



SOCIAL SERVICES APPEALS PANEL (COMPLAINT)

**MONDAY 30 JANUARY 2006
10.30 AM ***

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

* There will be a briefing for panel members at 10.00 am

MEMBERSHIP (Quorum: 3 Members)

Independent Person: Mr Alan Kent

**Councillors: Blann
Omar**

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

**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

MONDAY 30 JANUARY 2006

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 6 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. That is information 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.”

4. **Minutes:**

[Note: Social Services Appeals Panel minutes are:-

- (1) approved following each meeting by the Members serving on that particular occasion and signed as a correct record by the Chair for that meeting;
- (2) printed into the Council Minute Volume, published monthly;
- (3) not submitted to the next panel meeting for approval.

Reasons: The Social Services Appeals Panel is constituted from a pooled membership. Consequently, a subsequent Panel meeting is likely to comprise a different Chair and Members who took no part in the previous meeting's proceedings. The process referred to at (1) above provides appropriate approval scrutiny].

- Enc. 5. **Guidance Notes:** (Pages 1 - 2)
To note the enclosed guidance notes which set out the nature of the Panel.

AGENDA - PART II

- Enc. 6. **Formal Complaint about the Provisions of Social Services:**
Management Case statement (Pages 3 – 11)
- Appendix A – Statement from the Complainant (Pages 13 – 18)
- Appendix B – Adjudicating Officer’s Response (Pages 19 – 27)
- Appendix C – Investigating Officer’s Report (Pages 29 – 84)
- Appendix D – Independent Person’s Statement (Page 85)