

Buddies Clubs and Services (Outreach) Support Service

Southbrae Centre
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Type of inspection:
Unannounced

Completed on:
27 January 2026

Service provided by:
Buddies Clubs and Services (Glasgow
West) Ltd

Service provider number:
SP2003001235

Service no:
CS2005092052

About the service

Buddies Clubs and Services (Outreach) is based in the Southbrae Centre within the Jordanhill area of Glasgow.

The service shares its accommodation with a nursery and after school care provision, which is operated by the same provider.

Buddies Clubs and Services (Outreach) works with children and adults providing a variety of community outreach-based services. These are developed around the individual needs of the families. Community outreach is delivered in groups and on an individual basis.

About the inspection

This was an unannounced inspection which took place on 20 and 21 January 2026. The inspection was carried out by two inspectors from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- had four questionnaires completed by adults using the service
- we spoke with seven family members and had seven responses to our pre inspection survey
- we spoke with 11 staff and management and have 14 responses to our pre inspection survey
- we observed practice and daily life
- reviewed documents
- received feedback from one external professional.

Key messages

- There was a strong emphasis on purposeful activity and celebrating achievement.
- Young people and adults had consistent supportive relationships with staff.
- Young people and adults had access to a variety of learning and social activities.
- The service had a warm atmosphere and staff worked well together.
- Parents had a high degree of confidence in the service.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

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| How well do we support people's wellbeing? | 6 - Excellent |
| How good is our staff team? | 5 - Very Good |

Further details on the particular areas inspected are provided at the end of this report.

How well do we support people's wellbeing?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for young people and adults.

Young people and adults were recognised as experts in their own experiences and wishes. Adults were fully involved in their care and support which was regularly reviewed by the service to ensure that needs were being met.

The service also worked closely with families to ensure young people and adults received the right person-centred support. One parent told us "My daughter's outreach plan would be altered if requested. Buddies will try new activities if suggested and will always ensure my daughter is listened to". Another told us "there should be more services like buddies that are person centred and cater to the rights of the individuals they work with".

Staff knew young people and adults well and there was a consistent core team within the service. Care plans were detailed and provided a holistic overview of need which ensured that high quality support was provided. Risk assessments were detailed when these were required and ensured that staff had the information they required to keep people safe and meet health needs. Parents had a high degree of confidence in the service, one parent told us "I have never worried about the safety of my son with buddies and the way they run their services is impeccable and impressive."

The service was exceptional in promoting young people and adult's sense of identity and wellbeing. There was a strong emphasis on purposeful activity and learning new skills through support. Activities within the centre and engagement with community resources promoted a range of social and learning opportunities. An art class supported adults to put on an art exhibition which was well received by parents and celebrated achievement.

Whole family events provided social opportunities and were highly valued by parents. Adventure breaks also allowed young people and adults to experience new opportunities based on their interests.

Staff understood their responsibilities in relation to safeguarding and had received appropriate protection training. There was an open culture within the service with regular reflective team meetings which ensured that staff felt well supported and could raise any concerns effectively.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for young people and adults, therefore we evaluated this key question as very good.

Staffing arrangements within the service were determined by a process of continuous assessment. The core staff team worked well with all young people and adults using the service and regular reflective team meetings took place to ensure that support was working well to meet needs.

The staff team was consistent and young people and adults knew who would be coming to provide support. Appropriate staffing ratios were in place to ensure that quality support could be provided. Parents gave extremely positive feedback about the quality of staff support, one parent told us "the staff are more than

excellent. They know my son, look after him really well, anticipate his needs and are unfailingly kind. They are the best".

Effective working relationships across the service ensured that young people and adults experienced a warm atmosphere. One staff member told us the service "it creates a warm and friendly atmosphere for people to come and be themselves and engage in their own interests in a caring respectful way". Management were approachable and engaged which ensured that leadership was supporting positive outcomes. One staff member told us "management have good personal relationships with service users. They are directly involved and show a high level of respect and care".

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

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|--|---------------|
| How well do we support people's wellbeing? | 6 - Excellent |
| 1.2 People get the most out of life | 6 - Excellent |
| How good is our staff team? | 5 - Very Good |
| 3.3 Staffing arrangements are right and staff work well together | 5 - Very Good |

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