



Havering

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.30 pm	Thursday 17 October 2013	Town Hall Romford
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Members 11: Quorum 4

COUNCILLORS:

Conservative Group (5)	Residents' Group (2)	United Kingdom Independence Party (1)	Labour Group (1)	Independent Residents' Group (1)
Frederick Thompson (Vice Chair) Robert Benham Rebecca Bennett Pam Light Barry Oddy	Barbara Matthews (Vice-Chair) John Mylod	Ted Eden (Chairman)	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 - 4)

To approve as correct the minutes of the meeting held on 11 April 2013 and authorise the Chairman to sign them.

5 HOUSING COMPLAINTS (Pages 5 - 14)

Members are invited to consider a report concerning the various strategies employed by the Housing Services to deal with tenants' complaints.

6 CORPORATE COMPLAINTS - MEMBERS/MPS ENQUIRIES (Pages 15 - 30)

A presentation by the Head of Exchequer Services

7 LOCAL GOVERNMENT OMBUDSMAN - ANNUAL LETTER JUNE 2013 (Pages 31 - 38)

Members are invited to note the Annual Letter and decide whether it should be circulated to the Overview and Scrutiny committees.

8 LOCAL GOVERNMENT OMBUDSMAN STATISTICAL UPDATE: 1 APRIL - 30 SEPTEMBER 2013 (Pages 39 - 58)

Members are invited to consider the attached statistical information and decide whether they would like some or all of the data sent to them on a monthly basis in future

9 STAGE THREE ACTIVITY 1 APRIL - 30 SEPTEMBER 2013 - ORAL UPDATE

Details of the complaints escalated to Stage Three will be tabled at the meeting.

Andy Beesley
Committee Administration Manager