

**MINUTES OF A MEETING OF THE
ADJUDICATION & REVIEW SUB COMMITTEE (HEARINGS)
Committee Room 2 - Town Hall
5 September 2012 (5.00 - 6.55 pm)**

Present:

COUNCILLORS

Conservative Group Ted Eden (Chairman)

Residents' Group Barbara Matthews

Labour Group Denis O'Flynn

Independent Person Mrs Stephanie Nunn

The complainant

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| Sue Witherspoon | Head of Housing & Public Protection |
| Jonathan Geall | Housing Needs & Strategy Manager |
| Mr Omojefe Agba | (Interim Tenancy & Neighbourhood Services Manager for Homes in Havering) (IT&NSM) |
| Grant Söderberg | Clerk to the Panel |

Councillor Eden opened the meeting by introducing the Panel and outlining the process of the Hearing.

EXCLUSION OF THE PUBLIC

On a motion by the Chairman:

RESOLVED:

That the public be excluded from the remainder of the meeting on the grounds that it was likely that, in view of the nature of the proceedings, if members of the public were present there would be disclosure to them of exempt information within the meaning of paragraphs 1 (information relating to any individual) and 2 (information which is likely to reveal the identity of an individual) of Schedule 12A to the Local Government Act 1972.

1 **CONSIDERATION OF AN APPEAL CONTAINING EXEMPT
INFORMATION**

2 PANEL'S DECISION

Following careful consideration of the representations made by the complainant and the responses of the Service, the Panel determined that:

1. The Head of Housing and Public Protection and the Housing Needs and Strategy Manager send the complainant a jointly signed letter of apology in respect of their service's failure to keep his complaint distinct and, where it was unable to respond to him within the time it stated, that it failed to provide him with any explanation or reason for the delay which could have avoided unnecessary inconvenience and upset to him. A copy of this letter is to be forwarded to the Panel.
2. The Service shall monitor the behaviour of the staff complained of (including the use of "spot-checks" and sampling tenant feed-back) and ensure that training - especially in public relations - is maintained and regularly reviewed and that in particular, the officer referred to in the complaint receives appropriate supervision and mentoring until she can fully demonstrate that she can discharge her appointed tasks diligently.
3. The Head of Housing and Public Protection undertake a regular review of procedures and training to ensure that all staff who have a duty of care for vulnerable people are fully competent and that complaints against staff involving breaches of the Employee Code of Conduct are dealt with through the appropriate disciplinary policy and are not linked with any other action.
4. A sum of £150.00 be paid to the complainant in acknowledgement of the time, expense and trouble he has been put to because of the unnecessarily protracted manner in which his complaint has been dealt with.

The Panel also wished to remind the complainant that the Council would not tolerate bad language to be used against any of its staff, in any circumstances and that he should refrain from doing so in future as it would only serve to weaken his own case.

The full details of the complaint are attached in the appendix (containing exempt information and not available to the press or public).

Chairman