



# Complaints & Compliments

Annual Report 2020-2021



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## 01 | WHY WE 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. Whilst that legislation primarily references social care complaints, the London Borough of Bromley 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 2020 to 31<sup>st</sup> March 2021.

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

### 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 3 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.

## 03 | COUNCIL OVERVIEW

### Complaints received

Division	2018/19	2019/20	2020/21	% change
Adult Social Care	142	117	<b>57</b>	-51.3%
Children's Social Care	114	105	<b>77</b>	-26.7%
Housing	118	90	<b>78</b>	-13.3%
Planning & Regeneration	-	-	<b>25</b>	n/a
Education	44	38	<b>23</b>	-39.5%
Chief Executive's Dept.	66	95	<b>75</b>	-21.1%
Public Health	0	0	<b>0</b>	n/a
<b>Total</b>	<b>484</b>	<b>445</b>	<b>335</b>	<b>-24.7%</b>
Environment & Public Protection	384	211	<b>207</b>	-1.9%

The Council received 542 complaints during 2020/21, a 17% decrease on the 656 from the previous year.

### How complaints were received

Source	Adult	Children	Housing	P&R	Education	EPP	CED	Public Health	Total	% of total
Email	38	37	57	15	13	114	52	0	326	60.1%
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	0	0	0	1	0	3	1	0	5	0.9%
Telephone	5	3	2	0	1	3	2	0	16	3.0%
Website	14	37	19	9	9	87	20	0	195	36.0%
<b>Total</b>	<b>57</b>	<b>77</b>	<b>78</b>	<b>25</b>	<b>23</b>	<b>207</b>	<b>75</b>	<b>0</b>	<b>542</b>	

96.1% of complaints were received by email or through the website, a significant increase in the use of our digital channels from 82.7% last year.

## Proportion upheld

	Aspects	Upheld / Partially Upheld	% 2020/21	% 2019/20
Adult Social Care	68	38	<b>56%</b>	49%
Children's Social Care	110	48	<b>44%</b>	45%
Housing	93	33	<b>35%</b>	29%
Planning & Regeneration	33	9	<b>27%</b>	-
Education	33	13	<b>39%</b>	55%
Chief Executive's Dept.	97	48	<b>49%</b>	42%
Public Health	0	0	<b>N/A</b>	N/A
<b>TOTAL</b>	<b>434</b>	<b>189</b>	<b>44%</b>	<b>44%</b>
Environment & Public Protection	<i>Data not currently collected</i>			

44% of complaints were at least partially upheld, steady compared to 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.

### Causes for complaint

The most frequent cause for complaint (aspect) was quality of service (41%), one-fifth of which were upheld. Lack of action (18.6%) was the next most prevalent. Complaints about staff conduct were the most likely to be upheld.

Complaints about staff conduct can include staff of third-party providers contracted by the Council.

Complaint	Adult	Children	Housing	P&R	Education	EPP	CED	Public Health	Total	% of total	% upheld
Staff conduct	7	32	9	2	5	18	1	0	74	11.5%	31.1%
Disputed Decision	7	11	6	8	3	25	4	0	64	10.0%	9.4%
Information	11	12	4	9	9	13	7	0	65	10.1%	18.5%
Lack of Action	14	19	23	4	7	38	14	0	119	18.6%	21.0%
Quality of Service	22	33	51	9	7	113	28	0	263	41.0%	20.2%
Service Delay	2	2	0	1	2	-	4	0	11	1.7%	27.3%
Behaviour of another	0	1	0	0	0	-	-	-	1	0.2%	100.0%
Billing / Charging	5	-	-	-	-	-	39	-	44	6.9%	9.1%
<b>Total</b>	<b>68</b>	<b>110</b>	<b>93</b>	<b>33</b>	<b>33</b>	<b>207</b>	<b>97</b>	<b>0</b>	<b>641</b>		

## Responding on time

59% of all complaints were responded to within 20 working days, an improvement compared to last year's 47%. Complaints involving contracted services can take longer to address as the Council is ultimately responsible for the quality of their services.

Some of this improvement reflects the well-attended additional 'Complaints Handling' training delivered by the Council, leading to an increased quality of response and a consequential improvement in response times. An increased focus on the lessons to be learnt from complaints may also assist in lowering the upheld percentage.

Division	2018/19	2019/20	2020/21
Adult Social Care	37%	35%	<b>37%</b>
Children's Social Care	43%	43%	<b>58%</b>
Housing	56%	63%	<b>72%</b>
Planning & Regeneration	n/a	n/a	<b>48%</b>
Education	44%	45%	<b>48%</b>
Chief Executive's Dept.	70%	54%	<b>52%</b>
Public Health	-	-	-
<b>OVERALL</b>	<b>48%</b>	<b>47%</b>	<b>59%</b>
Environment & Public Protection	-	-	-

## Local Government & Social Care Ombudsman cases

The Council handled 93 Ombudsman cases during the year. Those generated 259 individual Ombudsman response deadlines - only 12% down on the 298 for the previous year - of which 84.1% were responded to within timescale.

The Council was the subject of 38 investigations by the Ombudsman during the year. Of the 38 investigated complaints, 26 were upheld against the Council (68%). Fewer complaints were upheld against the Council than the London average of 72%, therefore placing Bromley 11<sup>th</sup> best in London. 26 Ombudsman complaints upheld equate to 0.08 complaints upheld per 1000 residents.

### 2020-2021 Annual Review letter

Every year the Ombudsman publishes an annual review letter for each Council, accompanied by the statistics they hold. For the year 2020-21 their figures disclose the following :-

	2018 - 19	2019 - 20	2020 - 21	% change
Referrals	139	149	<b>103</b>	-31%
Resulting investigations	42	43	<b>38</b>	-11.6%
Proportion investigated	30%	29%	<b>37%</b>	+8%
Number upheld	33	28	<b>26</b>	-7%
Upheld rate	78%	65%	<b>69%</b>	+4%
London average	63%	70%	<b>73%</b>	+3%
London ranking	Joint 30 <sup>th</sup>	Joint 7 <sup>th</sup>	<b>Joint 11<sup>th</sup></b>	

The table above shows the Council maintaining its positive progress in its dealings with the Ombudsman.

