



# Complaints & Compliments

Annual Report 2018-19



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## Explanatory foreword

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Bromley Council comprises a number of divisions. The Customer Engagement & Complaints Service ('CE&CS') oversees complaints received about all divisions save Environment & Community Services division ('ECS'). They currently manage their own internal complaints process, whilst adhering to the Council's overall policies. The Head of Service for CE&CS provides *ad hoc* support and advice on procedures, categorisation and reporting mechanisms.

It has been an ongoing concern that historically this report has not contained quantifiable data on ECS Stage 1 complaints. This shortcoming was commented on by Members when the annual report for 2017-2018 went through the committee stages in late 2018.

This is the first year in which ECS has been compiling its own reportable figures and the figures for Stage 1 complaints provided in [Section 09](#) of this report are their own. The statistics concerning cases where the Local Government & Social Care Ombudsman has considered ECS complaints are maintained by CE&CS.

At the present time, ECS are not monitoring the timeliness of each complaint response nor whether each complaint was upheld, either wholly or in part. They also employ more basic definitions of the types of complaints they receive compared to the rest of the Council. It is understood developments to enable further data integration and overall analysis are being implemented, starting with the measurement of the timeliness of responses. Further analysis would be worthwhile on how the division determines what amounts to a formal complaint and what should be more properly categorised as a service request, which might in turn lead to significant changes in the reported data over the coming years.

This differentiation in data means that no meaningful comparison can be drawn with any statistics held by CE&CS for previous years and any Council-wide analysis may be similarly compromised. At the time of writing it seems likely that similar caveats will apply to the statistics produced for the 2019-2020 business year.

In August 2019 the Council underwent a corporate restructure. The information in this report reflects the structure in effect across the business year 2018-2019. The restructure may also have effects on reporting next year.

## Section 01 | Why analyse and report on our complaints?

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Section 18 of *The Local Authority Social Services and National Health Service Complaints (England) Regulations 2009* places a duty on the Council to prepare an annual report each year. That legislation primarily references social care complaints but this Council goes further and publishes greater detail about the Council's performance. This report therefore provides an overview of complaints and our interaction with the Local Government & Social Care Ombudsman between 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019.

The Council has an ethos of continuous improvement and is committed to using feedback from a variety of sources to learn, understand and take action to improve services. Our Performance Management Frameworks recognise customer complaints as a valuable source of qualitative feedback on the performance of our services.

We know that high-performing services use feedback to help managers and staff understand where they are doing well and where improvements can be made.

We use our complaints data and analysis to:

- ➔ Collaboratively prompt, challenge and deepen the understanding of service performance amongst the leadership group; this enables and promotes a shared understanding of the strengths and areas for development within the service
- ➔ Inform prioritisation in service improvement plans
- ➔ Commission improvement activities and training where appropriate
- ➔ Encourage individual managers to take the initiative at service/team level or with individual staff members to address areas for development and manage local improvements

### Continuous improvement plans

The configuration of the database used by the Customer Engagement & Complaints Service ('CE&CS') has been upgraded for 2019-2020 to facilitate more detailed and swifter reporting and real-time analysis. Further features will continue to be developed as part of an ongoing review of its capabilities and their applicability to the Council.

The streamlining of the ways in which residents and service users can contact us to register a complaint has been on hold pending ongoing liaison with IT and Environment & Community Services colleagues – it is hoped this can be introduced soon.

Flowing from that and the forthcoming realignment of the Council's corporate structure, a new training programme for complaints is in preparation and at the time of writing the Head of Service is liaising with Workforce Development colleagues to roll that programme out.

## Section 02 | Law & Procedures

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### Legislation

The main legislation we are governed by is the *Local Authority Social Services and National Health Service Complaints (England) Regulations 2009*. This duty is delivered through the Corporate Complaints Procedure. The majority of Adult Social Care complaints are considered on a statutory basis and are managed through the Corporate Complaints Procedure.

Where the matter directly involves a child (or an authorised person on their behalf) complaining about the care and support provided to a child by Children's Social Care, the relevant rules are found in the *Children Act 1989 Representations Procedure (England) Regulations 2006*) and this duty is delivered through the Children's Complaints Procedure.

### Timescales

Under the Corporate Complaints Procedure, complaints should be acknowledged within 3 working days and formally responded to within 20 working days.

Complaints managed through the Children's Complaints Procedure are managed as follows :-

- Stage 1 initial response within 10 (up to 20) working days
- Stage 2 investigation within 25 (up to 65) working days
- Stage 3 Review Panel within 30 working days

### The Local Government & Social Care Ombudsman

The Local Government & Social Care Ombudsman (LG&SCO) acts as the final stage for complaints about local authorities, adult social care providers (including care homes and home care agencies) and some other organisations providing public services. When the Council responds to a complaint, we are required to signpost the complainant to the Ombudsman if they remain dissatisfied. The Ombudsman analyses each referral to determine whether it meets their criteria and, if so, whether it merits a full investigation.

