

Dundee Youth Housing Service Housing Support Service

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Type of inspection:
Unannounced

Completed on:
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Service provided by:
Action for Children

Service provider number:
SP2003002604

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CS2013322790

About the service

Dundee Youth Housing Service is a housing support service. The service is registered for young people aged between 16 and 26 who are homeless or at risk of homelessness. The service is also currently supporting unaccompanied young people seeking asylum.

The service comprises of three separate buildings within Dundee city centre, all close to local amenities.

Young people have their own flats/bedsits within each of these buildings, alongside communal areas for the young people and staff offices.

About the inspection

This was an unannounced inspection which took place over five days - 9 April 2025 from 10:15 to 17:45, 10 April 2025 from 13:00 to 16:00, 11 April 2025 from 09:30 to 17:00, 14 April 2025 from 09:30 to 17:15 and 16 April 2025 from 09:30 to 17:00. 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 registration information, information submitted by the service, and intelligence. To inform the inspection, we:

- spent time with six young people living at the service
- spoke with 12 staff including managers
- observed practice and daily life
- reviewed documents
- spoke with two external professionals
- considered responses to Care Inspectorate questionnaires.

Key messages

- Staff had impressive links with a variety of resources and agencies within the local community.
- The service collaborated effectively on a multi agency level to provide additional safeguarding to young people.
- Young people's health and wellbeing was benefitting from the care and support they received.
- Leaders were knowledgeable about aspects of the service which required improvement.
- Young people were involved in planning their support.
- Staff accessed a number of training opportunities specifically related to the young people being supported.
- Safeguarding training should be enhanced.

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?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

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

How well do we support people's wellbeing?

5 - Very Good

We found major strengths in supporting positive outcomes for young people, within a culture of continuous improvement; therefore we evaluated this key question as very good.

Staff had a good understanding of their role in supporting young people to access appropriate healthcare, strengthened by the wide range of local services that the organisation had strong connections with, referring or signposting to various agencies. Initial health assessments were being undertaken for all young people, resulting in timely access to primary health care.

Some young people were accessing a number of specialist medical supports, with appropriate referrals being made to protect young people from harm when intervention was required to support wellbeing and changing needs, demonstrating genuine regard for young people's dignity.

Young people had at times placed themselves in high risk situations, but the service demonstrated their involvement in a number of multi agency meetings for young people, allowing opportunities to explore risks through these discussions, especially at times of crisis. This provided additional safeguarding, ensuring young people were supported by key professionals. Young people expressed they felt safe, with staff available to seek advice from or share concerns with.

Young people's health and wellbeing was benefitting from the care and support they received, identifying trusting relationships with key staff who demonstrated caring, nurturing and respectful relationships. Staff had a good knowledge of the young people, including their strengths and indicators of concern, using risk assessments to identify safety concerns, including health risks. Additionally, young people were able to access other adults outwith the service, including independent advocacy to support their best interests.

Young people were encouraged to make positive lifestyle choices to support their physical and mental health. Some young people were attending a range of local community groups, and the service had arranged group activities at the request of young people.

Personal plans were created alongside young people, enabling them to have control of their own health and wellbeing, supporting them to set their own goals and direct the support they received, at a pace they were comfortable with. The service was also promoting individual healthy eating, alongside opportunities to reduce feelings of isolation with young people coming together to enjoy food from different cultures.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, identifying several important strengths. The strengths had a notable positive impact on young people's experiences.

There had been significant changes in the leadership group within the service and they had made considerable progress within a short period to promote positive outcomes for young people. Managers were visible and accessible and were making progress in ensuring clarity of roles and responsibilities across the whole staff team. There had been periods of time when the service had not always effectively met the needs of all young people; however, through their commitment to learning, the organisation worked alongside partner agencies to understand where improvements were required.

The management team had recently taken positive action to identify key and priority areas that required improvement to reduce potential risks to positive outcomes for young people. Additional opportunities had been created for staff to share their views, with a commitment to using all experiences to enhance the quality of support for young people and improve the service.

The organisation had a number of layers of quality assurance in place within a meaningful framework, supported by a development plan with clear objectives and self evaluation tools. This included staff within various roles undertaking audits to ensure positive experiences for young people. The inspection highlighted areas where a more qualitative approach could support planned improvement.

