



Complaints & Compliments

Annual Report 2022-2023



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01 | WHY WE REPORT ON OUR COMPLAINTS

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 1st April 2022 and 31st March 2023.

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

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	2020/21	2021/22	2022/23	% change
Adult Social Care	57	54	73	35.2%
Children's Social Care	77	74	75	1.4%
Housing	78	94	92	-2.1%
Planning & Regeneration	25	35	30	-14.3%
Education	23	50	97	94.0%
Chief Executive's Dept.	75	80	98	22.5%
Public Health	0	0	0	n/a
Total	335	387	465	20.2%
Environment & Public Protection	207	485	171	-64.7%

A commentary on Environment & Public Protection (E&PP) figures is on page 41. Excluding E&PP figures, the total number of complaints against the Council rose by just over 20% this year.

How complaints were received

	Adult	Children	Housing	P&R	Education	EPP	CED	Public Health	Total	% of total
Email	43	42	63	17	65	84	61	0	375	59.0%
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	0	2	2	3	0	9	1.4%
Telephone	10	1	2	2	4	4	11	0	34	5.3%
Website	19	31	27	11	26	81	23	0	218	34.3%
Total	73	75	92	30	97	171	98	0	636	

93.3% of complaints were received by email or through the website, a slight drop on the 94.7% proportion received through our digital channels the previous year.

Proportion upheld

	Aspects	Upheld / Partially Upheld	% 2022/23	2021/22
Adult Social Care	132	70	53%	46%
Children's Social Care	151	44	29%	33%
Housing	124	55	44%	37%
Planning & Regeneration	43	17	40%	20%
Education	146	77	53%	39%
Chief Executive's Dept.	140	73	52%	48%
Public Health	0	0	N/A	N/A
TOTAL	736	336	46%	39%
Environment & Public Protection	<i>Data not collected</i>		82%	92%

46% of complaints were at least partially upheld, a 7% rise 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 increase may reflect an honest acceptance of the difficulties caused by the pressure placed on resources.

Causes for complaint

The most frequent cause for complaint (aspect) was a lack of action (32.6%), with just over a third of these upheld. Quality of service issues (29.2%) were the next most prevalent aspect, whilst complaints about service delay were the most likely to be upheld at 65.9%.

Complaints about staff conduct can include staff of third-party providers contracted by the Council. This year's figures contain four complaints raising a total of eight aspects about the conduct of staff of domiciliary care agencies.

Complaint	Adult	Children	Housing	P&R	Educ'n	EPP	CED	Public Health	Total	% of total	% upheld
Staff conduct	23	60	4	2	5	26	17	0	137	15.1%	6.6%
Disputed Decision	12	12	11	12	9	16	10	0	82	9.0%	9.8%
Information	13	18	8	5	4	0	9	0	57	6.3%	38.6%
Lack of Action	33	40	53	19	80	19	52	0	296	32.6%	36.5%
Quality of Service	43	19	43	1	29	110	20	0	265	29.2%	24.5%
Service Delay	6	2	5	4	18	-	6	0	41	4.5%	65.9%
Behaviour of another	0	0	0	0	1	-	-	-	1	0.1%	0.0%
Billing / Charging	2	-	-	-	-	-	26	-	28	3.1%	7.1%
Total	132	151	124	43	146	171	140	0	907		

Responding on time

62% of all complaints were responded to within 20 working days, building on our improved performance over the past couple of years. 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	2020/21	2021/22	2022/23
Adult Social Care	37%	30%	36%
Children's Social Care	58%	61%	67%
Housing	72%	60%	53%
Planning & Regeneration	48%	50%	57%
Education	48%	92%	55%
Chief Executive's Dept.	52%	56%	49%
Public Health	-	-	-
OVERALL	59%	59%	62%
Environment & Public Protection	-	98%	100%

Local Government & Social Care Ombudsman cases

2022-2023 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 consolidating its recent progress in its dealings with the Ombudsman. The number of referrals remained effectively static. The number of resulting investigations increased considerably, as did the number of investigations upheld, but the upheld rate itself was nevertheless better than the London average. The Council has again maintained its position in the top half of London boroughs against most measures.

For the year 2022-23 their figures disclose the following :-

	2020 - 21	2021 - 22	2022 - 23	% change
Referrals	103	122	123	+0.01%
Resulting investigations	38	26	38	+46%
Proportion investigated	37%	21%	31%	+10%
Number upheld	26	18	29	+61%
Upheld rate	69%	69%	76%	+7%
London average	73%	71%	77%	+6%
London ranking	Joint 11 th	13 th	Joint 14th	-1

Fewer complaints were upheld against the Council than the London average of 77%, therefore placing Bromley joint 14th out of the 32 London boroughs, a similar performance to last year. 123 referrals equate to 0.37 referrals per 1,000 residents, slightly better than last year and better than the London average of 0.40. 29 Ombudsman complaints upheld equate to 0.09 complaints upheld per 1000 residents, marginally over the London average of 0.08.

