

DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005
Central Dudley Area Committee 14 June 2005

Central Dudley Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Lynda Coulter Margaret Aston	9 Dec 04	Maitland Road (Children)	Quality of care was outstanding, plus the opportunities for the service users are very good.	Pleased to receive the positive comments about the services and will ensure they are passed onto the staff.
Lynda Coulter Margaret Aston	24 March 05	The Mere Centre	Service users appeared to be really happy, quality of care is really great and opportunities for service users is also good. Concerns about state of some window frames, waiting for ramp to be done for 6 months and conditions in toilets (including disabled) need attention.	Manager to obtain quote from Dudley Property Consultancy for replacement window frames. Other matters will be progressed as soon as possible.
Lynda Coulter Margaret Aston	24 March 05	Brettlel Lane Day Centre	Services users enjoy the centre and the activities very positive comments about the staff. A very friendly place to visit, interaction between staff, users, visitors was second to none. Concerns with conditions in the building (some reported on 31 1 03). Alternative suggestion for use of two end garages transport issues need to be addressed.	Building concerns are being addressed and the problem of the two garages notified to the assessment management process for priority rating.