During the year 2018/19 Bromley was the subject of 139 referrals to the LG&SCO, a significant 16% decrease on 2017/18's figure of 165 referrals. Of those 139 referrals, only 42 underwent a detailed investigation, down fully 22% on last year's 54. Of those full investigations, 33 were upheld, a rate of 78%. Whilst this is up from last year's 60%, it is calculated on a rather smaller cohort.

The average upheld rate across London boroughs was 63%. Compared to our six neighbouring boroughs, Bromley had the second-best reduction in referrals. Measured by referrals per 1000 residents, Bromley ranks third out of those seven boroughs notwithstanding it being the only borough operating a one-stage internal procedure.

## Section 03 | Council Overview

Overall, the Council received 875 complaints during 2018/19. If one excludes the ECS figures (*please see the Explanatory Foreword*), the total of 491 formal complaints is a 3.7% reduction on last year's 510.

Adult Social Care achieved a significant reduction in complaints for the second year in a row. Complaints about Children's Social Care, Housing and the Chief Executive's Department saw a moderate increase. It should be noted that the percentage increase for Education services is influenced by the smaller numbers involved.

Some 82.7% of complaints were received by email or through the website, an increase from 78% last year.

Division	2016/17	2017/18	2018/19	% change
Adult Social Care	245	183	<b>142</b>	-22.4%
Children's Social Care	96	112	<b>120</b>	7.1%
Housing	126	112	<b>118</b>	5.4%
Education	26	31	<b>45</b>	45.2%
Environment & Community	-	13	<b>384</b>	n/a
Chief Executive's Dept.	32	58	<b>66</b>	13.8%
Public Health	-	1	<b>0</b>	n/a
<b>Total</b>	<b>525</b>	<b>510</b>	<b>875</b>	<b>n/a</b>

### Proportion upheld

Division	Complaints	Upheld	% 2018/19	% 2017/18
Adult Social Care	<b>142</b>	79	<b>56%</b>	57%
Children's Social Care	<b>120</b>	56	<b>47%</b>	39%
Housing	<b>118</b>	52	<b>44%</b>	27%
Education	<b>45</b>	23	<b>51%</b>	55%
Chief Executive's Dept.	<b>66</b>	33	<b>50%</b>	45%
Public Health	<b>0</b>	0	<b>N/A</b>	N/A
<b>TOTAL</b>	<b>491</b>	<b>243</b>	<b>49%</b>	<b>0%</b>
Environment & Community	<b>384</b>	n/a	n/a	n/a

Of the 491 non-ECS complaints received by the Council, 50% were at least partially upheld, compared to 44% last year.

It is suggested that a fall in the overall number of complaints, alongside a rise in the proportion upheld, indicates that less meritorious concerns are being successfully managed by frontline services or CE&CS prior to a formal complaint being registered. It is further suggested that what might appear a comparatively high upheld rate illustrates an continued realistic and honest approach on the Council's part, fostered and supported by CE&CS, towards acknowledging fault and seeking to put things right as far as can be achieved.

## Causes for complaints

The most frequent complaints were those categorised as a 'lack of action' (127), 49% of which were upheld against the Council, closely followed by 'quality of service' (117), just over half of which were upheld.

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

Complaint	Adult	Children	Housing	Education	ECS	CED	Public Health	Total	% of total	% upheld
Staff conduct	19	54	8	2	-	9	0	<b>92</b>	18.7%	40.2%
Disputed Decision	4	13	7	4	-	1	0	<b>29</b>	5.9%	44.8%
Information	9	11	8	9	-	0	0	<b>37</b>	7.5%	43.2%
Lack of Action	37	20	37	16	-	17	0	<b>127</b>	25.9%	48.8%
Quality of Service	59	20	14	11	-	11	0	<b>115</b>	23.4%	51.3%
Service Delay	3	0	0	0	-	1	0	<b>4</b>	0.8%	50.0%
Billing / Charging	9	-	-	-	-	26	0	<b>35</b>	7.1%	17.1%
Data protection	1	2	0	1	-	1	0	<b>5</b>	1.0%	60.0%
Safeguarding	0	0	0	2	-	-	-	<b>2</b>	0.4%	50.0%
Late call	0	-	-	-	-	-	-	<b>0</b>	0.0%	0.0%
Short call	0	-	-	-	-	-	-	<b>0</b>	0.0%	0.0%
Behaviour of another	1	0	1	0	-	-	-	<b>2</b>	0.4%	100.0%
Temp. Accom.	-	-	43	-	-	-	-	<b>43</b>	8.8%	34.9%
<b>Total</b>	<b>142</b>	<b>120</b>	<b>118</b>	<b>45</b>	<b>0</b>	<b>66</b>	<b>0</b>	<b>491</b>		

## Responding on time

48% of all complaints were responded to within 20 working days, compared to 58% last year. The number of complaints is broadly static but the complexity of some is increasing. Complaints involving commissioned services can take longer to address. Ultimately, however, this is unsatisfactory and will be the subject of further ongoing liaison between CE&CS and the services they support, and of the forthcoming training.

