

Streetyouth Support Service

18 South Bridge
Edinburgh
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Type of inspection: Unannounced
Inspection completed on: 4 August 2017

Service provided by:
Streetwork UK

Service provider number:
SP2004005796

Care service number:
CS2011285266

About the service

Streetyouth provides support to young people up to age 25, who want to use the service. They offer 1:1 support, targeted outreach and outreach support. Their method of operation is to work with the young person on their terms and at a pace that suits them to make the changes they want to make in their lives. They make contact with many young people through their outreach work in places where young people meet together and on the street.

Since the service was started it has set out to develop and provide links with as wide a range of agencies as possible to enable Streetyouth to direct young people to those best suited to meeting their needs. Streetyouth staff and managers participate in different groups and forums to access and share information about the best ways of supporting vulnerable young people who are homeless or at risk of homelessness.

The service provider's website notes:

Streetyouth provides street based outreach and one to one follow up support, strengthening networks, relationships and resilience for young people in Edinburgh up to 25 years of age. Streetyouth are targeting young people at risk of or experiencing homelessness, this could include those who are sofa surfing or living between friends and family.

What people told us

We spoke to young adults who used the service and who were prepared to provide us with their views of the care and help they received from Streetyouth. They told us that they had found the service to be of great importance to their wellbeing. They described the range of ways that the service had helped them and were very positive about the links to other agencies that had been put in place for them.

We were consistently told how much the individual staff had contributed to the help that was provided. Very positive relationships between staff and those who used the service were described. The accessibility of staff was also praised and described as being very reassuring for those who had few people to confide in.

One person we spoke with said that while the staff had helped them greatly, they preferred not to visit the service's office base as they found it depressing and impersonal. They said that the lack of any reception other than an intercom and the bare walls and lack of décor in the interview rooms reminded them of previous bad experiences.

Self assessment

The Care Inspectorate is not requesting submission of self assessments in this inspection year.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

What the service does well

We looked at the Quality Themes of "Care and Support" and "Management and Leadership" at this inspection.

The evidence we gathered and assessed for the quality of care and support provided to the young adults who used the service led us to grade the theme as 6 - Excellent. We graded management and leadership as 5 - Very Good.

The people we spoke to who used the service were very positive about the ways in which they were given advice, information and practical help. They described relationships with the staff in very positive terms and gave examples of emotional support which they had found extremely valuable and comforting.

Staff we consulted were able to evidence a clear understanding of the needs of those they were supporting. They consistently worked towards developing positive, caring relationships with them. These relationships allowed staff to discuss issues with young adults in ways which were supportive and helpful and meant that personal and private matters could be explored sensitively and respectfully.

We saw examples of staff directing young adults they supported to sources of information and practical help which met their needs. The service had developed a wide range of links and systems of collaborative working with different agencies, organisations and professionals across Edinburgh. We emailed a range of these agencies that the service had contact with and worked collaboratively with. Their feedback was consistently positive and highlighted the range of ways in which the service successfully met the needs of vulnerable young adults.

These collaborative contacts included services which provided basic resources such as food and shelter for homeless people as well as those which dealt with a wide range of medical and health-related issues. There was also a partnership with a service which provided legal advice and support. During outreach work, staff were able to advise people they engaged with about the different opportunities available in the different parts of the city to access organisations which could provide direct, practical help. Focused outreach work was also carried out in response to information about individuals who were known to be missing from their usual care situation. This was organised in association with other care providers and those agencies tasked with tracing missing young people. As part of this role, staff had developed working relationships with residential services for young people across the city.

The service provider had put in place an electronic system to gather, store and share information. This had been developed within the organisation and was intended to ensure that care planning and other relevant information was easy to access and time-efficient for staff to use. We saw from the system and heard from staff that this had been achieved. Information about those who used the service was easily accessible to staff who were working with them and it was possible to share information with other agencies quickly and effectively. This meant that staff were able to concentrate their time on direct work with the young adults using the service rather than on administrative tasks. The system was still being developed and continued to be adjusted in response to staff suggestions and ideas.

The service provider had recognised that the young adults who used their service were often unable to access information and services as they were not able to access online resources. This meant that they were excluded from opportunities to apply for benefits, work and different learning opportunities. It also restricted their access to methods of applying for accommodation. As a response, Streetwork had appointed a digital inclusion champion to coordinate the ways in which people who had been excluded were able to access the necessary methods of contacting services and applying for help, and a range of supports. This included the provision of access to hardware which enabled digital inclusion but also support to learn how to use it to proper effect. At the time of our inspection, further access to ways of using electronic systems was being rolled out with access

planned for the service provider's office area in the centre of the city. We will assess the effectiveness of this at future inspections.

Since the last inspection, a new manager had been appointed to the service. The new manager worked closely with the team leader to support the work of the team, link with other agencies and represent the service across a range of forums and groups working with young people in the city. We heard from the staff team that they felt the managers were effective and provided access to both formal and informal supervision which enabled them to engage effectively with those they supported. We also received very positive feedback from external agencies about the input from the manager and team leader into the associated areas of work to support people in the city who were homeless or at risk of homelessness.

In discussions with managers, including the service's external manager, we were aware that the service was continually looking for ways to develop the service and adjust working practices to allow staff to use their skills as effectively as possible. Staff told us that they were able to make suggestions and put forward ideas which were taken seriously and acted upon by managers. We also saw that staff were protected by managers from unnecessary stress regarding organisational changes which had occurred.

What the service could do better

One of the young adults we spoke with suggested that the service could make its meeting and interview rooms at its office base more welcoming. They told us they found it impersonal and unwelcoming. We passed this on to the service.

The service provider should continue to develop ways of supporting digital inclusion and the provision of access to information and communication for homeless people.

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	
6 Oct 2016	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good
7 Oct 2015	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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