

North Dudley Area Committee 24th June 2009

Joint Report of the Director of Adult, Community and Housing Services and the Director of Children's Services

Progress of Elected Member Visits to Adult and Children's Social Care Establishments 2008/9

Purpose of Report

1. To provide the Committee with information about the progress of visits to Adult and Children's social care establishments undertaken by Members during 2008/9.
2. To inform Committee about actions taken in response to Member visits and their comments.
3. To identify issues arising from the Members visits and seek Members views.
4. That Members make further nominations from Committee for participation in the rota for the year 2009-2010.

Background

5. Each Area Committee nominates pairs of Members to undertake visits to Adult and Children's Social Care establishments. A list of residential and day care establishments for adults and children is attached as Appendix 1.
6. Under the protocol for Members visits Cabinet Members are not invited to put themselves forward for the annual programme of visits; last year North Dudley Area Committee had four Cabinet Members within it, thus reducing the number of available Members to carry out visits. Every assistance will be provided to Members of the North Dudley Area Committee to ensure that they can smoothly and effectively carry out visits with Members of the same committee, or, where that is not possible with the involvement of Members of another committee.
7. The purpose of the visits is to assist Members in reviewing the residential and day care service delivery to Adults in establishments managed by the Directorate of Adult Community & Housing Services

and to Children in establishments managed by the Directorate of Children's Services.

8. The visits also assist Members in fulfilling their role as Corporate Parents of Looked After Children.
9. All Members participating in the programme of visits must have received training in the role and satisfactory Criminal Records Bureau clearance.
10. Training to assist the process for 2009/10 will be arranged and provided to Members.
11. The process and the delivery of training is managed within the Policy, Performance & Resources Division of the Directorate of Adult, Community & Housing Services. Over a period of time Members have made suggestions to improve the process and these have and will be incorporated into the Protocol determining the responsibilities of Members and officers. The current protocol is attached as appendix 2.
12. Officers of the Policy and Performance Division provide Members with
 - a copy of the Protocol for Members and Officers
 - a schedule of visits to be undertaken during the period
 - a reminder of scheduled visits
 - a proforma for completion at each visit
 - background information about each establishment, in terms of purpose and staffing
 - a copy of the comments made by Members on the previous visits.
13. In total there were five individual establishments for nominated Members to visit between September 2008 and April 2009. One visit took place, a further visit to a Children's establishment did not take place as it had recently received a visit just a few weeks previously. Further assistance will be offered to Members in this important role next year and in the future
14. Members completed proformas are sent to the relevant Assistant Director for comment and response. Appendix 3 provides details of the visit carried out by Members and the response provided by the relevant Assistant Director.
15. Summaries of issues arising and specific action taken in response to Members comments:- Please refer to appendix 3 for full details
 - Glebelands: - Members were impressed by the running of the home and the level of satisfaction of the residents. Councillors requested clarification on the tendering for the contract for the home.

The Assistant Director thanked the Members for their input and comments. Clarification was given that the home will continue irrespective of the outcome of the tendering process and that the current high standards will be maintained.

- Further assistance will be provided to Members in 2009/10 in carrying out the visits.

Finance

16. There are no immediate financial implications from this report. The programme of Member Visits can continue to be provided from within existing resource allocation.
17. On occasion, Member comments and recommendations will have additional cost implications. These are forwarded in the first instance to the Technical Support Services and where appropriate to the Property & Steering Capital Group for consideration.

Law

18. Members' visits to Social Care establishments assist in meeting some of the relevant requirements of the Children Act 1989 and the 1948 National Assistance Act.

Equality Impact

19. The visits to establishments are intended to assist officers in ensuring that services are delivered in a fair, equitable and service user focused manner. The visits provide opportunities for Members to consult with a wide ranging group of people with varied needs, abilities, disabilities, age, gender and ethnicity.

