



# Complaints & Compliments

Annual Report 2021-2022



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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. That legislation primarily references adult and children social care complaints but the London Borough of Bromley goes further and publishes greater detail about its overall 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 2021 and 31<sup>st</sup> March 2022.

The Council has an ethos of continuous improvement and is committed to using the feedback it receives 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.

## 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 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 three 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.

### Data sources

The Customer Engagement & Complaints Service (CE&CS) oversees complaint handling for the entire Council save for the Environment & Public Protection division (E&PP). All E&PP corporate statistics are provided by that division themselves and do not always follow the same taxonomy. CE&CS manage all Ombudsman interactions for the Council.

## 03 | COUNCIL OVERVIEW

### Complaints received

Division	2019/20	2020/21	2021/22	% change
Adult Social Care	117	57	<b>54</b>	-5.3%
Children's Social Care	105	77	<b>74</b>	-3.9%
Housing	90	78	<b>94</b>	20.5%
Planning & Regeneration	-	25	<b>35</b>	40.0%
Education	38	23	<b>50</b>	117.4%
Chief Executive's Dept.	95	75	<b>80</b>	6.7%
Public Health	0	0	<b>0</b>	n/a
<b>Total</b>	<b>445</b>	<b>335</b>	<b>387</b>	<b>15.5%</b>
Environment & Public Protection	211	207	<b>485</b>	134.3%

A commentary on Environment & Public Protection figures is on page 41. Excluding E&PP figures, the total number of complaints against the Council rose by just over 16% this year.

### How complaints were received

	Adult	Children	Housing	P&R	Education	EPP	CED	Public Health	Total	% of total
Email	37	46	68	20	31	183	49	0	434	49.8%
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	1	1	0	1	0	2	5	0	10	1.1%
Telephone	4	0	5	0	0	24	3	0	36	4.1%
Website	12	27	21	14	19	276	23	0	392	45.0%
<b>Total</b>	<b>54</b>	<b>74</b>	<b>94</b>	<b>35</b>	<b>50</b>	<b>485</b>	<b>80</b>	<b>0</b>	<b>872</b>	

94.7% of complaints were received by email or through the website, a slight drop on the 96.1% proportion received through our digital channels the previous year.

## Proportion upheld

	Aspects	Upheld / Partially Upheld	% 2021/22	2020/21
Adult Social Care	79	36	<b>46%</b>	56%
Children's Social Care	108	36	<b>33%</b>	44%
Housing	108	40	<b>37%</b>	35%
Planning & Regeneration	45	9	<b>20%</b>	27%
Education	67	26	<b>39%</b>	39%
Chief Executive's Dept.	102	49	<b>48%</b>	49%
Public Health	0	0	<b>N/A</b>	N/A
<b>TOTAL</b>	<b>509</b>	<b>196</b>	<b>39%</b>	<b>44%</b>
Environment & Public Protection	<i>Data not collected</i>		92%	<i>n/k</i>

38% of complaints were at least partially upheld, a 6% drop on 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. The drop may signify a gradually growing confidence in the quality of the Council's decision-making.

## Causes for complaint

The most frequent cause for complaint (aspect) was quality of service (46.3%), although less than 10% of these complaints were upheld. Lack of action (28.5%) was the next most prevalent aspect, whilst complaints about service delay were the most likely to be upheld at 46.7%.

Complaints about staff conduct can include staff of third-party providers contracted by the Council, although this year none were recorded.

Complaint	Adult	Children	Housing	P&R	Education	EPP	CED	Public Health	Total	% of total	% upheld
Staff conduct	3	28	4	1	3	64	11	0	114	11.5%	8.8%
Disputed Decision	7	15	7	19	8	31	10	0	97	9.8%	5.2%
Information	13	20	8	7	3	10	11	0	72	7.2%	26.4%
Lack of Action	19	20	27	11	31	90	16	0	214	21.5%	22.4%
Quality of Service	33	25	57	5	18	290	32	0	460	46.3%	8.9%
Service Delay	1	0	5	2	4	-	3	0	15	1.5%	46.7%
Behaviour of another	0	0	0	0	0	-	-	-	0	0.0%	0.0%
Billing / Charging	3	-	-	-	-	-	19	-	22	2.2%	4.5%
<b>Total</b>	<b>79</b>	<b>108</b>	<b>108</b>	<b>45</b>	<b>67</b>	<b>485</b>	<b>102</b>	<b>0</b>	<b>994</b>		

## Responding on time

59% of all complaints were responded to within 20 working days, maintaining last year's improvement. Complaints involving contracted services can take longer to address as the Council is ultimately responsible for the quality of their services - this primarily affects adult social care complaints.

Division	2019/20	2020/21	2021/22
Adult Social Care	35%	37%	<b>30%</b>
Children's Social Care	43%	58%	<b>61%</b>
Housing	63%	72%	<b>60%</b>
Planning & Regeneration	n/a	48%	<b>50%</b>
Education	45%	48%	<b>92%</b>
Chief Executive's Dept.	54%	52%	<b>56%</b>
Public Health	-	-	-
<b>OVERALL</b>	<b>47%</b>	<b>59%</b>	<b>59%</b>
Environment & Public Protection	-	-	98%

## Local Government & Social Care Ombudsman cases

Division	2020/21	2021/22
Adult Social Care	10	8
Children's Social Care	17	16
Housing	12	15
Planning & Regeneration	13	20
Education	7	8
Environment & Public Protection	19	18
Chief Executive's Dept.	15	19
Public Health	0	0
<b>OVERALL</b>	<b>93</b>	<b>104</b>

From CE&CS's records, the Council handled 104 Ombudsman cases overall during the year, a slight increase on last year's 93. Those cases may have started before this business year, and generated 225 individual Ombudsman response deadlines - 13% fewer than last year - of which 93% were responded to within timescale, notably improved on last year's 84.1%.

The Council was the subject of 26 investigations by the Ombudsman during the year, down nearly a third on 2020-21. Of the 26 investigated complaints, 16 were upheld against the Council, whilst two further cases were classed as upheld without investigation, giving an overall upheld rate of 69%.

