

London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services
Policy Development and Scrutiny Committee
23rd September 2015**

**Education, Care and Health Services
compliments, comments and complaints annual report 2014-15**

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

Chief Officer: Anne Watts, Assistant Director of Strategic Business Support (ECHS)
Tel: 020 8313 4618 E-mail: anne.watts@bromley.gov.uk

1. Summary

- 1.1 This briefing gives an overview of complaints and comments received by the Education, Care and Health Services Department during the 2014/15 financial year. Further details are provided in Appendix 1, Getting It Right, Annual Report 2014/15.
- 1.2 The Department received 395 complaints compared to 312 in the previous year. Of the 395 complaints received in 2014/15, 107 (27%) were partially or fully upheld compared to 91 (29%) in 2013/14. The number of compliments received increased during 2014/15 to 132 from 93 in the previous year. In particular, Children's Social Care and Housing Needs received more compliments.
- 1.3 There were fewer ombudsman enquiries for social care, while housing services saw a rise in referrals to the Ombudsman. This corresponds with a rise in housing complaints.
- 1.4 LBB paid a total of £2,800 in financial remedy for complaints received in 2014/15.

2. Getting it Right! Annual Report 2015

- 2.1 The annual report (Appendix 1) details compliments, and complaints information received by the Education, Care & Health Services Department under the Local Authority Services and National Health Services Complaints (England) regulations 2009, 'Getting the Best from Complaints', the Children Act 1989 and LBB corporate complaints procedure.

| | Complaints | | | Compliments | | | MP Enquiries | | |
|-----------|------------|---------|---------|-------------|---------|---------|--------------|---------|---------|
| | 2012-13 | 2013-14 | 2014-15 | 2012-13 | 2013-14 | 2014-15 | 2012-13 | 2013-14 | 2014-15 |
| Adults | 116 | 168 | 186 | 19 | 27 | 26 | 14 | 18 | 23 |
| Children | 59 | 63 | 76 | 22 | 24 | 59 | 7 | 12 | 15 |
| Education | 10 | 26 | 23 | 34 | 21 | 12 | 6 | 23 | 9 |
| Housing | 44 | 55 | 110 | 3 | 21 | 35 | 80 | 60 | 78 |

2.2 A main area of complaint in Adult Social Care relates to disputes about decisions taken by care management following care needs assessments. On the whole, these concerns were not upheld. This has helped us understand how important it is for us to provide clear information about our services. Of the 186 complaints received, 14 were escalated to the Local Government Ombudsman, with 5 of those upheld.

2.3 Most complaints for Children's Social Care were made as a result of interventions with families that were often sensitive and difficult. The majority of those complaints were not upheld. Of the 76 complaints, 4 were escalated to the Ombudsman, with 1 upheld.

2.4 Education dealt with complaints regarding allocation of school places and delays and quality of communication to families. Admissions dealt with just under 12,000 contacts and of those, 10 complaints were received and 1 was upheld.

2.5 Contacts made to Housing Needs continue to rise as an increasing number of people seek assistance with their housing needs. The number of MP enquiries has risen and the number of complaints has doubled from 55 in the previous year to 110 during 2014/15; more people are now approaching the Ombudsman for housing related matters and 13 complaints were escalated and 6 upheld. The service is continuing to ensure information is more readily available so those who approach the service are clearer on what assistance, if any, the Local Authority is able to provide.

3. SUPPORTING DOCUMENTS

3.1 Appendix 1. Getting It Right, Annual Report 2014-15