

**Shetland Islands Council**

## **Supporting People Strategy for Shetland 2003 – 2008**

**“Providing high quality  
housing support services to  
those who need them”**

### **PART ONE**

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### APPENDICES

**Appendix 1** – Supporting People Action Plan (published separately)

**Appendix 2** – Housing Strategies Diagram (published separately)

**Appendix 3** – Review Timetable (published separately)

## Foreword

Most people who rent a house from Shetland Islands Council (SIC) or Hjaltland Housing Association are able to make the best use they can of the house they are allocated. There are, however, many people in the community who have disabilities or are disadvantaged in other ways. These vulnerable people do not find a standard house easy to live in. Many are not even able to communicate what their individual problems are and might then be allocated a house that is less than ideal for their needs. These people need help with a detailed personal assessment of their difficulties on first contact with their housing provider. They may then need further support in the form of adaptations to their house and regular visits from care service professionals to allow them to live independently.

A system called “Single Shared Assessment” presently takes care of some of the necessary information gathering. This system will be expanded further to meet its full potential. When arrangements have been put in place for an individual, feedback is sought on their changing needs and on the adequacy of the provision. These important ways of gathering and reviewing information are currently working, although they are both resource hungry and expensive.

The Regulation of Care (Scotland) Act 2001 gave a framework that obliges Local Authorities to support vulnerable people. The Act sets out National Care Standards. In order to meet these standards, Local Authorities must work in partnership: both internally between departments and externally with other local and national agencies. SIC has already done huge amounts of work in this area. It has not been easy to make detailed plans that will encompass all social and health problems associated with housing: more especially in a rapidly changing environment of new legislation and weak finance.

This document sets out in detail the present strategy of the SIC for providing housing support services for those in need who are living in Social Rented Housing. The strategy is being expanded to include those who own their homes. It will be a working document, constantly in need of revision in the light of experience and of changing legislation.



**Councillor Gordon Mitchell**  
*Housing Spokesperson*



### **What is Supporting People?**

Supporting People is a Scottish Executive policy and funding initiative to pay for housing support services to people in supported accommodation or in receipt of flexible support.

Prior to April 2003 housing support services were funded through Housing Benefit. The introduction of the 'Supporting People' initiative changed the way these services were funded and monitored. The Housing (Scotland) Act 2001 ("The Act") enabled grants to be made available to local authorities to fund these services. (Section 91)

### **The Aims**

Shetland Islands Council's aim for Supporting People is: **'to provide high quality housing support services to those who need them.'**

The Act stated "housing support services includes any service which provides support, assistance, advice or counselling to an individual with particular needs with a view to enabling that individual to occupy or continue to occupy, as the person's sole or main residence or residential accommodation ..." (Section 91(8))

### **Who is involved in developing the Supporting People Strategy?**

Guidance issued by the Scottish Executive Housing Division contributed to the production of a five-year Supporting People Strategic Plan in every Local Authority area, to be updated on an annual basis. The strategic plans include Action Plans and set out priorities.

The strategy is led by the Housing Service, but a large Steering Group including all the relevant Stakeholders has progressed and guided the strategy throughout its development. The members of the group are:

NHS Shetland  
Shetland Council of Social Service  
Shetland Community Drugs Team  
Shetland Tenant's Forum  
Shetland Enterprise  
Job Centre Plus  
Advocacy Shetland  
Hjaltland Housing Association  
Northern Constabulary  
Shetland Citizen's Advice Bureau  
SIC Elected Members  
Shetland Youth Information Service

**Shetland Islands Council Departments:**  
**Community Services Department;**  
Education  
Community Development and Learning  
Housing  
Social Work  
**Infrastructure Services;**  
Planning  
Environmental Health  
**Corporate Services;**  
Policy Unit  
Community Safety

## Housing Support Services

There are a number of housing support services which are eligible for Supporting People funding. These services are prescribed in The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002. They are:


- General counselling and support
- Assisting with the security of the dwelling
- Maintaining the safety of the dwelling
- Advice on the use of domestic equipment
- Arranging for minor repairs of equipment
- Training in maintaining the dwelling and curtilage in appropriate condition
- Assisting the user to engage with individuals
- Arranging adaptations to cope with disabilities
- Assistance with debt counselling/budgeting
- Advising the user on relationships/neighbours
- Assisting the user with benefit claims relating to tenancy
- Advising with resettlement of the user
- Move on to accommodation where less support is needed
- Assisting with shopping and running errands
- Providing/maintaining emergency alarms
- Respond to emergency alarm calls
- Controlling access to Service User's rooms
- Cleaning of user's own rooms/windows
- Providing for the costs of resettlement service
- Encouraging social interaction/welfare checks
- Arranging social events for residents

These services were used to make the original assessments for Supporting People funding in the 'mapping exercise'.

