

DUDLEY METROPOLITAN BOROUGH

**HALESOWEN AREA COMMITTEE
22 JUNE 2005**

REPORT OF THE DIRECTOR OF SOCIAL SERVICES

**PROGRESS OF ELECTED MEMBER VISITS TO SOCIAL SERVICES
ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005**

1.0 PURPOSE

- 1.1 To provide the Committee with information about the progress of visits to Social Services establishments undertaken by Members.
- 1.2 To inform Committee about actions taken in response to Member visits and their comments.
- 1.3 To identify issues arising from the rota visits and seek Members views.

2.0 BACKGROUND

- 2.1 Each Area Committee nominates pairs of Members who are willing to undertake visits to Social Services residential and day care establishments. A list of residential and day care establishments for adults and children is attached as Appendix 1.
- 2.2 The purpose of the visits is to assist Members in reviewing the residential and day care service delivery to adults and children in establishments managed by the Directorate of Social Services.
- 2.3 The visits also assist Members in fulfilling their role as Corporate Parents of Looked After Children.
- 2.4 All Members participating in the rota of visits must have received training in the role and satisfactory Criminal Records Bureau clearance.
- 2.5 Training to assist the process will be provided; the dates are to be confirmed.
- 2.6 The rota process and the delivery of training is managed within the Policy & Performance Unit of the Directorate of Social 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. (Attached Appendix 2)

- 2.7 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 children's 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.
- 2.8 Members completed proformas are sent to the relevant Assistant Director for comment and response. A summary of Members comments and responses or actions taken is attached (Appendix 3).
- 2.9 Staff of the Policy & Performance Unit pass information following Members comments to the Quality & Complaints Manager and the Directorate's Asset Management Team, as appropriate.

3 0 PROPOSALS

- 3.1 That Members note and comment on the information contained in this report and attachments.
- 3.2 That Members make further nominations from Committee for participation in the rota of visits for the year 2005–2006.

4.0 FINANCE

- 4.1 There are no immediate financial implications from this report. The programme of Member Visits can continue to be provided from within existing resource allocation.
- 4.2 On occasion, Member comments and recommendations will have additional cost implications. These are forwarded to the Asset Management group of the Directorate of Social Services for consideration.

5.0 LAW

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

6.0 EQUAL OPPORTUNITIES

- 6.1 The visits to establishments are intended to assist officers in ensuring that services are delivered in a fair and service user focused manner.

7.0 RECOMMENDATIONS

- 7.1 That Members consider and comment on the information contained in this report.
- 7.2 That Members make further nominations from Committee for participation in the rota for the year 2005-2006.

A handwritten signature in black ink that reads "Linda Sanders". The signature is written in a cursive style with a large, looping initial 'L'.

Linda Sanders
Director of Social Services

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**RESIDENTIAL & DAY CARE ESTABLISHMENTS
FOR ADULTS AND CHILDREN**

Adult Units

Residential	Day Centres
Bridge House Amblecote House Arcal Lodge New Bradley Hall New Swinford Hall Russell Court Shenstone Tiled House Wallbrook House Glebelands Grange House 53 Kings Road	Brettell Lane Brett Young Roseville Rowan Lodge Hill House The Poplars Queens Cross Network Amblecote Woodside Amblecote Centre Audnam Centre Lower Gornal Centre The Mere Centre Stourbridge

Childrens

Childrens Units
Family Assessment Centre Parkway Road Maitland Road Adshead Road Tipton Road Parkes Street Rydal

DUDLEY MBC SOCIAL SERVICES DIRECTORATE

**Protocol concerning Elected Member Visits
to Social Services Establishments**

1.0 The purpose of Member visits to 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 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. It replaces the protocol previously agreed in February 2002. Elected Members will:

- 3.1. Be nominated by Area Committees to carry out the visits to Social Services establishments.
- 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 & Review 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 & Review 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 Director or relevant 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.
- 4.2 Provide background information about the establishment to the Policy & Review Unit for circulation to Members and to Members during visits.
- 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 & Review 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 Members' 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 childrens' 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 Members' 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 of the officer in charge and deputy

5.8.4 Contact details for each establishment

5.8.5 In the case of childrens' establishments, confirmation of the month 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 Good Health Select Committee
 - 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 and Families is informed where Members have not been able to undertake the requested visits to childrens establishments.

- 5.14 Ensure that where relevant, Members' comments are passed to the Directorate's Asset Management Group.

- 5.15 Ensure that Members' comments on compliments and complaints are passed to the Improvements and Complaints Manager for monitoring and action where necessary.

- 5.16 Ensure that a report is presented annually to Directorate's Management Team 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 the Director 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 SOCIAL SERVICES – VISITS TO ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005
Halesowen Area Committee 22 June 2005

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Hazel Turner Jill Nicholls	10 Nov 04	12a Parkway Road (Children)	A well run establishment. Staff happy at work. A caring attitude towards residents.	No response required by Councillors
Hazel Turner Jill Nicholls	10 Nov 04	Poplars Day Centre	Quality of care appear to be very good. Staff understand the needs of day care clients. They would like to update the Art Room – new furniture and decoration.	Request for decoration will be decided corporately within priorities and the requires for new furniture considered from within existing financial resources.
Hazel Turner Jill Nicholls	10 Nov 04	Bridge House	Very clean and well maintained and very homely. Staff understand the residents and help when needed. Hoping to erect Gazebo in garden.	Gazebo is still being looked at - taking into account the Health and Safety concerns.
Alan Taylor Colin Wilson (Stbridge)	24 Jan 05	Adshead Road (currently 62 Price Street) (Childrens)	Temporary premises in good order. Environmentally acceptable. Interaction appears to be good and staff appear to be on the right level for the resident.	Home has been relocated to Price Street on temporary basis. Pleased that councillors found the arrangements satisfactory. Plans to move back to Adshead Road in April.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Alan Taylor Colin Wilson (Stbridge)	8 March 05	Arcal Lodge	Everyone seems happy and contented and a very homely atmosphere. Staff are of long term service and we have every confidence in their ability. Concerns about the windows, sluices and state of kitchen walls.	A handyperson working on small projects within Arcal has significantly improved the look of the premises. Other concerns will be included in the Capital programme to be prioritised against other competing items.
John Woodall Lesley Faulkner	25 Jan 05	Family Assessment Centre	Service users praised staff for high standard of care and opportunity. Staff work well together – not generally a great turnover of staff. Premises recently redecorated and recarpeted. Need to relocate refuse bins – DPC taken no action, also commented on by CSCI.	Awaiting AD's response.

Halesowen Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
John Woodall Lesley Faulkner	25 Jan 05	Brett Young Day Centre	Service users seemed happy and interacted well. Good interaction between staff and clients. Many social opportunities for the client group whose ages range from 57 to 91 years of age. A new roof is required and the fire doors still do not conform to standards. Ramps still require fitting to enable access to garden. Situation still remains with windows and blinds.	Awaiting AD's response.