Recommendations

20. That Members consider and comment on the information contained in this report and attachments.
21. That Members make further nominations from Committee for participation in the rota for the year 2009-20010.



Linda Sanders
Director of Adult, Community & Housing Services

A handwritten signature in black ink, appearing to read 'J Porter', with a horizontal line drawn underneath.

Jane Porter
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DUDLEY METROPOLITAN BOROUGH

Directorate of Adult, Community and Housing Services
Directorate of Children's Services

SOCIAL CARE ESTABLISHMENTS FOR ADULTS AND CHILDREN**Adult Residential Care Units**

Residential Homes and Addresses	Ward	Area Committee
Bridge House (Physical Disability) Bayer Street Coseley Bilston WV14 9DS	Coseley East	North Dudley
Amblecote House (Older People) King William Street Amblecote DY8 4ES	Amblecote	Stourbridge
New Bradley Hall (Older People) Compton Drive Off Stream Road Kingswinford DY6 9NP	Kingswinford South	Brierley Hill
New Swinford Hall (Respite/Rehabilitative Care for Older People) Martley Drive New Farm Lye Stourbridge DY9 7PE	Pedmore & Stourbridge East	Stourbridge
Russell Court (Older People) Overfield Road Dudley DY12NY	St James's	Central Dudley
Shenstone (Older People) Kent Road Halesowen B62 8PQ	Halesowen South	Halesowen
Tiled House (Older People) 200 Tiled House Lane Pensnett DY5 4LE	Brockmoor & Pensnett	Brierley Hill

Appendix 1

Residential Homes and Addresses	Ward	Area Committee
Wallbrook House (Older People) 1 Whitehouse Street Coseley WV14 8HE	Coseley East	North Dudley
Glebelands (Learning Disability) Kempton Way Heathfarm Road Norton Stourbridge DY8 3AY	Norton	Stourbridge

Adult Day Care Establishments

Adult Day Care and Addresses	Ward	Area Committee
Brettel Lane (Older People) King William Street Stourbridge DY8 4ES	Amblecote	Stourbridge
Brett Young (Older People) Old Hawne Lane Halesowen B67 3TB	Belle Vale	Halesowen
Roseville (Older People) Tunnel Street Coseley WV14 9DE	Coseley East	North Dudley
Rowan Lodge (Older People) Kent Road Halesowen B62 8PQ	Halesowen South	Halesowen
Hill House (Mental Health) High Street Amblecote Stourbridge DY8 4DG	Amblecote	Stourbridge
Pavilion Day Centre (Elderly Mentally Ill) Little Cottage Street Brierley Hill DY5 1RG	Brierley Hill	Brierley Hill
Queens Cross Network (Physical & Sensory Disabilities) Wellington Road Dudley DY1 1RE	St James's	Central Dudley

Appendix 1

Adult Day Care and Addresses	Ward	Area Committee
Amblecote Centre (Learning Disability) King William Street Amblecote DY8 4ES	Amblecote	Stourbridge
Woodside Day Centre (Mental Health) Highgate Road Holly Hall Dudley DY2 OFZ	Netherton, Woodside & St Andrew's	Central Dudley
Lower Gornal Centre (Learning Disability) 41 Holloway Street West Lower Gornal DY3 2EF	Gornal	North Dudley
The Stourbridge Centre (Learning Disability) Mere Road Norton Stourbridge DY8 3AY	Norton	Stourbridge

Childrens Units

Residential	Ward	Area Committee
Family Assessment Centre 25 Kent Road Halesowen B63 8QP	Halesowen South	Halesowen
Maitland Road 3 Maitland Road Russells Hall Estate Dudley DY1 2NU	St James's	Central Dudley
Adshead Road 5 Adshead Road Buffery Estate Dudley DY2 8SS	St Thomas's	Central Dudley
Tipton Road 18 Tipton Road Sedgley DY3 1HB	Upper Gornal & Woodsetton	North Dudley

