

Local Government & Social Care OMBUDSMAN

8 July 2026

By email

Mr Adetosoye
Chief Executive
London Borough of Bromley

Dear Mr Adetosoye

Annual Review Letter 2025–26

I wrote to you in May with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2026. In that letter, I explained that where we had concerns about your organisation's complaint handling, or to highlight exceptional performance, I would write again, and I have set out our experience of your organisation's complaint handling below.

As a reminder, [your annual statistics are available here](#).

In addition, you can find details of the decisions we have made about your organisation, read the reports we have issued, and view the service improvements your organisation has agreed to make as a result of our investigations, as well as previous annual review letters.

This letter will be published on our website on 15 July 2026.

Your organisation's performance

During the year we recorded your Council's compliance with our recommendations in 49 cases. In 22 cases, compliance was late, which is disappointing. Many of these delays related to personal remedies, such as apologies and payments, causing unnecessary waiting and frustration for complainants. These actions should be straightforward to complete.

Delays also affected service improvement recommendations. Where timescales are not achievable, the Council should raise this at the draft decision stage of the process. We aim to set realistic timeframes but cannot accept indefinite deadlines given the continued risk of similar issues affecting others.

I ask you to ensure there is effective oversight of agreed recommendations, so they are delivered promptly. Any anticipated delays should be communicated in advance.

As in the previous year, our investigations were hindered by delays in the Council's responses to our enquiries. The Council responded late in over half of our enquiries, and in one case the delays were such that we took the unusual step of threatening to issue a witness summons before the required information was provided.

We are aware that some delays were linked to capacity pressures over the summer, particularly in Special Educational Needs services. However, delays were also evident across other departments.

We discussed these concerns with officers in January 2026. I hope this engagement leads to sustained improvement. If there is further support my office can provide, please let me know.

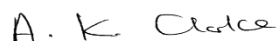
Supporting complaints and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our [Complaint Handling Code](#), in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published next week, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,

A handwritten signature in black ink that reads "A. K. Clarke". The signature is written in a cursive, slightly informal style.

Amerdeep Clarke
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England