Fewer complaints were upheld against the Council than the London average of 71%, therefore placing Bromley joint 13<sup>th</sup> out of the 32 London boroughs. 122 referrals equate to 0.38 referrals per 1,000 residents, placing Bromley 10<sup>th</sup> in London, whilst 18 Ombudsman complaints upheld equate to just 0.05 complaints upheld per 1000 residents, which places Bromley joint 3<sup>rd</sup> across London.

### 2021-2022 Annual Review letter

Every year the Ombudsman publishes an annual review letter for each Council, accompanied by the statistics they hold. The table below shows the Council maintaining its positive progress in its dealings with the Ombudsman. The number of referrals increased but the number of resulting investigations dropped by a far greater proportion, as did the number of investigations upheld. Similarly, the Council has maintained its position in the top half of London boroughs in respect of proportion upheld, its upheld rate being 2% better than the London average.

For the year 2021-22 their figures disclose the following :-



	2019 - 20	2020 - 21	2021 - 22	% change
Referrals	149	103	<b>122</b>	+18%
Resulting investigations	43	38	<b>26</b>	-32%
Proportion investigated	29%	37%	<b>21%</b>	-16%
Number upheld	28	26	<b>18</b>	-31%
Upheld rate	65%	69%	<b>69%</b>	-
London average	70%	73%	<b>71%</b>	-2%
London ranking	Joint 7 <sup>th</sup>	Joint 11 <sup>th</sup>	<b>13<sup>th</sup></b>	-2

## Financial consequences of complaints

		Adults	Children's	Housing	P&R	Education	EPP	CED	TOTALS
Ombudsman	Compensation & Backdating	£350.00	£1,797.40	£6,000.00	£0.00	£2,950.00	£0.00	£750.00	<b>£11,847.40</b>
	Written off	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
	Time & trouble	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
Stage 1	Compensation & Backdating	£50.00	£0.00	£0.00	£0.00	£3,725.00	£0.00	£300.00	<b>£4,075.00</b>
	Written off	£1,400.07	£0.00	£0.00	£104.40	£0.00	£0.00	£3,404.35	<b>£4,908.82</b>
	Time & trouble	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
	Expert fees	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	<b>£0.00</b>
	<b>Total</b>	<b>£1,800.07</b>	<b>£1,797.40</b>	<b>£6,000.00</b>	<b>£104.40</b>	<b>£6,675.00</b>	<b>£0.00</b>	<b>£4,454.35</b>	<b>£20,831.22</b>

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

The total of £20,831.22 is a significant 41% decrease on last year's £35,461.57. 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	2020/21	2021/22	% change
Adult Social Care	33	<b>27</b>	-18%
Children's Social Care	47	<b>45</b>	-4%
Housing	108	<b>60</b>	-44%
Planning & Regeneration	1	<b>0</b>	-100%
Education	22	<b>21</b>	-5%
Chief Executive's Dept.	12	<b>14</b>	17%
Environment & Public Protection	59	<b>66</b>	12%
<b>Total</b>	<b>282</b>	<b>233</b>	<b>-17%</b>

## 04 | ADULT SOCIAL CARE

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

### At a glance

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	142	57	<b>54</b>	-5%
Percentage responded to on time	37%	38%	<b>30%</b>	-9%
Percentage fully upheld	37%	28%	<b>35%</b>	8%
Percentage partially upheld	18%	28%	<b>10%</b>	-18%
New Ombudsman cases	15	1	<b>3</b>	200%
Ombudsman cases upheld	3	6	<b>3</b>	-50%
Financial consequences	£10,057.76	£23,540.57	<b>£1,800.07</b>	
<b>Compliments</b>	28	33	<b>27</b>	-18%

### Complaints received

The Adult Social Care division was the subject of 54 complaints during 2021-22. 28% of individual complaint aspects were responded to on time, contributing to an overall figure of 30% of complaint responses involving Adult Social Care being responded to in a timely way. 45% of complaints were fully or partially upheld, an 11% decrease on last year's 56%.

Those 54 complaints gave rise to 56 mentions and 79 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 6, complaints involving third party providers can often take longer to resolve and as this year Contracted Services were involved in 18% of complaint aspects, 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>1</b>	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>
%	2%	5%	25%	25%	50%	0%	75%
Penge & Beckenham	<b>4</b>	<b>6</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>
%	7%	8%	50%	17%	33%	0%	17%
Hayes & Five Elms	<b>2</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>
%	4%	4%	33%	0%	67%	0%	0%
Bromley MDC	<b>2</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>
%	4%	4%	0%	0%	100%	0%	33%
Orpington & The Crays	<b>4</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>1</b>	<b>1</b>
%	7%	8%	17%	0%	67%	17%	17%
Integrated Team	<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%
Coordination & Review	<b>2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	4%	4%	67%	0%	33%	0%	0%
Duty Team	<b>3</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>2</b>
%	5%	5%	75%	0%	25%	0%	50%
Hospital Team	<b>9</b>	<b>11</b>	<b>3</b>	<b>2</b>	<b>6</b>	<b>0</b>	<b>1</b>
%	16%	14%	27%	18%	55%	0%	9%
Initial Response	<b>5</b>	<b>5</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>1</b>
%	9%	6%	40%	0%	60%	0%	20%
Reablement & Rehab	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	2%	1%	0%	0%	100%	0%	100%
Occupational Therapy	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
%	2%	3%	0%	50%	50%	0%	100%
Learning Disability	<b>7</b>	<b>12</b>	<b>5</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>4</b>
%	13%	15%	42%	8%	50%	0%	33%
CMHT Oxleas	<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%
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>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	0%	1%	0%	0%	100%	0%	100%
Brokerage	<b>4</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>1</b>
%	7%	5%	50%	0%	50%	0%	25%
Contracted Services	<b>11</b>	<b>14</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>3</b>
%	20%	18%	36%	14%	50%	0%	21%
<b>OVERALL</b>	<b>56</b>	<b>79</b>	<b>28</b>	<b>8</b>	<b>42</b>	<b>1</b>	<b>22</b>
			35%	10%	53%	1%	28%

