

**ANGUS COUNCIL**

**CARE INSPECTORATE INSPECTION OF YOUNG PEOPLE HOUSING SUPPORT SERVICE**

**BACKGROUND**

As a minimum, the Care Inspectorate conduct annual unannounced inspections for registered 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.

The inspector evaluates registered services using a framework of quality themes linked to the National Care Standards:

- Quality of care and support
- Quality of environment
- Quality of staffing
- Quality of management and leadership

Angus Council - Young People Housing Support Service is a housing support service mainly for young people who have been looked after and accommodated. It forms part of a range of services offered by the throughcare and aftercare team, which supports service users mainly in Angus and Dundee. The provider is Angus Council.

The team is based at Millgate Loan near the centre of Arbroath. The same building also houses five self-contained flats for young people using the service. One of these is a 'training' or emergency flat. Team members support young people in their own homes and also provide drop-in services throughout Angus. The service's primary aim and objective is to provide high quality support to care leavers to aid the transition to independent living.

This service has been registered since 8 June 2006.

The Young People Housing Support Service was inspected on 17 December 2019. The inspection report can be found online at:

[Link to Inspection Report](#)

## **SUMMARY OF INSPECTION OUTCOME**

### **What the service does well**

- The service made a significant contribution to people having some very positive outcomes as a result of their involvement. A number of people with whom the service worked had had challenging or traumatic care or life experiences, including fractured family relationships. With the support of staff, a number had been able to find a level of security and stability that provided a foundation for moving forward into early adulthood.
- Most young people reported they had positive relationships with staff they liked and received nurturing practical and emotional support.
- Staff contributed to people being safer by operating a robust risk assessment and management process and there had been a number of instances of measurable reduction in risk over time.
- The team was assessed as being a stable team with low turnover, which contributed to very good continuity of support and more enduring relationships.
- Staff respected people's right to make a choice about the level of support they received, but made sure to maintain contact and to be available, should the need arise.
- Staff reported they were well supported, had a high level of trust and autonomy, very good working relationships with each other and were highly motivated. They had regular, good quality supervision as well as opportunities to reflect and discuss their work in team meetings.
- There were protocols in place for lone working and additional employee support such as free and confidential counselling.

### **What the service could do better**

- Young people be reminded of the relevant complaints procedures in the event of them feeling unhappy about any aspect of the service.
- The service improvement plan would also benefit from specific timescales.
- A small number of team members had had more limited training, and a review of the need for training in child and adult protection was suggested.

All of these suggestions have been actioned.

## **RECOMMENDATIONS**

Number of recommendations: 0

## **REQUIREMENTS**

Number of requirements: 0

## INSPECTION GRADES

Quality of care and support	5 - very good
Quality of staffing	5 - very good
Quality of management and leadership	Not assessed

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