Financial consequences of complaints

		Adults	Children's	Housing	P&R	Education	EPP	CED	TOTALS
Ombudsman	Compensation & Backdating	£500.00	£41,681.56	£1,300.00	£400.00	£4,500.00	£600.00	£0.00	£48,981.56
	Written off	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
	Time & trouble	£350.00	£0.00	£100.00	£0.00	£100.00	£0.00	£0.00	£550.00
Stage 1	Compensation & Backdating	£0.00	£0.00	£500.00	£0.00	£0.00	£0.00	£100.00	£600.00
	Written off	£4,387.18	£0.00	£0.00	£0.00	£0.00	£0.00	£2,821.91	£7,209.09
	Time & trouble	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
	Expert fees	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00
Total	£5,237.18	£41,681.56	£1,900.00	£400.00	£4,600.00	£600.00	£2,921.91	£57,340.65	

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

The total of £57,340.65 is a significant increase over last year's £20,831.22. However, this is skewed by one outlier, a Children's Social Care case with a broad financial impact amounting to £41,681. Without this one case, the total financial consequences would have been a significant improvement on the year before.

Compliments

Division	2021/22	2022/23	% change
Adult Social Care	27	33	22%
Children's Social Care	45	57	27%
Housing	60	99	65%
Planning & Regeneration	0	2	n/a
Education	21	14	-33%
Chief Executive's Dept.	14	2	-86%
Environment & Public Protection	66	105	59%
Total	233	312	34%

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

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	57	54	73	35%
Percentage responded to on time	38%	30%	36%	6%
Percentage fully upheld	28%	35%	42%	7%
Percentage partially upheld	28%	10%	11%	1%
New Ombudsman cases	1	3	9	200%
Ombudsman cases upheld	6	3	5	67%
Financial consequences	£23,540.57	£1,800.07	£5,237.18	
Compliments	33	27	27	0%

Complaints received

The Adult Social Care division was the subject of 73 complaints during 2022-23, an increase from 54 last year. 39% of individual complaint aspects were responded to on time, contributing to an overall figure of 36% of all complaint responses involving Adult Social Care (some of which may also involve other areas) being responded to in a timely way. 53% of complaints were fully or partially upheld.

'Contracted Services' refers to those third-party providers of residential and domiciliary care whom the Council engages to provide care to its service users, 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 34% 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	5	5	0	1	4	0	3
%	6%	4%	0%	20%	80%	0%	60%
Penge & Beckenham	4	6	4	0	2	0	0
%	5%	5%	67%	0%	33%	0%	0%
Hayes & Five Elms	3	7	1	3	3	0	2
%	4%	5%	14%	43%	43%	0%	29%
Bromley MDC	5	7	2	0	5	0	2
%	6%	5%	29%	0%	71%	0%	29%
Orpington & The Crays	4	9	3	2	4	0	0
%	5%	7%	33%	22%	44%	0%	0%
Integrated Team	8	14	7	1	6	0	6
%	9%	11%	50%	7%	43%	0%	43%
Coordination & Review	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Hospital Team	2	2	0	0	2	0	0
%	2%	2%	0%	0%	100%	0%	0%
Initial Response	10	10	4	1	5	0	2
%	12%	8%	40%	10%	50%	0%	20%
Reablement & Rehab	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Occupational Therapy	2	2	0	0	2	0	1
%	2%	2%	0%	0%	100%	0%	50%
Learning Disability	10	14	4	2	7	1	10
%	12%	11%	29%	14%	50%	7%	71%
CMHT Oxleas	3	3	2	1	0	0	2
%	4%	2%	67%	33%	0%	0%	67%
DoLS	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Safeguarding	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Care Link	0	2	1	0	1	0	2
%	0%	2%	50%	0%	50%	0%	100%
Brokerage	6	6	3	0	3	0	1
%	7%	5%	50%	0%	50%	0%	17%
Contracted Services	23	45	24	4	17	0	21
%	27%	34%	53%	9%	38%	0%	47%
OVERALL	85	132	55	15	61	1	52
			42%	11%	46%	1%	39%

SUMMARY	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Care Management	53	76	25	10	40	1	26
%	62%	58%	33%	13%	53%	1%	34%
Other ASC	9	11	6	1	4	0	5
%	11%	8%	55%	9%	36%	0%	45%
Contracted Services	23	45	24	4	17	0	21
%	27%	34%	53%	9%	38%	0%	47%
OVERALL	85	132	55	15	61	1	52
			42%	11%	46%	1%	39%

Nature of complaint and outcome

The majority of complaints (33%) were in relation to the quality of service received, of which 66% were at least partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time	
Staff conduct	23	3	0	20	0	10	
%	17%	13%	0%	87%	0%	43%	
Disputed decision	12	2	1	9	0	7	
%	9%	17%	8%	75%	0%	58%	
Information	13	5	2	6	0	4	
%	10%	38%	15%	46%	0%	31%	
Lack of action	33	19	4	9	1	10	
%	25%	58%	12%	27%	3%	30%	
Quality of service	43	20	8	15	0	18	
%	33%	47%	19%	35%	0%	42%	
Service Delay	6	4	0	2	0	2	
%	5%	67%	0%	33%	0%	33%	
Billing & Charging	2	2	0	0	0	1	
%	2%	100%	0%	0%	0%	50%	
Behaviour of another service user	0	0	0	0	0	0	
%	0%	0%	0%	0%	0%	0%	
OVERALL	132	55	15	61	1	52	
			42%	11%	46%	1%	39%

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of the 33 compliments recorded this year :-

You and your colleagues have gone-above-and beyond to sort this out....Thank you for all your help with regard to my adaptations and what is needed to be put in place here to help me live my life more comfortably. You have been caring, attentive, understanding and very patient!!

