

## Action for Children - GENR8 Housing Support Service

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Type of inspection: Unannounced  
Inspection completed on: 5 June 2018

**Service provided by:**  
Action for Children

**Service provider number:**  
SP2003002604

**Care service number:**  
CS2004079156

## About the service

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Action for Children - GENR8 is registered with the Care Inspectorate to provide housing support to young people aged 16 - 25 years who live in North East Glasgow. The service is managed by Action for Children and the stated aim of its work is to support young people who are homeless, at risk of homelessness or in housing need. The service is available to young people through self-referral or referral by another agency. The service supports young people to secure and maintain their own tenancy through promoting independence.

At the time of inspection the service was supporting almost 50 young people. Referrals were accepted from a broad range of sources including young people, carers/family, housing officers, health visitors, and social workers. Since the last inspection the service has started supporting a number of young people who are seeking asylum in this country.

A new manager had recently been appointed to lead the service.

## What people told us

We spoke with three young people, as well as reviewing a number of completed questionnaires provided by other young people. Feedback was overwhelmingly positive. Comments included:

"It's absolutely amazing".

"They've just helped me".

"It's really good, I'd recommend it to anyone, I've been telling my pals how good the support is".

At this inspection, we did not speak to any family members of young people.

## Self assessment

The service had not been asked to complete a self-assessment prior to the inspection. We looked at their own improvement plan and quality assurance paperwork in order to assess how they monitored service provision.

## 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

At the last inspection, the following recommendations were made.

1. Action for Children – GENR8 should change its referral process so that referral meetings are recorded and detail other supports being provided to young people.

We found that this recommendation had been met. The service had completed referral forms for all young people, initial support plans were put in place and three months after starting working with a young person, a review meeting would be held to review the support plan. It was clear that young people were fully involved in developing and reviewing their support plan and planned outcomes, through completion of the assessment tool "the outcome star".

2. Action for Children – GENR8 should complete a service development plan. This should incorporate analysis of feedback from young people and other stakeholders and detail any service improvements as a result of this feedback. The plan should detail actions required to improve service delivery and set a review date to assess the progress of the plan.

We also found this recommendation had been met. A service development plan was in place. The new manager advised he had commenced a consultation exercise with all young people and hoped feedback from them would shape the development plan.

We found staff within the service were very skilled at building positive relationships with young people. It was noticeable that, while the core aim of the service was to support young people with housing needs, the service's role expanded beyond that, and they would often meet the wider needs of the young person, including, for instance, offering emotional support or facilitating contact with important family members.

Information on young people was generally comprehensive and, where gaps within this was identified, the service was diligent in trying to get all relevant information to support their work. There was very good evidence of the service working positively and communicating well with other relevant agencies.

There was very good evidence of young people achieving positive outcomes. One young person whom we spoke with had secured a tenancy and job and, as a result, had increased contact with their child. From looking at care plans, it was evident this was not an isolated example, and in the majority of plans reviewed, clear progress had been made. In addition, there was very good evidence of the service sticking with young people through difficult times and providing long-term support.

The service has recently started working with young asylum seekers, which is very important work. One worker has been identified to lead in this area, and, given the experiences of some of the young people, has been supported to access training around trauma.

We noted there was very regular supervision of staff, and within this young people's plans were at the forefront of discussion. Action points agreed about individual care plans were also noted in the young person's file, meaning there was a good link between supervision records and care plans.

All staff have a completed annual performance review, detailing their progress, areas for improvement, planned career progression and what support they need to achieve their goals. There was good evidence of the service being supportive of staff dependent on their specific needs.

Team meetings are regular and minuted, with agreed action points for review at the next meeting. A team

development day has occurred, and part of the development work with staff has included discussions around the new Health and Social Care Standards.

Generally, staff have access to good training opportunities, and the service is quick to identify courses which may be beneficial to staff.

## What the service could do better

We noted that, while all young people had "outcome stars" completed at regular intervals, the initial star for each young person gave the same baseline assessment (i.e. each young person was graded 2 in each area of development). We felt that this meant the initial assessment was not personalised, and could also give a skewed analysis of progress when subsequent outcome stars were completed. The service took on board our observations and agreed that, in future, each baseline assessment would be personalised and reflect the individual circumstances of each young person.

Since the last inspection, we noted that groups for young people which had been taking place had stopped. The new manager advised this was an area which he was reviewing, and he would be assessing the need for more group activities following consultation with young people.

While staff training was generally of good quality, we noted that no specific training had been provided to staff around the needs of asylum seekers, which we felt would be important given this is an area of work which the service has taken on. We discussed this with management of the service, who agreed that this was important and advised they had been making efforts to source this training.

During inspection, we noted a couple of incidents which we felt were notifiable to the Care Inspectorate, but which had not been notified. We gave the manager advice about the criteria for notification.

## 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](http://www.careinspectorate.com).

## Inspection and grading history

Date	Type	Gradings
4 May 2016	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 4 - Good
19 May 2014	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
30 Apr 2013	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed 5 - Very good 5 - Very good
29 Mar 2012	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed 5 - Very good
12 Mar 2009	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good 4 - Good

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