Residential	Ward	Area Committee
Parkes Street 20 Parkes Street Brierley Hill DY5 3DY	Brierley Hill	Brierley Hill
14 St James's Road Dudley DY1 3JD	Castle & Priory	Central Dudley

DUDLEY METROPOLITAN BOROUGH

Directorate of Adult, Community and Housing Services and Directorate of Children's Services

Protocol for Elected Member Visits to Social Care Establishments

1.0 The purpose of Member visits to Social Care establishments is:

- 1.1 To assist Members in carrying out their corporate parenting responsibilities to young people who are looked after (Children Act 1989, Association of Metropolitan Authorities 1993).
- 1.2 To help ensure that Social Care services for adults are provided to appropriate and safe standards, in line with legal requirements (Valuing People 2001, Local Government Acts 1999, 2000, NHS & Community Care Act 1990 Health & Safety legislation).
- 1.3 To assist Members in feeling adequately informed about the quality and value of service provision.

2.0 The comments made by Members about their visits can enable:

- 2.1 Staff and service users to feel that their voices are heard by elected representatives.
- 2.2 Members to recognise and praise good practice where they see it.
- 2.3 Staff and Service users to gain confidence in their involvement in determining service provision.

3.0 This protocol is a summary guide for Elected Members and Officers of Dudley MBC. Elected Members will:

- 3.1. Be nominated by Area Committees to carry out the visits to Social Care establishments. To assist Members it is noted here that nominations are not requested or expected from Cabinet members to carry out these particular visits, this is due to keeping the executive responsibilities of the Cabinet Member separate from the scrutiny role involved in the Member Visit programme.
- 3.2 Be prepared to receive training prior to undertaking the visits.
- 3.3 Be prepared to provide information to enable Criminal Records Bureau checks to be made, prior to undertaking visits.
- 3.4 Identify a preferred partner with whom to undertake visits and inform the Policy, Performance & Resources Unit of their choice.

- 3.5 Undertake the requested visits during the allocated three months (one specific month in the case of establishments for children) OR inform the Policy, Performance & Resources Unit where this is not possible.
- 3.6 Carry identification during visits to establishments.
- 3.7 Make prior arrangements with establishments for adults before undertaking visits.
- 3.8 Make unannounced visits to establishments for children.
- 3.9 Ensure that each visit includes opportunities for Service Users – children and adults – to ask questions of, and make comment, to Members.
- 3.10 Respect the privacy dignity and confidentiality of Service Users during and after their visits
- 3.11 Ensure that each visit includes an examination of records to enable the completion of the pro forma.
- 3.12 Discuss their comments and the content of the completed pro forma with senior officers of the establishment.
- 3.13 Where available, obtain the Manager's signature to confirm sight of Member comments.
- 3.14 Be alert to any child protection, vulnerable adult or urgent health and safety issues they may observe and report these to the relevant Director or Assistant Director as a matter of urgency.
- 3.15 Complete and return the pro forma as soon as possible after the visit.

4.0 Managers and Officers of day care and residential establishments will:

- 4.1 Ensure that establishment staff and service users are aware that Members may visit and have an understanding of the purpose involved.
- 4.2 Provide background information about the establishment to the Policy, Performance & Resources Unit for circulation to Members.
- 4.3 Receive Members courteously and give full and free access to the establishment and to service users – subject to their rights to privacy and confidentiality.

