFA | No jurisdiction | Premature | NFA | No maladmin'n | NFA | Maladmin & Injustice | Maladmin, 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 |
| School Standards Team | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| SEN | 1 | 2 | 1 | 0 | 1 | 0 | 5 | 0 | 0 | 10 | 6 |
| SEN Transport | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| OVERALL | 1 | 2 | 1 | 0 | 1 | 0 | 6 | 0 | 0 | 11 | 7 |

Financial consequences of complaints

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|------------------|------------------|------------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | £1,400.00 | £2,950.00 | £4,500.00 |
| Charges written off | - | £0.00 | - |
| Time & trouble payments | £200.00 | £0.00 | £100.00 |
| Stage 1 complaints | | | |
| Compensation / backdated payments | £2,700.00 | £3,725.00 | - |
| Charges written off | - | £0.00 | - |
| Time & trouble payments | - | £0.00 | - |
| TOTALS | £4,300.00 | £6,675.00 | £4,600.00 |

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, Democratic and Registrar services.

At a glance

| | 2020 - 21 | 2021 - 22 | 2022 - 23 | % on prev. year |
|---------------------------------|-----------|-----------|--------------|-----------------|
| Complaints | 75 | 80 | 98 | 23% |
| Percentage responded to on time | 52% | 68% | 50% | -18% |
| Percentage fully upheld | 39% | 28% | 40% | 12% |
| Percentage partially upheld | 10% | 20% | 13% | -7% |
| New Ombudsman cases | 9 | 16 | 10 | -38% |
| Ombudsman cases upheld | 2 | 2 | 2 | 0% |
| Financial consequences | £121.00 | £0.00 | £0.00 | |
| Compliments | 12 | 14 | 2 | -86% |

Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 98 complaints during 2022-23. 51% of individual complaint aspects were responded to on time, contributing to an overall figure of 50% of complaint responses involving the department (some of which may also involve other areas) being responded to in a timely way. 53% of complaints were fully or partially upheld, a 5% increase on last year.

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 | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| % | 1% | 1% | 0% | 0% | 100% | 0% | 100% |
| Registrar Services | 1 | 1 | 0 | 0 | 1 | 0 | 1 |
| % | 1% | 1% | 0% | 0% | 100% | 0% | 100% |
| Democratic Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Customer Services | 9 | 9 | 3 | 2 | 4 | 0 | 8 |
| % | 9% | 6% | 33% | 22% | 44% | 0% | 89% |
| Communications | 0 | 1 | 0 | 0 | 1 | 0 | 1 |
| % | 0% | 1% | 0% | 0% | 100% | 0% | 100% |
| Information Management | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Appointeeship | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| Blue Badges | 4 | 5 | 2 | 0 | 3 | 0 | 5 |
| % | 4% | 4% | 40% | 0% | 60% | 0% | 100% |
| Business Rates | 6 | 11 | 1 | 3 | 7 | 0 | 6 |
| % | 6% | 8% | 9% | 27% | 64% | 0% | 55% |
| Care Home Fees | 16 | 20 | 8 | 4 | 8 | 0 | 4 |
| % | 15% | 14% | 40% | 20% | 40% | 0% | 20% |
| Council Tax | 19 | 28 | 11 | 2 | 15 | 0 | 25 |
| % | 18% | 20% | 39% | 7% | 54% | 0% | 89% |
| Direct Payments | 6 | 7 | 4 | 1 | 2 | 0 | 3 |
| % | 6% | 5% | 57% | 14% | 29% | 0% | 43% |
| Domiciliary Care fees | 21 | 31 | 15 | 3 | 13 | 0 | 7 |
| % | 20% | 22% | 48% | 10% | 42% | 0% | 23% |
| Carelink | 2 | 2 | 0 | 1 | 1 | 0 | 1 |
| % | 2% | 1% | 0% | 50% | 50% | 0% | 50% |
| Housing Benefit | 4 | 4 | 2 | 0 | 2 | 0 | 3 |
| % | 4% | 3% | 50% | 0% | 50% | 0% | 75% |
| Income & Recovery | 14 | 18 | 11 | 2 | 5 | 0 | 5 |
| % | 13% | 13% | 61% | 11% | 28% | 0% | 28% |
| Freedom Pass | 2 | 2 | 0 | 0 | 2 | 0 | 1 |
| % | 2% | 1% | 0% | 0% | 100% | 0% | 50% |
| Legal | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| % | 0% | 0% | 0% | 0% | 0% | 0% | 0% |
| OVERALL | 105 | 140 | 57 | 18 | 65 | 0 | 71 |
| | | | 41% | 13% | 46% | 0% | 51% |

