Inspection of Housing Support services in Polton Centre and Pentland House HMO

Report by Kevin Anderson, Head of Customer and Housing Services

1 Purpose of Report

The report outlines the outcome of the housing inspection carried out by the Care Inspectorate at the Council's temporary accommodation for homeless Households.

2 Backgroung

The Polton Centre opened early in 2017 to reuse the former Midfield Young Peoples accommodation as this re-provisioning provided a direct alternative to Bed & Breakfast accommodation for homeless households.

Pentland House was opened in Penicuik in the Summer, 2017 to also reuse that building as an alternative to Bed & Breakfast accommodation, which significantly reduced the need for Midlothian Council to use B&Bs and these facilities also provide localised services for homeless households and support into education, training or employment.

The Housing Support service is contracted with The Salvation Army after a tender process and while external contract inspections are not routinely reported to elected members, the profile of these projects in the local communities required the report to be brought to their attention.

2.1 Housing Support services in Polton Centre and Pentland House HMO were inspected on the 13th November 2017. The report has been distributed to all Elected Members and Church Representatives on the Cabinet for their information.

2.2 Following inspection, Noted below are the evaluations for Housing Support services in Polton Centre and Pentland House HMO:

Quality of Care and Support	4 – Good
Quality of Staffing	4 – Good
Quality of Management and Leadership	4 – Good

As a new service there is no prior inspection history or grades.

2.3   There was one recommendation received from the Care Inspectorate:

- The service should continue to review the staffing levels at both locations as the service becomes more established, to ensure people's needs are met.

Following receipt of this report a Team Leader role has been added to the staffing establishment to ensure adequate staff provision, supervision and development is continued.

2.4   Conclusion

The Care Inspectorate was satisfied with the work of the team and the support service at this early stage of implementation.

3   Report Implications

3.1   Resource

There are no financial and human resource implications associated with this report.

3.2   Risk

The Care Inspectorate visit a sample of registered services every year to find out how they are performing. A report is published which informs users and carers about the key strengths of the service, its capacity for further improvement and sets out the main points for action.

3.3   Single Midlothian Plan and Business Transformation

Themes addressed in this report:

Community Safety
X   Adult health, care and housing
Getting it right for every Midlothian child
Improving opportunities in Midlothian
Sustainable growth
Business transformation

3.4   Impact on Performance and Outcomes

The Homelessness Strategy and action plan outcomes are reported through the Performance Framework each quarter.

3.5   Adopting a Preventative Approach

The Homelessness Strategy aims to prevent homelessness and provide supports and accommodation to households who present as unintentionally

homeless.

3.6 Involving Communities and Other Stakeholders

Copies of the report have been made available to Elected Members, users, carers and other interested parties.

3.7 Ensuring Equalities

The Homelessness Strategy, including temporary accommodation provision, has been assessed for equalities implications.

3.8 Supporting Sustainable Development

The Homelessness Strategy allows for sustainable development and improvement.

3.9 IT Issues

There are no IT implications.

4 Recommendations

Cabinet is asked to
1. note the content and recommendation in the inspection report, and
2. refer the report to the Performance, Review and Scrutiny Committee

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Background Papers: