



# Haverling

LONDON BOROUGH

## ADJUDICATION AND REVIEW COMMITTEE AGENDA

<b>7.30 pm</b>	<b>Tuesday 21 April 2015</b>	<b>Town Hall Main Road Romford</b>
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Members 10: Quorum 4

### COUNCILLORS:

<b>Conservative ( 4 )</b>	<b>Residents' ( 2 )</b>	<b>East Haverling Residents' ( 2 )</b>
Joshua Chapman (Chairman) Roger Westwood (Vice-Chair) Meg Davis Jason Frost	John Mylod (Vice-Chair) Barbara Matthews	Alex Donald Brian Eagling
<b>UKIP ( 1 )</b>	<b>Independent Residents' ( 1 )</b>	
David Johnson	Michael Deon Burton	

**For information about the meeting please contact:  
Grant Soderberg Tel: 01708 433091  
e-mail: [grant.soderberg@onesource.co.uk](mailto: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 February 2015 and to authorise the Chairman to sign them.

### **5 ADULT SOCIAL CARE COMPLAINTS ANNUAL REPORT 2013/14 (Pages 9 - 24)**

*The attached report is for members to note.*

### **6 CHILDREN & YOUNG PEOPLES' SERVICE COMPLAINTS ANNUAL REPORT 2013/14 (Pages 25 - 40)**

*The attached information is for Members to note*

### **7 LEARNING & ACHIEVEMENT COMPLAINTS ANNUAL REPORT 2013/14 (Pages 41 - 48)**

*The attached report is for members to note.*

### **8 CORPORATE COMPLAINTS & MP/MEMBER ENQUIRIES - Q4 OVERVIEW (Pages 49 - 52)**

*Presentation by Philippa Brent-Isherwood, Head of Business & Performance.*

### **9 POOL OF INDEPENDENT PERSONS (Pages 53 - 62)**

*Members are invited to consider the list of those comprising the Pool of Independent Persons available for school appeals, exclusions and stage three hearings. Members are reminded that the information contained in the appendices is confidential.*

### **10 THE REVISED CORPORATE COMPLAINTS PROCEDURE (Pages 63 - 66)**

*Presentation by Gill Hiscox, Executive Manager, Chief Executive's Office on the changes to the Corporate Complaints process and its implementation.*

**11 UPDATE ON LGO ACTIVITY FOR THE YEAR 2014-15**

*Report to follow*

**12 UPDATE ON STAGE THREE ACTIVITY (Pages 67 - 72)**

*Members are invited to note the report and decide whether the changes to the format of the information in the appendix should remain or be changed.*

**Andrew Beesley  
Committee Administration  
Manager**