



SOCIAL SERVICES APPEALS PANEL (COMPLAINT)

**THURSDAY 13 JANUARY 2005
10.00 AM ***

**PANEL AGENDA (LICENSING AND GENERAL PURPOSES)
COMMITTEE ROOM 4
HARROW CIVIC CENTRE**

* There will be a briefing for Panel Members at 9.30 am in Committee Room 4

MEMBERSHIP (Quorum: 3 Members)

Independent Person: Ms Havva Karabeyaz

**Councillors: Omar
Mrs R Shah**

**Issued by the Democratic Services Section,
Legal Services Division**

**Contact: Michelle Fernandes, Committee Administrator
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***NOTE FOR THOSE ATTENDING THE MEETING:
IF YOU WISH TO DISPOSE OF THIS AGENDA, PLEASE LEAVE IT BEHIND AFTER THE MEETING.
IT WILL BE COLLECTED FOR RECYCLING.***

HARROW COUNCIL

SOCIAL SERVICES APPEALS PANEL

THURSDAY 13 JANUARY 2005

AGENDA - PART I

1. **Appointment of Chair:**

To appoint a Chair for the purposes of this meeting.

2. **Arrangement of Agenda:**

To agree that the reports listed under Item 5 of the agenda be considered with the press and public excluded on the grounds the reports contain exempt information, as defined in Paragraph 4 of Part 1 to Schedule 12A of the Local Government (Access to Information) Act 1985, relating to any particular applicant for, or recipient or former recipient of any service provided by the authority.

3. **Terms of Reference:**

To note the terms of reference as set out below:

“In accordance with procedures and guidance given under the Children Act 1989 and the National Health Service and Community Care Act 1990, and when requested to do so by a dissatisfied complainant, to review decisions made relating to complaints.”

Enc. 4. **Guidance Notes:** (Pages 1 - 2)

To note the enclosed guidance notes which set out the nature of the Panel.

AGENDA - PART II

5. **Formal Complaint about the Provision of Social Services:**

Enc. (a) Management Case Statement (Pages 3 - 8)

Enc. (b) Appendix A - Statement from the Complainant (Pages 9 - 10)

Enc. (c) Appendix B - Formal Adjudication Letter Dated 27th May 2004 (Pages 11 - 20)

Enc. (d) Appendix C - Report of the Independent Investigator (Pages 21 - 72)