

Flat 64, Rosing Apartments
45 Homesdale Road
Bromley
London
BR2 9FN
07725 586 509
dmcmmorrow@mage-net.net

Hello,

Ref: Complaint Two

Under Bromleys complaints procedure, I would like this investigated under stage two.

The complaint made via phone to has been being looked at Stage

1 The informative letter

www.dropbox.com/s/94ve2m5lfxq6ob4/Complaint%202016-07-28.pdf?dl=0

Ik I, However my complaint was not resolved and the performance of team was nonexistent.

In bold, is the crux of my complaint.

“You state you will be moving to Wood Green but say that you have equipment that needs to be moved to your new address. Your complaint is that the council has no procedure in place for service users who move”

Adesina Suleiman (Acting Team Leader Initial Response Function - Adult Early Intervention Service)

Has responded to my complaint. **On 10th August 2016.**

www.dropbox.com/s/4kdfnwkywiqfty/DM%20P158362%20-%20Response%20to%20Complaint.doc?dl=0

As predicted the response is too a totally different question, as does not address the lack of procedure Or address the clear lack of appropriate training.

- We also learn the response from Susan in The Adult Early Intervention was wrong which highlights the lack of training.

www.dropbox.com/s/oovh886d2jbvts8/email%202016-07-29%201137.pdf?dl=0

So...

- I am writing to make an request for all the information to which I am entitled under the **Freedom of Information Act 2000**.

Please send me recorded information, which includes information held on computers, in emails and in printed or handwritten documents as well as images, video and audio recordings.

If this request is too wide or unclear, and you require a clarification, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters.(Section 16 Regulation 9).

If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the act. I will also expect you to release all non-exempt material. I reserve the right to appeal your decision to withhold any information or to charge excessive fees.

If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

I would like the above information to be provided to me as electronic copies.

- I understand that you are required to respond to my request within the 20 working days after you receive this letter. I would be grateful if you could confirm in writing that you have received this request.

Information I'm after...

- The current procedure that gives guidance on a move in-borough and out-borough
- Document revision history
- How "**Lessons Learned**" are incorporated into the active document
- Training history of appropriate personal on implementing this policy
- What the core aspects of the training are
- How failure to follow policy are handled

On **Tuesday 30th August 2016** I was informed by Haringey that they were still not aware of me and my needs. I again spoke with Social Services and was assured Monic Blake who was dealing with my move would call me back in 5 minutes.

At 14:0 (10 minutes after Monica was due to call) I called again and made another complaint with Mario Giannini. He was very apologetic about the lack of action and appeared to understand the urgent requirement and was going to raise the issue with someone one other that Monica.

This never happened, no one from Bromley has called me to Discuss the delays and lack of support from Bromley.

Monica subtly spoke with my mother (Mrs Pauline McMorro) an it transpired Haringey where informed on **Thursday 25th August 2016** Of My care needs.

Effectively giving a fellow Council three working day (due to **Monday 29th August 2016** being a Bank Holiday)

I've seen an email to Anderson Care dated **31th August 2016 at 13:57** providing them with the **wrong** address. As such they missed my 5 o'clock call due to your mistake.

So...

- I am writing to make an request for all the information to which I am entitled under the **Subject access request**

Please supply the information about me I am entitled to under the Data Protection Act 1998 relating to: My Move from Bromley to Haringey, impreturiley interested in

- Emails sent to Haringey from anyone at Bromley.
- Emails sent to Anderson Care.
 - In Haringey who now provide my care
 - Again i'm interested in what aspects of my care needs when transferred.

If you need any more information from me, or a fee, please let me know as soon as possible.

It may be helpful for you to know that a request for information under the Data Protection Act 1998 should be responded to within 40 days.

If you do not normally deal with these requests, please pass this letter to your Data Protection Officer. If you need advice on dealing with this request, the Information Commissioner's Office can assist you and can be contacted on 0303 123 1113 or at ico.org.uk

To be clear I'm only interested in my personal information and no third party.

My Understanding is Bromley Social Services have an and responsible for organizing my care needs. Anderson Care have been selected and I like to know how? Including Anderson Care over the last 5 years i've had 4 care providers and in two day i can confidently say Anderson are the worse.

Daniel McMorrow