



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW SUB COMMITTEE AGENDA

7.30 pm

Wednesday  
26 October 2011

Town Hall  
Main Road  
Romford

Members 11: Quorum 4

### COUNCILLORS:

**Conservative Group  
( 6 )**

**Residents' Group  
( 2 )**

**Labour Group  
( 1 )**

**Independent  
Residents' Group  
( 1 )**

Osman Dervish  
(Chairman)

Frederick Thompson  
(Vice-Chair)

Robert Benham

Eric Munday

Barry Oddy

Linda Trew

Barbara Matthews  
(Vice-Chair)

John Mylod

Denis O'Flynn

Michael Deon Burton

**Ian Buckmaster  
Committee Administration & Member Support Manager**

**For information about the meeting please contact:  
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## 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)

The Minutes of the meeting of the Adjudication and Review **Committee** held on 27 April 2011 are provided here for information of Members as they were signed by the Chairman of the Governance Committee at its meeting held on 2 June 2011.

### 5 ADULT SOCIAL CARE ANNUAL COMPLAINTS, COMMENTS AND COMPLIMENTS REPORT 2010 - 2011 (Pages 5 - 22)

Members are invited to note the contents of this report which was presented to the Individuals Overview & Scrutiny Committee on 19 July

### 6 SOCIAL CARE AND LEARNING (CHILDREN AND YOUNG PEOPLE'S SERVICES) ANNUAL COMPLAINTS AND COMPLIMENTS REPORT 2010 / 11 (Pages 23 - 36)

Members are invited to note the contents of this report which is to be presented to the Children's Overview & Scrutiny Committee in November.

### 7 CRM DEVELOPMENT

An oral update concerning the progress so far in the development and use of the new CRM system by the CRM Programme Manager.

### 8 CRM STATISTICAL UPDATE (Pages 37 - 72)

Appended are screen-shots of spread-sheets from CRM statistics covering April – August. If available, the statistics for September will be presented at the meeting.

### 9 THE LOCAL GOVERNMENT OMBUDSMAN - ANNUAL LETTER 2010 - 2011 (Pages 73 - 82)

Attached with Briefing.

**10 LOCAL GOVERNMENT OMBUDSMAN - STATISTICS 1 APRIL - 30 SEPTEMBER 2011** (Pages 83 - 88)

Attached.

**11 URGENT BUSINESS**

To consider any other item in respect of which the Chairman is of the opinion, by reason of special circumstances which shall be specified in the minutes, that the item should be considered at the meeting as a matter of urgency.

**Ian Buckmaster  
Committee Administration  
& Member Support Manager**