Division	On time 2016/17	On time 2017/18	On time 2018/19
Adult Social Care	56%	49%	<b>37%</b>
Children's Social Care	40%	56%	<b>43%</b>
Housing	52%	52%	<b>56%</b>
Education	62%	62%	<b>44%</b>
Environment & Community	-	n/a	<b>n/a</b>
Chief Executive's Dept.	66%	78%	<b>70%</b>
Public Health	-	-	<b>N/A</b>
<b>Total</b>	<b>56%</b>	<b>58%</b>	<b>48%</b>

There has been a dramatic enhancement in the Council's responses to deadlines set by the Local Government & Social Care Ombudsman. With the greater involvement of CE&CS officers, across the year, 274 individual deadlines were recorded on the CE&CS system of which only 9 were missed, a compliance rate of 97%. This shows that with the right approach, an improvement in the timeliness of responses to stage 1 complaints ought to be achievable.



## Local Government & Social Care Ombudsman cases

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Adult Social Care	15	2	7	0	6
Children's Social Care	11	2	4	2	3
Housing	11	5	3	1	2
Education	7	4	2	0	1
Chief Executive's Dept.	20	2	11	4	3
Environment & Community	24	3	15	2	4
<b>OVERALL</b>	<b>88</b>	<b>18</b>	<b>42</b>	<b>9</b>	<b>19</b>

'Not upheld' figures include those where the Ombudsman decided, having been provided with input from the Council, not to take a case any further prior to commencing a formal investigation. These figures are taken from the data held on the Council's own systems referring to cases in which CE&CS have had some involvement. The figures above comes from the Ombudsman's own statistics.

## Financial consequences of complaints

	Ombudsman Cases			Stage 1	
	Comp'n	Write off	Time & trouble	Comp'n	Write off
Adult Social Care	0.00	1,173.85	200.00	0.00	303.40
Children's Social Care	16,907.52	0.00	0.00	0.00	0.00
Housing	5,150.00	0.00	0.00	1,000.00	0.00
Education	10,204.60	0.00	400.00	0.00	0.00
Chief Executive's Dept.	0.00	0.00	0.00	250.00	510.30
Environment & Community	0.00	0.00	0.00	n/k	n/k
<b>OVERALL</b>	<b>32,262.12</b>	<b>1,173.85</b>	<b>600.00</b>	<b>1,250.00</b>	<b>813.70</b>

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

## Section 04 | Adult Social Care

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

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	204	183	<b>142</b>	-22%
Percentage responded to on time	56%	49%	<b>37%</b>	-12%
Percentage fully upheld	21%	35%	<b>37%</b>	+2%
Percentage partially upheld	7%	22%	<b>18%</b>	-4%
Ombudsman cases	26	19	<b>15</b>	-21%
Ombudsman cases upheld	12	5	<b>3</b>	-40%
Financial consequences	£24,633.07	£18,043.73	<b>£1,677.25</b>	

## Complaints received

Adult Social Care were the subject of 142 complaints during 2018/19, 37% (52) of which were responded to in a timely way. A total of 79 complaints (56%) were either fully upheld 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. The Council usually remains ultimately responsible for that support.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Blue badges	6	2	33%	2	33%	1	17%
Brokerage	4	2	50%	3	75%	0	0%
Complex Care East	4	0	0%	1	25%	0	0%
Complex Care West	17	4	24%	4	24%	4	24%
Coordination & Review	5	2	40%	1	20%	0	0%
Duty Team	20	5	20%	11	55%	3	15%
Hospital Team	11	1	9%	2	18%	4	36%
Initial Response	11	7	64%	5	45%	2	18%
Reablement & Rehab	5	4	80%	0	0%	3	60%
Occupational Therapy	4	3	75%	4	100%	0	0%
LD Assessment & Support	18	7	39%	6	33%	2	11%
LD Transition	1	0	0%	1	100%	0	0%
CMHT/Oxleas	6	1	16%	1	16%	0	0%
DOLs	1	0	0%	0	0%	1	100%
Reablement Provider Service	5	4	80%	2	40%	0	0%
Contracted Services	24	10	42%	10	42%	6	25%
<b>OVERALL</b>	<b>142</b>	<b>52</b>	<b>37%</b>	<b>53</b>	<b>37%</b>	<b>26</b>	<b>18%</b>