C has given me the ability to only be able to regain my independence but also has allowed me to become a parent again. She was the first to think outside the box. She solved the "unsolvable" issues. She always kept her promises and renewed our faith in the system. So many had given up on me and I gave up on myself. She renewed my belief that I could have more in life because she believed it and saw and achieved the possibilities. My life is changed forever thanks to her.

Thanks again for the brilliant service that you provided. I was particularly impressed that even though in my distressed state, and not the clearest of explanations, you managed to produce a succinct and clear summary incorporating all the relevant points that I gave you. Further, I was very grateful that you kept me informed what you were doing at all stages, was very patient and reassuring. All of the above with your excellent skills make you a very valuable member of the service. I remain forever grateful.

Once again many thanks for your help and support during this stressful time over Mum's care. I appreciate when you say you're only doing your job and it's your duty but we as a family think you have gone over and above for us and our mum which has made it easier to accept what has happened

Thank you so very much for your assistance today. I am so very pleased with what you have tried to do for my daughter and me, that you have taken the time and effort to resolve our problem, a quality that seems to be so lacking today.

Thank you for the comprehensive explanation of my mother's situation regarding her financial assessment. I would like to thank you and your department for your input. It has been so helpful at a time of stress, for responses to be dealt with quickly and efficiently and for that I am grateful.

M is an amazing member of your team. All my questions were answered knowledgeably and my worries and concerns were dealt with sympathetically and clearly in a friendly manner. Seldom when you call a government department do you receive such one to one care and friendliness from a person who really takes an interest in your individual plight. I have come off the telephone feeling as if a weight has been lifted off my shoulders and I'm now in a position to move forward with the help needed for my mothers dementia. Thank you Bromley social care and thank you M

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 13 new Adult Social Care referrals during 2022-23. Of the 17 decisions made during the year, five produced upheld complaints.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladmin'h	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied		
Blue Badges	0	0	0	0	0	0	0	0	0	0	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	1	0	0	1	0
Coordination & Review	0	0	0	0	1	0	0	0	0	1	0
Hospital Team	0	0	0	0	1	0	0	0	0	1	0
Initial Response	0	1	0	0	0	0	0	0	0	1	0
Reablement & Rehab	0	0	0	0	0	0	0	0	0	0	0
Occupational Therapy	0	0	0	0	0	0	1	0	0	1	0
Learning Disability	0	0	0	0	1	0	1	0	0	2	0
CMHT Oxleas	0	0	0	0	1	0	0	0	0	1	0
DoLS	0	0	0	0	0	0	0	0	0	0	0
Safeguarding	3	3	0	0	1	0	0	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	2	0	0	2	0
OVERALL	3	4	0	0	5	0	5	0	0	17	0

Financial consequences of complaints

	2020 – 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	£250.00	£350.00	£500.00
Charges written off	£9,291.50	£0.00	£0.00
Time & trouble payments	£850.00	£0.00	£350.00
Stage 1 complaints			
Compensation / backdated payments	£4,000.00	£50.00	£0.00
Charges written off	£5,645.07	£1,400.07	£4,387.18
Time & trouble payments	£0.00	£0.00	£0.00
Expert fees	£3,504.00	£0.00	£0.00
TOTALS	£23,540.57	£1,800.07	£5,237.18

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

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	74	68	65	-4%
Statutory complaints	5	6	10	67%
Percentage responded to on time	65%	61%	67%	6%
Percentage fully upheld	19%	16%	18%	2%
Percentage partially upheld	25%	18%	11%	-7%
New Ombudsman cases	10	18	10	-44%
Ombudsman cases upheld	5	5	6	20%
Financial consequences	£1,000.00	£1,797.40	£41,681.56	
Compliments	47	45	45	0%

Complaints under the 1989 Representations Procedure

The number of statutory complaints increased although numbers remain low, with the number of stage 2 investigations remaining stable.

	2020 - 21	2021 - 22	2022 - 23
Stage 1	3	6	10
Stage 2	2	2	2
Stage 3	0	0	0
Total	5	7	12

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	1	1	0	0	1	0	0
%	1%	1%	0%	0%	100%	0%	0%
Referral & Assessment, incl. MASH, Atlas & ECT	14	22	2	1	19	0	10
%	17%	15%	9%	5%	86%	0%	45%
SG&CP East incl. Court Team	12	34	7	2	25	0	34
%	15%	23%	21%	6%	74%	0%	100%
SG&CP West	27	52	6	7	39	0	34
%	33%	34%	12%	13%	75%	0%	65%
Children Looked After and Care Leavers	9	11	4	0	7	0	10
%	11%	7%	36%	0%	64%	0%	91%
Fostering, Adoption and Resources	11	5	2	0	3	0	4
%	13%	3%	40%	0%	60%	0%	80%
Disabled Children's Team	8	10	3	1	6	0	6
%	10%	7%	30%	10%	60%	0%	60%
Quality Assurance	8	16	3	6	7	0	9
%	10%	11%	19%	38%	44%	0%	56%
Youth Justice Service	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
OVERALL	82	151	27	17	107	0	107
			18%	11%	71%	0%	71%

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

The Children’s Social Care division was the subject of 65 corporate complaints during 2022-23, broadly in line with last year. 71% of individual complaint aspects were responded to on time, contributing to an overall figure of 67% of all complaint responses involving Children’s Social Care (some of which may also involve other areas) being responded to in a timely way. 29% were fully or partially upheld, an improvement on last year’s 34%.