- 4.4 Encourage service users to be involved during Member visits and to discuss with Members their views about the service provided.
- 4.5 Accompany Members during the visits if required by Members.
- 4.6 Sign the pro forma completed by Members when available, to confirm that they have seen their comments.
- 5.0 In order to assist Members and Staff in carrying out these responsibilities, the Policy, Performance & Resources Unit will:**
 - 5.1 Coordinate the provision of training for new Members as part of their induction and for Members nominated by Area Committees to undertake visits.
 - 5.2 Monitor Member participation in training and the receipt of Criminal Records Bureau clearance.
 - 5.3 Provide Members with an annual rota of requested visits to establishments.
 - 5.4 Ensure that requested Member visits to children's establishments are Coordinated with Regulation 33 Children Act Senior Managers visits to those establishments.
 - 5.5 Ensure that each establishment for adults is visited once per year.
 - 5.6 Provide Members with the pro formas for feedback on each visit
 - 5.7 Provide Members on a quarterly basis with information about establishments to be visited.
 - 5.8 The information will include
 - 5.8.1 Details of the previous Member visit, their comments and the Assistant Director's response
 - 5.8.2 The mission statement, or statement of purpose, of the establishment
 - 5.8.3 Details to Members of establishments managed by joint agencies i.e. Adult Community Housing Directorate together with the Primary Care Trust.
 - 5.8.4 Details of the Officer and Deputy in charge.
 - 5.8.5 Contact details for each establishment
 - 5.8.6 In the case of children's establishments, confirmation of the period in which the visit must be completed.

- 5.9 Acknowledge receipt of completed pro formas and pass to relevant Assistant Directors.
- 5.10 Monitor the Assistant Director's response within agreed timescales – fifteen working days.
- 5.11 Provide copies of the completed pro formas and the Assistant Director's response to
 - 5.11.1 the Manager of the establishment
 - 5.11.2 the Chair of Select Committee on Health & Social Care
 - 5.11.3 the Lead Member for Social Services and
 - 5.11.4 the Members Library
- 5.12 Maintain a record of action required by Members and Assistant Director's response for the purpose of reporting to Director's Management Team and Area Committees.
- 5.13 Ensure that the Assistant Director [Children's Services] is informed where Members have not been able to undertake the requested visits to children's establishments.
- 5.14 Ensure that where relevant, Member comments are passed to Technical Support Services or where appropriate the Property and Capital Steering Group.
- 5.15 Ensure that Member comments on compliments and complaints are passed to the Quality and Complaints Manager for monitoring and action where necessary.
- 5.16 Ensure that a report is presented annually to Directorate's Management Teams on the progress and learning from Member Visits, which includes a summary of actions taken in response to Members' comments.
- 5.17 Ensure that the report is available to Directors in time for it to be seen and agreed by the Lead Member before presentation at Area Committee.
- 5.18 Ensure that the report is presented annually to each Area Committee, in time for the annual nominations of Members following local elections.

**Directorate of Adult Community and Housing Services
Directorate of Children's Services**

Appendix 3

**Member Visits to Social Care Establishments October 2008 – April 2009
North Dudley Area Committee 24th June 2009**

ADULT ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Visit scheduled but not completed due to unforeseen circumstances		Wallbrook House (Older People - Residential)	Not applicable	Not applicable
Visit scheduled but not completed due to unforeseen circumstances		Tiled House (Older People - Residential)	Not applicable	Not applicable

ADULT ESTABLISHMENTS

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Doreen Ameson Tim Wright	18.3.09	Glebelands (Learning Disability - Residential)	Members were impressed by the running of the home and the level of satisfaction of the residents. Councillors requested clarification on the tendering for the contract for the home.	AD thanked the members for their input and comments. Clarification was given that the home will continue irrespective of the outcome of the tendering process and that the current high standards will be maintained

CHILDREN'S ESTABLISHMENTS : first programme of visits

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
This visit did not take place as the home had only recently been visited.		14 St James's Road	This visit did not take place as the home had only recently been visited by Cllr Harris and Hanif, who reported positively on their visit, citing activities, work with specialist fostering project. Good relationship with neighbouring houses and Elderly Person's Home next door. Members also commented on good balance and range of meals available to young people.	Assistant Director's response is pending.

CHILDREN'S ESTABLISHMENTS : second programme of visits

North Dudley Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Visit scheduled but not completed due to unforeseen circumstances		Maitland Road	Not applicable	Not applicable