## Nature of complaint and outcome

The majority of complaints were in relation to the quality of service received, of which 36% were fully upheld and a lack of action of which 43% were fully upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	<b>19</b>	5	26%	4	21%
Disputed decision	<b>4</b>	1	25%	1	25%
Inadequate information	<b>9</b>	4	44%	0	0%
Lack of action	<b>37</b>	16	43%	4	11%
Quality of service	<b>59</b>	21	36%	15	25%
Service delay	<b>3</b>	2	66%	0	0%
Billing & charging	<b>9</b>	2	22%	2	22%
Data protection	<b>1</b>	1	100%	0	0%
Late / Short / Missed visit	<b>0</b>	n/a	n/a	n/a	n/a
Behaviour of third party	<b>1</b>	1	100%	0	0%
<b>OVERALL</b>	<b>142</b>	<b>53</b>	<b>37%</b>	<b>26</b>	<b>18%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

These were the compliments notified to CE&CS concerning Adult Social Care:-

*I have appreciated the programme of help. Each of the carers gave support and care over the six weeks. The report gave {me} added reassurance*

*She is kind, understanding and has the capacity to put both my husband and I at ease. She is a good listener and we value her experience.*

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

*I just wanted to thank you for supporting us so professionally.*

*Leah has been absolutely brilliant and a pleasure to have at my home. I am very grateful to her for the help she is giving me.*

*Mrs M has asked me to pass on how helpful and supportive the workers have been, she has mainly seen P and T and says she is so appreciative of their support and understanding.*

*"We just cannot thank you enough but we pray that the way you have made our home beautiful, God in his mercies will bring beauty to your life as well. Thank you so much."*

*{We} would like to say a massive thank-you for all your hard work and kindness with helping us with our autistic son....Through {his} life we have met and dealt with many different people and you have certainly been one of the best and totally professional yet reassuring and kind.*

## Local Government & Social Care Ombudsman cases

Adult Social Care were the subject of 15 referrals to the LG&SCO during 2018/19, of which 9 were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Complex Care East	1	0	1	0	0
Complex Care West	2	1	1	0	0
Duty Team	4	1	2	0	1
Initial Response	1	0	1	0	0
Hospital Team	1	0	1	0	0
LD Assessment & Support	1	0	0	0	1
LD Transition	1	0	0	0	1
CMHT / Oxleas	2	0	0	0	2
Safeguarding	1	0	1	0	0
Blue Badges	1	0	0	0	1
<b>OVERALL</b>	<b>15</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>6</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation / backdated payments	£24,633.07	£11,949.33	-
Charges written off	-	£5,844.40	<b>£1,173.85</b>
Time & trouble payments	-	£250	<b>£200</b>
<b>Stage 1 complaints</b>			
Charges written off	-	-	<b>£303.40</b>
<b>TOTALS</b>	<b>£24,633.07</b>	<b>£18,043.73</b>	<b>£1,677.25</b>

## Section 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 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. The Complaints Team carefully considers each complaint on its own merits and, if the complaint is not from or on behalf of a child or young person, or if in the Council's opinion it is not serving the interests of that child or young person, it will be handled through the Council's corporate complaints procedure.

Children and young people making a complaint have a legal entitlement to advocacy services to support them in making a complaint or expressing their views. Where the child involved has not already been referred, the Complaints Team will refer complaints made by or on behalf of children in relation to Children Social Care to the independently commissioned Advocacy service.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	96	112	<b>114</b>	+2%
Statutory complaints	5	7	<b>6</b>	-14%
Percentage responded to on time	40%	56%	<b>43%</b>	-13%
Percentage fully upheld	20%	26%	<b>23%</b>	-3%
Percentage partially upheld	15%	13%	<b>21%</b>	+8%
Ombudsman cases	9	16	<b>11</b>	-31%
Ombudsman cases upheld	2	8	<b>2</b>	-75%
Financial outcomes	£800	£2,550	<b>£16,907.52</b>	

## Complaints under the 1989 Representations Procedure

There were a total of 6 Stage 1 and 3 Stage 2 Children Social Care complaints during 2017/18. The detailed data for 2016-17 is not available.