The upheld rate is a primary indicator of performance and here the Council has retained its place in the top third of London boroughs, its upheld rate being 4% better than the London average.

The Ombudsman's upheld statistics include those complaints where the Ombudsman would determine that the Council had already provided a satisfactory remedy before the complaint reached the Ombudsman – in this year, that was 15% for the Council, against a London average of 12%.



## Financial consequences of complaints

		Adults	Children's	Housing	P&R	Education	EPP	CED	TOTALS
Ombudsman	Compensation & Backdating	£250.00	£800.00	£6,250.00	£0.00	£1,400.00	£0.00	£0.00	<b>£8,700.00</b>
	Written off	£9,291.50	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£9,291.50</b>
	Time & trouble	£850.00	£200.00	£0.00	£0.00	£200.00	£0.00	£0.00	<b>£1,250.00</b>
Stage 1	Compensation & Backdating	£4,000.00	£0.00	£250.00	£0.00	£2,700.00	£0.00	£121.00	<b>£7,071.00</b>
	Written off	£5,645.07	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£5,645.07</b>
	Time & trouble	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
	Expert fees	£3,504.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£3,504.00</b>
	<b>Total</b>	<b>£23,540.57</b>	<b>£1,000.00</b>	<b>£6,500.00</b>	<b>£0.00</b>	<b>£4,300.00</b>	<b>£0.00</b>	<b>£121.00</b>	<b>£35,461.57</b>

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

The total of £35,461.57 is a 4% decrease on last year's £37,095.67. It should be borne in mind that annual totals are often skewed by one or two specific cases, when the vast majority do not result in any significant financial outlay.

## Compliments

Division	2019/20	2020/21	% change
Adult Social Care	28	<b>33</b>	18%
Children's Social Care	48	<b>47</b>	-2%
Housing	284	<b>108</b>	-62%
Planning & Regeneration	n/a	<b>1</b>	n/a
Education	4	<b>22</b>	450%
Chief Executive's Dept.	0	<b>12</b>	n/a
Environment & Public Protection	56	<b>59</b>	5%
<b>Total</b>	<b>420</b>	<b>282</b>	<b>-33%</b>

## 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

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	142	117	<b>57</b>	-51%
Percentage responded to on time	37%	35%	<b>37%</b>	2%
Percentage fully upheld	37%	28%	<b>28%</b>	0%
Percentage partially upheld	18%	21%	<b>28%</b>	7%
New Ombudsman cases	15	9	<b>4</b>	-56%
Ombudsman cases upheld	3	6	<b>6</b>	0%
Financial consequences	£1,677.25	£10,057.76	<b>£23,540.57</b>	
<b>Compliments</b>	45	28	<b>33</b>	18%

### Complaints received

The Adult Social Care division was the subject of 57 complaints during 2020-21. 38% of individual complaint aspects were responded to on time, contributing to an overall figure of 38% of complaint responses involving Adult Social Care being responded to in a timely way. 56% of complaints were fully or partially upheld, a 7% increase on last year's 49%.

Those 57 complaints gave rise to 57 mentions and 68 individual aspects (please refer to the Terminology section).

'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 8, complaints involving third party providers can often take longer to resolve and as this year Contracted Services were involved in 19% of complaint aspects, and 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	<b>5</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>3</b>
%	9%	7%	40%	40%	20%	0%	60%
Complex Care East	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Complex Care West	<b>9</b>	<b>9</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	16%	13%	22%	33%	44%	0%	44%
Coordination & Review	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	2%	1%	0%	100%	0%	0%	0%
Duty Team	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	9%	6%	50%	50%	0%	0%	25%
Hospital Team	<b>7</b>	<b>9</b>	<b>4</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>2</b>
%	12%	13%	44%	11%	44%	0%	22%
Initial Response	<b>6</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	11%	12%	25%	25%	50%	0%	50%
Reablement & Rehab	<b>6</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>6</b>
%	11%	10%	43%	0%	57%	0%	86%
Occupational Therapy	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Learning Disability	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>
%	5%	6%	0%	25%	75%	0%	25%
CMHT Oxleas	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>
%	5%	4%	33%	0%	67%	0%	33%
DOLs	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Safeguarding	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Care Link	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Extra Care Housing	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
LD Provider Services	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Reablement Provider Service	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	2%	1%	0%	0%	100%	0%	0%
Brokerage	<b>3</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>1</b>
%	5%	6%	0%	25%	75%	0%	25%
Contracted Services	<b>11</b>	<b>13</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>0</b>	<b>3</b>
%	19%	19%	23%	46%	31%	0%	23%
<b>OVERALL</b>	<b>57</b>	<b>68</b>	<b>19</b>	<b>19</b>	<b>30</b>	<b>0</b>	<b>26</b>
			28%	28%	44%	0%	38%

## Nature of complaint and outcome

The majority of complaints (32%) were in relation to the quality of service received, of which 59% were at least partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	7	1	6	0	0	4
%	10%	14%	86%	0%	0%	57%
Disputed decision	7	0	3	4	0	0
%	10%	0%	43%	57%	0%	0%
Information	11	3	2	6	0	4
%	16%	27%	18%	55%	0%	36%
Lack of action	14	3	1	10	0	9
%	21%	21%	7%	71%	0%	64%
Quality of service	22	7	6	9	0	6
%	32%	32%	27%	41%	0%	27%
Service Delay	2	1	1	0	0	1
%	3%	50%	50%	0%	0%	50%
Billing & Charging	5	4	0	1	0	2
%	7%	80%	0%	20%	0%	40%
Behaviour of another service user	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>68</b>	<b>19</b>	<b>19</b>	<b>30</b>	<b>0</b>	<b>26</b>
		28%	28%	44%	0%	38%

## Compliments

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

I met a Reablement carer there yesterday and she was amazing with Mrs L and already has managed to get her to have a shower...Mrs L was very happy with this support and I could see a vast improvement which was fantastic; thank you.