## Nature of complaint and outcome

The majority of complaints (42%) were in relation to the quality of service received, of which 51% were at least partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>1</b>
%	4%	0%	33%	67%	0%	33%
Disputed decision	<b>7</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>0</b>	<b>4</b>
%	9%	14%	14%	71%	0%	57%
Information	<b>13</b>	<b>5</b>	<b>0</b>	<b>8</b>	<b>0</b>	<b>2</b>
%	16%	38%	0%	62%	0%	15%
Lack of action	<b>19</b>	<b>9</b>	<b>0</b>	<b>9</b>	<b>1</b>	<b>5</b>
%	24%	47%	0%	47%	5%	26%
Quality of service	<b>33</b>	<b>12</b>	<b>5</b>	<b>16</b>	<b>0</b>	<b>9</b>
%	42%	36%	15%	48%	0%	27%
Service Delay	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	1%	0%	100%	0%	0%	100%
Billing & Charging	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>
%	4%	33%	0%	67%	0%	0%
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>79</b>	<b>28</b>	<b>8</b>	<b>42</b>	<b>1</b>	<b>22</b>
		35%	10%	53%	1%	28%

## 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 just wanted to say a big thank you for all that you have done in championing the case for my Care Plan, you did brilliant work. It has been a pleasure, not only to have worked with you but also to have known you and we both wish you well.

*I'm writing this email to the highest person in the adult social care office to thank J for the help and support she has given me and my mum over the last few months. Without J I would have gone crazy. She has kept me and my mum safe and sound through this rough patch we have had. I would like her to be recognised for her help and keeping us up to date with any news actions and all the communication that she has done for us. Thank you from the bottom of my heart. I don't know where we would've been without you.*

J has dealt with us in a very professional manner and has made what could have been a very stressful experience run very smoothly. Options and implications were clearly explained, questions were either answered straight away, or taken away and she always came back to us on any outstanding questions or actions within a day. Her patient and supportive approach put my father at ease, which also meant that she was able to get all the information she required from him without him feeling pressured or rushed.

*We would like to thank everyone involved for doing a fantastic job... Basically we appreciate all of the help put in place from the Council. It has been a tough 3 months but with all the support it has made it easier. We have never used any Social Services before therefore we was new to all of this ! Please pass on all our thanks for everyone doing a great job.*

I just want to say a BIG thank you to D for her assistance with the issuance of my father-in-law's blue badge last week. She was most helpful, kind, considerate and caring. Brilliant qualities to have and a credit to your organisation.

*I cannot praise enough C, who I understand is assistant care manager. Her efficiency to get things done and recommendations to help my parents situation, along with empathy is second to none. This was exacerbated by having to care with my father with dementia, but C made what could have been a very stressful situation manageable. I think she is a credit to your team and I hope that her as she progresses in her career this is recognised.*

I just wanted to thank you for all your support of Dad and the rest of us this last year or so. Your kind non-judgemental approach won us all over and your skills navigating our differences could be utilised by the United Nations! I genuinely feel that Dad is in a better and safer place now and that is thanks to you. I personally really appreciated your support and really wish I had called you in more.

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 3 new Adult Social Care referrals during 2021-22. Of the 12 decisions made during the year, three produced upheld complaints.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'n	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied		
Blue Badges	0	0	0	0	1	0	0	0	0	1	0
Penge & Beckenham	0	0	0	0	0	0	0	0	0	0	0
Hayes & Five Elms	0	0	0	0	0	0	0	0	0	0	0
Bromley MDC	0	0	0	0	0	0	0	0	0	0	0
Orpington & The Crays	0	0	0	0	0	0	0	0	0	0	0
Integrated Team	0	0	0	0	0	0	0	0	0	0	0
Coordination & Review	0	0	0	0	0	0	0	0	0	0	0
Duty Team	0	0	0	0	0	0	0	0	0	0	0
Hospital Team	0	0	0	0	0	0	0	0	0	0	0
Initial Response	0	0	0	0	0	0	2	0	0	2	0
Reablement & Rehab	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	0	0	0	0	0	0
Learning Disability	1	1	0	0	0	0	0	0	0	2	0
CMHT Oxleas	0	0	0	0	0	0	0	0	0	0	0
DoLS	0	0	0	0	0	0	0	0	0	0	0
Safeguarding	2	2	1	0	1	0	1	0	0	7	0
Carelink	0	0	0	0	0	0	0	0	0	0	0
Brokerage	0	0	0	0	0	0	0	0	0	0	0
Contracted Services	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>12</b>	<b>0</b>

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<b>Ombudsman cases</b>			
Compensation / backdated payments	£100.00	£250.00	£350.00
Charges written off	£7,922.83	£9,291.50	£0.00
Time & trouble payments	£250.00	£850.00	£0.00
<b>Stage 1 complaints</b>			
Compensation / backdated payments	£367.00	£4,000.00	£50.00
Charges written off	£1,417.93	£5,645.07	£1,400.07
Time & trouble payments	£0.00	£0.00	£0.00
Expert fees	£0.00	£3,504.00	£0.00
<b>TOTALS</b>	<b>£10,057.76</b>	<b>£23,540.57</b>	<b>£1,800.07</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 determine 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, CE&CS 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

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	99	74	<b>68</b>	-8%
Statutory complaints	6	5	<b>6</b>	20%
Percentage responded to on time	45%	65%	<b>61%</b>	-4%
Percentage fully upheld	27%	19%	<b>16%</b>	-3%
Percentage partially upheld	17%	25%	<b>18%</b>	-7%
New Ombudsman cases	22	10	<b>18</b>	80%
Ombudsman cases upheld	2	5	<b>5</b>	0%
Financial consequences	£11,171.52	£1,000.00	<b>£1,797.40</b>	
<b>Compliments</b>	48	47	<b>45</b>	-4%

## Complaints under the 1989 Representations Procedure

The numbers of statutory complaints remained largely static.

