

Dear Ms Husain

Thank you for your message, which as always did not answer my question. I care little what your IT system does or does not. I am interested why a different outcome is noted on two different forms. Also AUTOMATICALLY prepared?

Events have moved on a bit in recent days.

as ever

Karl Hevera

**From:** [Nadia.Husain@rbkc.gov.uk](mailto:Nadia.Husain@rbkc.gov.uk)

**Sent:** Friday, January 13, 2012 3:56 PM

**To:** [hevera@btinternet.com](mailto:hevera@btinternet.com)

**Cc:** [Chiefex@rbkc.gov.uk](mailto:Chiefex@rbkc.gov.uk) ; [Jean.Daintith@rbkc.gov.uk](mailto:Jean.Daintith@rbkc.gov.uk)

**Subject:** FW: Review documents

Dear Mr Hevera

Thank you for your enquiry to Mr Myers and Ms Daintith on 6 January 2012.

I have sought clarification on the matter you have raised in your email. I understand that the review document that you mention is an automatic creation on our IT system. You will see that the outcome says 'reassessment'. This is the way that our IT system creates a new assessment.

Mr Williams did not do a review but he carried out a re-assessment as shown.

I hope that that clarifies the situation.

Regards,

Nadia Husain

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**From:** Karl Hevera [<mailto:hevera@btinternet.com>]

**Sent:** 06 January 2012 09:01

**To:** Chiefex; Daintith, Jean; HHASC-Director

**Subject:** Review documents

Dear Chief Executive

Whilst preparing my official complaint to the Information Commissioner's office, I counted the number of pages of my Care Plans you sent to the Local Government Ombudsman. 57 pages in all.

Interestingly, though, I came across two documents prepared on the same day by Mr Williams. On 21st October 2010 he prepared the Social Services Department Care & Support

Plan Review as well as the RBKC-FACE Overview Assessment for the Single Assessment Process.

To my astonishment, these documents differ considerably from each other.

Why? My situation changed so drastically, on one, single day.

Your explanation would be appreciated. To a cynic it would appear that the FACE document was cooked up, to arrive at a LOW score. Because it is this document that is so factually flawed.

Oh, also, which one could be considered as 'official'?

as ever

Karl Hevera