

DUDLEY METROPOLITAN BOROUGH

Stourbridge Area Committee 27th June 2011

Agenda Item No. 12

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 2010/11

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 2010/11 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 2011/12.

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 2011/12 will be arranged and provided to Members.

8. The rota process and the delivery of training is managed within the Policy, Performance & Resources 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 & Resources 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 Stourbridge 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 four individual establishments for nominated Members to visit between September 2006 and April 2007. Two out of the four visits took place, notice was given that the other visits could not be completed because of Members' unavailability. Consideration is being given to ways of assisting Members complete visits when difficulties arise.

- The message from all visits carried out was that of a positive relationship between service users and staff and a welcoming environment.
- Members commented positively on the high standard of care provided and the extremely good relationship between residents and staff at **New Swinford Hall**. Members commented positively on the recuperative work performed within the home and the beneficial impact that this had on residents.

Members made suggestions on possible additional facilities for residents including tea making in rooms and internet access.

The Assistant Director thanked Members for their visit and the positive comments that they had made regarding the home and advised that the feasibility of tea making facilities and internet access will be explored.

- Members commented on the good relationship between staff and residents including the 1:1 support provided at **Glebelands**.

Members asked for clarification on future management of the home, but report that this issue has not affected the running of the home.

The Assistant Director thanked Members for their visit and their positive comments.

Members were advised that management of the home would be transferred to a Supported Living Project and operate as three supported living flats.

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 Members participation in the rota for the year 2011-2012.



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