*I would just like to take this opportunity to thank you for all your help with this matter over the last few weeks. Your professionalism and care have been very much appreciated, particularly during such a busy and challenging time, thank you.*

It was great to speak with you yesterday too. Thank you for sending through the summary of our conversation, it is a huge relief to know that I now have a single point of contact to discuss these issues with and that someone is going to follow up on all the points raised.

*Thank you for your help with mum's care after her accident. Please pass on our thanks to all the carers who assisted mum during her recovery. Mum was very pleased with the attitude and professionalism of all the carers involved and has asked me to pass on her thanks to all the team.*

During my conversation with her she wanted to take the time to say thank you for our involvement. She also wanted to praise the manner in which you completed your visit. You made her feel very comfortable; you did not rush or pressure her, and you agreed to go for a coffee to discuss the referral and concerns being raised. She could not face someone entering her property as she was embarrassed.

*It has always been on our mind to highlight the fantastic work done and express our sincere gratitude for the hard work and dedication by your Team during the Transition and CTR process for our son...We really want to acknowledge the AMAZING WORK done by his adult social worker, who tirelessly worked with the whole Team to successfully get him into his current supported living accommodation.*

I just wanted to write to you to thank you from the bottom of my heart for all your help in finding M a permanent placement. I cannot begin to tell you what it has meant to myself and all her family that you took so much care in finding her a place for life, that totally fits with her needs. This placement is down to you - your professionalism in dealing with M, and not accepting anything but the best for her, has enabled us as a family, to feel that she is now in the best hands she can be, and can look forward to a happy and fulfilling life. We will always be grateful to you.

*My elderly mum just wanted to pass on all her thanks and gratitude to the OT Team at Bromley. We both just wanted to say a big thanks to T and N - both have been marvellous. They are simply 'the best', they have been not only supporting but really loving and caring towards my elderly mum and dad. They work tirelessly to help and support people with compassion and go above and beyond to help. These guys are the Crown Jewels of the Bromley Service and assets to the council. We can't praise them both enough. Please pass in all our thanks as service users for all their hard work and commitment.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 11 new Adult Social Care referrals during 2020-21. Of the 12 decisions made during the year, six were upheld.

Ombudsman outcomes	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied	TOTAL	Ongoing
Blue Badges	0	0	0	0	0	0	0	0	0	0	0
Brokerage	0	0	0	0	0	0	0	0	0	0	0
CMHT/Oxleas	0	0	0	0	0	0	2	0	0	2	0
Complex Care West	0	0	0	0	0	0	2	0	0	2	0
Coord'n & Review	0	0	0	0	0	0	0	0	0	0	0
Creative Support	0	0	0	0	0	0	0	0	0	0	0
Duty Team	0	0	0	0	0	0	1	0	0	1	0
Initial Response	0	0	0	0	0	0	0	0	0	0	0
Learning Disability	0	0	0	0	0	0	0	0	0	0	0
Reablement & Rehab	0	0	0	0	1	0	0	0	0	1	1
Safeguarding	2	2	1	0	0	0	1	0	0	6	1
<b>OVERALL</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>2</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	-	100.00	<b>£250.00</b>
Charges written off	1,173.85	7,922.83	<b>£9,291.50</b>
Time & trouble payments	200.00	250.00	<b>£850.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	367.00	<b>£4,000.00</b>
Charges written off	303.40	1,417.93	<b>£5,645.07</b>
Time & trouble payments	-	0.00	<b>£0.00</b>
Expert fees	-	-	<b>£3,504.00</b>
<b>TOTALS</b>	<b>1,677.25</b>	<b>10,057.76</b>	<b>£23,540.57</b>

## 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 determines 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, 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

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	114	99	<b>74</b>	-25%
Statutory complaints	6	6	<b>3</b>	-50%
Percentage responded to on time	43%	45%	<b>58%</b>	13%
Percentage fully upheld	23%	27%	<b>19%</b>	-8%
Percentage partially upheld	21%	17%	<b>25%</b>	8%
New Ombudsman cases	11	22	<b>10</b>	-55%
Ombudsman cases upheld	2	2	<b>6</b>	200%
Financial consequences	£16,907.52	£11,171.52	<b>£1,000.00</b>	
<b>Compliments</b>	33	48	<b>47</b>	-2%

## Complaints under the 1989 Representations Procedure

The numbers of statutory complaints remained largely static.

	2018 - 19	2019 - 20	2020 - 21
Stage 1	6	6	3
Stage 2	3	1	2
Stage 3	0	0	0
<b>Total</b>	<b>9</b>	<b>7</b>	<b>5</b>

## Complaints under the Council's Corporate Complaints Procedure

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

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Early Intervention & Family Support	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Referral & Assessment, incl. MASH, Atlas & ECT	<b>18</b>	<b>24</b>	<b>3</b>	<b>9</b>	<b>12</b>	<b>0</b>	<b>10</b>
%	21%	22%	13%	38%	50%	0%	42%
SG&CP East incl. Court Team	<b>15</b>	<b>22</b>	<b>4</b>	<b>5</b>	<b>13</b>	<b>0</b>	<b>21</b>
%	17%	20%	18%	23%	59%	0%	95%
SG&CP West	<b>22</b>	<b>30</b>	<b>3</b>	<b>7</b>	<b>20</b>	<b>0</b>	<b>19</b>
%	26%	27%	10%	23%	67%	0%	63%
Children Looked After and Care Leavers	<b>8</b>	<b>10</b>	<b>3</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>9</b>
%	9%	9%	30%	10%	60%	0%	90%
Fostering, Adoption and Resources (incl. CWD)	<b>19</b>	<b>19</b>	<b>7</b>	<b>5</b>	<b>7</b>	<b>0</b>	<b>8</b>
%	22%	17%	37%	26%	37%	0%	42%
Quality Assurance	<b>4</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>5</b>
%	5%	5%	20%	0%	80%	0%	100%
<b>OVERALL</b>	<b>86</b>	<b>110</b>	<b>21</b>	<b>27</b>	<b>62</b>	<b>0</b>	<b>72</b>
			19%	25%	56%	0%	65%



The Children’s Social Care division was the subject of 74 corporate complaints during 2020-21. 65% of individual complaint aspects were responded to on time, contributing to an overall figure of 58% of complaint responses involving Children’s Social Care being responded to in a timely way. 46% of complaints were fully or partially upheld, a 1% increase on last year’s 45%.

