

**London Borough of Bromley**

**PART 1 - PUBLIC**

**Briefing for Care Services  
Policy Development and Scrutiny Committee  
13<sup>th</sup> September 2016**

**Education, Care and Health Services  
Compliments, Comments and Complaints Annual Report 2015-16**

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**1. Summary**

- 1.1 This briefing gives an overview of complaints and comments received by the Education, Care and Health Services Department during the 2015/16 financial year. Further details are provided in Appendix 1, Getting It Right, and Annual Report 2015/16.
- 1.2 The Department received 528 complaints compared to 395 in the previous year. Of the 528 complaints received in 2015/16, 156 (30%) were partially or fully upheld compared to 107 (27%) in 2014/15. The number of compliments received increased during 2015/16 to 222 from 132 in the previous year and in particular, Housing Needs Services received more compliments.
- 1.3 Overall there was one less ombudsman referral across ECHS services this year (34) with fewer partially and fully upheld (8 compared to 12 in the previous year).
- 1.4 LBB paid a total of £7,450 in financial remedy for complaints in 2015/16, with £3,565 paid 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		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
Adults	168	186	267	27	26	45	18	23	46
Children	63	76	87	24	59	48	12	15	14
Education	26	23	39	21	12	18	23	9	2
Housing	55	110	135	21	35	111	60	78	116

- 2.2 In Adult Social Care there has been a rise in the number of complaints regarding the outcome of assessments and decisions relating to care placements throughout the year (37 complaints this year, compared to 20 last year) with 1 partially upheld last year and 2 partially upheld this year The Council received 45 complaints about domiciliary care agencies of which 29 were upheld. The complaints were related to staff attitude, missed calls and quality of service. Of the 267 complaints received, 19 were escalated to the Local Government Ombudsman, with 4 of those upheld.
- 2.3 The main reason for complaints this year for Children’s Social Care (87) relate to disputed decisions or quality of service; there were 24 complaints about disputed decisions of which 2 were upheld. 23 complaints related to quality of service of which 9 were upheld. Of the 87 complaints, 6 were escalated to the Ombudsman with 2 of those upheld.
- 2.4 The number of complaints about Education has risen to 39 this year (7 partially and fully upheld) compared to 23 (5 partially and fully upheld) in the previous year. The Admissions Team experienced a very high number of school applications at a time when the team were short staffed and as a new telephone system was implemented which impacted on customer service.
- 2.5 The number of people contacting Housing Needs continues to rise as increasing numbers seek assistance with their housing needs. The number of complaints received this year 135 (41 partially or fully upheld) compared to 110 last year ( 22 partially or fully upheld).The highest number of complaints upheld ( 13) related to the quality of service people received from the Council and 24 people complained about the condition of their temporary accommodation with 6 complaints partially or fully upheld. The number of MP enquiries has risen from 78 last year to 116 this year.

### 3. Supporting Documents

- 3.1 Appendix 1. Getting It Right, Annual Report 2015/16