## Mapping of Supply & Need

Prior to implementing Supporting People the Local Authority carried out exercises to 'map' eligible support services in the local area. The mapping exercise looked at a wide range of housing support Service Providers. Not all of those assessed actually qualified for Supporting People funding at the time, but the contracts and links developed through this process with other organisations will be a benefit in the future.

The mapping exercise yielded a number of client groups and services that were not currently catered for under Supporting People. This 'unmet need' will be developed and expanded in the future through this strategy, Action Plan, and joint working.



**“Supporting People will let more people live independently in the community and allow them to access health & education services and the employment market.”**

**(Margaret Curran, Social Justice Minister)**

## Consultation

Consultation was carried out with Service Users, Elected Members, through committee reports and with Stakeholders who have a professional interest in Supporting People.

These Stakeholders form a Housing Strategies Steering Group, which contributes towards the development of the strategy through discussion and professional opinion input. Consultation with other external agencies such as the Scottish Commission for the Regulation of Care (Care Commission), the Scottish Executive and other Local Authorities has been a vital and constructive part of developing this strategy.

The Housing Strategies Steering Group continues to meet and Supporting People progress is reported every six weeks. The group are invited to comment on any aspect of the strategy implementation.

## Supporting People Client Groups in Shetland

There are currently 7 primary client groups in receipt of Supporting People funding in Shetland. Anyone who is in receipt of the prescribed housing support services would have been eligible for Supporting People funding. These groups are:

- Older People
- People with mental health problems
- Homeless people
- People with learning disabilities
- Women at risk of domestic abuse
- People with drug misuse issues
- Pipeline – People with physical disabilities

Continued monitoring of Service Providers and regular service reviews may indicate services where additional client groups are supported and require funding. Currently there is no additional funding available.

### Funding

In terms of funding, Shetland Islands Council were granted £778,612 for 2003/04 (including Pipeline funding). This amount was not increased for 2004/05 in terms of inflation or growth.

The funding announced for 2004/05 was £796,179.22. This includes an additional amount as the Pipeline project was funded for a full year and only opened in the August of the previous financial year.

Any additional funding received will be used to develop support services and expand the range of clients funded, whether through supported accommodation, outreach or Direct Payments.

The Scottish Executive have commissioned a review of Supporting People expenditure, however it is not known whether this will result in an increase, decrease or no change to Shetland's funding.

### Monitoring Services

In order to maintain a high level of service for current and future services and Service Users, the Supporting People team will carry out regular monitoring and evaluation exercises. The purpose of this, in addition to ensuring best value for Service Users, is to maintain contact and provide support to Service Providers.

The Scottish Executive require that quarterly management information is returned in order to 'monitor' the level of services provided, and the numbers of Service Users who benefit from these services. The Supporting People team have monitoring procedures and systems in place to comply with this requirement.

### Service Reviews

In addition to regular monitoring and evaluation, reviews will be carried out as a requirement of Supporting People contracts. Reviews of Service Providers are to be completed every five years as directed by guidance issued by the Scottish Executive. Service Provider contract details and amounts will be taken into account during these reviews, and revised as appropriate on completion of the review.

Reviews will provide an opportunity for development of services. Areas where development is required can be identified during reviews, and any funding released as a result of this process will be redistributed to the client groups where it will have a greater benefit to Service Users.

