

	Complaints		Safeguarding		Substantiated		Not Substantiated		Inconclusive		Not Investigated		Ongoing		Neglect & acts of omission		Physical		Psychological		Financial		Sexual	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
<b>Residential Service</b>																								
Archers Point																								
Ashcroft				1		1				1							1	1						
Ashglade				3								3					1	1		2				
Avenues - Cowden Road					1		1									1								
Beechmore Court				1				1								1								
Benedict House				6	1	2		2			1	2				3	3	1						
Blyth House	1							1									1							
Bromley Park				3	2									2		2	1	1	1					
Burrows House				5	1	2		2				1		1		2	1	3						
Clairleigh				1				1								1								
Coloma				1		1										1		1						
Elmstead	1			1		1		1								1								
Elmwood	1			6	4	2		3	1			1	1	2		4	2	3	2					
Eversleigh				2	3	1		1				1	2	1		2	2	2	1					
Fairlight & Fallowfield				3	1	1				1				1	1		2	1			1			
Florence		1		1	5		1		1			1	1		3	1	6				1			
Foxbridge				8	3	3		4	2					1		5	1	2	2	1				
Glebe Court					1		1											1						
Greenhill					2							1		1			2							
Homefield				1				1								1								
Homelands					1				1															
Jansondean				3	2	2		1	1					1		1	3	2					1	
Lauriston House				1	1				1					1		1	1							
Maple House					1				1										1					
Nash College				4		1				3						1		3						
Nettlestead					1				1								1							
Oatlands				4	1			2	1	1			1			2		2					1	
Oatleigh					2				1		1						1						1	
Park Avenue				1						1								1						
Parkside				2	1			1		1				1			2		1					
Prince George Duke of Kent				6	3	2	1	3		1					2	4	1	2	1			1		
Rosecroft					2										2		1		1					
Rowena House	1				2		1	1	1							1	1					1		
St. Cecilia's				2	1		1	1								2	1							
The Heathers				1	1			1																
The Sloane				1		1												1						
Whiteoak Court				2	1			2								1		1	1					
Willett House				4	3	3								1		3	4	3						
<b>Total</b>	<b>4</b>	<b>1</b>	<b>74</b>	<b>48</b>	<b>22</b>	<b>7</b>	<b>28</b>	<b>13</b>	<b>9</b>	<b>2</b>	<b>17</b>	<b>5</b>	<b>2</b>	<b>22</b>	<b>42</b>	<b>31</b>	<b>32</b>	<b>13</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>3</b>		

	Complaints		Safeguarding		Substantiated		Not Substantiated		Inconclusive		Not Investigated		Ongoing		Neglect & acts of omission		Physical		Psychological		Financial		Sexual	
	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17	2015/16	2016/17
<b>ECH</b>																								
Sutherland Court	1	2	3	4			2	2	1	1		1		2	1	3		1			2	2		
Regency Court		1	3	3		1		2				3		1	2	3	1					1		
Crown Meadow Court			1								1												1	
<b>Total</b>	<b>1</b>	<b>3</b>	<b>7</b>	<b>7</b>		<b>1</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>1</b>		<b>3</b>	<b>3</b>	<b>6</b>	<b>1</b>	<b>1</b>			<b>2</b>	<b>3</b>	<b>1</b>	