



SOCIAL SERVICES APPEALS PANEL (COMPLAINT)

FRIDAY 23 APRIL 2004
10.00 AM *

PANEL AGENDA (GENERAL PURPOSES AND LICENSING)
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: Blann
Mitzi Green

Issued by the Committee Services Section,
Law and Administration 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

FRIDAY 23 APRIL 2004

AGENDA - PART I

1. **Appointment of Chair:**

To appoint a Chair for the purposes of this meeting.

2. **Arrangement of Agenda:**

To confirm that agenda item 5 should be considered with the press and public excluded on the grounds that it contains exempt information as defined in Paragraph 4 of Part 1 to Schedule 12A of the Local Government Act 1985 in that contains information relating to a particular applicant for or recipient of a Service provided by the Authority.

3. **Terms of Reference:**

To note the terms of reference as set out below:

“In accordance with the 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. **Complaint About the Provision of Social Services:**

Enc. (a) Management Case Statement (Pages 3 - 14)

Enc. (b) Appendix A - Formal Adjudication Letter Dated 10th February 2004 (Pages 15 - 18)

Enc. (c) Appendix B - Report of the Independent Investigator (Pages 19 - 78)

Enc. (d) Appendix C - Report of the Independent Person Ms Saaydah Sagnia (Pages 79 - 92)

Enc. (e) Appendix D - Request for Review of Complaint by Review Panel (Pages 93 - 94)