

SAFFRON Project Housing Support Service

Southside House
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G51 4EB

Telephone: 0141 422 1112

Type of inspection: Unannounced
Inspection completed on: 23 August 2017

Service provided by:
Southside Housing Association Ltd

Service provider number:
SP2004005401

Care service number:
CS2004066816

About the service

Southside Housing Association's SAFFRON Project provides a housing support service for people between the ages of 16 to 25 years of age who are from ethnic minority backgrounds. The service users are, or are at risk of becoming, homeless.

The SAFFRON Project provides temporary accommodation with support and the service users can use the service for up to two years. Although, service users can continue to use the service beyond this period if they continue to require support.

The service provided includes support with welfare benefits, support to access educational and vocational pursuits, and support to maintain a tenancy. Service users are also supported, after a mutually agreed period of time, to apply for a permanent tenancy. There is also a degree of follow-on support provided, where appropriate.

The SAFFRON Project is staffed by a registered manager, team leader, and support workers. The provider is Southside Housing Association Ltd.

This service has been registered since 24 January 2005.

What people told us

We interviewed a total of four young people. We had appointments with another three but regrettably these were unable to take place due to the young people having other plans. We met the young people individually in their own homes and all indicated that they were very satisfied with the service. All indicated that they felt well supported and safe in the service. Young people made the following comments:

- "Staff are very special and support me well."
- "I'm happy with the support I receive from the SAFFRON Project."
- "It's a good service."
- "They give me advice about maintaining my house."
- "They are very efficient."
- "I never feel patronised."
- "I got information prior to using the service."
- "I'm aware of how the service works. They are a very good service."
- "They always give the opportunity to choose."
- "I initially met with workers twice a week. When I became more confident this reduced down to once a week. I'm now looking to move on in the near future."

We issued 12 Care Standard Questionnaires (CSQs), we received 10 completed forms. All indicated that they were very happy with the service that they received. One young person indicated in their questionnaire that their

cooker was not working. Although this was not a service that the provider maintained they had ensured that it was repaired by their maintenance department.

Self assessment

On this occasion we did not request a self assessment. However, we did examine the service's annual development plan which gave a full account of the areas that they were currently improving.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | 5 - Very Good |

What the service does well

The service was delivering high quality care resulting in very good outcomes for young people using the service. We looked at records and spoke with young people and staff.

All young people were fully involved in the creation of their personal plans. These were found to be compliant with the National Care Standards. Young people were encouraged to identify their goals and targets. These were monitored over a three-month period and the reviews outlined the young people's outcomes. The service used a pictorial system to indicate young people's progress. This was particularly useful for most of the young people as English was not their main language. Young people indicated that staff were very responsive to meeting their needs and that they felt valued and respected by staff.

Young people were given support and encouragement to access GPs and community health professionals. The service had very good relationships with other external services, such as education and social work. The service also used a number of local agencies to support young people, such as the local food bank, and provided regular access for young people for advice on their health, such as COMPASS which is a mental health liaison team for refugees and asylum seekers.

The service had an admissions procedure which ensured that all young people had planned admissions. Young people were encouraged to have introductory meetings where the focus was to gain appropriate information to meet their needs appropriately. All young people who receive housing support were given a handbook. This contained good information for the young people, including information on complaints and contact arrangements. All young people were given a number of information sessions about their new tenancy and talked through the use of the washing machine, using the heating system, and the payment system for utilities. The service also provides support for young people who then move on to their own tenancy and to ensure that they have additional support during this time. This continues for several months to ensure the transition is successful.

The service had a very committed and well trained workforce. All staff had appropriate qualifications to meet registration criteria for the Scottish Social Service Council (SSSC). All staff interviewed indicated that they had regular training that met their training needs. The manager carried out regular audits of the training needs of staff and had a well formulated training needs plan. The service recognises the need to develop further training inputs in the next year. The service was proactive and engaged external professionals to give practical training to

staff. We would encourage the manager to continue to expand these inputs. Discussion with staff and examination of documentation evidenced that staff had received a thorough induction. Staff indicated that they felt well supported, having regular team meetings and effective supervision that met their individual needs.

What the service could do better

We had discussions with the management team about further development of the personal plans to ensure that they are using the wellbeing indicators. The service had agreed to prioritise this in the next year.

The service had identified the need to ensure that all staff were trained in child sexual exploitation (CSE). This had been booked and all staff will be trained to be aware of CSE. There was a need to update the service's child protection policy to ensure that it reflects the current national guidance for Child Protection Scotland 2014. Again the service have committed to ensuring that this is updated to reflect current issues which may affect young people in their care.

There was a need for the service to update their current welcome material to ensure that it reflected service users' primary languages. We acknowledge that the service had previously done some innovative work to ensure effective communication systems and we look forward to seeing this encompassed in the information booklets.

Many young people currently using the service are increasingly having specialised support needs and it would be beneficial if these risks were identified prior to ensure that this was the best resource to meet their needs. We also indicated that it may be beneficial to review the admission process to ensure that most risks that young people may display are identified prior to starting the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Inspection and grading history

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| 15 Oct 2015 | Unannounced | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 15 Nov 2013 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |
| 27 Oct 2011 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | Not assessed |
| | | Management and leadership | 5 - Very good |
| 15 Jul 2010 | Announced | Care and support | 4 - Good |
| | | Environment | Not assessed |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |

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