	2019 - 20	2020 - 21	2021 - 22
Stage 1	6	3	<b>6</b>
Stage 2	1	2	<b>2</b>
Stage 3	0	0	<b>0</b>
<b>Total</b>	<b>7</b>	<b>5</b>	<b>7</b>

## Complaints under the Council's Corporate Complaints Procedure

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>23</b>	<b>28</b>	<b>6</b>	<b>6</b>	<b>16</b>	<b>0</b>	<b>12</b>
%	27%	26%	21%	21%	57%	0%	43%
SG&CP East incl. Court Team	<b>17</b>	<b>28</b>	<b>6</b>	<b>4</b>	<b>18</b>	<b>0</b>	<b>26</b>
%	20%	26%	21%	14%	64%	0%	93%
SG&CP West	<b>14</b>	<b>18</b>	<b>3</b>	<b>3</b>	<b>12</b>	<b>0</b>	<b>13</b>
%	16%	17%	17%	17%	67%	0%	72%
Children Looked After and Care Leavers	<b>5</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>4</b>
%	6%	6%	17%	17%	67%	0%	67%
Fostering, Adoption and Resources	<b>15</b>	<b>5</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>1</b>
%	17%	5%	0%	20%	80%	0%	20%
Disabled Children's Team	<b>11</b>	<b>13</b>	<b>1</b>	<b>3</b>	<b>9</b>	<b>0</b>	<b>5</b>
%	13%	12%	8%	23%	69%	0%	38%
Quality Assurance	<b>6</b>	<b>9</b>	<b>0</b>	<b>1</b>	<b>8</b>	<b>0</b>	<b>5</b>
%	7%	8%	0%	11%	89%	0%	56%
Youth Justice Service	<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%
<b>OVERALL</b>	<b>86</b>	<b>108</b>	<b>17</b>	<b>19</b>	<b>72</b>	<b>0</b>	<b>67</b>
			16%	18%	67%	0%	62%

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

It confirms that the Children’s Social Care division was the subject of 68 corporate complaints during 2021-22. 62% of individual complaint aspects were responded to on time, contributing to an overall figure of 61% of complaint responses involving Children’s Social Care being responded to in a timely way. 34% of complaints were fully or partially upheld, a 12% decrease on last year’s 46%.

Those 74 complaints gave rise to 86 mentions and 108 individual aspects (please refer to the Terminology section).

## Nature of complaint and outcome

The most prevalent complaints were in relation to staff conduct issues (26%) of which 25% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>28</b>	<b>2</b>	<b>5</b>	<b>21</b>	<b>0</b>	<b>20</b>
%	26%	7%	18%	75%	0%	71%
Disputed decision	<b>15</b>	<b>0</b>	<b>2</b>	<b>13</b>	<b>0</b>	<b>7</b>
%	14%	0%	13%	87%	0%	47%
Information	<b>20</b>	<b>5</b>	<b>1</b>	<b>14</b>	<b>0</b>	<b>13</b>
%	19%	25%	5%	70%	0%	65%
Lack of action	<b>20</b>	<b>5</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>14</b>
%	19%	25%	30%	45%	0%	70%
Quality of service	<b>25</b>	<b>5</b>	<b>5</b>	<b>15</b>	<b>0</b>	<b>13</b>
%	23%	20%	20%	60%	0%	52%
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%
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>108</b>	<b>17</b>	<b>19</b>	<b>72</b>	<b>0</b>	<b>67</b>
		16%	18%	67%	0%	62%

## 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 :-

Thank you for all you have done for R and J since taking over the case. Thanks for being approachable to R and being a person that he feels he can trust ...Thank you for spending the time and your patience in understanding J and seeing both her past and present...We appreciate all that you've done and how you have listened to us and our opinion so thank you so much for that.

*Throughout the case we felt that A supported our children - and us as well - with the goal to reunite the family and to put in place conditions that would allow a return to normal life in our family. She showed an ability to quickly understand the situation and also to make the right decisions in key moments. We feel strongly that she showed care for our children and always had their best interest in her heart and actions. During difficult times, A managed the situation in a way that allowed our children to remain together and to reduce their emotional suffering. She also developed a strategy to gain their trust which was essential to make them feel listened to and to navigate the time we were apart. A also listened to us and gave us good advice in important moments...Overall, we think A was amazing. Given the circumstances, we consider our family to have been lucky to be handled by a professional like A and wish her and you all the best.*

I cannot thank N enough or your team for actually recognising that {we} need our own space away from each other and the fact I can now breathe and step away from the chaos, to actually parent in a calmer environment is not too short of amazing...I would recommend N to everyone that needed him if that's how the system worked, more social workers should be like him...All I can say is thank you so much for creating a much better and happier living space for us, I'm glad and impressed to have come across N and your team!

*I just wanted to say thank you so so much for everything, you were really a fabulous social worker for us all to have in our lives and are an incredible woman. Having watched my parents foster for so long, I could really see the difference you made in their current experience of fostering and what an amazing support you were to them and how much they valued you...Thanks so much for being a huge support and great contact to me to throughout everything and when I looked after the kids too :)*

I am writing regarding M's social worker C...From the first time that she met M she was able to connect with her in a way that not many professionals have, this is for one reason, because she genuinely cared about her. M was so amazed that she talked to her like an intelligent young person with hopes and dreams of her own. She has been incredibly professional with extensive knowledge of all of the support that M is entitled to access due to her Autism and Epilepsy. She has worked with me while at the same time being able to encourage M to do things independently where this is possible. This building of a relationship with me as M's Mum and carer has been key to M gaining her trust and working with her. C was outstanding because she had extensive knowledge which she used to help M and endless kindness.

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 11 new Children's Social Care referrals during 2021-22. Of the 16 decisions made during this business year, five were 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		
Early Intervention & Family Support	0	0	0	0	0	0	0	0	0	0	0
Referral & Assessment	1	1	0	0	1	0	2	0	0	5	1
Safeguarding & Care Planning East	0	1	1	0	0	0	0	0	0	2	0
Safeguarding & Care Planning West	2	1	0	0	1	0	1	0	0	5	0
Children Looked After & Care Leavers	0	0	0	0	0	0	0	0	0	0	0
Fostering Adoption & Resources	0	0	0	0	0	0	1	0	0	1	0
Disabled Children's Team	0	0	0	0	0	0	0	0	0	0	1
Quality Assurance	1	1	0	0	0	0	0	0	1	3	1
<b>OVERALL</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>16</b>	<b>3</b>