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

## Complaints under the Council's Corporate Complaints Procedure

Children's social care were the subject of 114 complaints processed through the Council's corporate procedure during 2018/19, 52 (43%) of which were responded to in a timely way. A total of 53 complaints (44%) were at least partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Early Intervention and Family Support	6	3	50%	2	33%	2	33%
Referral & Assessment, incl. MASH, Atlas and ECT	48	17	35%	9	19%	11	23%
Safeguarding and Care Planning East incl. Court Team	17	14	82%	3	22%	2	18%
Safeguarding and Care Planning West incl. Disabled Children's Team	17	6	35%	3	22%	5	29%
Children Looked After and Care Leavers	15	4	27%	3	20%	4	27%
Fostering, Adoption and Resources	13	5	38%	7	54%	1	8%
Quality Improvement	3	3	100%	1	33%	0	0%
Youth Offending Service	1	0	0%	0	0%	0	0%
<b>OVERALL</b>	<b>120</b>	<b>52</b>	<b>43%</b>	<b>28</b>	<b>23%</b>	<b>25</b>	<b>21%</b>



## Nature of complaint and outcome

The majority of complaints were in relation to staff conduct issues of which 19% (10) were fully upheld and 22% (12) were partially upheld.

Concern	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	<b>54</b>	10	19%	12	22%
Disputed decision	<b>13</b>	4	31%	4	31%
Inadequate information	<b>11</b>	3	25%	0	0%
Lack of action	<b>20</b>	7	35%	4	20%
Quality of service	<b>20</b>	5	23%	6	27%
Service delay	<b>0</b>	0	0%	0	0%
Data protection	<b>2</b>	1	50%	0	0%
<b>OVERALL</b>	<b>120</b>	<b>30</b>	<b>25%</b>	<b>26</b>	<b>21%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following examples were shared with the relevant staff and management :-

*We just wanted to say a huge thank you for all your hard work since we met you in April. We are very aware how much work goes into the Matching Panel report and how quickly you have turned this around... we have felt incredibly well supported by you, and again despite the extra work that we know you must have taken on we have been really impressed and grateful for the way you have kept us informed of plans and developments, and been so responsive to any queries we have had, as well as supporting us in the Medical Adviser and Foster carer meetings*

*A huge thankyou to you both for helping to make the above possible. Firstly, for all the great advice and ideas from the course. Second, because your note about my course attendance and participation, and your opinion on my parenting capacity, was definitely a significant contributing factor for the court when making a decision.*

*I equally want to compliment [you] for getting the conference report to [her] in a timely way prior to conference...That piece of good practice was much appreciated as I believe it would have led to her feeling respected and consulted about all aspects of our intervention. It contributed to our drive towards better partnership working and making parents feel that they have a voice in the protection process.*

*We trust [her] and feel she has really helped us by giving advice and little scenarios to think about/work with and we are so grateful for her assistance. [She] has really taken an interest with our family which has really boosted our confidence that we now have someone supporting us and to be honest, this has restored our faith in social services. She has taken a lot of time out of her personal time the last few weeks to meet with our family after working hours and has really made things a lot easier for us as a family and we can't thank her enough for that.*

*Just a short email to say that I have had every confidence in [his] professionalism during the course of a quite complicated case with a family from our school. He has always acted with the utmost decorum and courtesy towards the parents and children involved, even when having to deal with some extremely trying situations. It has been a pleasure to work with him during this period and I would be grateful if you could pass on my thanks to him and his management team.*

*I just wanted to say how amazing [they] have been in their support of Mindful Mums. Both of them have really promoted the group - getting mum's signed up and have also been really welcoming to us, the volunteers and the mums and babies. We really appreciate it and it makes the groups run so smoothly and facilitates a lovely atmosphere from the beginning.*

## Local Government & Social Care Ombudsman cases

Children's social care were subject of 11 referrals to the LG&SCO during 2018/19, 2 of which had been upheld at the time of writing.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Early Intervention and Family Support	1	0	1	0	0
Referral & Assessment, incl. MASH, Atlas and ECT	2	0	1	0	1
Safeguarding and Care Planning East incl. Court Team	3	0	1	2	0
Safeguarding and Care Planning West incl. Disabled Children's Team	1	0	0	0	1
Children Looked After and Care Leavers	1	0	1	0	0
Fostering, Adoption and Resources	3	2	0	0	1
<b>OVERALL</b>	<b>11</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£800	£2,150	<b>£16,907.52</b>
Charges written off	-	-	-
Time & trouble payments	-	£400	-
<b>Stage 1 complaints</b>	-	-	-
<b>TOTALS</b>	<b>£800</b>	<b>£2,550</b>	<b>£16,907.52</b>

## Section 06 | Housing

Complaints in relation to Housing Services are managed through the Corporate Complaints Procedure.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	126	112	<b>118</b>	+5%
Percentage responded to on time	52%	65%	<b>56%</b>	-9%
Percentage fully upheld	11%	19%	<b>27%</b>	+8%
Percentage partially upheld	14%	8%	<b>17%</b>	+9%
Ombudsman cases	19	10	<b>11</b>	+10%
Ombudsman cases upheld	6	4	<b>5</b>	+25%
Financial consequences	£5,500	£4,550	<b>£6,150</b>	

