



Haverling

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.30 pm

Wednesday
6 August 2014

Town Hall
Main Road
Romford

Members 10: Quorum 4

COUNCILLORS:

**Conservative
(4)**

Joshua Chapman
(Chairman)
Roger Westwood
(Vice-Chair)
Meg Davis
Jason Frost

**Residents'
(4)**

John Mylod
(Vice-Chair)
June Alexander
Barbara Matthews
Julie Wilkes

**Independent
Residents'
(1)**

Michael Deon Burton

**UKIP
(1)**

David Johnson

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 - 18)

To approve as a correct record, the Minutes of the Committee held on 17 April 2014 and to authorise the Chairman to sign them

5 PRESENTATION BY THE HEAD OF BUSINESS & PERFORMANCE (CHILDREN, ADULTS AND HOUSING) CONCERNING COMPLAINTS MANAGEMENT IN THE DIRECTORATE

6 PRESENTATION BY THE CORPORATE POLICY AND COMMUNITY MANAGER (COMMUNITY & ECONOMIC DEVELOPMENT) CONCERNING COMPLAINTS AND MEMBER/MP ENQUIRIES

7 REPORT ON THE LOCAL GOVERNMENT OMBUDSMAN'S ANNUAL LETTER FOR 2013/14 (Pages 19 - 28)

8 UPDATE ON LGO ACTIVITY FOR THE YEAR TO DATE (Pages 29 - 34)

Statistical detail to follow.

9 UPDATE ON STAGE THREE ACTIVITY FOR THE YEAR TO DATE & SUGGESTED CHANGES (Pages 35 - 40)

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

10 REVISION OF THE FORMAL PROCESS FOR MEMBER CONDUCT COMPLAINTS (Pages 41 - 48)

The Chairman is to announce a review of the procedures under which Member conduct complaints are conducted. Appended is the process agreed by Council at its meeting held on 13 June 2012 and the accompanying Minute.

Andrew Beesley
Committee Administration
Manager