



Havering

LONDON BOROUGH

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.30 pm	Wednesday 4 February 2015	Town Hall Main Road Romford
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Members 10: Quorum 4

COUNCILLORS:

Conservative (4)

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

Residents' (2)

John Mylod (Vice-Chair)
Barbara Matthews

East Havering Residents' (2)

Alex Donald
Brian Eagling)

UKIP (1)

David Johnson

Independent Residents' (1)

Michael Deon Burton

**For information about the meeting please contact:
Grant Soderberg Tel: 01708 433091
e-mail: grant.soderberg@onesource.co.uk**

Protocol for members of the public wishing to report on meetings of the London Borough of Havering

Members of the public are entitled to report on meetings of Council, Committees and Cabinet, except in circumstances where the public have been excluded as permitted by law.

Reporting means:-

- filming, photographing or making an audio recording of the proceedings of the meeting;
- using any other means for enabling persons not present to see or hear proceedings at a meeting as it takes place or later; or
- reporting or providing commentary on proceedings at a meeting, orally or in writing, so that the report or commentary is available as the meeting takes place or later if the person is not present.

Anyone present at a meeting as it takes place is not permitted to carry out an oral commentary or report. This is to prevent the business of the meeting being disrupted.

Anyone attending a meeting is asked to advise Democratic Services staff on 01708 433076 that they wish to report on the meeting and how they wish to do so. This is to enable employees to guide anyone choosing to report on proceedings to an appropriate place from which to be able to report effectively.

Members of the public are asked to remain seated throughout the meeting as standing up and walking around could distract from the business in hand.

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 - 8)

To approve as a correct record the Minutes of the meeting held on 4 November 2014 and to authorise the Chairman to sign them.

5 CORPORATE COMPLAINTS: PRESENTATION

A presentation for the last quarter's Corporate Complaints statistics will be given.

6 PRESENTATION - STREETCARE (Pages 9 - 28)

A presentation by Jane Glazebrook on behalf of StreetCare

7 MEMBERS CODE OF CONDUCT COMPLAINTS PROCEDURE (Pages 29 - 64)

8 STAGE THREE COMPLAINTS - UPDATE (Pages 65 - 70)

9 ORAL UPDATE OF LOCAL GOVERNMENT OMBUDSMAN AND STAGE THREE ACTIVITY TO 31 JANUARY 2015

An oral update with charts for both LGO and Stage Three activity

10 LETTER FROM THE LOCAL GOVERNMENT OMBUDSMAN (Pages 71 - 72)

The Chairman will introduce for comment, the letter received from the LGO in response to the letter from the Committee to her in respect of the 2014 LGO Annual Letter.

**Andrew Beesley
Committee Administration
Manager**