External oversight of a variety of systems, processes and risk assessments effectively ensured that the service benefitted from leaders who were supporting improvement and the management team had recently made progress to further strengthen this oversight.

Effective foundations had been established to ensure greater consultation and collaboration with young people regarding the vision for the service. This included young people's meetings and questionnaires which informed the Development Plan and the Promise Plan. Additionally, young people were being invited to share their views and experiences on leaving the service to contribute to improvement planning.

Young people were supported to understand how to raise concerns or make a complaint, identifying key individuals they would approach.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, identifying several important strengths. The strengths had a notable positive impact on young people's experiences.

The levels of experience and knowledge were variable across the service; however, overall, staff were knowledgeable regarding the individual needs of young people. There were a number of opportunities to support staff practice, with an established model of supervision, team meetings and the reintroduction of development days. There was also a commitment to enhancing reflective practice within staff supervision through additional training.

The service had recently introduced an inclusive training needs analysis, with input by staff alongside a managerial assessment. As a result, individual training needs had been identified with a clear investment in staff development. Learning opportunities specifically focussed on young people using the service had been introduced and the service planned to strengthen staff understanding of attachment and the impact of trauma.

There was an effective method in place to record all staff training, ensuring that young people were being supported by a responsive and knowledgeable staff team. The service had recognised that safeguarding training required to be reinforced and increased in frequency and must ensure this is established as a matter of priority (area for improvement 1).

The service did not use a specific model of independent living to support young people with their individual needs. The inspection highlighted the benefits of considering available resources to guide young people and strengthen staff skills.

Areas for improvement

1. To support young people's wellbeing, the provider should ensure staff undertake frequent safeguarding training appropriate to their role. This should include, but is not limited to recognising concerns and reporting mechanisms.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I have confidence in people because they are trained, competent and skilled (HSCS 3.14).

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support continuous improvement and meet young people's changing needs, the provider should develop a method for greater analysis of incidents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I benefit from a culture of continuous improvement (HSCS 4.19).

This area for improvement was made on 10 August 2023.

Action taken since then

The service had established a level of analysis and had recently introduced an additional process to enhance learning and safeguarding.

Previous area for improvement 2

For young people to benefit from a service that effectively gathers staff views and informs them of developments, the provider should strengthen methods to ensure staff are confident about providing feedback.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

I use a service and organisation that are well led and managed (HSCS 4.23).

This area for improvement was made on 10 August 2023.

Action taken since then

The organisation ensures staff have access to bi-monthly questionnaires to gather feedback. These then inform team meetings and development days. This is an area that continues to develop to ensure staff raise concerns quickly; once aware of issues, leaders have acted promptly.

Previous area for improvement 3

To support the wellbeing of young people and staff, the provider should ensure staff are familiar with the assessments and guidance in place for lone working.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

This area for improvement was made on 10 August 2023.

Action taken since then

The service had prioritised specific training in relation to lone working.

Previous area for improvement 4

To ensure young people achieve the best outcomes, the service should strengthen staff group learning and reflective opportunities, specific to the young people within various parts of the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

I have confidence in people because they are trained, competent and skilled, are able to reflect of their practice and follow their professional and organisational codes (HSCS 3.14).

This area for improvement was made on 10 August 2023.

Action taken since then

The service has prioritised safeguarding conversations, team meetings and reintroduced development days to support staff with practice discussions.

Previous area for improvement 5

To improve young people's care and support experience, the provider should strengthen their risk assessments with the inclusion of more specific strategies, and ensure they are updated in a timely manner.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

My care and support meets my needs and is right for me (HSCS 1.19).

This area for improvement was made on 10 August 2023.

Action taken since then

The risk assessment provided effective methods of detailing individual strategies for staff to support young people.

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

How well do we support people's wellbeing?	5 - Very Good
1.3 People's health and wellbeing benefits from their care and support	5 - Very Good
How good is our leadership?	4 - Good
2.2 Quality assurance and improvement is led well	4 - Good
How good is our staff team?	4 - Good
3.2 Staff have the right knowledge, competence and development to care for and support people	4 - Good

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