



# **SOCIAL SERVICES APPEALS PANEL**

**(SECURE ACCOMMODATION REVIEW)**

**MONDAY 1 JUNE 2009  
12.00 PM**

**PANEL AGENDA (LICENSING AND GENERAL PURPOSES)  
VINNEY GREEN SECURE  
ACCOMMODATION UNIT,  
EMERSON GREEN LANE,  
EMERSON GREEN, SOUTH  
GLOUCESTER**

**MEMBERSHIP (Quorum: 3 Members)**

**Independent Person:** Caroline Ellis  
**Councillors:** Mrs Lurline Champagnie  
Mrs Rekha Shah

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

**Contact: Miriam Wearing, Senior Democratic Services Officer  
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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 1 JUNE 2009**

**AGENDA - PART I**

1. **Appointment of Chairman:**

To note that the Independent Member, Caroline Ellis, will serve as Chairman of the Panel for this meeting.

2. **Terms of Reference:**

To note the terms of reference as set out below:

“To review in accordance with the Children (Secure Accommodation) Regulations 1991 the Keeping of Children in Secure Accommodation.”

3. **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 Chairman for that meeting;
- (2) 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 Chairman and Members who took no part in the previous meeting's proceedings. The process referred to at (1) above provides appropriate approval scrutiny].

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

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

5. **Exclusion of the Press and Public:**

To resolve that the press and public be excluded from the meeting for the following items of business, on the grounds that they involve the likely disclosure of confidential information in breach of an obligation of confidence, or of exempt information as defined in Part I of Schedule 12A to the Local Government Act 1972:

<u>Agenda Item No</u>	<u>Title</u>	<u>Description of Exempt Information</u>
6	Keeping of a Child in Secure Accommodation	Information under paragraph 1 of Part I of Schedule 12A to the Local Government Act 1972, relating to any individual.

## **AGENDA - PART II**

6. **The Keeping of a Child in Secure Accommodation:**
  - (a) Report of the Head of Children and Families and Provided Services (To Follow)
  - (b) Report of the Independent Investigator (To Follow)
  - (c) Report of the Secure Unit (To Follow)

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**SOCIAL SERVICES APPEALS PANEL**

**COMPLAINTS GUIDANCE NOTES**

**Terms of Reference:**

**“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”.**

The Panel consists of 3 Independent Persons who is neither a Member nor officer of the Authority.

**Guidance Notes:**

**1. Introduction**

- 1.1. These notes are intended to explain the framework within which the Social Services Review Panel operates and the procedure to be observed when reviewing decisions made relating to complaints.
- 1.2. Social services responsibilities are now part of the People First Directorate.

**2. The Complaints Procedure**

2.1. Before a complaint reaches the Review Panel stage, it will first have passed through the Social Services complaints procedure. When a formal complaint is made, an investigating officer is appointed and when the investigation is complete, a senior officer decides what action to take and makes a formal response to the complainant. If the complainant is still dissatisfied, they may seek a review of that decision by the Social Services Review Panel.

2.2 Where the complaint is made under the Children Act 1989, an Independent Person will also be appointed to investigate the complaint and their report will be considered before a formal response to the complainant is made. That Independent Person will be invited to attend the Review Panel meeting but will not be the Independent Panel Member.

2.3 The Review Panel will consider the complaint in accordance with the procedure outlined below and will make such recommendations as it sees fit to the Director of Social Services. The Director of Social Services must then respond to those recommendations within 28 days.

**3. The Review Panel Procedure**

3.1 The Chair will open the meeting by explaining its purpose, procedure and the need for confidentiality.

3.2 The complainant addresses the Panel first, explaining the reasons for dissatisfaction with the investigation, its findings or the Department’s response.

3.3 The Social Services’ representative may then respond.

3.4 The Independent Person (appointed to consider the formal stage of the complaint) may make a statement if they have chosen to attend the Panel meeting.

3.5 The Panel may then ask questions of any person present.

3.6 The Complainant may then comment on responses made.

3.7 The Panel may ask those present to leave the room if it wishes to take legal advice on how to proceed.

3.8 In exceptional circumstances, the Complainant may be asked to leave the room if a Departmental response involves disclosure of information to which she/he has no right of access.

3.9 All those present will then leave the room so the Panel may consider its recommendations, if any are to be made, to the Director of Social Services. The Panel will have access to legal advice. Any recommendations will be recorded in writing within 24 hours of being agreed.

3.10 If no recommendation for action is made by the Panel to the Director, then the complainant will be informed in writing by the Panel Administrator, with copies of the letter being given to the Director of Social Services, the Complaints Manager and any other person that the Panel considers to have sufficient interest in the case.

3.11 The Panel Administrator will ensure that copies of the Panel's recommendations, if any are made, are sent to:

- (a) The Local Authority
- (b) The Complainant (and advocate, if appropriate)
- (c) If appropriate, the Independent Person appointed under the Children Act
- (d) Any other Person that the Panel considers to have sufficient interest in the case, bearing issues of confidentiality in mind.

3.12 If the Panel does make recommendations, the Director of Social Services will consider the Panel's recommendations and will notify the persons mentioned in 3.11 (b), (c) and (d) above, and the Members of the Review Panel of the Local Authority's decision and of the reasons for taking that decision and of any action taken or proposed. This written response must be made within 28 days of the date of the Panel's recommendation.

3.13 Where the complaint was under the Children Act complaints procedure, the Review Panel Independent Person will be involved with the Director of Social Services in the consideration of the Panel's recommendations, if any were made.