Nature of complaint and outcome

The most prevalent complaints were in relation to staff conduct issues (40%) of which only 5% were at least partly upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	60	0	3	57	0	43
%	40%	0%	5%	95%	0%	72%
Disputed decision	12	0	1	11	0	8
%	8%	0%	8%	92%	0%	67%
Information	18	9	1	8	0	13
%	12%	50%	6%	44%	0%	72%
Lack of action	40	12	7	21	0	29
%	26%	30%	18%	53%	0%	73%
Quality of service	19	5	5	9	0	12
%	13%	26%	26%	47%	0%	63%
Service Delay	2	1	0	1	0	2
%	1%	50%	0%	50%	0%	100%
Behaviour of another service user	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
OVERALL	151	27	17	107	0	107
		18%	11%	71%	0%	71%

Compliments

As much as we like to learn from complaints we like to learn from compliments too. The following are examples of the 57 compliments received this year :-

S was wonderful at making the children feel safe, heard and looked-after, was always friendly, communicative, and provided guidance and advice to help us through this difficult process. He has always tried to make himself available when needed, even outside of working hours and in cases of emergency. We believe that S has acted above and beyond his duty and we feel so fortunate to have had him take care of our children through this difficult time.

I would like to bring to your attention two wonderful Social Workers at the London Borough of Bromley who have gone above and beyond to help my family. N and C steeped in to my family home with a warm heart and huge generosity of time to help....we have been almost spoken daily, both their attention to detail and understanding has been remarkable. We are not quite through everything yet, however the road ahead is much clearer thanks to these wonderful individuals.

During my support with D, I am pleased to say she was a saint... She went out of her way and beyond to give me the support I needed. She was nurturing. Some days she will just call to check in and have a chat and this was so helpful during a time where I was going through a lot. She help me with my mental health always gave me the best advice and till this day I know I can always go to her and she will receive me with open arms. She is a very compassionate person and a great asset to the community. I don't know where I would be right now if she didn't come into our family lives when I needed the help... And her team give off the same sense of feel that when we attend the Centre it just feels like a second home.

Thank you so much for looking after A this week...You can probably imagine that he would have found entering a whole new environment, where he didn't know anyone, hugely challenging...However, A has been coping with it very well and has just told us that it went much better than he had expected... I am typing this with tears in my eyes - parents of kids like A don't get the same opportunities to show off about their children's achievements as others might, so this week I have been telling anyone who'll listen about how well A has been doing. It has given me confidence that in the right environment, A (and others like him) can thrive.

We just wanted to drop you a line to say thank you for the amazing support you have offered to us and our family. When you first met us, we were in a desperate situation, completely confused and worn out battling to find support for our son. Your professional guidance and support has been second to none and helped us in some of our darkest times. You handle difficult situations with forthright determination and skilful diplomacy. Throughout the whole process, I felt that I had a trusted, knowledgeable advocate that I could rely on for honest counsel and support at all times. We still have many struggles ahead, and will miss your insight and support. However, you have helped us to go further than we could possibly have imagined 12 months ago.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 35 new referrals across Children’s Social Care and Education combined during 2022-23. Of the 18 decisions made during this business year on Children’s Social Care cases, six 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	2	1	0	0	0	0	1	0	0	4	0
Safeguarding & Care Planning East	3	1	0	0	0	0	0	0	0	4	0
Safeguarding & Care Planning West	0	2	0	0	1	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	0	0	0	0	0	1	0
Disabled Children's Team	0	0	1	0	0	0	3	0	0	4	0
Quality Assurance	0	0	0	0	0	0	1	0	1	2	0
OVERALL	6	4	1	0	1	0	5	0	1	18	0

Financial consequences of complaints

	2020 - 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	£800.00	£1,797.40	£41,681.56
Charges written off	£0.00	£0.00	£0.00
Time & trouble payments	£200.00	£0.00	£0.00
Stage 1 complaints			
Compensation / backdated payments	£0.00	£0.00	£0.00
Charges written off	£0.00	£0.00	£0.00
Time & trouble payments	£0.00	£0.00	£0.00
TOTALS	£1,000.00	£1,797.40	£41,681.56

06 | HOUSING

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

Housing at a glance

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	78	94	92	-2%
Percentage responded to on time	72%	60%	53%	-7%
Percentage fully upheld	24%	29%	36%	7%
Percentage partially upheld	12%	8%	8%	0%
New Ombudsman cases	6	10	14	40%
Ombudsman cases upheld	4	2	10	400%
Financial consequences	£6,500.00	£6,000.00	£1,900.00	
Compliments	108	60	60	0%

Housing Complaints under the Council's Corporate Complaints Procedure

The Housing division was the subject of 92 corporate complaints during 2022-23. 57% of individual complaint aspects were responded to on time, contributing to an overall figure of 53% of all complaint responses involving Housing (some of which may also involve other areas) being responded to in a timely way. 44% were fully or partially upheld.

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	47	58	22	5	31	0	35
%	47%	47%	38%	9%	53%	0%	60%
Housing Options	28	39	17	3	19	0	21
%	28%	31%	44%	8%	49%	0%	54%
Housing Register	2	4	3	0	1	0	4
%	2%	3%	75%	0%	25%	0%	100%
Compliance & Strategy	8	8	2	2	4	0	4
%	8%	6%	25%	25%	50%	0%	50%
Management & Acquisitions	11	12	1	0	11	0	5
%	11%	10%	8%	0%	92%	0%	42%
Support & Resettlement	3	3	0	0	3	0	2
%	3%	2%	0%	0%	100%	0%	67%
OVERALL	99	124	45	10	69	0	71
			36%	8%	56%	0%	57%

Nature of complaint

The largest proportion of complaints (43%) were concerns about lack of action, of which 53% were fully or partially upheld, followed by issues of quality of service (21%).

