Crane Services
Offender Accommodation Service

24 Broughton Place
Edinburgh
EH1 3RT

Telephone: 0131 556 9969

Type of inspection: Unannounced
Inspection completed on: 27 July 2016

Service provided by: City of Edinburgh Council

Service provider number: SP2003002576

Care service number: CS2003010953
About the service

Crane Services is a City of Edinburgh accommodation service providing monitored and supported living for offenders. This criminal justice supported accommodation service is delivered from two adjacent terraced houses in the city centre of Edinburgh.

Accommodation is in two types, a seven-bedded house where service users share communal areas but have ensuite or private bathrooms, and a second house with four self-contained single flats.

The service also provides outreach support to ex service users.

The service includes staff accommodation, interviewing rooms and a training suite.

The service has four specific aims:

- To help protect the community and potential victims by providing supervised and supported accommodation for adult male offenders who are assessed as presenting a high risk of re-offending in a potentially harmful way
- To enhance and support the supervision of high risk offenders undertaken by the City of Edinburgh Criminal Justice Services
- To work with individual residents and agencies to assist them to reduce the risk to the community
- To provide sentences and Parole Boards with an effective alternative to custody.

What people told us

We spoke with three service users and received five Care Standards Questionnaires (CSQs).

Views of the service were predominantly favourable with relationships with staff being cited as a major positive.

In response to the statement, “Overall, I am happy with the quality of care and support the service gives me”, one service user "strongly disagreed" and four "strongly agreed. This positive view was echoed by the service users we spoke with.

The one service user who "strongly disagreed" stated “I have only been here for a short period - so am unable to form an opinion regarding some of these scenarios”. Comments included:

- “staff have been brilliant - not a bad one among them”
- “the manager is brand new”
- “staff are all brand new”
- “visits before arriving full-time is beneficial - used to what is expected re rules and responsibilities”
- “I have a good relationship with (key worker)”
- “staff support me with practical skills such as budgeting and benefits”
- “staff are approachable - they listen and talk through issues”
- “a chance to start anew - support is positive”
- “all positive”
- “appreciative of staff support”
- “I am clear on how to raise any concerns and confident of support from staff”
- “rent should be the same overall for everybody”.

One service user was unhappy about the rules for X Box use. He planned to discuss this with the manager.

We e-mailed placing social workers and received three replies. Views of the service were very positive. Comments included:

- “I believe the quality of the service provision to my clients has been excellent”
- “(staff are) dedicated, knowledgeable and caring”
- “Crane provides a stable and safe environment”
- “I would rate the quality of the support as being high”
- “The staff have been very good - the management team are organised and easy to reach”
- “friendly staff who know about different services in the area. It is also helpful that the staff know about the challenges that clients face when they are in the community”
- “The service provision has met their (service user’s) needs in full, and on some occasions has exceeded expectation”
- “The staff in situ at present work well together, are always welcoming and non-judgemental, and willing to take direction where necessary for the further benefit of our mutual clients”
- “I believe we have excellent communication links”
- “They (service users) always have someone to talk to and can practice/learn basic skills such as cooking and budgeting before accessing their own accommodation. The feeling of not being judged and being accepted into a community is also vitally important“.
Self assessment

The service provided us with a detailed self assessment that highlighted areas of good practice and areas for development.

From this inspection we graded this service as:

- Quality of care and support: 5 - Very Good
- Quality of environment: not assessed
- Quality of staffing: 5 - Very Good
- Quality of management and leadership: not assessed

What the service does well

We found that Crane Services provided very good support to people who had been released, or were in the process of being released, from prison.

Staff supported people to begin to live in a less restricted environment, whilst at the same time providing monitoring of prescribed legal boundaries and expectations.

Within the context of the service user group and the complexity of their situations, we saw that service users had very good opportunities to contribute to their support plans and to life in the service generally. Service users were confident in raising any issues with staff and the manager.

Information gathered prior to admission was very thorough and included prison visits. This meant that assessment of need and risk were in place prior to admission.

Admissions were planned around special escorted leave, unescorted leave and home leave. This meant that service users were introduced to the service in a manner that best met their needs and provided public protection. We saw that admissions were, on the whole, managed well.

Very good key working arrangements were in place that ensured effective overview of support and risk management.

Prescribed plans from MAPPA (multi agency public protection arrangements) and other legal restrictions aimed to ensure that service users were reintegrated into the community in a safe, risk managed manner. Risk Management Case Conference minutes were on file and recorded risk assessment and management arrangements.

We saw that staff had a detailed knowledge of each individual’s restrictions and supported them in adhering to them. Restrictions were recorded in an "at a glance" folder within the staff office. Changes were recorded immediately and details circulated to staff by e-mail, at changeover and staff meetings.

Service users were supported to access housing, employment/training, health and finance. We saw that outcomes for service users were positive.
Support continued in the community for ex-service users through a programme of outreach.

Group activities took place regularly and included hill walking, DVD nights and cookery nights. Attendance was voluntary.

We found the service to have very good links with other agencies, including Criminal Justice Teams, Housing Providers, the Prison Service and the Police.

The service enjoyed positive relationships with the local faith community. The manager liaised with the local Mosques and Church of Scotland to ensure client and public safety. We saw that service users were encouraged and facilitated in pursuing their religious beliefs.

Very good staff induction arrangements were in place for new staff. We saw that “regular” agency and permanent staff worked very well together.

Staff held a range of relevant qualifications that enabled them to carry out their duties in a highly professional manner. Staff were not yet required to register with the Scottish Social Services Council (SSSC). All staff were qualified to a minimum of SVQ3 and HNC. Staff were aware of the SSSC Code of Practice.

Staff commented upon a “good mix of experience and skills”. This was evident throughout the inspection.

A robust supervision regime was in place that supported and guided staff in carrying out their duties. This meant that service users’ received a very good service.

An Annual Appraisal system was also in place that allowed the manager and staff to set professional goals for the next year.

Staff told us that the felt supported and that the manager was approachable for advice and discussion. The manager told us that “a senior social worker from the Resettlement Team collaborated with staff. He was a qualified social worker and had a Masters in Social Work. He provided advice and support for CRANE staff.”

Weekly staff meetings enabled staff to discuss cases and the running of the service generally. We saw that minutes were detailed and appropriate.

All staff had received “Maybo” training in de-escalation and breakaway techniques.

We formed a view of a skilled, knowledgeable and cohesive team that was committed to the service.

What the service could do better

The service had acquired ligature cutters as recommended within the previous inspection report. Some service users were at risk of self harm. We discussed with the manager the need for suicide awareness training.

We observed an incident where a new admission’s privacy could have been respected more. The manager agreed to address this.
The service was currently subject to a staffing review. This was causing some anxiety amongst the staff team. The review should be concluded as soon as possible. Vacant posts were being covered, very effectively, by agency staff. These posts need to be filled substantively.

Regular agency staff should have access to the social work departments training and development programme.

The manager should look at ways of maximising attendance at the staff meeting.

On-call arrangements, as described in the previous inspection report, remained with the social work out of hours team. Staff and managers felt that this arrangement did not give due regard to the specialist nature of their service. Discussion should continue to resolve this matter.

**Requirements**

*Number of requirements: 0*

**Recommendations**

*Number of recommendations: 5*

1. We discussed with the manager the need for staff suicide awareness training.

2. We observed an incident where a new admission’s privacy could have been respected more. The manager agreed to address this.

3. The staffing review should be concluded as soon as possible and vacant posts filled substantively.

4. Regular agency staff should have access to the social work departments training and development programme.

5. The manager should look at ways of maximising attendance at the staff meeting.

**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**

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