Those 74 complaints gave rise to 86 mentions and 110 individual aspects (please refer to the Terminology section).

## Nature of complaint and outcome

The majority of complaints (30%) were in relation to quality of service issues of which 60% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>32</b>	<b>4</b>	<b>8</b>	<b>20</b>	<b>0</b>	<b>23</b>
%	29%	13%	25%	63%	0%	72%
Disputed decision	<b>11</b>	<b>1</b>	<b>1</b>	<b>9</b>	<b>0</b>	<b>8</b>
%	10%	9%	9%	82%	0%	73%
Information	<b>12</b>	<b>1</b>	<b>3</b>	<b>8</b>	<b>0</b>	<b>7</b>
%	11%	8%	25%	67%	0%	58%
Lack of action	<b>19</b>	<b>6</b>	<b>3</b>	<b>10</b>	<b>0</b>	<b>11</b>
%	17%	32%	16%	53%	0%	58%
Quality of service	<b>33</b>	<b>9</b>	<b>11</b>	<b>13</b>	<b>0</b>	<b>21</b>
%	30%	27%	33%	39%	0%	64%
Service Delay	<b>2</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
%	2%	0%	0%	100%	0%	100%
Behaviour of another service user	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	1%	0%	100%	0%	0%	0%
<b>OVERALL</b>	<b>110</b>	<b>21</b>	<b>27</b>	<b>62</b>	<b>0</b>	<b>72</b>
		19%	25%	56%	0%	65%

## Compliments

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

Omg they are truly amazing. I needed their help when my son was diagnosed with ADHD and help with the whole school process. I had a man called G, I couldn't recommend him more, amazing caring man.

*The Local Authority have worked tirelessly to ensure that these children's needs are both understood and met. I have been consistently impressed with W's commitment to the children and her willingness to go above and beyond for them both.*

From the bottom of my heart I say a VERY BIG THANK YOU to all the social worker DISABLE TEAM who has make this come true because I never dream this can happen soon, you have gone extra mile even out of way, to pick me and my son on the street in an horrible situation and help us find a better life and meaning future, you people did not only show you are Social worker but also a mother who has passionate for children.....I AM delighted and overwhelmed.

*I was contacted by J...I found her professionalism and interpersonal skills exceptional, whilst dealing with myself and taking notes going through my personal history she remained her professional at all times and listened to what I had to say. In my opinion that her selfless attitude and kind listening ear was a refreshing change, I have had many dealings with various companies over the phone and J really impressed me in how she conducted the whole process and I hope this is passed to her manager and filtered down to her.*

It was lovely to meet you today, thank you for coming along, you were really good with both child and dad, I felt as a team we worked well together, it always makes our job easier when we work with someone who is so approachable and engaging with the families.

*I know that you are too modest to accept praises but I am going to say it anyway, it's all down to your determination, kindness ,tenacity, compassion, empathy, enduring sense of fairness, duty and your hard work. You are truly in my eyes what a true public servant should be.*

Please don't apologise, really appreciate the information, and the chat with S. You guys are just so amazing. I can't thank you enough for all your help and support!

*I just wanted to take this opportunity to feedback what a pleasure it has been working alongside M with this family...M has been nothing but helpful and always replies to any emails promptly which has made my life so much easier. She is always so friendly, approachable and very professional.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 16 new Children's Social Care referrals during 2020-21. Of the 16 decisions made during this business year, 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		
Early Intervention & Family Support	0	0	0	0	0	0	0	0	0	0	0
Referral & Assessment	1	1	1	0	1	0	1	0	1	6	1
Safeguarding & Care Planning East	0	1	0	0	0	0	1	0	0	2	0
Safeguarding & Care Planning West	1	1	1	0	0	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	1	0	3	0	0	5	0
Quality Assurance	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>1</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	2,150.00	16,907.52	<b>£800.00</b>
Charges written off	-	-	<b>£0.00</b>
Time & trouble payments	400.00	-	<b>£200.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	-	<b>£0.00</b>
Charges written off	-	-	<b>£0.00</b>
Time & trouble payments	-	-	<b>£0.00</b>
<b>TOTALS</b>	<b>2,550.00</b>	<b>16,907.52</b>	<b>£1,000.00</b>

## 06 | HOUSING

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

### Housing at a glance

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	118	90	<b>78</b>	-13%
Percentage responded to on time	56%	65%	<b>72%</b>	7%
Percentage fully upheld	27%	18%	<b>24%</b>	6%
Percentage partially upheld	17%	11%	<b>12%</b>	1%
New Ombudsman cases	11	7	<b>6</b>	-14%
Ombudsman cases upheld	5	3	<b>4</b>	33%
Financial consequences	£6,150.00	£8,000.00	<b>£6,500.00</b>	
<b>Compliments</b>	109	284	<b>108</b>	-62%

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

The Housing division was the subject of 78 corporate complaints during 2020/21. 63% of individual complaint aspects were responded to on time, contributing to an overall figure of 72% of complaint responses involving Housing being responded to in a timely way. 36% of complaints were fully or partially upheld, a 7% increase on last year's 29%.

Those 78 complaints gave rise to 81 mentions and 93 individual aspects (please refer to the Terminology section).