## Complaints under the Council's Corporate Complaints Procedure

Housing services were the subject of 118 complaints during 2018/19, 66 (56%) of which were responded to in a timely way. The majority of complaints were in relation to Housing Allocations and Housing Options. A total of 52 complaints (44%) were upheld or partially upheld.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Housing Allocations	55	23	42%	13	24%	9	16%
Housing Options	36	24	66%	11	30%	7	19%
Housing Register	9	6	66%	3	33%	1	11%
Housing Compliance & Development	2	2	100%	0	0%	1	50%
Housing Management & Acquisitions	8	4	50%	2	25%	1	13%
Housing Support & Resettlement	8	7	88%	3	38%	1	13%
<b>OVERALL</b>	<b>118</b>	<b>66</b>	<b>56%</b>	<b>32</b>	<b>27%</b>	<b>20</b>	<b>17%</b>

### Nature of complaint

The largest number of complaints were in relation to issues with temporary accommodation of which 8 (19%) were fully upheld, and a 'lack of action' of which 13 (35%) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	8	1	13%	3	38%
Disputed decision	7	1	14%	0	0%
Inadequate information	8	3	38%	2	25%
Lack of action	37	13	35%	6	16%
Quality of service	14	6	43%	1	7%
Temp. accommodation	43	8	19%	7	16%
Behaviour of third party	1	0	0%	1	100%
<b>OVERALL</b>	<b>118</b>	<b>32</b>	<b>27%</b>	<b>20</b>	<b>17%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management.

Some examples of the compliments received by Housing this year :-

*I want to thank you so much for ur quick response to me all the time thank you so much not many people like you around so thank you again I really do appreciate it*

*Wow thank you so very much for the constant updates and advise you've been wonderful*

*I can't tell you how relived we both are. We are very much looking forward to our new start. Thank you so much for all you have I really appreciate it, thank you so much.*

*Thank you very much for your hard work as mine and M's lives will be changing so much now for the better. I wish for you all the happiness you deserve. And thanks for your team.*

*Many thanks for your help and thank you so much you don't understand how thankful I am for you getting me out I was so worried about where baby was going to sleep and how I was going to live having more room will be amazing*

*I'm privilege and thankful that I have you as a contact person on this matter. Your compassion, concern and willingness for a quick resolution is much appreciated. Thank you*

*Oh wow. I'm crying, I'm so pleased. There's light at the end of the tunnel for me and my baby. Thank you so much.*

*Thank you for your email. It was lovely meeting you also yesterday. Your help, advice and suggestions have really put my mind at ease. I have also read the email below regarding the Social Services referral. Thank you so much. I wait to hear from them regarding the visit and for your report. Many thanks again... We really appreciate your help and support."*

## Local Government & Social Care Ombudsman cases

Housing Services were the subject of 11 referrals to the LG&SCO during 2018/19, 5 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Housing Allocations	8	4	2	1	1
Housing Options	2	0	1	0	1
Housing Management & Acquisitions	1	1	0	0	0
<b>OVERALL</b>	<b>11</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>2</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£5,500	£4,300	<b>£5,150</b>
Charges written off	-	-	-
Time & trouble payments	-	£250	-
<b>Stage 1 complaints</b>			
Compensation	-	-	<b>£1,000</b>
<b>TOTALS</b>	<b>£5,500</b>	<b>£4,550</b>	<b>£6,150</b>

## Section 07 | Education

Complaints in relation to Education services are managed through the Corporate Complaints Procedure.

### At a glance

	2016 – 17	2017 – 18	2018 - 19	% on prev. year
Complaints	26	31	<b>45</b>	45%
Percentage responded to on time	62%	61%	<b>44%</b>	-16%
Percentage fully upheld	12%	39%	<b>51%</b>	+12%
Percentage partially upheld	28%	5%	<b>9%</b>	+4%
Ombudsman cases	1	7	<b>7</b>	-
Ombudsman cases upheld	0	1	<b>4</b>	+300%
Financial outcomes	£0	£2,200	<b>£10,604.60</b>	



## Complaints under the Council's Corporate Complaints Procedure

Education services were the subject of 44 complaints during 2018/19. 19 of these were responded to in a timely way (61%). 12 complaints were upheld (39%) and 5 were partially upheld (16%). The majority of complaints were in relation to the SEN service and SEN transport.

