



# **SOCIAL SERVICES APPEALS PANEL (COMPLAINT)**

**MONDAY 14 NOVEMBER 2005  
10.30 AM \***

**PANEL AGENDA (LICENSING AND GENERAL PURPOSES)**

**HARROW CIVIC CENTRE,  
COMMITTEE ROOM 4**

\* There will be a briefing for Panel Members at 10.00 am in Committee Room 4

**MEMBERSHIP (Quorum: 3 Members)**

**Independent Person: Mrs Dawne Cooper**

**Councillors: Blann  
Mrs R Shah**

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

**Contact: Michelle Fernandes, Committee Administrator  
Tel: 020 8424 1542 E-mail: michelle.fernandes@harrow.gov.uk**

***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**

**MONDAY 14 NOVEMBER 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 the adoption, care, fostering or education of a particular child.

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**

Enc. 5. **Formal Complaint about the Provision of Social Services:** (Pages 3 - 44)  
Management Case Statement (Pages 3 – 6)

Appendix A – Statement from the Complainant (Pages 7 – 8)

Appendix B – Adjudicating Officer’s Response (Pages 9 – 12)

Appendix C – Investigating Officer’s Response (Pages 13 – 42)

Appendix D – Independent Officer’s Report (Pages 43 – 44)