

# Step Up (Housing, Employability & Community Support Services) Housing Support Service

Lock 9 Cottage  
The Maltings  
Falkirk  
FK1 5BW

Telephone: 01324 465 000

**Type of inspection:**  
Unannounced

**Completed on:**  
7 April 2026

**Service provided by:**  
Step Up (Housing, Employability & Community Support Services) Ltd

**Service provider number:**  
SP2013012130

**Service no:**  
CS2013319314

## About the service

Step Up (Housing, Employability & Community Support Services) is a combined Housing Support and Care at Home service which operates in the Falkirk and Clackmannanshire areas. The service supports people over the age of 16 who may be at risk of becoming homeless, and adults who have mental health issues, physical disabilities and older adults living in their own homes.

The service aims to support people to develop the skills required to live independently, and the level of support varies according to assessed need. Support is provided by two staff teams operating out of offices in Falkirk and Alloa. As well as providing support at home, and while out in the community, young people could attend the office to receive support and a 24 hour on-call system was also operational.

## About the inspection

This was an unannounced inspection which took place on 31 March and 2 April 2026. The inspection was carried out by one inspector 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:

- spoke with three young people and had two responses to our pre inspection survey
- spoke with six staff and management and had eight responses to our pre inspection survey
- reviewed documents and received six responses from external professionals to our pre inspection survey

## Key messages

- Young people and adults felt valued and understood by the service
- Young people and adults were fully involved in their care and support
- Support was flexible and intensity was based on need
- Young people and adults were kept safe and risk was well managed
- The service had a clear value and ethos regarding how support should be provided
- Staff worked well together and were well supported by management.

## 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

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, needs and wishes. Personal support plans and risk assessments were fully informed by young people and adults views. Feedback received from people using the service was consistent that they were listened to and their needs were understood.

Comprehensive training was available to staff to ensure that they understood the needs of young people and adults using the service. In addition to core learning, bespoke training was put in place when specific needs were identified to ensure young people and adults individual needs were met.

Young people and adults felt valued by the service, one young person told us "They listen to me and understand my needs and accept me for who I am and my lifestyle. There is no pressure to fit into a box". A staff member told us the service "has the best interests of young people at heart. It involves the young people in their support, adapts well and quickly to change and treats each young person on an individual basis". An external professional told us "Team members exhibit a compassionate, trauma informed approach, providing emotional containment, stability, and reassurance. They take time to build trusting relationships, creating an environment where the young person feels listened to, respected, and valued".

Effective communication with external agencies ensured that the changing needs of young people and adults was quickly identified. This meant that follow up action could be taken as required to support positive outcomes. One external professional told us "Communication within the team is strong and purposeful. Regular information sharing ensures that all professionals are aware of emerging needs, changes in presentation, and any risks that require a coordinated response".

Young people and adults using the service were engaged in range of educational, work and voluntary opportunities and support was available to access purposeful leisure activities. The service had high aspirations for young people using the service which ensured that young people and adults were meaningfully engaged in the community. One staff member told us, "We are supported to go above and beyond for our young people".

Support provided was flexible and varied in intensity based on need. Daily planning meetings were used effectively to ensure that the needs of young people and adults were met.

Young people and adults were kept safe by the service. Staff understood their safeguarding responsibilities and clear risk assessments were in place when these were required. The service was very proactive in identifying potential risk and putting in place measures to reduce risk in conjunction with external agencies. The approach to safeguarding was creative, young person centred and was of an exceptionally high standard.

Young people and adults were supported to make informed choices about personal risks and independence was promoted. One external professional told us "Staff offer consistent, person centred support that prioritises emotional stability, physical safety, and the development of essential life skills".

**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 children/people, therefore we evaluated this key question as very good.

Daily staffing arrangements were largely fixed, but resource was well utilised through effective use of planning meetings which ensured that identified support needs were met. If the need for crisis intervention impacted on planned support, staff were responsive to ensure that young people's needs were met. Young people and adults were able to direct the scheduling of support at times that suited them.

Young people and adults were matched to 'mentors' who were primarily responsible for completing personal support plans and risk assessments and took a lead in support. All staff were involved in supporting young people and adults using the service and the planning meetings identified which staff were best placed to undertake the daily tasks required. The service had a consistent core staff supplemented by regular sessional staff. There had been some turnover in staffing and active recruitment was underway at the time of inspection. This had placed some additional pressure on existing staff but had not impacted the quality of support provided to young people and adults.

The service had a clear vision regarding how support should be provided and staff were aligned to these values. Staff communicated effectively and were well supported by managers within the service which ensured that young people and adults received appropriate support. One staff member told us "There is excellent communication within the team. We are kept fully informed of a young person's situation and requirements. Management are supportive and understand the challenges of the role".

Self-evaluation and continuous improvement were well embedded which ensured that the service was reflective and responsive to changing need. One external professional told us "The team routinely reflects on what is working well and what may need to change, showing adaptability and a commitment to continuous improvement".

**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).

## Detailed evaluations

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
3.2 Staff have the right knowledge, competence and development to care for and support people	5 - Very Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.