Nature of complaint

The majority of complaints were in relation to a perceived lack of action (37%), of which 60% were either fully or partially upheld.

| Subject | Aspects this year | Fully upheld | Partially upheld | Not upheld | Ongoing | Answered on time |
|--------------------|-------------------|--------------|------------------|------------|----------|------------------|
| Staff conduct | 17 | 4 | 1 | 12 | 0 | 13 |
| % | 12% | 24% | 6% | 71% | 0% | 76% |
| Disputed decision | 10 | 2 | 0 | 8 | 0 | 8 |
| % | 7% | 20% | 0% | 80% | 0% | 80% |
| Information | 9 | 5 | 2 | 2 | 0 | 2 |
| % | 6% | 56% | 22% | 22% | 0% | 22% |
| Lack of action | 52 | 25 | 6 | 21 | 0 | 25 |
| % | 37% | 48% | 12% | 40% | 0% | 48% |
| Quality of service | 20 | 9 | 2 | 9 | 0 | 16 |
| % | 14% | 45% | 10% | 45% | 0% | 80% |
| Service Delay | 6 | 2 | 2 | 2 | 0 | 0 |
| % | 4% | 33% | 33% | 33% | 0% | 0% |
| Billing & Charging | 26 | 10 | 5 | 11 | 0 | 7 |
| % | 19% | 38% | 19% | 42% | 0% | 27% |
| OVERALL | 140 | 57 | 18 | 65 | 0 | 71 |
| | | 41% | 13% | 46% | 0% | 51% |

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are those received this year as notified to CE&CS :-

Staff were extremely helpful and kind when we had to postpone the original date due to Covid. We thoroughly enjoyed our day – it was perfect.

Oh my God... S I could kiss you right now! Literally trying not to cry at this very moment...THANK YOU so SO much, I was so stressed and upset yesterday and just felt sick to my stomach that this issue had arisen due to a blunder by one of my lawyers in New York can't tell you.. thank you so much and to whichever boss gave you permission to do this I appreciate with my whole heart. Thank you again for coming to my rescue, much love

I went in to the reception with a problem regarding a request for information regarding a rental property...I lost the letter and tried to contact you via your online form and telephone with no response. A went to the trouble of tracking down the letter, printing a copy of it with the form detailing the information requested. He was polite, courteous and efficient. He then provided me with a stamped copy of the completed form. A very good experience.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 12 new referrals concerning the Chief Executive's Department during 2022-23. Of the 8 decisions made during the year, 2 were upheld.

| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Registrar Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Democratic Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Customer Services | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Communications | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Information Management | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Appointeeship | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Business Rates | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Care Home Fees | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Council Tax | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| Direct Payments | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| Domiciliary Care fees | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| Housing Benefit | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 |
| Appointeeship | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Freedom Pass | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| Legal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| OVERALL | 3 | 3 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 8 | 2 |

Financial consequences of complaints

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|-----------|-----------|------------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | - | £750.00 | £0.00 |
| Charges written off | - | £0.00 | £0.00 |
| Time & trouble payments | - | £0.00 | £0.00 |
| Stage 1 complaints | | | |
| Compensation / backdated payments | £121.00 | £300.00 | £100.00 |
| Charges written off | - | £3,404.35 | £2,821.91 |
| Time & trouble payments | - | £0.00 | £0.00 |
| TOTALS | £121.00 | £4,454.35 | £2,921.91 |

10 | ENVIRONMENT & PUBLIC PROTECTION

Complaints under the Council's Corporate Complaints Procedure

This year is the first to include data from the Carbon Management & Green Space service. E&PP recorded 171 cases as having been handled as corporate complaints during 2022-23, a notable decrease on the previous year. This is anticipated to be as a result of a revision of the policy determining which Neighbourhood Management approaches received through the Council website are recorded as formal complaints.

| Service | 2020 – 21 | 2021 – 22 | 2022 – 23 | %age |
|--------------------------------|------------|------------|------------|-------------|
| Carbon Man'ment & Green Space | - | - | 26 | - |
| Highways & Transport | 19 | 16 | 5 | -69% |
| Neighbourhood Management | 158 | 444 | 121 | -73% |
| Public Protection | 10 | 9 | 12 | +33% |
| Traffic, Road Safety & Parking | 26 | 16 | 7 | -38% |
| OVERALL | 207 | 485 | 171 | -65% |

