

AGENDA ITEM NO 4

REPORT NO 1/16

SCHEDULE 2

ANGUS COUNCIL

CHILDREN AND LEARNING COMMITTEE - 12 JANUARY 2016

CARE INSPECTORATE INSPECTION OF ANGUS COUNCIL YOUNG PEOPLE HOUSING SUPPORT SERVICE, 28a MILLGATE LOAN, ARBROATH

1. BACKGROUND

- 1.1 As a minimum, the Care Inspectorate conduct annual unannounced inspections for registered care services, that is care homes for older people; care homes for adults; care homes for children and young people; support services - care at home and secure accommodation. All other services such as pre-school centres receive a minimum frequency of inspection based on an intelligence-led risk assessment and previous performance.
- 1.2 Angus Council Young People Housing Support was inspected between 25 - 28 May 2015. This is a housing support service for young people who are or have been looked after and accommodated. It forms part of a range of services offered by the Through Care and After Care team which supports service users in Angus. The key aims of this service are to enable young people to stay in their own tenancies, to encourage them into education, training and/or work opportunities. This was an unannounced inspection. The inspection report was published in August. The full report can be found at: <http://www.careinspectorate.com/berengCareservices/html/reports/getPdfBlob.php?id=277564>

2. SUMMARY OF INSPECTION OUTCOME

The service was awarded the following grades:

Quality of care and support	Good
Quality of staffing	Very Good
Quality of management and leadership	Very Good

2.1 What the service does well

The inspection noted the following key strengths:

- The service provides a good range of methods to involve young people and obtain their views.
- All young people were registered with a GP and dentist as part of a range of health promotion supports. Staff helped them to make and attend appointments where necessary.
- The service was flexible offering a range of frequency and intensity of support. Staff had a good knowledge of local resources and were well placed to direct young people to additional or specialist help.
- Partnership working and joint protocols with other agencies such as the Jobcentre and Housing Service contributed to a more responsive service for young people leaving care.
- There were strong supports for staff from the manager and within the team and an effective system for supervision and appraisals.
- A high level of staff motivation to support young people to have positive outcomes. There was very good awareness of the Council's corporate parenting responsibilities.

2.2 What the service could do better

- Improve consistency in the measurement of need and more effective measure of progress over time.
- Clearer identification of the support being delivered specifically under the housing support service.
- Revise the annual report to strengthen the identification of how the various activities have contributed to better outcomes and experiences for those using the service. The improvement plan should have a clearer focus on outcomes.

2.3 Conclusion

The inspection identified that this was a well managed service providing good standards of care and support for young care leavers at a particularly vulnerable and challenging time in their lives. The team offers a range of practical and emotional support to enable young people to maintain stable, independent accommodation, receive financial support and, if possible, find employment or continue their education or training.

3 RECOMMENDATIONS

- The provider should continue to develop ways of involving young people in service development. This should include provision of suitable IT facilities to improve the level of support for service users.
- The provider should ensure that service users' personal plans (or equivalent) have clearer focus on achieving positive outcomes and experiences, provide a more effective way of evaluating progress, are clearly identified as such if there are a number of constituent parts, and are dated.

4 REQUIREMENTS

There are no requirements.

Contact for further information:

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