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	<b>48</b>	<b>57</b>	<b>18</b>	<b>4</b>	<b>34</b>	<b>1</b>	<b>31</b>
%	59%	61%	32%	7%	60%	2%	54%
Housing Options	<b>7</b>	<b>8</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>7</b>
%	9%	9%	25%	13%	63%	0%	88%
Housing Register	<b>5</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	6%	5%	20%	0%	80%	0%	80%
Compliance & Development	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	2%	2%	0%	50%	50%	0%	0%
Management & Acquisitions	<b>19</b>	<b>21</b>	<b>1</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>17</b>
%	23%	23%	5%	24%	71%	0%	81%
Support & Resettlement	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>81</b>	<b>93</b>	<b>22</b>	<b>11</b>	<b>59</b>	<b>1</b>	<b>59</b>
			24%	12%	63%	1%	63%

## Nature of complaint

The largest number of complaints (26%) were concerns about a lack of action of which 24% were fully upheld, followed by issues with temporary accommodation, of which none were fully upheld and 10% were partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>9</b>	<b>1</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>8</b>
%	10%	11%	11%	78%	0%	89%
Disputed decision	<b>6</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>0</b>	<b>3</b>
%	6%	0%	0%	100%	0%	50%
Information	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>2</b>
%	4%	50%	0%	50%	0%	50%
Lack of action	<b>23</b>	<b>5</b>	<b>4</b>	<b>14</b>	<b>0</b>	<b>19</b>
%	25%	22%	17%	61%	0%	83%
Quality of service	<b>27</b>	<b>11</b>	<b>4</b>	<b>12</b>	<b>0</b>	<b>16</b>
%	29%	41%	15%	44%	0%	59%
Service Delay	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%
Temporary accommodation	<b>24</b>	<b>3</b>	<b>2</b>	<b>18</b>	<b>1</b>	<b>11</b>
%	26%	13%	8%	75%	4%	46%
Behaviour of another service user	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>93</b>	<b>22</b>	<b>11</b>	<b>59</b>	<b>1</b>	<b>59</b>
		24%	12%	63%	1%	63%

## 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 so much for taking the time to read my email, also can you pass my thanks onto B. We really appreciate your fast response so far and help with trying to resolve this issue. This is just an email to say thank you so much for helping us, i cannot explain how much this means to us, and how much happier we will now be.

*You have will and power to help everyone who is in need and I wish you would never lose this dedication. You are an absolute golden star.*

They also did what they said they were going to do, when they said they were going to do it, which in my experience with different local authorities is quite remarkable.

*I understand there are no magic wands amidst the epidemic housing crisis, but it really makes a difference when professionals exhibit positive regard. Being treated as a human being rather than a case number has made a stressful situation a little more bearable.*

You calling me and discussing my concerns made a huge difference, knowing someone could actually listen and have a conversation meant a lot. Thank you very much for assisting us with this. Thank you very much for your continuous support.

*You have helped me, a lot and thank you for that. Really thank you very much. Maybe it's not a big deal for you , but for me it means a change of life.*

I just wanted to say thank you again for taking the time to come to visit my flat. It really helps to know that there are people out there that understand my situation, and do want to help if they can. Thank you for being so polite, professional, friendly and helpful, and for not judging me! It's very much appreciated!

*Thank you for your efforts, these are much appreciated...as were my previous exchanges with you. You have been very patient and understanding with me and this is really appreciated and is an example that others could learn and benefit from... Thank you ever so much again, your efforts have undoubtedly produced this result, very best wishes*

My family and I would like you to know how much we appreciate your kindness, during our period of homelessness. During our hour of need, the kind words and assistance from all, including the security guard, reception staff and the housing solutions team lightened our ordeal.

*S has been very supportive to me with my family. She has pushed me to learn English and many other things. I really appreciate her job. She is one in a million. She helps me to know how to communicate with people. She has supported me through all my difficulties. She is an excellent officer. I don't know how to thank you. Especially for you helping me to write and making me learn for myself. I'm so happy to walk with you thanks for accepting me for who I am.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 12 new Housing referrals during 2020-21. Of the 11 decisions made during the year, 4 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		
Housing Allocations	1	2	0	0	2	0	0	0	0	5	1
Housing Options	0	0	0	0	1	0	3	0	0	4	0
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	0	0	0	0
<b>OVERALL</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>1</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	5,150.00	5,850.00	6,250.00
Charges written off	-	-	-
Time & trouble payments	-	250.00	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	1,000.00	1300.00	250.00
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>6,150.00</b>	<b>7,400.00</b>	<b>6,500.00</b>



## 07 | PLANNING & REGENERATION

Complaints in relation to Planning & Regeneration are managed through the corporate complaints procedure. This is the first year that the Customer Engagement & Complaints Service have overseen Planning and Regeneration corporate complaints so no year-on-year comparison data is available.

### Planning & Regeneration at a glance

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	-	-	<b>25</b>	-
Percentage responded to on time	-	-	<b>48%</b>	-
Percentage fully upheld	-	-	<b>15%</b>	-
Percentage partially upheld	-	-	<b>12%</b>	-
New Ombudsman cases	9	13	<b>10</b>	-23%
Ombudsman cases upheld	2	2	<b>1</b>	-50%
Financial consequences	£0.00	£600.00	<b>£0.00</b>	
<b>Compliments</b>	-	n/a	<b>1</b>	-

## Complaints under the Council's Corporate Complaints Procedure

Planning & Regeneration services were the subject of 25 corporate complaints during 2020-21. 39% of individual complaint aspects were responded to on time, contributing to an overall figure of 55% of complaint responses involving Planning & Regeneration being responded to in a timely way. 27% of complaints were fully or partially upheld.

Those 99 complaints gave rise to 25 mentions and 33 individual aspects (please refer to the Terminology section). The table below sets out the individual complaint aspects for the different services within Planning & Regeneration.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Development Management	11	15	1	2	12	0	8
%	44%	45%	7%	13%	80%	0%	53%
Planning Policy & Strategy	2	2	0	0	2	0	1
%	8%	6%	0%	0%	100%	0%	50%
Building Control	8	8	0	2	6	0	2
%	32%	24%	0%	25%	75%	0%	25%
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	2	3	3	0	0	0	1
%	8%	9%	100%	0%	0%	0%	33%
Regeneration	2	5	1	0	4	0	1
%	8%	15%	20%	0%	80%	0%	20%
<b>OVERALL</b>	<b>25</b>	<b>33</b>	<b>5</b>	<b>4</b>	<b>24</b>	<b>0</b>	<b>13</b>
			15%	12%	73%	0%	39%