Nature of complaint

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

| Service | On time | Information | Lack of action | Operational | Staff conduct | Policy | TOTAL | 2021-22 |
|--------------------------------|-------------|-------------|----------------|-------------|---------------|-----------|------------|------------|
| Carbon M'ment & Green Space | 100% | 0 | 2 | 22 | 1 | 1 | 26 | - |
| Highways & Transport | 100% | 0 | 1 | 0 | 1 | 3 | 5 | 16 |
| Neighbourhood Management | 100% | 0 | 10 | 85 | 23 | 3 | 121 | 444 |
| Public Protection | 100% | 0 | 6 | 2 | 1 | 3 | 12 | 9 |
| Traffic, Road Safety & Parking | 100% | 0 | 0 | 1 | 0 | 6 | 7 | 16 |
| OVERALL | 100% | 0 | 19 | 110 | 24 | 16 | 171 | 485 |

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of the 105 compliments reported by E&PP this year :-

At a time when too many people are quick to moan and complain I would like to readdress the balance ref the recent foot path resurfacing of our road. As ever I think we were all concerned about the upheaval and disruption but we need not have worried. The team completed the work without any hassle and to a high standard and a number of neighbours have commented how good it looks, so thank you and please thank the workers .

I have never over seen road works before and lived here for over twenty years. I was concerned for my residents with such large machinery the noise levels etc. trips and falls. I watch every day these guys so professional and the way they are so trained, no swearing no shouting I cant stress enough how pleased I am with the work force the site manager over seeing every move the men made. keeping my pathways cleaned at all times. What a fantastic job they have done too. Hats off to you Bromley for these delightful guys. My residents and myself so impressed the way the team worked I might add to very late Thursday night as well. Thank you Bromley and thank you contractors for making our scheme and surrounding roads look fantastic again.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 28 referrals during 2022-23. Of the 16 formal decisions made during the year, three were upheld.

| Ombudsman outcomes | CLOSED | | | NOT UPHELD | | UPHELD | | | | TOTAL | Ongoing |
|---------------------------------|----------|-----------------|-----------|------------|---------------|----------|----------------------|------------------------|------------------|-----------|----------|
| | NFA | No jurisdiction | Premature | NFA | No maladminin | NFA | Maladmin & Injustice | Maladmin, no injustice | Already remedied | | |
| Carbon Management & Green Space | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Highways | 2 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 1 |
| Traffic & Parking | 2 | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 8 | 0 |
| Environment | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 |
| Public Protection | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 1 |
| OVERALL | 5 | 3 | 1 | 1 | 3 | 0 | 3 | 0 | 0 | 16 | 2 |

Financial consequences of complaints

| | 2020 - 21 | 2021 - 22 | 2022 - 23 |
|-----------------------------------|--------------|--------------|----------------|
| Ombudsman cases | | | |
| Compensation / backdated payments | - | - | £600.00 |
| Charges written off | - | - | - |
| Time & trouble payments | - | - | - |
| Stage 1 complaints | | | |
| Compensation / backdated payments | - | - | - |
| Charges written off | - | - | - |
| Time & trouble payments | - | - | - |
| TOTALS | £0.00 | £0.00 | £600.00 |

11 | PUBLIC HEALTH

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



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Report No.
FSD23074

London Borough of Bromley

PART ONE - PUBLIC

Decision Maker: PORTFOLIO HOLDER FOR ADULT CARE AND HEALTH

Date: For pre-decision scrutiny by the Adult Care and Health Policy Development & Scrutiny Committee on 21 November 2023

Decision Type: Non-Urgent Executive Non-Key

Title: CAPITAL PROGRAMME MONITORING - QUARTER 2 2023/24

Contact Officer: Sean Cosgrove, Principal Accountant
Tel: 020 8313 4792 E-mail: sean.cosgrove@bromley.gov.uk

Chief Officer: Director of Finance

Ward: All

1. Reason for report

On 29 November 2023, the Executive will receive a report summarising the current position on capital expenditure and receipts following the second quarter of 2023/24 and be asked to agree a revised capital programme for the period 2023/24 to 2027/28. This report highlights the current position agreed by the Executive and the Leader in respect of the capital programme for the Adult Care and Health Portfolio. The revised programme for this portfolio is set out in Appendix A and detailed comments on individual schemes are shown in Appendix B.