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<b>Ombudsman cases</b>			
Compensation / backdated payments	£16,907.52	£800.00	<b>£1,797.40</b>
Charges written off	-	£0.00	£0.00
Time & trouble payments	-	£200.00	£0.00
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	£0.00	£0.00
Charges written off	-	£0.00	£0.00
Time & trouble payments	-	£0.00	£0.00
<b>TOTALS</b>	<b>16,907.52</b>	<b>£1,000.00</b>	<b>£1,797.40</b>

## 06 | HOUSING

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

### Housing at a glance

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	90	78	<b>94</b>	21%
Percentage responded to on time	65%	72%	<b>60%</b>	-12%
Percentage fully upheld	18%	24%	<b>29%</b>	5%
Percentage partially upheld	11%	12%	<b>8%</b>	-4%
New Ombudsman cases	7	6	<b>10</b>	67%
Ombudsman cases upheld	3	4	<b>2</b>	-50%
Financial consequences	£8,000.00	£6,500.00	<b>£6,000.00</b>	
<b>Compliments</b>	284	108	<b>60</b>	-44%

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

The Housing division was the subject of 94 corporate complaints during 2021-22. 60% of individual complaint aspects were responded to on time, contributing to an overall figure of 60% of complaint responses involving Housing being responded to in a timely way. 37% of complaints were fully or partially upheld, a 1% increase on last year's 36%.

Those 78 complaints gave rise to 96 mentions and 108 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>47</b>	<b>54</b>	<b>14</b>	<b>7</b>	<b>33</b>	<b>0</b>	<b>30</b>
%	49%	50%	26%	13%	61%	0%	56%
Housing Options	<b>25</b>	<b>27</b>	<b>14</b>	<b>1</b>	<b>12</b>	<b>0</b>	<b>21</b>
%	26%	25%	52%	4%	44%	0%	78%
Housing Register	<b>4</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>2</b>
%	4%	5%	20%	0%	80%	0%	40%
Compliance & Development	<b>4</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>2</b>
%	4%	4%	0%	0%	75%	25%	50%
Management & Acquisitions	<b>11</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>0</b>	<b>7</b>
%	11%	11%	8%	8%	83%	0%	58%
Support & Resettlement	<b>5</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>3</b>
	5%	6%	17%	0%	83%	0%	50%
<b>OVERALL</b>	<b>96</b>	<b>108</b>	<b>31</b>	<b>9</b>	<b>67</b>	<b>1</b>	<b>65</b>
			29%	8%	62%	1%	60%

## Nature of complaint

The largest proportion of complaints (28%) were concerns about quality of service, of which 26% were fully or partially upheld, followed jointly by issues with temporary accommodation and lack of action (both 25%).

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>4</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>4</b>
%	4%	25%	25%	50%	0%	100%
Disputed decision	<b>7</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>5</b>
%	6%	0%	0%	100%	0%	71%
Information	<b>8</b>	<b>6</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>6</b>
%	7%	75%	0%	25%	0%	75%
Lack of action	<b>27</b>	<b>12</b>	<b>2</b>	<b>13</b>	<b>0</b>	<b>16</b>
%	25%	44%	7%	48%	0%	59%
Quality of service	<b>30</b>	<b>4</b>	<b>4</b>	<b>21</b>	<b>1</b>	<b>18</b>
%	28%	13%	13%	70%	3%	60%
Service Delay	<b>5</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>4</b>
%	5%	60%	0%	40%	0%	80%
Temporary accommodation	<b>27</b>	<b>5</b>	<b>2</b>	<b>20</b>	<b>0</b>	<b>12</b>
%	25%	19%	7%	74%	0%	44%
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>108</b>	<b>31</b>	<b>9</b>	<b>67</b>	<b>1</b>	<b>65</b>
		29%	8%	62%	1%	60%



## 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 :-*

Please can it be documented how well M has handled me with this case. I completely broke down on the phone to her earlier and was inconsolable which was understandable given the devastating news I received. She handled me with such empathy whilst also maintaining professionalism which I know can be a difficult task to do in her role.

*I must thank you once again and especially for having C visit the property on Saturday... It was my second time meeting him as he visited the property back in November of 2019 and he was just as polite as he was when we first met, lovely person and representative of the borough.*

Since speaking with you, you have been nothing short of amazing. You have been honest with me about my expectations, realistic and informative. Despite the initial wait, you have had this whole process wrapped up in a matter of days which I can't even describe to you how it has alleviated my stress and worry levels and for that, I'd like to thank you.

*I simply wanted to personally thank you, again for your referral to supported accommodation ... without your perceptive decision the outcome could have been different on many levels, and I am truly grateful.*

I would like to say a big thank you and share my gratitude for your help, my family and I will forever remain grateful for all your kindness and assistance. I know you will say you were doing your job but your attitude towards your job is exemplary! I wish you well further in your career.

*I find Bromley the best Local Authority to work with, I wish all others followed suit...The communications are on point, and the bookings are so easy, it's just seamless and I love working with you...we always get the best support and intervention... 100% excellent service all round.*

Thank you so much! You have no idea how much relief even your help is giving me. I have been going around in circles trying to help my mum for so long

*You have a kind, patient but passionate way and what you have done for me regarding my rent situation is literally life changing .*

Just to say thanks for all your help J you have done above and beyond to help me it makes all the difference when someone listens takes your needs into consideration and actually gets things done .I am very appreciate of all your help and am now settled and happy in my new home thanks so much for all your help and wish you all the best for your future good luck 👍

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 10 new Housing referrals during 2021-22. 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		
Housing Allocations	3	0	1	0	0	0	1	0	0	5	3
Housing Options	0	0	0	0	0	0	1	0	0	1	0
Housing Register	1	1	0	0	0	0	0	0	0	2	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	1
Housing Support & Resettlement	0	0	0	0	0	0	0	0	0	0	0
<b>OVERALL</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>4</b>

The Ombudsman also issued a public report in respect of a Housing case during this business year. The case concerned the Council's handling of a homelessness approach and was made the subject of a report due to the issues it raised and the subject being a significant topical issue for the Ombudsman.

