

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

Appendix 3

**Member Visits to Social Care Establishments October 2009 – April 2010
Halesowen Area Committee Date**

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
Cllr Jennie Dunn Cllr Ray Burston	20.11.09	Shenstone House (Older People - Residential)	Members commented on the friendly, caring and professional support offered by the staff and the good relationship that existed with the residents. Members were also impressed by the range of activities and excursions available. Members commented positively on recent improvements to the home. Members also asked for attention to be given to "sprucing up" the gardens.	The Assistant Director thanked members for their positive comments about the home and the relationship between the residents and the staff. The Assistant Director has said that she will pass the Members' comments about the gardens to the Manager for their attention. The Assistant Director commented that the improvements that have been made to the facilities will give more room for necessary meetings when one shift is handing over to another.

ADULT ESTABLISHMENTS

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Cllr David Vickers</p> <p>Cllr Alan Taylor</p>	17.3.10	Brett Young Day Centre	<p>Members described the service users as being very content and enjoying the facilities at the centre and those in the wider community, including visits by local schools, which had been made possible by the efforts of the staff. Members also noted a good relationship between the staff and service users, and also the dedication of the staff. Members commented on a number of aspects of the fabric of the building which needed urgent attention.</p>	<p>The Assistant Director Thanked members for their visit and positive comments commenting on the commitment across the borough's homes to offer work experience opportunities to young people in residential homes. Members were advised that the work identified as being required was already known of and was being considered within existing budgets.</p>

CHILDREN'S ESTABLISHMENTS : first programme of visits

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Cllr Jennie Dunn</p> <p>Cllr Ray Burston</p>	20.11.09	Family Assessment Centre	<p>Members commented on the good routine of the work at the centre. Members commented on the letters of thanks from ex residents. Members commented positively on the commitment and skills of the staff. Members concluded by saying "the FAC is one of the great unsung missions of the local authority and its dedicated staff team go about their business professionally and without fuss".</p>	<p>The Assistant Director thanked members for their visit and positive comments and advised that the centre had been judged "outstanding" by Ofsted. The Assistant director advised that further development of the centre continued to be considered.</p>

CHILDREN'S ESTABLISHMENTS : first programme of visits

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Cllr Jennie Dunn</p> <p>Cllr Ray Burston</p>	20.11.09	Maitland Road	<p>Members Commented positively on the facilities available to the young people at Maitland Road and the relationship between staff and the young people, commenting that the staff go the extra mile to make the youngsters feel at home. Members commented on the work that had been completed on the unit.</p>	<p>The Assistant Director thanked members for their report and for the support that they had given in providing items for a fete that the young people were involved with. The Assistant Director advised that the Directorate was very proud of the unit. The Assistant Director responded to the Members comments about the improvements to the Unit.</p>

CHILDREN'S ESTABLISHMENTS : second programme of visits

Halesowen Area Committee Councillor Pairings	Date of Visit	Name of Establishment	Member Comments	Assistant Director's Response
<p>Cllr David Vickers</p> <p>Cllr Alan Taylor</p>	17.3.10	Family Assessment Centre	<p>Members commented positively on the work and commitment of the staff whilst also noting the small size of the unit. Members also noted that the unit could only take 2 families at a time and that at that point there were 16 families on the waiting list. Members also identified issues of limited car parking space and that IT equipment needs updating.</p>	<p>The Assistant Director thanked Members for their visit and comments. The Assistant Director advised that the Directorate was aware of the difficulties of limited car parking space and would wish to increase the size of the unit if possible: however funding was not available at present, but would continue to be explored.</p> <p>The Assistant Director advised that the issues identified in respect of the IT equipment would be looked into.</p>