## Nature of complaint

The largest number of complaints (27% each) were concerns about quality of service and information issues. For both aspects, 33% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	2	0	0	2	0	0
%	6%	0%	0%	100%	0%	0%
Disputed decision	8	0	0	8	0	5
%	24%	0%	0%	100%	0%	63%
Information	9	3	0	6	0	3
%	27%	33%	0%	67%	0%	33%
Lack of action	4	0	2	2	0	1
%	12%	0%	50%	50%	0%	25%
Quality of service	9	2	1	6	0	3
%	27%	22%	11%	67%	0%	33%
Service Delay	1	0	1	0	0	1
%	3%	0%	100%	0%	0%	100%
Behaviour of another service user	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>33</b>	<b>5</b>	<b>4</b>	<b>24</b>	<b>0</b>	<b>13</b>
		15%	12%	73%	0%	39%

## 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 :-

(1) Speed of resolving the issue - delays in printing notices/acknowledgement letters - I was very surprised by how quickly the printing letters was addressed. Today, I received a letter within 3 working days which is a dramatic improvement...(2) Also, I want to compliment A for the speed of uploading my application on the Planning Portal, speed addressing my concern about my correspondence being added and for his polite communication, which was very professional, friendly and polite. (3) Also, I also want to compliment J for listening to my concerns, acknowledging the opportunity to still send in our representation and signposting me to raise my concerns about postal delays of notices.

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 11 new Planning & Regeneration referrals during 2020-21. Of the 11 decisions made during the year, one was 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		
Development Management	4	0	0	0	1	0	1	0	0	6	1
Planning Policy & Strategy	0	0	0	0	0	0	0	0	0	0	0
Building Control	2	1	0	0	1	0	0	0	0	4	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	0	0	0	0	0	0	0	0	0	0
Regeneration	0	0	1	0	0	0	0	0	0	1	1
<b>OVERALL</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>11</b>	<b>2</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	-	300.00	-
Charges written off	-	-	-
Time & trouble payments	-	300.00	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	N/K	N/K	-
Charges written off	N/K	N/K	-
Time & trouble payments	N/K	N/K	-
<b>TOTALS</b>	<b>0.00</b>	<b>600.00</b>	<b>0.00</b>

## 08 | EDUCATION

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

### At a glance

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	45	38	<b>23</b>	-39%
Percentage responded to on time	44%	51%	<b>48%</b>	-3%
Percentage fully upheld	51%	23%	<b>15%</b>	-8%
Percentage partially upheld	9%	35%	<b>24%</b>	-11%
New Ombudsman cases	7	8	<b>4</b>	-50%
Ombudsman cases upheld	4	4	<b>5</b>	25%
Financial consequences	£10,604.60	£5,932.00	<b>£0.00</b>	
<b>Compliments</b>	2	4	<b>22</b>	450%

## Complaints under the Council's Corporate Complaints Procedure

The Education division was the subject of 23 corporate complaints during 2020-21. 61% of individual complaint aspects were responded to on time, contributing to an overall figure of 48% of complaint responses involving Education being responded to in a timely way. 39% of complaints were fully or partially upheld, a 16% decrease on last year's 55%.

Those 23 complaints gave rise to 23 mentions and 33 individual aspects (please refer to the Terminology section ).

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	6	8	1	0	7	0	4
%	26%	24%	13%	0%	88%	0%	50%
Early Years	1	1	0	0	1	0	1
%	4%	3%	0%	0%	100%	0%	100%
Education Welfare	3	4	1	0	3	0	2
%	13%	12%	25%	0%	75%	0%	50%
SEN	8	12	1	5	6	0	7
%	35%	36%	8%	42%	50%	0%	58%
SEN Transport	5	8	2	3	3	0	6
%	22%	24%	25%	38%	38%	0%	75%
<b>OVERALL</b>	<b>23</b>	<b>33</b>	<b>5</b>	<b>8</b>	<b>20</b>	<b>0</b>	<b>20</b>
			15%	24%	61%	0%	61%

## Nature of complaint

The most prevalent complaints (27%) were in relation to information issues a lack of action of which 11% were partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>5</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>4</b>
%	15%	40%	0%	60%	0%	80%
Disputed decision	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>2</b>
%	9%	0%	33%	67%	0%	67%
Information	<b>9</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>5</b>
%	27%	0%	11%	89%	0%	56%
Lack of action	<b>7</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>5</b>
%	21%	14%	29%	57%	0%	71%
Quality of service	<b>7</b>	<b>1</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>3</b>
%	21%	14%	57%	29%	0%	43%
Service Delay	<b>2</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	6%	50%	0%	50%	0%	50%
Behaviour of another service user	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%
<b>OVERALL</b>	<b>33</b>	<b>5</b>	<b>8</b>	<b>20</b>	<b>0</b>	<b>20</b>
		15%	24%	61%	0%	61%



## 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 :-

Thank you so much for all your help in the EHCP process, the meeting we had and your help in securing him a place.... It has all been amazing and we are so thrilled for L to be having this amazing and supportive experience of school. With ours, his and everyone else's hard work and patience our hearts are all mending and life can move forward now.

*Thank you so much for being so readily available, and for making such a new and overwhelming experience lighter for us all. You have been wonderful and a breath of fresh air*

I wanted to thank you both for all your support for Z during what has been, and unfortunately continues to be, a very difficult year for him. As Z has had his first half term I just thought you would like to know that he appears to be happy, making friends and settling in well. Again I cannot thank you all enough for always having Z's best interests at heart and very much appreciate the security you have put in place for him.

*The support that we received from E in this situation cannot be praised more highly.... She was always at the end of the phone, was supportive but challenged us where needed, reassured me when there was physically nothing more I could do to make the situation better. I feel lucky that I made that referral as I worry what would have become of all of us in that situation if we hadn't. I don't have pupils or families who need that level of support (or cause me to need it!) at the moment but it is great to know it is there if I should and I am pleased that my colleagues who do need it right now are able to access it... E was amazing- I know to her it may not have seemed much but to me it was a life line*

Thank you so much V you have been excellent. I would like to thank you for your prompt responses and your professionalism that has always put K at the centre of everything.

