



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

**7.30 pm**

**Tuesday  
6 November 2012**

**Town Hall**

Members 10: Quorum 4

### **COUNCILLORS:**

**Conservative Group  
( 6)**

**Residents' Group  
( 2)**

**Labour Group  
( 1)**

**Independent  
Residents' Group  
( 1)**

Frederick Thompson  
(Vice-Chair)  
Robert Benham  
Eric Munday  
Barry Oddy  
Linda Trew  
Ted Eden (Chairman)

Barbara Matthews  
(Vice-Chair)  
John Mylod

Denis O'Flynn

Michael Deon Burton

**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 DISCLOSURE OF PECUNIARY INTERESTS

Members are invited to disclose any pecuniary interest in any of the items on the agenda at this point of the meeting.

*Members may still disclose any pecuniary interest in an item at any time prior to the consideration of the matter.*

### 4 MINUTES (Pages 1 - 6)

To agree as a correct record the Minutes of the meeting of the Adjudication and Review **Sub-Committee** held on 22 May 2012 and to authorise the Chairman to sign them.

### 5 ORAL UPDATE ON COMPLAINT ISSUES

To receive an oral update from the Head of Customer Services concerning corporate complaints to date.

### 6 INITIAL ASSESSMENT PANELS (CORPORATE COMPLAINTS & STANDARDS ISSUES) - PROPOSALS (Pages 7 - 10)

Members are invited to consider whether to approve – in the light of increasing requests for Stage Three hearings - the establishment of regular hearing dates for Initial Assessment Panels or to retain the current ad-hoc arrangements.

### 7 UPDATE ON OMBUDSMAN ISSUES & THE LOCAL GOVERNMENT OMBUDSMAN'S ANNUAL LETTER 2012 - REPORT TO FOLLOW

Members are invited to note the report on the current position concerning the Local Government Ombudsman, the forthcoming involvement with the Housing Services Ombudsman and to decide whether to forward the LGO's Annual Letter for 2012 to the appropriate Overview and Scrutiny committees.

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