2. **RECOMMENDATION**

The Portfolio Holder is asked to note and acknowledge the current position in respect of capital schemes, to be put to the Executive on 29 November 2023.

Impact on Vulnerable Adults and Children:

1. Summary of Impact:

Corporate Policy

1. Policy Status: Existing Policy: capital programme monitoring is part of the planning and review process for all services. Capital schemes help to maintain and improve the quality of life in the borough. Effective asset management planning (AMP) is a crucial corporate activity if a local authority is to achieve its corporate and service aims and objectives and deliver its services. For each of our portfolios and service priorities, we review our main aims and outcomes through the AMP process and identify those that require the use of capital assets. Our primary concern is to ensure that capital investment provides value for money and matches the Council's overall priorities as set out in the Community Plan and in "Making Bromley Even Better". The capital review process requires Council Directors to ensure that bids for capital investment provide value for money and match Council plans and priorities.
2. BBB Priority: Excellent Council

Financial

1. Ongoing costs: Not Applicable
2. Budget head/performance centre: capital programme
3. Total current budget for this head: £769k for the Adult Care and Health Portfolio for the period 2023/24 to 2027/28
4. Source of funding: capital grants, capital receipts and earmarked revenue contributions

Personnel

1. Number of staff (current and additional): 1fte
2. If from existing staff resources, number of staff hours: 36 hours per week

Legal

1. Legal Requirement: Non-Statutory - Government Guidance
2. Call-in: Applicable

Procurement:

1. Summary of procurement implications: N/A

Customer Impact

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

Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors' comments: N/A

3. COMMENTARY

Capital monitoring – variations to be put to the Executive on 29 November 2023

3.1 A revised capital programme will be put to the Executive for approval on 29 November 2023, following a detailed monitoring exercise carried out after the second quarter of 2023/24. The base position is the programme approved by the Executive on 18 January 2023. All changes to schemes in the Adult Care and Health portfolio programme are itemised in the table below and further details are included in paragraphs 3.2 to 3.3. The revised programme for the Adult Care and Health portfolio is attached as Appendix A, whilst Appendix B shows actual spend against budget as at the second quarter of 2023/24, together with detailed comments on individual scheme progress.

| | Budget 2023/24 | Budget 2024/25 | Budget 2025/26 | Budget 2026/27 | Budget 2027/28 | Total |
|--|-------------------|-------------------|-------------------|-------------------|-------------------|------------|
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 |
| Programme approved by Executive 18/01/23 | 709 | 10 | 0 | 0 | 0 | 719 |
| Net underspend 22/23 rephased to 23/24 | 50 | 0 | 0 | 0 | 0 | 50 |
| Net changes from Q1 monitoring | 0 | 0 | 0 | 0 | 0 | 0 |
| Approved programme prior to Q2 monitoring | 759 | 10 | 0 | 0 | 0 | 769 |
| Net rephasing between 22/23 and future years (para 3.2) | 0 | 0 | 0 | 0 | 0 | 0 |
| S/T - changes not requiring approval of Executive | 0 | 0 | 0 | 0 | 0 | 0 |
| No changes requiring approval in this cycle (para 3.3) | 0 | 0 | 0 | 0 | 0 | 0 |
| S/T - changes requiring approval of Executive | 0 | 0 | 0 | 0 | 0 | 0 |
| Revised ACH capital programme | 759 | 10 | 0 | 0 | 0 | 769 |

3.2 Schemes re-phased between 2023/24 and future financial years

As part of the second quarter monitoring exercise, no sums have been re-phased from 2023/24 into 2024/25 to reflect revised estimates of when expenditure is likely to be incurred. Comments on scheme progress are provided in Appendix B.

3.3 Additions to the programme previously approved by the Executive

There have been no additions to the programme during this monitoring cycle.

Post-completion reports

3.4 Under approved capital programme procedures, capital schemes should be subject to a post-completion review within one year of completion. These reviews should compare actual expenditure against budget and evaluate the achievement of the scheme's non-financial objectives. No post completion reports are currently due for the Adult Care and Health portfolio.