*Thanks a lot for your time. It was really helpful, it is always a pleasure to talk to a professional.*

We are truly grateful for all you have done for M and for us. We are very pleased about M attending (school) and truly appreciate all your help and support.

*Just to let you know I have had positive feedback from the TAs about the new PA... One of the TAs has been giving her copies of some basic signs, including some that the pupils are learning. She is also making some visual resources to support playing some simple games e.g. how many red cars can you see? The PA had taken the initiative to look up some signs on the internet and had asked us for more. Thank you for this. It will really have a positive impact on our pupils, they should arrive happy and ready to learn.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 8 new Planning & Regeneration referrals during 2020-21. Of the 7 decisions made during the business year, 5 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
SEN	1	1	0	0	0	0	3	0	1	6	1
SEN Transport	0	0	0	0	0	0	1	0	0	1	0
<b>OVERALL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>7</b>	<b>1</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	10,204.60	5,632.00	<b>1,400.00</b>
Charges written off	-	-	-
Time & trouble payments	400.00	300.00	<b>200.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	-	<b>2,700.00</b>
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>10,604.60</b>	<b>5,932.00</b>	<b>4,300.00</b>

## 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 and Registrar services.

### At a glance

	2018 - 19	2019 - 2020	2020 - 21	% on prev. year
<b>Complaints</b>	66	95	<b>75</b>	-21%
Percentage responded to on time	70%	59%	<b>52%</b>	-7%
Percentage fully upheld	27%	25%	<b>39%</b>	14%
Percentage partially upheld	23%	17%	<b>10%</b>	-7%
New Ombudsman cases	23	20	<b>9</b>	-55%
Ombudsman cases upheld	4	3	<b>2</b>	-33%
Financial consequences	£1,253.00	£1,454.39	<b>£0.00</b>	
<b>Compliments</b>	-	-	<b>12</b>	-

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

The Chief Executive's Department was the subject of 75 complaints during 2020-21. 61% of individual complaint aspects were responded to on time, contributing to an overall figure of 52% of complaint responses involving the department being responded to in a timely way. 49% of complaints were fully or partially upheld, a 7% decrease on last year's 56%.

Those 75 complaints gave rise to 78 mentions and 97 individual aspects (please refer to the Terminology section).

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	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	1%	1%	0%	0%	100%	0%	100%
Registrar Services	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Democratic Services	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	1%	1%	100%	0%	0%	0%	100%
Customer Services	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Communications	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Information Management	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	0%	0%	0%	0%	0%	0%	0%
Appointeeship	<b>4</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>
%	5%	5%	0%	40%	60%	0%	40%
Business Rates	<b>2</b>	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>
%	3%	3%	100%	0%	0%	0%	67%
Care Home Fees	<b>13</b>	<b>19</b>	<b>7</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>9</b>
%	17%	20%	37%	16%	47%	0%	47%
Council Tax	<b>10</b>	<b>13</b>	<b>5</b>	<b>1</b>	<b>7</b>	<b>0</b>	<b>11</b>
%	13%	13%	38%	8%	54%	0%	85%
Direct Payments	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
%	1%	1%	0%	0%	0%	100%	0%
Domiciliary Care fees	<b>24</b>	<b>30</b>	<b>11</b>	<b>3</b>	<b>14</b>	<b>2</b>	<b>16</b>
%	31%	31%	37%	10%	47%	7%	53%
Housing Benefit	<b>12</b>	<b>12</b>	<b>5</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>9</b>
%	15%	12%	42%	0%	58%	0%	75%
Income & Recovery	<b>7</b>	<b>8</b>	<b>4</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>6</b>
%	9%	8%	50%	0%	50%	0%	75%
Freedom Pass	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	3%	3%	67%	0%	33%	0%	33%
Legal	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	1%	1%	0%	100%	0%	0%	100%
<b>OVERALL</b>	<b>78</b>	<b>97</b>	<b>38</b>	<b>10</b>	<b>46</b>	<b>3</b>	<b>59</b>
			39%	10%	47%	3%	61%

## Nature of complaint

The majority of complaints were in relation to billing and charging issues (40%), of which 33% were fully upheld and 15% partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	1%	0%	0%	100%	0%	100%
Disputed decision	<b>4</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>3</b>
%	4%	0%	0%	100%	0%	75%
Information	<b>7</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>3</b>
%	7%	43%	14%	29%	14%	43%
Lack of action	<b>14</b>	<b>5</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>11</b>
%	14%	36%	7%	57%	0%	79%
Quality of service	<b>28</b>	<b>15</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>18</b>
%	29%	54%	4%	43%	0%	64%
Service Delay	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
%	4%	50%	25%	25%	0%	75%
Billing & Charging	<b>39</b>	<b>13</b>	<b>6</b>	<b>18</b>	<b>2</b>	<b>20</b>
%	40%	33%	15%	46%	5%	51%
<b>OVERALL</b>	<b>97</b>	<b>38</b>	<b>10</b>	<b>46</b>	<b>3</b>	<b>59</b>
		39%	10%	47%	3%	61%

## Compliments

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

I would like to take the opportunity of thanking the London Borough of Bromley for all the financial help they give my wife...without the help of the Council I would not be able to manage so I just want to say a big Thank You.

*I would like to bring to your attention outstanding experience from one of your staff dealing with Council Tax. Her name is T, she handled my query very professionally, explained everything, answered all my questions and having consulted her manager came back to me with the answer within half an hour. I can't praise her enough, especially that we are both elderly and vulnerable people.*

I am just writing to say that M has been super helpful and kept me updated even with my constant emails asking the same questions over and over again. I imagine during these times it has not been easy for you all especially with all this disruption and extra work load. I just wanted to mention his name as he has been so helpful and I thank him so much.

*All of the people we dealt with were brilliant and never before in my life have I dealt with an organisation where everything went so smoothly. Your staff are an absolute credit to you and we would just like to give you our warmest heartfelt thanks for everything you made possible for us in such trying times.*

I'd like to thank you and the staff of the Registrar's office for your help in making the day that A became a citizen of the UK a special one. At a time when life is presenting us with problems and obstacles you went out of your way to provide solutions and I appreciate that.

