



Haverling

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.00 pm	Thursday 5 September 2019	Town Hall
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Members 8: Quorum 3

COUNCILLORS:

**Conservative Group
(4)**

Ray Best (Vice-Chair)
Joshua Chapman
Timothy Ryan (Vice-Chair)
Matt Sutton (Chairman)

**Residents' Group
(1)**

Ray Morgon

**Upminster & Cranham
Residents' Group
(1)**

Linda Van den Hende

**Independent
Residents Group'
(1)**

Jeffrey Tucker

**Labour Group
(1)**

Denis O'Flynn

**For information about the meeting please contact:
Richard Cursons Tel: 01708 432430
e-mail:richard.cursons@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

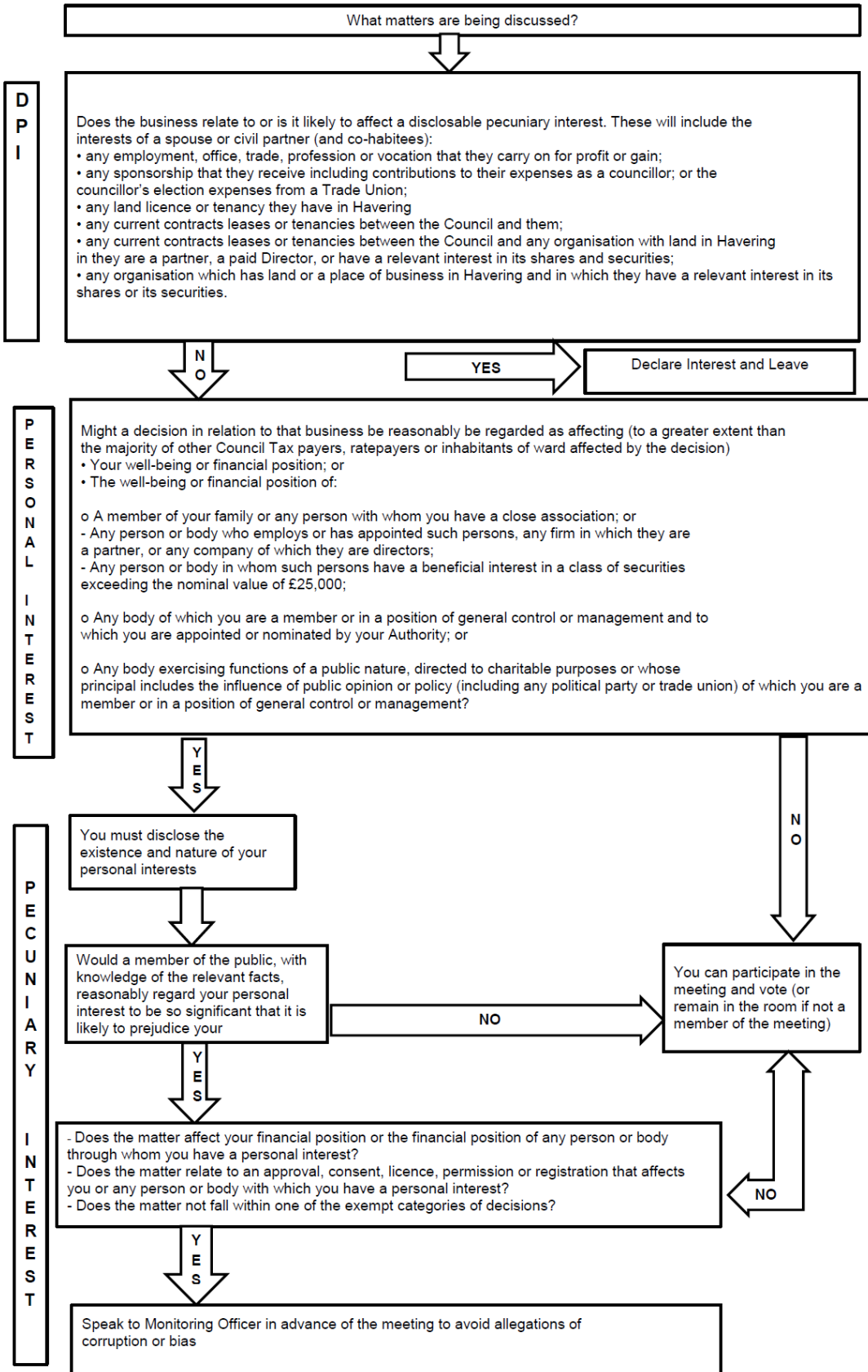
- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

DECLARING INTERESTS FLOWCHART – QUESTIONS TO ASK YOURSELF



AGENDA ITEMS

1 CHAIRMAN'S ANNOUNCEMENTS

The Chairman will announce details of the arrangements in case of fire or other events that might require the meeting room or building's evacuation.

2 APOLOGIES FOR ABSENCE & SUBSTITUTE MEMBERS

(if any) – receive.

3 DECLARATIONS OF INTERESTS

Members are invited to declare any interests in any of the items on the agenda at this point of the meeting. Members may still declare an interest in an item at any time prior to the consideration of the matter.

4 MINUTES (Pages 1 - 4)

To approve as a correct record, the minutes of the meeting of the Committee held on 21 May 2019 and to authorise the Chairman to sign them.

5 UPDATE ON CORPORATE COMPLAINTS (Pages 5 - 28)

Report and appendices attached.

6 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN (LGSCO) ANNUAL REVIEW LETTER 2018/19 (Pages 29 - 74)

Report and appendices attached.

7 PRESENTATION ON THE COUNCIL'S CORPORATE COMPLAINT POLICY AND PROCEDURE/UPDATE ON SERVICE AREA COMPLAINTS (Pages 75 - 86)

Report and appendix attached.

8 ADULT SOCIAL CARE ANNUAL COMPLAINTS REPORT 2018/19 (Pages 87 - 108)

Report and appendix attached.

9 CHILDREN'S SERVICES ANNUAL COMPLAINTS REPORT 2018/19 (Pages 109 - 128)

Report and appendix attached.

Andrew Beesley
Head of Democratic Services