

**Central Dudley Area Committee – 8<sup>th</sup> June 2010**

**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 2009/10**

**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 October 2009 to March 2010 and to inform Committee about actions taken in response to Member comments.
- 2 To seek nominations from the Committee for Members to carry out visits to Social Care establishments during 2010/11.

**Background**

3. Each Area Committee nominates pairs of Members who are willing to undertake visits to Adult and Children's Social Care establishments. A list of residential and day care establishments for adults and children across the Borough is attached as Appendix 1.
4. 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
5. The visits also assist Members in fulfilling their role as Corporate Parents of Looked After Children.
6. All Members participating in the rota of visits must have received training in the role and satisfactory Criminal Records Bureau clearance.
7. Training to assist the process for 2010/11 will be arranged and provided to Members.
8. The rota process and the delivery of training is managed within the Policy and Performance Unit of the Directorate of Adult, Community & Housing Services. Over a period of time Members have made suggestions to improve the process and these have been incorporated

into the Protocol determining the responsibilities of Members and officers. The Protocol is attached as appendix 2.

9. Staff of the Policy & Performance Unit 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 to establishments
  - 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.
10. Members completed proformas are sent to the relevant Assistant Director for comment and response. Appendix 3 provides details of the visits carried out by Members of the Central Dudley Area Committee and the response provided by the relevant Assistant Director.
11. Examples of issues arising and specific action taken in response to Members comments:- Please refer to appendix 3 for full details

There were eight individual establishments for nominated Members to visit between October 2009 and April 2010. Six out of the eight visits took place; two visits did not take place due to unforeseen difficulties for Members; those that were not visited were Rowan lodge and Roseville Day Centre.

- A consistent message from all visits carried out was that of a positive relationship between service users and staff and a welcoming environment.
- Woodside Day Centre: Members gave detailed positive feedback on the facilities and support available from this service and the positive impact that this has on service users.

The Assistant Director thanked Members for their visit and positive comments about the work of the centre. The Assistant Director gave further information on the work of some of the groups that the Centre users participate in and enjoy and the work of a specific programme designed to help people back into the workplace.

- Parkes Street:- Members commented positively on the facilities at the home; as this was a school day no young people were present.

The Assistant Director thanked the members for their visit and comments, referring them to the positive report that Ofsted had given the home.

- Russell Court: Members commented that the quality of care was very good, some concern was raised regarding the use of the home by another facility and that attention was required to enable the two services to work alongside each other more smoothly. Members commented on the possible use of the day service's transport, when available, to take residents to Hospital when necessary. Members commented on a very good relationship between staff and residents and also reported that staff felt well supported by their Management.

The Assistant Director thanked the Members for their visit and their positive comments and assured members that the use of the building by two services was carefully managed and was of benefit to the residents of the home. Members were advised that the issues they had raised about transport would be looked into.

- 14 St James's Road: The members reported the comments of the young people present as this being a well run home with plenty to do. Members observed a good quality of care and good interaction between the staff and children.

Members asked whether a ball pool could be provided for the younger residents.

The Assistant Director thanked Members for their visit and their positive comments about the home and the staff.

The Assistant Director advised that the possibility of purchasing a ball pool would be looked into.

- Queens Cross: Members commented on the friendly atmosphere at the centre which has an excellent range of services and ideas for future development. Members commented on a good rapport between service users and staff who they observed to be friendly, relaxed and professional

The Assistant Director thanked Members for their visit and positive comments. Members had made encouraging comments about the plans in place for developing the centre and feedback was given on these.

- Maitland Road: The Members were given a guided tour by one of the young people resident at the home. Members commented on the good leisure opportunities for the young people and the good interaction between the staff and the young person present.

The Assistant Director thanked Members for their visit and their positive comments about the quality of care provided at the

home. The Assistant Director commented that the Members comments were reflected in the most recent Ofsted inspection which had rated the home as good and that the directorate was confident that it could continue to deliver positive outcomes for young people in the Local Authority's care at Maitland Road in the future.

### **Finance**

12. There are no immediate financial implications from this report. The programme of Member visits can continue to be provided from within existing resource allocation.
13. 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**

14. Members' visits to Social Care establishments assist in meeting some of the relevant requirements of the Children Act 1989 and the Care Standards Act 2000.

### **Equality Impact**

15. 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**

16. That Members consider and comment on the information contained in this report and attachments.
17. That Members make further nominations from Committee for participation in the rota for the year 2010 - 2011.

A handwritten signature in black ink, appearing to read 'Linda Sanders', with a large, stylized initial 'L'.

**Linda Sanders**  
**Director of Adult, Community & Housing Services**

A handwritten signature in black ink that reads "Mark Wyatt". The signature is fluid and cursive, with the first name "Mark" and last name "Wyatt" clearly distinguishable.

**Mark Wyatt**  
**Director of Children's Services**

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