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Admissions	5	3	60%	0	0%	0	0%
Early Years	3	2	50%	1	50%	0	0%
Education Welfare	3	1	33%	0	0%	0	0%
Special Educational Needs	25	9	36%	18	72%	1	4%
Special Educational Needs Transport	9	5	55%	3	33%	3	33%
<b>OVERALL</b>	<b>45</b>	<b>20</b>	<b>44%</b>	<b>23</b>	<b>51%</b>	<b>4</b>	<b>9%</b>

### Nature of complaint

The majority of complaints were in relation to a 'Lack of action' of which 75% (12) were fully upheld and 'Quality of Service' of which 36% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	2	0	0%	1	50%
Disputed decision	4	1	25%	1	25%
Inadequate information	9	5	55%	0	0%
Lack of action	16	12	75%	0	0%
Quality of service	11	4	36%	1	9%
Data protection	1	1	100%	0	0%
Billing / Charging	2	0	0%	1	50%
<b>OVERALL</b>	<b>45</b>	<b>23</b>	<b>51%</b>	<b>4</b>	<b>9%</b>

## Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following were shared with the relevant staff and management. These are the compliments for Education notified to CE&CS this year :-

*She's been really helpful and supportive and I'm sure she'll help us get our problems sorted*

*Thank you for the support and care you have afforded to not only children at {...} over my tenure at school but also to families, colleagues and myself. I have advocated for a long time that the link with the Virtual School is very strong in Bromley and helps ... to create child centred solutions. I have been most impressed by the ability to pick up the phone or drop an email and have a sensible conversation which supports and challenges the school. I have appreciated equally the support and the challenge.*

*Everyone I have spoken with at school admissions have always been exemplary in their dealings: always helpful, always polite*

*Well where do I begin? ... H has had the utmost privilege of travelling to and from school in a taxi which was kindly arranged by you. Words cannot describe how thankful {we} are for this service... I can honestly say that if it wasn't for your support then it would've been a real struggle for myself and H to travel to and from school!... Well, it's been an absolute pleasure liaising with you for his benefit. H and I are extremely thankful! We would both like to wish you and the rest of Bromley council the very best in the future, may you thrive and prosper in all areas of your work.*

## Local Government & Social Care Ombudsman cases

Education services were the subject of 7 referrals to the LG&SCO during 2018/19, 4 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Admissions	1	1	0	0	0
Education Welfare	1	0	1	0	0
Special Educational Needs	3	2	0	0	1
Special Educational Needs Transport	2	1	1	0	0
<b>OVERALL</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>1</b>

## Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	-	£2,200	<b>£10,204.60</b>
Charges written off	-	£0	<b>£0</b>
Time & trouble payments	-	£0	<b>£400</b>
<b>Stage 1 complaints</b>	-	-	-
<b>TOTALS</b>	-	£2,200	<b>£10,604.40</b>

## Section 08 | Chief Executive's Department

Complaints in relation to the Chief Executive's Department are managed through the Corporate Complaints Procedure. This division covers Finance, Legal, Electoral and Registrar services.

### At a glance

	2016 - 17	2017 – 18	2018 - 19	% on prev. year
Complaints	32	58	<b>66</b>	14%
Percentage responded to on time	68%	78%	<b>70%</b>	-8%
Percentage fully upheld	6%	21%	<b>27%</b>	+6%
Percentage partially upheld	16%	24%	<b>23%</b>	-1%
Ombudsman cases	18	25	<b>23</b>	-8%
Ombudsman cases upheld	1	4	<b>4</b>	-
Financial outcomes	£300	£1,253	<b>£760.30</b>	

## Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 66 complaints during 2018/19, 46 of which (70%) were responded to in a timely way.

A total of 33 complaints (50%) were upheld or partially upheld. The majority of complaints were in relation to either Council Tax (33%) or Housing Benefit (29%).

Service	Complaints received	No. answered on time	% answered on time	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Appointeeship	1	1	100%	1	100%	0	0%
Business rates	5	3	60%	1	20%	1	20%
Care Home fees	3	0	0%	0	0%	1	33%
Council Tax	22	17	77%	6	27%	7	32%
Customer Services	3	2	66%	0	0%	0	0%
Direct Payments	1	0	0%	1	100%	0	0%
Domiciliary Care fees	7	4	57%	3	43%	2	29%
Electoral Services	2	2	100%	0	0%	0	0%
Housing Benefit	19	14	74%	6	32%	2	11%
Legal	1	1	100%	0	0%	0	0%
Registrar Services	2	2	100%	0	0%	2	100%
<b>OVERALL</b>	<b>66</b>	<b>46</b>	<b>70%</b>	<b>18</b>	<b>27%</b>	<b>15</b>	<b>23%</b>

## Nature of complaint

The majority of complaints were in relation to a 'Lack of action', of which 14% (3) were fully upheld, and 'Billing & charging' of which 24% (4) were fully upheld.

