

**MINUTES OF A MEETING OF THE  
ADJUDICATION AND REVIEW COMMITTEE  
Committee Room 1-Town Hall - Town Hall  
18 May 2017 (7.00 - 7.45 pm)**

**Present:**

**COUNCILLORS**

<b>Conservative Group</b>	Garry Pain (Chairman), Roger Westwood (Vice-Chair) and Meg Davis
<b>Residents' Group</b>	John Mylod (Vice-Chair)
<b>East Havering Residents' Group</b>	Alex Donald and *Linda Hawthorn (In place of Linda Van den Hende)
<b>UKIP Group</b>	David Johnson
<b>Independent Residents Group</b>	Michael Deon Burton

Apologies were received for the absence of Councillors Linda Van den Hende (Linda Hawthorn substituting) and Julie Wilkes.

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

**1 DECLARATIONS OF INTERESTS**

There were no declarations of interest.

**2 MINUTES**

The minutes of the meeting held on 21 February 2017 were accepted and signed by the Chairman.

**3 UPDATE ON CORPORATE COMPLAINTS 2016/17**

The Committee were advised that between April 2016 and the end of March 2017 the council had received 1951 Stage 1 complaints, of which 1900 (97%) had been responded to within 15 days. In addition, the council had received 312 requests for escalation to Stage 2 of the process with 293 (94%) of them being dealt with within 20 days. One complaint had been escalated to Stage 3 which demonstrated that Stage 2 was working well.

Officers undertook an audit of complaints, unfortunately the results were disappointing. The Chief Executive had indicated that he would be raising this at SLT to address these issues.

The Local Government and Housing Ombudsman had issued 65 decisions in the year. Of these 5 had been upheld as Maladministration with injustice and a penalty imposed; 4 more had been upheld as Maladministration with injustice, but no penalty imposed. In one further case maladministration had been found but no injustice.

Officers had provided details of the decision in these cases.

Following the last meeting officers had undertaken some further investigations and now advised the Committee that:

1. The Care Home where the Ombudsman had found maladministration was the only one run by that specific company in Havering. Since the investigation by the Ombudsman the company had introduced changes across all its care homes to address the specific issue;
2. With regard to the lack of complaints regarding Leisure Centres and Sports officers confirmed that SLM had their own complaints procedure so complainants would contact them with any complaints;
3. Services were reviewing all complaints and introducing changes to ensure the same issues did not continue to arise. For example Civil Enforcement Officers now wear Body Cams and the number of complaints have fallen as a result.

The Committee noted the report.

#### **4 UPDATE ON PERFORMANCE ON MEMBER ENQUIRIES - 2016/17**

Officers provided a report detailing the performance on Member Enquiries for the period April 2016 to March 2017. 2016/17 had seen massive increase in the number of member enquiries lodged from 2613 in 2015/16 to 3536 in 2016/17. 97% of these were completed in time.

Details of the number of enquiries submitted by each councillor and MP had been provided. The number of enquiries received each quarter remained reasonably constant.

Housing Retained Services, Roads and Pavements and Traffic and Parking Control attracted the greatest number of enquiries.

Members again raised questions around the use of the on-line form through the members' portal and officers agreed to meet Councillor Donald to try and identify the problem. Members were also concerned that it was not always possible to identify which complaint they were being advised had been resolved from the emails returned to them. Officers agreed to look into this.

The report was noted.

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**Chairman**