



## Education, Care and Health Services

Early Intervention Service  
Initial Response Function  
Civic Centre, Room N211, North Block, Bromley BR1 3UH  
Telephone: 020 8464-3333      Fax: 0208 313 4261  
Direct Line: 020 8461 7777      Internet: [www.bromley.gov.uk](http://www.bromley.gov.uk)  
Email: [Adult.Early.Intervention@bromley.gov.uk](mailto:Adult.Early.Intervention@bromley.gov.uk)

Your Reference: P158362

Our Reference : P158362

10 August 2016

Mr Daniel McMorrow  
64 Rosing Apartments  
45 Homesdale Road  
Bromley BR2 9FN  
Email: [dmcmorrow@mage-net.net](mailto:dmcmorrow@mage-net.net)

Dear Mr McMorrow

### **RE: COMPLAINT ABOUT DELAYS IN GETTING ASSISTANCE TO MOVE OUT OF BROMLEY**

Thank you for speaking with me today in my dealing with the complaint you raised on 28<sup>th</sup> August 2016. As discussed, I have also spoken with your mother, Mrs Pauline McMorrow to get a full understanding of the issues and to check that we have addressed every concern. Below is my formal response to your complaint as we discussed.

Firstly, I am sorry that you have had cause to complain to Bromley Education, Care and Health Services about the delay in supporting you with your move to North London to be nearer to your relatives and your experience of lack of clarity about the process. I would like to assure you that we take all complaints seriously and we endeavour to investigate and address all concerns as thoroughly as possible.

With regards to the general support for your move and transfer of your existing care package, your request is now with our Duty Function in the Adult Early Intervention Service. This team will be responsible for liaising with Haringey local authority and transferring over your current care package. The team will need to share the assessments we have on our records with Haringey. Bromley Local Authority may also need to provide a prescriptive care package in order to allow Haringey to be able to pick up on-going management of your support plan. A member of the team can also advise you on how to get support in application for Housing Benefit and Council Tax if you need support in that area. The Duty Function can be contacted on 02084617777 or through the Adult.Early.[Intervention@bromley.gov.uk](mailto:Intervention@bromley.gov.uk).

With regards to transfer of occupational therapy equipment, I have explained to you that your current equipment provided by Bromley Local authority belongs to Bromley Council and therefore cannot be moved to another local authority. Our Occupational Therapy department have however discussed your situation with the District Nursing Service who have now prescribed and ordered equipment on your behalf. The Health Occupational Therapists through the District Nursing Service may be able to arrange for any change of service in relation to specialist equipment and transfer of equipment across local authorities. However the main responsibility for providing you with Occupational Therapy equipment will be owned by Haringey Council once you have moved into North London.

I understand from our telephone conversations today that you plan to move to Haringey around the first week of September. A member of the Duty Function should be in touch with you to update on the transfer of care but please do let us know when you have a confirmed date of the move. I wish you a smooth and successful move and all the best for the future.

I do hope I have succeeded in addressing your concerns to your satisfaction and I am happy to discuss further if that is helpful. However if you remain unhappy with the outcome of your complaint, you have the right to approach the Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH. For further information, you can visit the LGO's website at: [www.lgo.org.uk](http://www.lgo.org.uk)

Yours sincerely



Adesina Suleiman

Acting Team Leader

Initial Response – Adult Early Intervention Service

London Borough of Bromley

[Adesina.Suleiman@bromley.gov.uk](mailto:Adesina.Suleiman@bromley.gov.uk)