Service	Complaints	No. fully upheld	% fully upheld	No. partially upheld	% partially upheld
Staff conduct	9	1	11%	3	33%
Disputed decision	1	0	0%	0	0%
Inadequate information	0	0	0%	0	0%
Lack of action	17	6	35%	5	29%
Quality of service	11	1	9%	1	9%
Service delay	1	1	100%	0	0%
Billing & charging	26	8	31%	6	23%
Data protection	1	1	100%	0	0%
<b>OVERALL</b>	<b>66</b>	<b>18</b>	<b>27%</b>	<b>15</b>	<b>23%</b>

## Compliments

An example compliment notified to CE&CS this year in relation to the Chief Executive's Department :-

*Thank you so much for your assistance, thanks to your very much appreciated help I have now heard from two different sources in Bromley Social Services about the course...I now have the details of where the course will run and what it will cover ... also it has been confirmed that I qualify to attend ... You are a Star*

## Local Government & Social Care Ombudsman cases

The Chief Executive's Department was the subject of 20 referrals to the LG&SCO during 2018/19, 2 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Business Rates	1	1	0	0	0
Council Tax	7	1	3	1	2
Housing Benefit	10	0	7	3	0
CE&CS	1	0	1	0	0
Legal Services	1	0	0	0	1
<b>OVERALL</b>	<b>20</b>	<b>2</b>	<b>11</b>	<b>4</b>	<b>3</b>

## Financial consequences of complaints

	2016 – 17	2017 – 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£300	£100	-
Charges written off	-	£853	-
Time & trouble payments	-	£300	-
<b>Stage 1 complaints</b>			
Compensation	-	-	£250
Charges written off	-	-	£510.30
<b>TOTALS</b>	<b>£300</b>	<b>£1,253</b>	<b>£760.30</b>

## Section 09 | Environment & Community Services

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

Environment & Community Services recorded 384 cases as having been handled as corporate complaints during 2018/19. No statistics are held for the timeliness of responses, but 94% of those complaints were recorded as having received a response.

Service	Number of complaints	Proportion responded to
Highways & Transport	52	94%
Neighbourhood Management	164	90%
Public Protection	45	100%
Planning	24	96%
Renewal & Recreation	15	100%
Traffic, Road Safety & Parking	84	98%
<b>OVERALL</b>	<b>384</b>	<b>94%</b>



## Nature of complaint

EC&S currently allocate their complaints to one of four categories.

Service	Information	Lack of action	Operational	Policy	TOTAL
Highways & Transport	3	4	45	0	<b>52</b>
Neighbourhood Management	1	24	131	8	<b>164</b>
Public Protection	1	3	36	5	<b>45</b>
Planning	2	5	12	5	<b>24</b>
Renewal & Recreation	0	1	13	1	<b>15</b>
Traffic, Road Safety & Parking	0	4	74	6	<b>84</b>
<b>OVERALL</b>	<b>7</b>	<b>41</b>	<b>311</b>	<b>25</b>	<b>384</b>

## Compliments

These are example compliments for ECS supplied to CE&CS :-

*I just want to thank you for the efficient, clean, non invasive and proficient way in which the work is being carried out. I never thought I would say this but we were one of the fortunate residents to have work done at night right outside our house...The timing was perfect - the noisy stuff was done earlier in the evening and the work got quieter and quieter until we were not sure that the work was still going on when we turned our lights out at 10.45! The workers were quiet and busy and it was obvious that everyone knew exactly what they were doing...So, well done Bromley!*

*I am writing to you to express my heartfelt thanks to {...} for the exceptional support and service they have provided... As soon as I contacted the council, my problem was taken very seriously and within 2 days, resolved!... Clearly, she and the team are very experienced and highly skilled, a real asset to the Council and a huge reassurance to us, residents. I would be grateful if her and her team's work could be recognised in any way. I am sure it is often taken for granted, while it is so fundamentally important for everyone living in the borough.*

## Local Government & Social Care Ombudsman cases

Environment & Community Services were the subject of 24 referrals to the LG&SCO during 2018/19, 3 of which were upheld.

Service	Total	Upheld	Not Upheld	Premature	Ongoing
Highways & Transport	9	1	5	1	2
Neighbourhood Management	5	0	4	0	1
Planning & Development	8	2	5	1	0
Renewal & Recreation	1	0	1	0	0
Public Protection	1	0	0	0	1
<b>OVERALL</b>	<b>24</b>	<b>3</b>	<b>15</b>	<b>2</b>	<b>4</b>

This compares well to the previous year when 31 referrals were made (an improvement of 22%) of which 3 were upheld.

### Financial consequences of complaints

	2016 - 17	2017 - 18	2018 - 19
<b>Ombudsman cases</b>			
Compensation and backdated payments	£300	£900	£0
Charges written off	-	£0	£0
Time & trouble payments	-	£650	£0
<b>Stage 1 complaints</b>			
Compensation	-	-	-
Charges written off	-	-	-
<b>TOTALS</b>	<b>£300</b>	<b>£1,550</b>	<b>£0</b>

## Section 10 | Public Health

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