

Criminal Justice Tenancy Sustainment Service Housing Support Service

3 Gairbraid Road
Maryhill
Glasgow
G20 8YA

Telephone: 01414 064 411

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Unannounced

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Service provided by:
Turning Point Scotland

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About the service

Criminal Justice Tenancy Sustainment Service is a housing support service which was registered as a care service on 14 March 2019. It is managed by Turning Point Scotland and provides a housing support service to up to 60 people living in their own homes, based all over Glasgow.

The service is usually operating almost to full capacity; there is a need to refresh accommodation between residencies and that creates delays. The properties are provided by Glasgow City Council and Glasgow Housing Association. 20 of the 60 flats are designated to the prison casework team for use with the individuals they support.

All individuals being supported by the service are either subject to statutory supervision via the criminal justice system or are subject to a period of voluntary supervision following a period of statutory supervision via the criminal justice system. There is no fixed time frame over which support is delivered.

About the inspection

This was an unannounced inspection which took place over three days from 10:00 and 16:00 between the 29 July and 04 August 2025. 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 and information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with seven people the service supported;
- received questionnaire responses from external professionals;
- spoke with five staff and a member of the management team and a Human Resources representative;
- reviewed documents.

Key messages

- People were supported to have high quality, positive experiences and outcomes.
- Risk assessment and person-centred documentation should be improved to ensure individuals receive safe, tailored, and consistently high-quality support.
- People were supported by familiar, consistent, high-quality staff.

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 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?

5 - Very Good

Our evaluation of this key question concluded that the service demonstrates significant strengths in keeping people safe and meeting their needs.

We spoke with seven individuals supported by the service, all of whom reported high levels of satisfaction with the support they received. The support enabled them to engage in both common daily and social activities that were meaningful and beneficial to their wellbeing. People felt comfortable and familiar with the staff, and the support provided was tailored to their individual needs and preferences, in line with agreed plans.

This person-centred approach contributed positively to individuals' mental health and overall wellbeing, promoting inclusion, independence, and a sense of stability. The consistency and quality of support helped people to achieve outcomes that mattered to them, reinforcing the service's commitment to delivering care that is both responsive and empowering.

The service showed a very good understanding of people's needs and was proactive in connecting individuals with appropriate activities and supports. Independence was actively promoted, and the service demonstrated flexibility in adapting support as required. Feedback from those supported highlighted that their needs, wishes, and preferences were central to planning and delivering support.

Support planning documentation was of a good standard and included key information to meet individuals' needs. However, to further enhance outcomes, person-centred plans should consistently include richer biographical details, personal preferences, and wishes. This would ensure that support is not solely focused on addressing deficits, but also on promoting strengths and aspirations, contributing to more meaningful and positive outcomes.

Staff demonstrated a strong understanding of how to effectively manage risks in practice, contributing to safe and responsive support. However, this expertise was not consistently reflected in the risk management documentation. To improve outcomes, risk assessments should be more detailed and consistent, clearly outlining identified risks and the strategies in place to mitigate them.

Comprehensive and well-documented risk management is essential not only for safeguarding the people supported, but also for ensuring the safety of staff and the wider community. Enhancing the quality and clarity of this documentation will strengthen accountability, support informed decision-making, and reinforce the service's commitment to delivering safe, person-centred care that promotes positive outcomes. **(See area for improvement 1).**

External professionals provided very positive feedback, noting the high quality of communication and the effectiveness of care and risk management.

Comments included: 'My experience of working with the Criminal Justice Tenancy Sustainment Team has been extremely positive. The service is well-managed, and staff are consistently professional, knowledgeable, and responsive in their approach. I've never had cause to raise concerns around conduct or how situations have been handled, staff demonstrate a thoughtful, skilled, and person-centred approach, often in challenging circumstances with the client group we support. Overall, I view this as an excellent service that delivers positive outcomes'.

This positive feedback confirmed that the service was delivering what was needed and achieving positive outcomes for the people it supports.

Areas for improvement

1.

To ensure people are consistently well supported and safe, risk assessments must be completed with greater consistency and depth. This includes clearly identifying potential risks and outlining effective mitigation strategies that safeguard individuals, staff, and the wider community. Regular auditing of these assessments is essential to maintain accountability and ensure that risk management practices are robust and responsive to changing needs.

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).

How good is our staff team?

5 - Very Good

We evaluated this key question as very good because strengths under this key question significantly outweighed any areas for improvement.

People supported experienced consistently high-quality care as a result of strong staff collaboration and deep understanding of individual needs. The inspection found clear evidence of a confident, knowledgeable, and engaged workforce. This created a positive and supportive environment where staff worked cohesively to promote wellbeing and deliver person-centred support.

People received consistent, high-quality support due to well-managed staffing levels and a responsive skill mix. Continuity of care was maintained through familiar staff who understood individuals' needs, contributing to positive outcomes. In instances of staff absence, the team worked flexibly and collaboratively to ensure uninterrupted support. Staff expressed confidence in their ability to adapt and confirmed their commitment to meeting people's needs. Managers were proactive in monitoring staffing arrangements, ensuring the service remained responsive and person-centred.

Leadership contributed to improved support outcomes through a culture of openness, responsiveness, and continuous improvement. Staff consistently reported that management was approachable and supportive, with concerns being listened to and acted upon. This fostered a positive working environment and enhanced the overall quality of care.

To further strengthen outcomes for people supported, audit processes should be more robust - particularly in relation to risk assessment and person-centred planning. Enhancing these systems will ensure that care remains safe, tailored, and responsive to individual needs, while also supporting staff in delivering high-quality, accountable practice.

Regular supervision supported staff development and wellbeing, contributing to a competent and resilient workforce. Supervision meetings provided space for reflection, discussion of practice, and personal support.

Staff valued these sessions, which helped maintain high standards of care and ensured that their own wellbeing was considered as part of service delivery.

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 staff team?	5 - Very Good
3.3 Staffing arrangements are right and staff work well together	5 - Very Good

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