

### Appendix 3

#### DIRECTORATE OF SOCIAL SERVICES – VISITS TO ESTABLISHMENTS NOVEMBER 2004 – APRIL 2005 Stourbridge Area Committee 20 June 2005

Stourbridge Area Committee Councillors Pairings	Date of Visit	Establishment	Members Comments	Assistant Director's Response
Malcolm Knowles Margaret Cowell			Due to unforeseen circumstances Councillors unable to carry out visits.	
David Vickers Alan Taylor (Hal'owen)	1 April 05	Wallbrook House	Very happy and contented, friendly atmosphere. Relationships appeared to be extremely good, manager appears very knowledgeable and keen. Concerns re the hand washing sinks in sluice room, inadequate car parking. Also secure fencing required.	Matter regarding sinks will be reviewed but have met standards with CSCI and Environmental Health. The fencing will be considered in the overall programme against other projects.
David Vickers Alan Taylor (Halowen)	1 April 05	Family Assessment Centre	One family in residence – very happy with the house and support that is given. Interaction is good and appreciated by residents. Concern about rubbish bin storage area encouraging rats. Double glazing would eliminate draughts and noise pollution from nearby sports facilities.	Funding secured and order placed to provide new bin storage, resurface and provide 2 parking bays. The Service Manager costing out the provision of double-glazing for the rooms most affected by the noise from nearby sports facilities.

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David Vickers Alan Taylor (H'owen AC)	12 May 2005	Lower Gornal Centre	Service Users seemed happy and contented. The staff appeared keen, helpful and friendly. There are some staff replacement problems. The premises need repairs and the bungalow needs refurb and replanning. Work required on Fire doors.	The matter of the double fire doors is being progressed as a matter of urgency. Refurbishment issues, replacement window frame, internal redecoration and other outstanding repairs are being progressed.