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	4	0	0	4	0	3
%	3%	0%	0%	100%	0%	75%
Disputed decision	11	2	2	7	0	5
%	9%	18%	18%	64%	0%	45%
Information	8	4	1	3	0	4
%	6%	50%	13%	38%	0%	50%
Lack of action	53	24	4	25	0	33
%	43%	45%	8%	47%	0%	62%
Quality of service	26	7	1	18	0	14
%	21%	27%	4%	69%	0%	54%
Service Delay	5	4	1	0	0	4
%	4%	80%	20%	0%	0%	80%
Temporary accommodation	17	4	1	12	0	8
%	14%	24%	6%	71%	0%	47%
Behaviour of another service user	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
OVERALL	124	45	10	69	0	71
		36%	8%	56%	0%	57%

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 for such a detailed and honest advice. That is exactly what i wanted..... But thank you for your reply. I really do appreciate your time as not everyone bothers as i have explained. D didn't know what your job was but i thought well worth a try as i am so desperate to sort my life out! But clearly i made the right decision as you really looked into it and gave me your honest opinion. I couldn't have asked for more. Thank you again.

We would like to send a sincere thank you for all your assistance during A's entire flat move. [.....] you went above and beyond our expectations and we would like you to know it is deeply appreciated. After an extremely challenging and life changing year for our entire family your kind gestures and attention to detail was a breath of fresh air. Bless and thank you.

I wanted to say you were so kind and empathetic to my situation and for that I want to say a huge thanks. You really made my day and I feel like you got where I was coming from. If there is ever any place you needed positive feedback, please don't hesitate to let me know and I would be happy to oblige. Thank you so much for everything and I hope you don't mind me giving you this update.

Thank you so much for helping me find H this placement as it really has helped us and Henry be happy again. You was so lovely every time I spoke to you and you always gave me hope of a better ending in this matter. I really would like you to forward this email on to your manager so she or he knows what you have done for us a family. We was all at breaking point and had no where to turn. I can not thank you enough for your help

THANK YOU SO MUCH! ...My family and I are so appreciative of your job and all that you're doing. Thank you for talking to me this morning, as busy as you are and still have time to listen to customers, you're like a hidden hero over there and I'm so glad to have spoken to you.

Thank you so much all of you I know your job is extremely hard with demand and the lack of places you have available and have to deal with. I really can't tell you how thankful and grateful I am and how I hope it will make such a difference to my health and my future

I am just emailing to say thank you to you all...for your help and support regarding my housing issue/need. I know I might have become a pain but I appreciate everything you all did to support me and my children in getting settled accommodation. It means more to me than you know to be able to finally put down roots, settle and make a home for my children. I want to give my thanks to you all for everything that you did, especially behind the scenes that I may not know anything about.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 26 new Housing referrals during 2022-23. Of the 16 decisions made during the year, 10 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		
Housing Allocations	0	0	0	0	2	0	6	1	0	9	1
Housing Options	0	1	1	1	0	0	1	0	0	4	1
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	1	0	1	0
OVERALL	1	1	1	1	2	0	8	2	0	16	2

Financial consequences of complaints

	2020 - 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	£6,250.00	£6,000.00	£1,300.00
Charges written off	-	-	-
Time & trouble payments	-	-	£100.00
Stage 1 complaints			
Compensation / backdated payments	£250.00	-	£500.00
Charges written off	-	-	-
Time & trouble payments	-	-	-
TOTALS	£6,500.00	£6,000.00	£1,900.00

07 | PLANNING & REGENERATION

Complaints in relation to Planning & Regeneration are managed through the corporate complaints procedure.

Planning & Regeneration at a glance

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	25	35	30	-14%
Percentage responded to on time	55%	58%	57%	-1%
Percentage fully upheld	15%	16%	28%	12%
Percentage partially upheld	12%	4%	12%	8%
New Ombudsman cases	11	7	4	-43%
Ombudsman cases upheld	1	1	3	200%
Financial consequences	£0.00	£0.00	£0.00	
Compliments	0	0	0	n/a

Complaints under the Council's Corporate Complaints Procedure

Planning & Regeneration services were the subject of 30 corporate complaints during 2022-23. 60% of individual complaint aspects were responded to on time, contributing to an overall figure of 57% of complaint responses involving Planning & Regeneration (some of which may also involve other areas) being responded to in a timely way. 40% were fully or partially upheld.

