

SAFFRON Project Housing Support Service

Southside House
135 Fifty Pitches Road
Glasgow
G51 4EB

Telephone: 0141 422 1112

Type of inspection:

Unannounced

Completed on:

7 May 2019

Service provided by:

Southside Housing Association Ltd

Service provider number:

SP2004005401

Service no:

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 were able to have one face-to-face meeting with service users and another four contacts on the telephone. All indicated that they were completely satisfied with the service. All indicated that they had exceptional relationships with young people. The young people made the following comments:

- "My keyworker helps me a lot to deal with the bank, letters, and also budgeting."
- "My keyworker is very nice."
- "They help me maintain my tenancy and manage my rent."
- "I have a very good relationship with my worker."
- "They are very approachable and very well trained."
- "The service is good."
- "My keyworker meets me at least once a week. They have helped me get my child registered with the nursery."
- "I feel listened to and they are very interested in me."

Self assessment

We did not request a self assessment during this inspection.

From this inspection we graded this service as:

Quality of care and support

4 - Good

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

What the service does well

We examined the quality of care and support and the quality of staffing during this inspection. We found that the service was delivering high standards to support young people maintain their tenancies.

The service had meaningful personal plans that we found they had fully integrated with the wellbeing indicators and also the national standards. The young people were active participants in creating and reviewing their personal plans. We gave the provider some advice around further developing their target setting to ensure that these were SMART (specific, measurable, achievable, realistic, and time-bound). It was evident that young people had made considerable progress gaining skills and developing their confidence and self esteem with the assistance of their support workers. This progress was monitored and recorded using the outcome star tool which reflect the real progress young people had made since they started using this service.

The service had developed new individual risk assessments which focused on the appropriate strategies that were used to ensure that the young person was safe. Comments from the young people stated that they had exceptional relationships with their keyworkers.

The service had additional transitional support for a number of weeks to help the young person move on to their tenancy. This was well planned and resourced and enables young people to be very well supported during their subsequent move to new accommodation. This additional resource assisted young people to sustain their tenancies with the housing association. The service was commended on such a well planned and responsive transition.

All aspects of young people's needs were well supported. The service ensured that young people's health needs were well organised and supported. Young people were all able to access primary healthcare and were also well supported to access additional health resources. For example, the Anchor service which is Glasgow Psychological Trauma Service. The service had onsite specialists, such as welfare rights officers who ensured young people's benefits were maximised. We found that staff had a very good knowledge of the additional resources which were available to users of the service and young people were signposted and support to attend these services. This support ensured young people got the best possible outcomes.

Staff were found to be well motivated and understood young people's needs. We found that young people were valued and respected and encouraged to access community resources which ensured that they had positive experiences. We found staff taking and supporting young families to attend mother and toddler groups, nursery, and book clubs. This helps young people and their families to have their wellbeing looked after.

The service continued to invest in training, ensuring that all staff had the necessary skills to support the young people. All staff indicated that they were well supported, both formally through staff meetings, supervision, and appraisals, and informally. The team were encouraged to be reflective practitioners. The service had regular university student social workers which helped underpinned and enhance the practice of the staff group. We were impressed with the commitment and enthusiasm of staff to provide a positive, caring service to young people.

What the service could do better

We had a discussion with the manager about further development of young people's targets to be SMART. These would then provide clear evidence of the positive outcomes that young people achieve.

The service are developing new computerised records system. These should be developed to provide an audit tool to ensure all young people have reviewed personal plans every six months.

The service to continue to developed operating systems to ensure that young people experience continuity of support from the minimum number of staff during their use of the service.

It would be beneficial for the service to developed additional feedback tools to allow placement students to assist in the development of 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.

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Inspection and grading history

Date	Type	Gradings
23 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
15 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
15 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed 5 - Very good 5 - Very good
27 Oct 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good Not assessed Not assessed 5 - Very good
15 Jul 2010	Announced	Care and support Environment Staffing Management and leadership
		4 - Good Not assessed 4 - Good Not assessed

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