4. POLICY IMPLICATIONS

4.1 Capital programme monitoring and review is part of the planning and review process for all services. The capital review process requires Chief Officers to ensure that bids for capital investment provide value for money and match Council plans and priorities.

5. FINANCIAL IMPLICATIONS

5.1 These will be reported in full to the Executive on 29 November 2023. Changes put to the Executive for the Adult Care and Health Portfolio capital programme are set out in the table in paragraph 3.1.

| | |
|--|--|
| Non-applicable sections: | Legal, Personnel and Procurement Implications, Impact on Vulnerable Adults and Children |
| Background documents: (Access via contact officer) | Capital programme monitoring Q1 2023/24 (Executive 20/09/23) Capital programme monitoring Q3 2022/23 (Executive 18/01/23) |

ADULT CARE AND HEALTH PORTFOLIO - APPROVED CAPITAL PROGRAMME Q2 2324

| Scheme | Total approved estimate | Spend to 31.03.23 | Estimate 2023/24 | Estimate 2024/25 | Estimate 2025/26 | Estimate 2026/27 | Estimate 2027/28 | Responsible officer | Remarks |
|--|-------------------------|-------------------|------------------|------------------|------------------|------------------|------------------|---------------------|---|
| | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | £'000 | | |
| PCT Learning Disability reprovion programme - Walpole Road | 10,704 | 10,110 | 594 | 0 | 0 | 0 | 0 | Markandu, Christian | Fully funded by PCT |
| Mental Health Grant | 87 | 5 | 82 | 0 | 0 | 0 | 0 | Rafferty, Sean | 100% government grant |
| Supporting Independence - Extra Care Housing | 20 | 7 | 13 | 0 | 0 | 0 | 0 | Rafferty, Sean | 100% government grant |
| Transforming Social Care | 144 | 134 | 10 | 0 | 0 | 0 | 0 | Rafferty, Sean | 100% government grant |
| Feasibility Studies | 70 | 0 | 60 | 10 | 0 | 0 | 0 | Rafferty, Sean | £10k budget per year for feasibility works. |
| Total for portfolio | 11,025 | 10,256 | 759 | 10 | 0 | 0 | 0 | | |

| ADULT CARE AND HEALTH PORTFOLIO - APPROVED CAPITAL PROGRAMME Q2 2324 | | | | |
|--|---------------------------------|--|---------------------------------------|--|
| Scheme | QUARTER 2 2023/24 | | | Commentary |
| | Estimate 2023/24 as at Jan 2023 | Actuals and accruals at end Q2 2023/24 | Estimate 2023/24 as at end Q2 2023/24 | |
| | £'000 | £'000 | £'000 | |
| PCT Learning Disability reprovision programme - Walpole Road | 594 | 25 | 594 | The Department of Health capital was transferred to LBB for uses associated with the reprovision of NHS Learning Disability (LD) Campus clients and the closure of the Bassetts site including the day centre there. The budget has remained unspent due to the impacts of the pandemic and wanting to progress building enhancements in consultation with the recently appointed Astley day care provider. Commissioners and the Housing, Planning & Regeneration team have been in consultation regarding the LD day centre at Astley. The Council's property refurbishment proposals include significant works there to bring the fabric of the building up to standard. It is also intended that approximately £500k will be used to fund building enhancements to improve the future operation of the day centre. It is logical for the building refurbishment works to be undertaken at the same time as the building enhancement works to ensure best use of resources and therefore spend timescales will largely be dependent upon the rollout of the Council's refurbishment programme. Estimated timescales are that the spend will occur during 23/24. It is also intended that approximately £94k of the £594k capital sum will be used to enhance the short breaks service at 118 Widmore Road so that the building can better accommodate dual usage as a bed based short breaks service with day activities. |
| Mental Health Grant | 82 | 82 | 82 | This funding is made available to support reform of adult social care services. Currently reviewing targeted need for this scheme. |
| Supporting Independence - Extra Care Housing | 13 | 0 | 13 | This funding is available for specialist equipment/adaptations in extra care housing to enable schemes to support people with dementia or severe physical disabilities. Consideration is being given to the potential for additional telecare in ECH. |
| Transforming Social care | 10 | 0 | 10 | The remaining balance is currently being considered to undertake work supporting mobile working in Adult Social Care. |
| Feasibility Studies | 10 | 0 | 60 | £10k budget per year for feasibility works. |
| Total for portfolio | 709 | 107 | 759 | |