Service	Mentions this year	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Development Management	12	18	8	1	9	0	8
%	39%	42%	44%	6%	50%	0%	44%
Planning Policy & Strategy	7	10	3	2	5	0	8
%	23%	23%	30%	20%	50%	0%	80%
Building Control	3	4	0	0	4	0	4
%	10%	9%	0%	0%	100%	0%	100%
Planning & Development Support	9	11	1	2	8	0	6
%	29%	26%	9%	18%	73%	0%	55%
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	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Regeneration	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
OVERALL	31	43	12	5	26	0	26
			28%	12%	60%	0%	60%

Nature of complaint

The largest proportion of complaints (42%) related to a lack of action, 58% of which were upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	2	0	0	2	0	2
%	5%	0%	0%	100%	0%	100%
Disputed decision	12	0	0	12	0	7
%	28%	0%	0%	100%	0%	58%
Information	5	1	1	3	0	4
%	12%	20%	20%	60%	0%	80%
Lack of action	19	8	3	8	0	10
%	44%	42%	16%	42%	0%	53%
Quality of service	1	0	0	1	0	1
%	2%	0%	0%	100%	0%	100%
Service Delay	4	3	1	0	0	2
%	9%	75%	25%	0%	0%	50%
Behaviour of another service user	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%
OVERALL	43	12	5	26	0	26
		28%	12%	60%	0%	60%

Compliments

Two compliments were recorded by CE&CS for Planning & Regeneration this year :-

I would like to compliment T about the speed of his response to my above numbered complaint submitted in March 2022, and for the open and honest way in which he engaged in communication about the planning matter it concerned. This is much appreciated.

I had occasion to speak with the Local Land Charges Department today and the gentleman I spoke to was extremely helpful and exceeded massively my expectations.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 9 new Planning & Regeneration referrals during 2022-23. Of the 12 decisions made during the 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		
Development Management	4	2	0	0	0	0	2	0	0	8	0
Planning Policy & Strategy	0	0	0	0	0	0	0	0	0	0	0
Building Control	1	0	0	0	0	0	1	0	0	2	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	1	0	0	0	0	0	0	0	1	0
Regeneration	0	1	0	0	0	0	0	0	0	1	0
OVERALL	5	4	0	0	0	0	3	0	0	12	0

Financial consequences of complaints

	2020 – 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	-	-	£400.00
Charges written off	-	-	-
Time & trouble payments	-	-	-
Stage 1 complaints			
Compensation / backdated payments	-	-	-
Charges written off	-	£104.40	-
Time & trouble payments	-	-	-
TOTALS	600.00	£104.40	£400.00

08 | EDUCATION

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

At a glance

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	23	50	97	94%
Percentage responded to on time	48%	92%	55%	-37%
Percentage fully upheld	15%	24%	35%	11%
Percentage partially upheld	24%	15%	18%	3%
New Ombudsman cases	8	5	15	200%
Ombudsman cases upheld	3	3	6	100%
Financial consequences	£4,300.00	£6,675.00	£4,600.00	
Compliments	23	21	21	0%

Complaints under the Council's Corporate Complaints Procedure

The Education division was the subject of 97 corporate complaints during 2022-23. 52% of individual complaint aspects were responded to on time, contributing to an overall figure of 55% of complaint responses involving Education (some of which may also involve other areas) being responded to in a timely way. 35% were fully or partially upheld, level with last year.

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	13	1	0	12	0	11
%	9%	9%	8%	0%	92%	0%	85%
Early Years	2	3	1	1	1	0	3
%	2%	2%	33%	33%	33%	0%	100%
Education Welfare	3	4	1	0	3	0	2
%	3%	3%	25%	0%	75%	0%	50%
School Standards Team	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
SEN	61	97	35	17	38	7	41
%	63%	66%	36%	18%	39%	7%	42%
SEN Transport	22	29	13	8	8	0	19
%	23%	20%	45%	28%	28%	0%	66%
OVERALL	97	146	51	26	62	7	76
			35%	18%	42%	5%	52%

Nature of complaint

The most prevalent complaints (55%) were in relation to a lack of action, of which 48% were either fully or partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	5	2	1	2	0	4
%	3%	40%	20%	40%	0%	80%
Disputed decision	9	0	0	8	1	3
%	6%	0%	0%	89%	11%	33%
Information	4	0	0	4	0	2
%	3%	0%	0%	100%	0%	50%
Lack of action	80	27	11	36	6	37
%	55%	34%	14%	45%	8%	46%
Quality of service	29	10	9	10	0	21
%	20%	34%	31%	34%	0%	72%
Service Delay	18	12	5	1	0	8
%	12%	67%	28%	6%	0%	44%
Behaviour of another service user	1	0	0	1	0	1
%	1%	0%	0%	100%	0%	100%
OVERALL	146	51	26	62	7	76
		35%	18%	42%	5%	52%

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 just wanted to thank you for your time over the last few days attending our transition meetings for our Year 5 parents. Understandably, all the parents you met with have been very worried about the transition process and although I have met with them to discuss possible schools etc, they were still anxious about the process and how Bromley works. All of them said after their meetings with you that they felt fully informed about the process and confident that you would try to support them in finding the 'right' school for their children. Additionally, they all said how lovely you are and how comfortable they felt with you! Thank you so much for all the help and support you give to our parents and to us as a school!

Thank you so much for your help through the mediation process, you were very supportive and considerate. This was a really useful process for me to better understand the reasons why J was not accepted and to explore the options.

A is my son's caseworker and I just wanted to reach out to you to say how incredible she has been. For over a year we've been having issues with getting an assessment with CENMAC, as soon as A got involved it was sorted within weeks and J has now had his assessment. She's so responsive on email and nothing is ever too much and it's really appreciated so wanted to let you know.

Want to take this opportunity to say again, a massive thank you to both you and E for all your hard work and dedication. Taking time out on a Saturday to host training in person and online. We appreciate and acknowledge all the hours you gave to [us] and would highly rate your services as it was very beneficial.

