



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.30 pm</b>	<b>Thursday 30 January 2014</b>	<b>Town Hall Main Road Romford</b>
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Members 10: Quorum 4

### COUNCILLORS:

<b>Conservative ( 5 )</b>	<b>Residents' ( 2 )</b>	<b>Labour ( 1 )</b>	<b>Independent Residents' ( 1 )</b>	<b>UKIP Group ( 1 )</b>
Frederick Thompson (Vice-Chair) Robert Benham Rebecca Bennett Pam Light Barry Oddy	Barbara Matthews (Vice-Chair) John Mylod	Denis O'Flynn	Michael Deon Burton	Ted Eden (Chairman)

**For information about the meeting please contact:  
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grant.soderberg@haverling.gov.uk**

## 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 DISCLOSURES OF PECUNIARY INTERESTS

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

### 4 MINUTES (Pages 1 - 6)

To approve as a correct record the minutes of the meeting held on 17 October 2013 and to authorise the Chairman to sign them

### 5 ADULT SOCIAL CARE ANNUAL REPORT (COMPLAINTS & COMPLIMENTS) 2012-13 AS PRESENTED TO INDIVIDUALS OSC (Pages 7 - 26)

The attached report is for Members to note

### 6 CHILDREN & YOUNG PEOPLE'S SERVICES ANNUAL COMPLAINTS & COMPLIMENTS REPORT 2012-13 AS PRESENTED TO CHILDREN'S SERVICES OSC (Pages 27 - 46)

The attached report is for Members to note

### 7 LEARNING & ACHIEVEMENT COMPLAINTS REPORT 2012-13 AS PRESENTED TO CHILDREN'S SERVICES OSC (Pages 47 - 64)

The attached report is for Members to note.

### 8 HOUSING SERVICES REPORT AND UPDATE OF PROGRESS IN THE RE-UNIFICATION OF THE COMPLAINTS HANDLING PROCESS (Pages 65 - 74)

Members are asked to note the contents of this report

### 9 CRM & CORPORATE COMPLAINTS & STATISTICAL UPDATE

Presentation by Head of Exchequer Services – material to follow if and when available.

### 10 REPORT ON THE GOVERNMENT REPORT ON PROPOSED CHANGES TO THE ORGANISATION OF THE LGO SERVICE IN ENGLAND (Pages 75 - 112)

Members to note the recent Government report.

**11 REPORT ON THE UPDATE ON LGO ACTIVITY FOR THE YEAR TO DATE** (Pages 113 - 132)

Members are invited to note and comment on the details of the report

**12 UPDATE ON STAGE THREE ACTIVITY FOR THE YEAR TO DATE & SUGGESTED CHANGES** (Pages 133 - 140)

Members are invited to note the review and decide whether the proposed changes to the Stage Three process should be implemented.

**Andrew Beesley  
Committee Administration  
Manager**