



Havering

L O N D O N B O R O U G H

ADJUDICATION AND REVIEW COMMITTEE AGENDA

7.00 pm	Thursday 12 May 2016	Town Hall Main Road Romford
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Members 10: Quorum 4

COUNCILLORS:

Conservative (4)

Garry Pain (Chairman)
Roger Westwood (Vice-Chair)
Meg Davis
Michael White

Residents' (2)

John Mylod (Vice-Chair)
Julie Wilkes

East Havering Residents' (2)

Alex Donald
Linda Van den Hende

UKIP (1)

David Johnson

Independent Residents' (1)

Michael Deon Burton

For information about the meeting please contact:
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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 DISCLOSURE OF INTERESTS

Members are invited to disclose 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 - 2)

The Minutes of the meeting held on 23 February 2016 were agreed as being a true record and signed by the Chairman.

5 CORPORATE COMPLAINTS YEAR-END UPDATE

Oral report and presentation

6 MEMBER ENQUIRIES YEAR-END UPDATE

Oral report and presentation

Andrew Beesley
Committee Administration
Manager

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**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Town Hall Main Road Romford
23 February 2016 (7.30 - 7.35 pm)**

Present:

COUNCILLORS

Conservative Group	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
Residents' Group	John Mylod (Vice-Chair) and Julie Wilkes
East Havering Residents' Group	Linda Van den Hende and +Darren Wise
UKIP Group	David Johnson

Apologies were received for the absence of Councillor Alex Donald (+Councillor Darren Wise substituted).

The Chairman reminded Members of the action to be taken in an emergency.

There were no declarations of interest.

13 MINUTES

The Minutes of the Meeting held on 26 November 2015 were accepted and signed by the Chairman.

14 UPDATE ON CORPORATE COMPLAINTS

The report before the Committee updated Members on the progress made to date to secure improvements to the handling and processing of corporate complaints arising from the revised Corporate Complaint policy and procedure which had been implemented on 1 April 2015.

Accompanying the report were a range of statistics and information relating to Quarter 3, indicating service performance on timeliness and quality. Members expressed themselves content with the information provided and had no questions for the officers.

The Committee **noted**:

1. The Corporate Complaints Performance Statistics for Quarter 3 (October – December 2015)

2. The updated results following the Quarter 3 Audit of complaints.

15 **MEMBER ENQUIRIES - QUARTER 3**

The Committee received a report relating to information which had been taken from the corporate data collection of Member and MP enquiries which had been received between 1 October and 31 December 2015.

Members stated that they were satisfied with the format of the report and had no questions to ask officers, but did request that in future some of the graphics could be better set out to show differences when rendered in black and white print.

The Committee **noted** the report and its accompanying data and **decided** to retain the current format, with enhanced grey-scale delineation within the graphics and added labelling.

Chairman