We would like to thank the EHCP team for their combined effort over the years; it has made a huge difference to our son and what he has been able to achieve/will achieve going forward.

Thank you so much for sorting out the problem with D's transport. The arrangements are working wonderfully and D is on time for his course. It was really kind of you to help and much appreciated.

Can I just take the opportunity to say a massive thank you for the work you've put in to get this up and running. M has also worked tirelessly to ensure we didn't miss the opportunity. It feels like you have gone above and beyond for us and we know how much of a positive impact this will have on our Ukrainian refugees here. So, thank you, and well done. You're doing a stellar job.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 35 new referrals across Education and Children’s Social Care combined during 2022-23. Of the 11 decisions made during this business year on Education cases, 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		
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	2	1	0	1	0	5	0	0	10	6
SEN Transport	0	0	0	0	0	0	1	0	0	1	1
OVERALL	1	2	1	0	1	0	6	0	0	11	7

Financial consequences of complaints

	2020 - 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	£1,400.00	£2,950.00	£4,500.00
Charges written off	-	£0.00	-
Time & trouble payments	£200.00	£0.00	£100.00
Stage 1 complaints			
Compensation / backdated payments	£2,700.00	£3,725.00	-
Charges written off	-	£0.00	-
Time & trouble payments	-	£0.00	-
TOTALS	£4,300.00	£6,675.00	£4,600.00

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, Democratic and Registrar services.

At a glance

	2020 - 21	2021 - 22	2022 - 23	% on prev. year
Complaints	75	80	98	23%
Percentage responded to on time	52%	68%	50%	-18%
Percentage fully upheld	39%	28%	40%	12%
Percentage partially upheld	10%	20%	13%	-7%
New Ombudsman cases	9	16	10	-38%
Ombudsman cases upheld	2	2	2	0%
Financial consequences	£121.00	£0.00	£0.00	
Compliments	12	14	2	-86%

Complaints under the Council's Corporate Complaints Procedure

The Chief Executive's Department was the subject of 98 complaints during 2022-23. 51% of individual complaint aspects were responded to on time, contributing to an overall figure of 50% of complaint responses involving the department (some of which may also involve other areas) being responded to in a timely way. 53% of complaints were fully or partially upheld, a 5% increase on last year.

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	1	1	0	0	1	0	1
%	1%	1%	0%	0%	100%	0%	100%
Registrar Services	1	1	0	0	1	0	1
%	1%	1%	0%	0%	100%	0%	100%
Democratic Services	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Customer Services	9	9	3	2	4	0	8
%	9%	6%	33%	22%	44%	0%	89%
Communications	0	1	0	0	1	0	1
%	0%	1%	0%	0%	100%	0%	100%
Information Management	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Appointeeship	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
Blue Badges	4	5	2	0	3	0	5
%	4%	4%	40%	0%	60%	0%	100%
Business Rates	6	11	1	3	7	0	6
%	6%	8%	9%	27%	64%	0%	55%
Care Home Fees	16	20	8	4	8	0	4
%	15%	14%	40%	20%	40%	0%	20%
Council Tax	19	28	11	2	15	0	25
%	18%	20%	39%	7%	54%	0%	89%
Direct Payments	6	7	4	1	2	0	3
%	6%	5%	57%	14%	29%	0%	43%
Domiciliary Care fees	21	31	15	3	13	0	7
%	20%	22%	48%	10%	42%	0%	23%
Carelink	2	2	0	1	1	0	1
%	2%	1%	0%	50%	50%	0%	50%
Housing Benefit	4	4	2	0	2	0	3
%	4%	3%	50%	0%	50%	0%	75%
Income & Recovery	14	18	11	2	5	0	5
%	13%	13%	61%	11%	28%	0%	28%
Freedom Pass	2	2	0	0	2	0	1
%	2%	1%	0%	0%	100%	0%	50%
Legal	0	0	0	0	0	0	0
%	0%	0%	0%	0%	0%	0%	0%
OVERALL	105	140	57	18	65	0	71
			41%	13%	46%	0%	51%

Nature of complaint

The majority of complaints were in relation to a perceived lack of action (37%), of which 60% were either fully or partially upheld.

Subject	Aspects this year	Fully upheld	Partially upheld	Not upheld	Ongoing	Answered on time
Staff conduct	17	4	1	12	0	13
%	12%	24%	6%	71%	0%	76%
Disputed decision	10	2	0	8	0	8
%	7%	20%	0%	80%	0%	80%
Information	9	5	2	2	0	2
%	6%	56%	22%	22%	0%	22%
Lack of action	52	25	6	21	0	25
%	37%	48%	12%	40%	0%	48%
Quality of service	20	9	2	9	0	16
%	14%	45%	10%	45%	0%	80%
Service Delay	6	2	2	2	0	0
%	4%	33%	33%	33%	0%	0%
Billing & Charging	26	10	5	11	0	7
%	19%	38%	19%	42%	0%	27%
OVERALL	140	57	18	65	0	71
		41%	13%	46%	0%	51%

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are those received this year as notified to CE&CS :-

Staff were extremely helpful and kind when we had to postpone the original date due to Covid. We thoroughly enjoyed our day – it was perfect.