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<b>Ombudsman cases</b>			
Compensation / backdated payments	£5,850.00	£6,250.00	<b>£6,000.00</b>
Charges written off	-	-	-
Time & trouble payments	£250.00	-	-
<b>Stage 1 complaints</b>			
Compensation / backdated payments	£1300.00	£250.00	-
Charges written off	-	-	-
Time & trouble payments	-	-	-
<b>TOTALS</b>	<b>£7,400.00</b>	<b>£6,500.00</b>	<b>£6,000.00</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

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	-	25	<b>35</b>	40%
Percentage responded to on time	-	55%	<b>58%</b>	3%
Percentage fully upheld	-	15%	<b>16%</b>	1%
Percentage partially upheld	-	12%	<b>4%</b>	-8%
New Ombudsman cases	-	11	<b>7</b>	-36%
Ombudsman cases upheld	-	1	<b>1</b>	0%
Financial consequences	-	£0.00	<b>£0.00</b>	
<b>Compliments</b>	-	0	<b>0</b>	n/a

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

Planning & Regeneration services were the subject of 35 corporate complaints during 2021-22. 58% of individual complaint aspects were responded to on time, contributing to an overall figure of 50% of complaint responses involving Planning & Regeneration being responded to in a timely way. 20% of complaints were fully or partially upheld.

Those 35 complaints gave rise to 36 mentions and 45 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	<b>22</b>	<b>25</b>	<b>4</b>	<b>1</b>	<b>19</b>	<b>1</b>	<b>13</b>
%	61%	56%	16%	4%	76%	4%	52%
Planning Policy & Strategy	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	3%	2%	0%	0%	100%	0%	0%
Building Control	<b>10</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>12</b>	<b>0</b>	<b>9</b>
%	28%	29%	8%	0%	92%	0%	69%
Planning Development & Support	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>
%	3%	4%	0%	0%	0%	100%	0%
Facilities & 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%
Property	<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%
Energy	<b>1</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
%	3%	7%	33%	33%	33%	0%	100%
Libraries	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	3%	2%	100%	0%	0%	0%	100%
Town Centre Renewal	<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%
Regeneration	<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>36</b>	<b>45</b>	<b>7</b>	<b>2</b>	<b>33</b>	<b>3</b>	<b>26</b>
			16%	4%	73%	7%	58%

## Nature of complaint

The largest proportion of complaints (42%) related to disputed decisions, none of which were upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>
%	2%	100%	0%	0%	0%	100%
Disputed decision	<b>19</b>	<b>0</b>	<b>0</b>	<b>19</b>	<b>0</b>	<b>12</b>
%	42%	0%	0%	100%	0%	63%
Information	<b>7</b>	<b>2</b>	<b>0</b>	<b>5</b>	<b>0</b>	<b>4</b>
%	16%	29%	0%	71%	0%	57%
Lack of action	<b>11</b>	<b>3</b>	<b>0</b>	<b>5</b>	<b>3</b>	<b>4</b>
%	24%	27%	0%	45%	27%	36%
Quality of service	<b>5</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>3</b>
%	11%	0%	20%	80%	0%	60%
Service Delay	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>2</b>
%	4%	50%	50%	0%	0%	100%
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>45</b>	<b>7</b>	<b>2</b>	<b>33</b>	<b>3</b>	<b>26</b>
		16%	4%	73%	7%	58%

## Compliments

No compliments were recorded by CE&CS for Planning & Regeneration services this year.

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 7 new Planning & Regeneration referrals during 2021-22. Of the 19 decisions made during the year, one was 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		
Development Management	3	5	1	0	2	0	0	0	0	11	1
Planning Policy & Strategy	0	0	0	0	1	0	0	0	0	1	0
Building Control	4	0	0	0	0	0	0	0	0	4	0
Facilities & Support	0	0	0	0	0	0	0	0	0	0	0
Property	0	1	0	0	0	0	0	0	0	1	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	0	0	1	0	0	1	0	2	0
<b>OVERALL</b>	<b>7</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>19</b>	<b>1</b>

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<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	-	-
Charges written off	N/K	-	<b>£104.40</b>
Time & trouble payments	N/K	-	-
<b>TOTALS</b>	<b>600.00</b>	<b>0.00</b>	<b>£104.40</b>

## 08 | EDUCATION

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

### At a glance

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	38	23	<b>50</b>	117%
Percentage responded to on time	51%	48%	<b>92%</b>	44%
Percentage fully upheld	23%	15%	<b>24%</b>	9%
Percentage partially upheld	35%	24%	<b>15%</b>	-9%
New Ombudsman cases	8	8	<b>5</b>	-38%
Ombudsman cases upheld	4	3	<b>3</b>	0%
Financial consequences	£10,604.60	£4,300.00	<b>£6,675.00</b>	
<b>Compliments</b>	38	23	<b>21</b>	-9%

## Complaints under the Council's Corporate Complaints Procedure

The Education division was the subject of 50 corporate complaints during 2021-22. 93% of individual complaint aspects were responded to on time, contributing to an overall figure of 92% of complaint responses involving Education being responded to in a timely way. 39% of complaints were fully or partially upheld, level with last year.

Those 50 complaints gave rise to 50 mentions and 67 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	9	12	0	0	12	0	11
%	18%	18%	0%	0%	100%	0%	92%
Early Years	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Education Welfare	1	1	0	0	1	0	0
%	2%	1%	0%	0%	100%	0%	0%
School Standards Team	1	1	0	0	1	0	1
%	2%	1%	0%	0%	100%	0%	100%
SEN	29	41	12	6	23	0	38
%	58%	61%	29%	15%	56%	0%	93%
SEN Transport	10	12	4	4	4	0	12
%	20%	18%	33%	33%	33%	0%	100%
<b>OVERALL</b>	<b>50</b>	<b>67</b>	<b>16</b>	<b>10</b>	<b>41</b>	<b>0</b>	<b>62</b>
			24%	15%	61%	0%	93%



## Nature of complaint

The most prevalent complaints (46%) were in relation to a lack of action, of which 45% were either fully or partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>
%	4%	0%	0%	100%	0%	67%
Disputed decision	<b>8</b>	<b>1</b>	<b>0</b>	<b>7</b>	<b>0</b>	<b>7</b>
%	12%	13%	0%	88%	0%	88%
Information	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>3</b>
%	4%	33%	33%	33%	0%	100%
Lack of action	<b>31</b>	<b>8</b>	<b>6</b>	<b>17</b>	<b>0</b>	<b>30</b>
%	46%	26%	19%	55%	0%	97%
Quality of service	<b>18</b>	<b>4</b>	<b>2</b>	<b>12</b>	<b>0</b>	<b>16</b>
%	27%	22%	11%	67%	0%	89%
Service Delay	<b>4</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>4</b>
%	6%	50%	25%	25%	0%	100%
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>67</b>	<b>16</b>	<b>10</b>	<b>41</b>	<b>0</b>	<b>62</b>
		24%	15%	61%	0%	93%

## 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 :-

I am ever so grateful for everything you have done with the plan and getting H into the school most suitable for his needs. I honestly appreciate the time and effort you have put in and I cannot thank you enough. You are very good at what you do and we are lucky to have had you involve in his assessment, thank you so much and take care.

