

**MINUTES OF A MEETING OF THE
ADJUDICATION AND REVIEW COMMITTEE
Committee Room 3A - Town Hall
15 August 2017 (7.00 - 7.15 pm)**

Present:

COUNCILLORS

Conservative Group Roger Westwood (Chairman) and Joshua Chapman

Residents' Group John Mylod (Vice-Chair)

**East Havering
Residents' Group** Alex Donald

David Johnson

UKIP Group

Apologies were received for the absence of Councillors Garry Pain, Meg Davis, Julie Wilkes, Linda Van den Hende, Michael Deon Burton and Gillian Ford.

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

4 DECLARATIONS OF INTERESTS

No interest was declared at the meeting.

5 MINUTES

The minutes of the meeting held on 18 May 2017 were agreed as a correct record and signed by the Chairman.

6 UPDATE ON CORPORATE COMPLAINTS

The Committee considered the report and without debate **RESOLVED** to note as follows:

- The Corporate Complaints Performance Statistics for Quarter 1 (April – June 2017).
- The results following the Quarter 1 Audit of complaints
- The decisions made by both the Local Government and Housing Ombudsmen throughout the quarter.

7 UPDATE ON PERFORMANCE WITH MEMBER ENQUIRIES

The Committee considered a report that provided an update on Member Enquiries handling performance, across all the Council services.

The Corporate Complaint Policy and Procedure had an agreed turnaround times on Member Enquires increased from 10 days to 15 days. The purpose of the changes was to ensure Member Enquiries were handled in the same manner as Corporate Complaints, enabling a fulsome reply to Members and therefore ensuring a higher quality response.

Members commended the impressive achievement of turnaround times on Member Enquiries.

That Committee **noted** the Member Enquiries Statistics for Quarter 1 (April – June 2017).

The Senior Complaint and Investigation Manager highlighted to Committee the receipt of the Local Government Ombudsman's (LGO) Annual Review letter. It was noted that LGO decisions were currently reported quarterly, with the year- end data having been provided at the previous Adjudication & Review Committee in May 2017.

As the LGO Annual letters were not dispatched until July each year, there was a time lapse between the council's records of LGO decisions and those detailed by LGO via the Annual letter.

The Senior Complaint and Investigation Manager asked Members when they would prefer the end of year data to be reported to Committee.

It was agreed that reporting should continue as previously, with year-end reports notifying of all Ombudsmen decisions for the period and be taken from Council records. Any differences arising from the publication of the Annual letter would be reported to the subsequent Committee meeting.

Chairman