Oh my God... S I could kiss you right now! Literally trying not to cry at this very moment...THANK YOU so SO much, I was so stressed and upset yesterday and just felt sick to my stomach that this issue had arisen due to a blunder by one of my lawyers in New York can't tell you.. thank you so much and to whichever boss gave you permission to do this I appreciate with my whole heart. Thank you again for coming to my rescue, much love

I went in to the reception with a problem regarding a request for information regarding a rental property...I lost the letter and tried to contact you via your online form and telephone with no response. A went to the trouble of tracking down the letter, printing a copy of it with the form detailing the information requested. He was polite, courteous and efficient. He then provided me with a stamped copy of the completed form. A very good experience.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 12 new referrals concerning the Chief Executive's Department during 2022-23. Of the 8 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	0	0	0	0	0	0	0	0	0	1
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	1	0	0	0	0	0	0	0	0	1	0
Care Home Fees	0	0	0	0	0	0	0	0	0	0	0
Council Tax	1	2	0	0	0	0	0	0	0	3	0
Direct Payments	0	0	0	0	0	0	1	0	0	1	0
Domiciliary Care fees	0	0	0	0	0	0	0	0	0	0	1
Housing Benefit	0	1	0	0	0	0	0	1	0	2	0
Appointeeship	0	0	0	0	0	0	0	0	0	0	0
Freedom Pass	1	0	0	0	0	0	0	0	0	1	0
Legal	0	0	0	0	0	0	0	0	0	0	0
OVERALL	3	3	0	0	0	0	1	1	0	8	2

Financial consequences of complaints

	2020 - 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	-	£750.00	£0.00
Charges written off	-	£0.00	£0.00
Time & trouble payments	-	£0.00	£0.00
Stage 1 complaints			
Compensation / backdated payments	£121.00	£300.00	£100.00
Charges written off	-	£3,404.35	£2,821.91
Time & trouble payments	-	£0.00	£0.00
TOTALS	£121.00	£4,454.35	£2,921.91

10 | ENVIRONMENT & PUBLIC PROTECTION

Complaints under the Council's Corporate Complaints Procedure

This year is the first to include data from the Carbon Management & Green Space service. E&PP recorded 171 cases as having been handled as corporate complaints during 2022-23, a notable decrease on the previous year. This is anticipated to be as a result of a revision of the policy determining which Neighbourhood Management approaches received through the Council website are recorded as formal complaints.

Service	2020 – 21	2021 – 22	2022 – 23	%age
Carbon Man'ment & Green Space	-	-	26	-
Highways & Transport	19	16	5	-69%
Neighbourhood Management	158	444	121	-73%
Public Protection	10	9	12	+33%
Traffic, Road Safety & Parking	26	16	7	-38%
OVERALL	207	485	171	-65%

Nature of complaint

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

Service	On time	Information	Lack of action	Operational	Staff conduct	Policy	TOTAL	2021-22
Carbon M'ment & Green Space	100%	0	2	22	1	1	26	-
Highways & Transport	100%	0	1	0	1	3	5	16
Neighbourhood Management	100%	0	10	85	23	3	121	444
Public Protection	100%	0	6	2	1	3	12	9
Traffic, Road Safety & Parking	100%	0	0	1	0	6	7	16
OVERALL	100%	0	19	110	24	16	171	485

Compliments

As much as we like to learn from complaints, we like to learn from compliments too. The following are examples of the 105 compliments reported by E&PP this year :-

At a time when too many people are quick to moan and complain I would like to readdress the balance ref the recent foot path resurfacing of our road. As ever I think we were all concerned about the upheaval and disruption but we need not have worried. The team completed the work without any hassle and to a high standard and a number of neighbours have commented how good it looks, so thank you and please thank the workers .

I have never over seen road works before and lived here for over twenty years. I was concerned for my residents with such large machinery the noise levels etc. trips and falls. I watch every day these guys so professional and the way they are so trained, no swearing no shouting I cant stress enough how pleased I am with the work force the site manager over seeing every move the men made. keeping my pathways cleaned at all times. What a fantastic job they have done too. Hats off to you Bromley for these delightful guys. My residents and myself so impressed the way the team worked I might add to very late Thursday night as well. Thank you Bromley and thank you contractors for making our scheme and surrounding roads look fantastic again.

Local Government & Social Care Ombudsman cases

The Ombudsman recorded 28 referrals during 2022-23. Of the 16 formal decisions made during the year, three were upheld.

Ombudsman outcomes	CLOSED			NOT UPHELD		UPHELD				TOTAL	Ongoing
	NFA	No jurisdiction	Premature	NFA	No maladminin	NFA	Maladmin & Injustice	Maladmin, no injustice	Already remedied		
Carbon Management & Green Space	0	0	0	0	0	0	0	0	0	0	0
Highways	2	0	0	1	0	0	1	0	0	4	1
Traffic & Parking	2	3	1	0	2	0	0	0	0	8	0
Environment	0	0	0	0	1	0	1	0	0	2	0
Public Protection	1	0	0	0	0	0	1	0	0	2	1
OVERALL	5	3	1	1	3	0	3	0	0	16	2

Financial consequences of complaints

	2020 - 21	2021 - 22	2022 - 23
Ombudsman cases			
Compensation / backdated payments	-	-	£600.00
Charges written off	-	-	-
Time & trouble payments	-	-	-
Stage 1 complaints			
Compensation / backdated payments	-	-	-
Charges written off	-	-	-
Time & trouble payments	-	-	-
TOTALS	£0.00	£0.00	£600.00

11 | PUBLIC HEALTH

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