*You have been amazing to work with on getting C's new provision in place and EHCP support updated, so efficient and responsive, you have really helped in getting us through this complex and lengthy process and to such an amazing result. I'm sure you know this already, but the work you and your team do really does help change children's lives for the better.*

Just a quick note of thanks... very rarely do partner organisations and agencies work to reduce unnecessary workload for schools. The automatic allocation of PP+ funding is in the best interests of the children, as less paperwork equates to greater capacity for direct work with them. Thank you very very much!

*We started our service on Friday - the people we support came in using a taxi company. I would just like to say that I was very impressed by the service by the company and the timings and organisation of the service. Thank you for all your efforts to make our first day smooth.*

I just wanted to write to say just how brilliant N has been in working on my son's EHC plan...N was such a fantastic support throughout and diligently chased those she needed information from. She was reassuring and positive all the way and I was so impressed with the EHC process. It was very interesting experiencing the process as a parent this time and I felt thoroughly supported all the way by N.

*I think the whole SEN Transport Team deserves recognition for successfully completing the massive and very complex undertaking to provide a very important service to a vulnerable group, factoring in available resources, safety, quality etc. I am extremely grateful for everything the team has done, in this and previous years, to make this a really positive experience for me as the parent and for my son as a service user. Your team's work makes a real difference in your community - you are an amazing team!*

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 2 new Education referrals during 2021-22. Of the 6 decisions made during the business year, 3 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
School Standards Team	0	0	0	0	0	0	0	0	0	0	0
SEN	1	1	0	0	0	0	3	0	0	5	3
SEN Transport	1	0	0	0	0	0	0	0	0	1	0
<b>OVERALL</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>3</b>

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<b>Ombudsman cases</b>			
Compensation / backdated payments	£5,632.00	£1,400.00	<b>£2,950.00</b>
Charges written off	-	-	<b>£0.00</b>
Time & trouble payments	£300.00	£200.00	<b>£0.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	-	£2,700.00	<b>£3,725.00</b>
Charges written off	-	-	<b>£0.00</b>
Time & trouble payments	-	-	<b>£0.00</b>
<b>TOTALS</b>	<b>£5,932.00</b>	<b>£4,300.00</b>	<b>£6,675.00</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

	2019 - 2020	2020 - 21	2021 - 22	% on prev. year
<b>Complaints</b>	95	75	<b>80</b>	7%
Percentage responded to on time	59%	52%	<b>68%</b>	16%
Percentage fully upheld	25%	39%	<b>28%</b>	-11%
Percentage partially upheld	17%	10%	<b>20%</b>	10%
New Ombudsman cases	20	9	<b>16</b>	78%
Ombudsman cases upheld	3	2	<b>2</b>	0%
Financial consequences	£1,454.39	£121.00	<b>£0.00</b>	
<b>Compliments</b>	0	12	<b>14</b>	17%

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

The Chief Executive's Department was the subject of 80 complaints during 2021-22. 68% of individual complaint aspects were responded to on time, contributing to an overall figure of 56% of complaint responses involving the department being responded to in a timely way. 48% of complaints were fully or partially upheld, a 1% decrease on last year.

Those 80 complaints gave rise to 82 mentions and 102 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>3</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>
%	4%	3%	0%	33%	67%	0%	100%
Registrar Services	<b>8</b>	<b>8</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>0</b>	<b>8</b>
%	10%	8%	25%	25%	50%	0%	100%
Democratic Services	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>
%	1%	1%	0%	0%	100%	0%	0%
Customer Services	<b>5</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>3</b>
%	6%	5%	40%	20%	40%	0%	60%
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>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%
Bue Badges	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>
%	2%	2%	50%	50%	0%	0%	0%
Business Rates	<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>
%	2%	2%	50%	0%	0%	50%	0%
Care Home Fees	<b>7</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>5</b>
%	9%	8%	38%	25%	13%	0%	63%
Council Tax	<b>11</b>	<b>14</b>	<b>1</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>10</b>
%	13%	14%	7%	36%	50%	7%	71%
Direct Payments	<b>3</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>2</b>
%	4%	3%	0%	0%	100%	0%	67%
Domiciliary Care fees	<b>18</b>	<b>26</b>	<b>7</b>	<b>3</b>	<b>15</b>	<b>1</b>	<b>14</b>
%	22%	25%	27%	12%	58%	4%	54%
Housing Benefit	<b>10</b>	<b>14</b>	<b>7</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>13</b>
%	12%	14%	50%	14%	36%	0%	93%
Income & Recovery	<b>8</b>	<b>10</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>0</b>	<b>6</b>
%	10%	10%	50%	10%	40%	0%	60%
Freedom Pass	<b>2</b>	<b>4</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>0</b>	<b>4</b>
%	2%	4%	0%	25%	75%	0%	100%
Legal	<b>2</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>1</b>
%	2%	2%	0%	50%	50%	0%	50%
<b>OVERALL</b>	<b>82</b>	<b>102</b>	<b>29</b>	<b>20</b>	<b>48</b>	<b>3</b>	<b>69</b>
			28%	20%	47%	3%	68%