*S was very professional. She explained to me the next steps and was very patient with me. I found her incredibly helpful, warm and understanding...Could you please pass this message to her and recognise her - there's not many people who would go out of their way as much as she did for me.*

Your staff have been amazing as our original booking was cancelled due to the covid outbreak. We were kept well informed throughout and were extremely happy we could finally go ahead with our special day. The restrictions did not affect our ceremony because M & S made everything feel so special. We thank you all.

*I realise that life as a Civil Servant is largely unsung and appreciation for your efforts is normally categorised as 'being part of the job'. I thought I would buck the trend and drop you a line to say thanks to you for your efforts both by phone and email in digging out the relevant entry. You were helpful and cheery which in these troubled times made a refreshing change.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 11 new referrals concerning the Chief Executive's Department during 2020-21. Of the 9 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	1	0	0	1	0	0	0	0	2	0
Customer Services	0	0	0	0	0	0	0	0	0	0	0
Communications	0	0	0	0	0	0	1	0	0	1	0
Information Management	0	1	0	0	0	0	0	0	0	1	0
Appointeeship	0	0	0	0	0	0	0	0	0	0	0
Business Rates	0	0	0	0	0	0	0	0	0	0	0
Care Home Fees	1	0	0	0	0	0	0	0	0	1	0
Council Tax	1	0	1	0	0	0	0	0	0	2	1
Direct Payments	0	0	0	0	0	0	0	0	0	0	0
Domiciliary Care fees	0	0	0	0	0	0	0	0	1	1	0
Housing Benefit	0	0	0	0	1	0	0	0	0	1	0
Appointeeship	0	0	0	0	0	0	0	0	0	0	0
Freedom Pass	0	0	0	0	0	0	0	0	0	0	0
Legal	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>9</b>	<b>1</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	-	600.00	-
Charges written off	-	281.39	-
Time & trouble payments	-	250.00	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	250.00	100.00	<b>121.00</b>
Charges written off	510.30	223.00	-
Time & trouble payments	-	0.00	-
<b>TOTALS</b>	<b>760.30</b>	<b>1,454.39</b>	<b>121.00</b>



## 10 | ENVIRONMENT & PUBLIC PROTECTION

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

Environment & Public Protection recorded 207 cases as having been handled as corporate complaints during 2020-21.

Service	2018 -19	2019 - 20	2020 – 21	%age
Highways & Transport	52	22	<b>19</b>	-14%
Neighbourhood Management	164	134	<b>158</b>	+13%
Public Protection	45	21	<b>10</b>	-52%
Traffic, Road Safety & Parking	84	34	<b>26</b>	-24%
<b>OVERALL</b>	<b>384</b>	<b>211</b>	<b>207</b>	<b>-0.02%</b>

### Nature of complaint

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

Service	On time	Information	Lack of action	Operational	Staff conduct	Policy	TOTAL	2019-20
Highways & Transport	100%	0	4	10	1	4	<b>19</b>	22
Neighbourhood Management	98.5%	13	27	84	16	12	<b>152</b>	134
Public Protection	100%	0	3	4	1	2	<b>10</b>	21
Traffic, Road Safety & Parking	100%	0	4	15	0	7	<b>26</b>	34
<b>OVERALL</b>	<b>99.6%</b>	<b>13</b>	<b>38</b>	<b>113</b>	<b>18</b>	<b>25</b>	<b>207</b>	<b>211</b>

## Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of those received by Environment & Public Protection this year :-

Being a women I am always a little apprehensive about visiting the dump, knowing where to park, what to put where etc. However today I visited Churchfields and the men there were very helpful, jolly, polite and were keeping it tidy and organised. A far more pleasant experience than I was expecting.

*Please can you pass on my thanks to the team who came to clear up the mess left by the tree that fell in Park Road, Beckenham on 25th September. They turned up promptly on the day it happened, made the area safe and look to have completed the job leaving the area safe and tidy today. This is not the first time this year that the team have had to clear away a fallen tree in Park Road and they did a great job then, too.*

I am writing to express my gratitude to one of the officers in the Bromley Council who has been very professional in helping me in a recent noise nuisance caused by a neighbour. I am not sure how this will evolve however the officer has demonstrated an excellent level of duty of care and diligent in carrying out his role and responsibilities. I found him easy to approach and a reliable officer to liaise with. If there are more members of staff like him in all councils and corporates, it will be beneficial to our society.

*Just to thank you for your very prompt service following my call to check on my missed food waste collection. Within approx. 30 minutes the container had been emptied with amazing speed and efficiently. Well Done & many thanks.*

We – that’s myself and my wife - would like to thank all that were involved on the prompt action you gave us on removing the graffiti from the pavement outside our bungalow. Thank you from both of us.

*I would like to thank the street lighting division that so promptly fitted a shield to the street light directly opposite my home. It has greatly reduced the glare into my home which I am extremely grateful for. Please pass this message to the appropriate team. Again many thanks to LBB.*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 17 referrals during 2020-21. Of the 19 decisions made during the year, just 1 was upheld and that required no remedial work.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied		
Highways & Transport	4	6	2	0	1	0	0	0	0	<b>13</b>	0
Neighbourhood Management	1	0	1	0	2	1	0	0	0	<b>5</b>	0
Public Protection	1	0	0	0	0	0	0	0	0	<b>1</b>	0
Renewal & Recreation	0	0	0	0	0	0	0	0	0	<b>0</b>	0
<b>OVERALL</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>

## Financial consequences of complaints

	2018 - 19	2019 - 20	2020 - 21
<b>Ombudsman cases</b>			
Compensation / backdated payments	-	300.00	-
Charges written off	-	-	-
Time & trouble payments	-	180.00	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	N/K	N/K	-
Charges written off	N/K	N/K	-
Time & trouble payments	N/K	N/K	-
<b>TOTALS</b>	<b>0.00</b>	<b>480.00</b>	<b>0.00</b>

## 11 | PUBLIC HEALTH

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