## Nature of complaint

The majority of complaints were in relation to quality of service issues (31%), of which 63% were either fully or partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	<b>11</b>	<b>4</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>9</b>
%	11%	36%	18%	45%	0%	82%
Disputed decision	<b>10</b>	<b>0</b>	<b>2</b>	<b>8</b>	<b>0</b>	<b>7</b>
%	10%	0%	20%	80%	0%	70%
Information	<b>11</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>0</b>	<b>6</b>
%	11%	18%	18%	64%	0%	55%
Lack of action	<b>16</b>	<b>9</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>10</b>
%	16%	56%	0%	25%	13%	63%
Quality of service	<b>32</b>	<b>7</b>	<b>13</b>	<b>12</b>	<b>0</b>	<b>25</b>
%	31%	22%	41%	38%	0%	78%
Service Delay	<b>3</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>1</b>
%	3%	33%	0%	33%	33%	33%
Billing & Charging	<b>19</b>	<b>6</b>	<b>1</b>	<b>11</b>	<b>0</b>	<b>13</b>
%	19%	32%	5%	58%	0%	68%
<b>OVERALL</b>	<b>102</b>	<b>29</b>	<b>20</b>	<b>48</b>	<b>3</b>	<b>71</b>
		28%	20%	47%	3%	70%

## 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 praise and compliment Bromley Council for the way they have handled the coronavirus situation. I cannot put in to words the way they have helped me and my business with the grants and the ease with which the payment and process is administered. It is so helpful to make one application and the way the other help is calculated and given automatically. For people who are not very computer efficient this is a great help. Thank you very much to everyone.

*Absolutely outstanding service and the speedy process of being able to get married to my sick husband. My whole ceremony was amazing and no improvement could have made it any better.*

We just wanted to thank you so much for all of your help over the past year towards our wedding. You have been so supportive during our number of cancellations and really helped us in staying positive and looking forward to our eventual wedding day. We had a lovely day, we're so happy that it finally happened (5th time lucky) and would like to thank you all for making our day special.

*Thank you very much for the email informing me that my Blue Badge renewal has been successful...I am amazed at the speed the matter has been dealt with. My thanks to all concerned.*

After what I can only describe as a distressing afternoon, I received a phone call from M in response to an email I sent. M resolved the issue for me and immediately put me at ease. He was professional and extremely helpful. It's reassuring to know that you have someone like him on your team.

*Can I just say what a wonderful team you have at the registrar's office. I cannot express how grateful I am to {them} for making an onerous process seamless. I wanted to book a date for a marriage registration for my son. I was received with courtesy, patience and an abundance of enthusiasm by them both. Their knowledge base astounded me, and they ensured that I felt comfortable at every stage of the process, going that extra mile, ringing me back as and when needed; never experienced such customer satisfaction from a Council Borough before.*

The first time we spoke, I was about to give up my search. I had been struggling to find two certificates and you found one, right away, in your archives and then directed me where to go for the second because you recognised the description of the format. Your knowledge, expertise and patience made all the difference! The second time we spoke, once again, you provided excellent service, and reassured me, when you informed me that a further two certificates were in your archives. I have just received them. My gratitude for your time, attention to detail and kind, efficient help.

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 16 new referrals concerning the Chief Executive's Department during 2021-22. Of the 14 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	1	0	0	0	0	0	0	0	0	1	0
Democratic Services	2	0	0	0	0	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	0	0	0	0	0
Information Management	0	0	0	0	0	0	0	0	0	0	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	0	0	0	0	0	0	0	0	0	0	0
Council Tax	2	1	1	0	0	0	0	0	0	4	0
Direct Payments	0	0	0	0	0	0	0	0	0	0	0
Domiciliary Care fees	0	0	0	0	0	0	2	0	0	2	0
Housing Benefit	0	1	2	1	1	0	0	0	0	5	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>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>0</b>



## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<b>Ombudsman cases</b>			
Compensation / backdated payments	£600.00	-	<b>£750.00</b>
Charges written off	£281.39	-	<b>£0.00</b>
Time & trouble payments	£250.00	-	<b>£0.00</b>
<b>Stage 1 complaints</b>			
Compensation / backdated payments	£100.00	£121.00	<b>£300.00</b>
Charges written off	£223.00	-	<b>£3,404.35</b>
Time & trouble payments	-	-	<b>£0.00</b>
<b>TOTALS</b>	<b>£1,454.39</b>	<b>£121.00</b>	<b>£4,454.35</b>

## 10 | ENVIRONMENT & PUBLIC PROTECTION

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

Environment & Public Protection maintain their own complaints statistics and supply them to CE&CS for the purposes of this report. They recorded 485 cases as having been handled as corporate complaints during 2021-22, a significant increase on the previous year. This is understood to be as a result of a policy adopted following an internal restructure, meaning that all Neighbourhood Management approaches received through the Council website are recorded as formal complaints.

Service	2019 - 20	2020 - 21	2021 - 22	%age
Highways & Transport	22	19	<b>16</b>	-16%
Neighbourhood Management	134	158	<b>444</b>	181%
Public Protection	21	10	<b>9</b>	-10%
Traffic, Road Safety & Parking	34	26	<b>16</b>	-38%
<b>OVERALL</b>	211	207	<b>485</b>	134%

### 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	2020-21
Highways & Transport	100%	0	5	6	0	5	<b>16</b>	19
Neighbourhood Management	100%	8	73	276	64	23	<b>444</b>	152
Public Protection	100%	0	5	2	0	2	<b>9</b>	10
Traffic, Road Safety & Parking	93%	2	7	6	0	1	<b>16</b>	26
<b>OVERALL</b>	<b>98%</b>	<b>10</b>	<b>90</b>	<b>290</b>	<b>64</b>	<b>31</b>	<b>485</b>	<b>207</b>

## Local Government & Social Care Ombudsman cases

The Ombudsman recorded 9 referrals during 2021-22. Of the 13 decisions made during the year, none 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		
Highways	2	1	1	0	0	0	0	0	0	4	0
Traffic & Parking	6	0	0	0	0	0	0	0	0	6	1
Environment	1	0	0	0	0	0	0	0	0	1	2
Public Protection	2	0	0	0	0	0	0	0	0	2	1
<b>OVERALL</b>	<b>11</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>4</b>

## Financial consequences of complaints

	2019 - 20	2020 - 21	2021 - 22
<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	-	-
Charges written off	N/K	-	-
Time & trouble payments	N/K	-	-
<b>TOTALS</b>	<b>£480.00</b>	<b>0.00</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.