# SHETLAND ISLANDS COUNCIL

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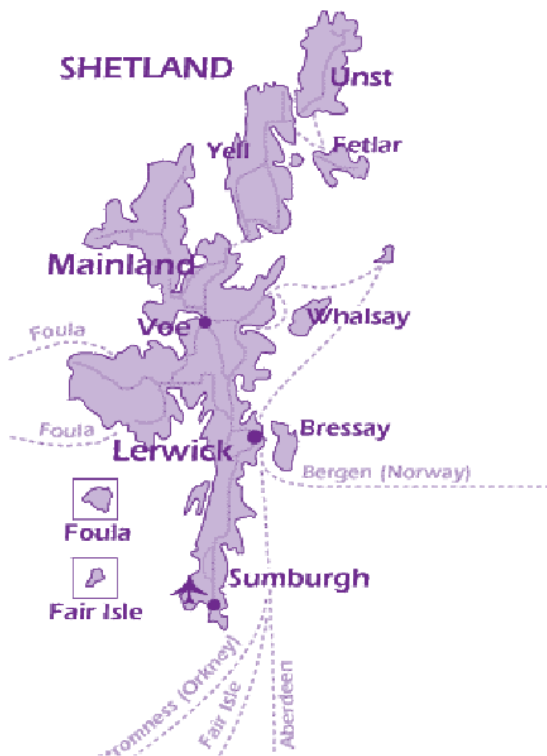
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## Strategy Layout and Alternative Formats

The Supporting People Strategy is made up of two parts.

Part one gives brief details of the strategy, the background and who has been involved as well as details of consultation carried out. This part also discusses the complaints and appeals procedure, the equal opportunities policy and begins to look at developing services in the future.

Part two contains more details on past and future mapping and monitoring of service provision, in addition to greater descriptions of the current client groups, and identifies current and projected needs for each client group. Each individual section examines the expected increase in client numbers and how services could best be developed to meet demand.

The Action Plan (appendix 1) sets out the tasks which need to be addressed in implementing the strategy.

**The strategy, Action Plan and Executive Summary is available in large print on request.**

## Main Points of Supporting People Strategy

The following points are ascertained from the strategy:

- Supporting People funding will enable greater freedom and choice for those in need of housing support who want to remain in their own home;
- Senior management must take Supporting People into account when developing strategic plans for future years;
- Over the next ten years there will be an increase in the number of people in need of housing support services, and this increase must be met through forward planning;
- Supporting People is still a relatively new scheme and the full potential of its remit must be realised.

# 1. Introduction

Shetland Islands Council's aim for Supporting People is;

**“To provide high quality housing support services to those who need them.”**

In order to fulfil this aim we will:

- Work with our partner organisations and Service Users to provide better services focused on the needs of individuals;
- Improve our understanding of what services are needed, where and how they should be delivered, and who should be providing them;
- Build on existing services provided and enable wider supply of housing support services to people that need them.

## Background to Supporting People

Supporting People is the Government initiative to provide housing support services to vulnerable people. It aims to help people live more independent lives, by linking the provision of housing support services to the needs of individuals, based on an assessment of local needs.

Supporting People came into operation on 1st April 2003 and this strategy is intended to set out the major priorities for the provision of housing support services within Shetland, between April 2003 and 2008. This support will initially relate to tenants in the social rented sector, but may extend later to all tenure types.

## Strategy

The Supporting People Strategy will link with other local and national plans, strategies and groups. A great deal of consultation has taken place in the production of this strategy. This will be detailed throughout the document. Appendix 2 contains a map showing the links between the strategies, plans, consultative bodies and committees that form and inform the structure of our strategy development. It illustrates the joint-working already in place as well as being able to reflect new partnerships as they form.

The strategy is separated into two parts, with the first section providing basic background to the subjects, and the second part providing greater detail for readers who require more information.

## Shetland

The geographical isolation of Shetland, being 200 miles north of Aberdeen, is only a starting point for the challenges facing the delivery of quality services in a rural location.

Shetland consists of a group of more than 100 islands of which 16 are inhabited. Covering 1468km<sup>2</sup>, it is the 12th largest Local Authority in Scotland by land area, while having the second lowest population – 21,988 at the 2001 census. The dispersed nature of Shetland communities and the lack of opportunity for day-to-day cross authority working results in a need to be self-sufficient. Additional cost burdens come not only from the remoteness of the islands, but from the small scale of many services which means they cannot benefit from economies of scale.

The Shetland economy until recently has been strong, but it is built on sectors that are open to external shocks. The oil, fishing and crofting industries have all been subject to downward pressure. This along with budgetary restraints within the Shetland Islands Council itself, and pressure on Charitable Trust funds, means that the fragile nature of the economy is showing itself and having a negative impact on Shetland.

## 2. Who's Involved in Supporting People in Shetland

The Shetland Islands Council has the task of ensuring the successful implementation of Supporting People in the period from April 2003 to April 2008 through this strategy document and beyond.

The Housing Service is taking the lead in the implementation of Supporting People and a multi agency Housing Strategy Steering Group has been established to oversee the programme. The following Shetland Islands Council services and partner organisations are represented on this group.

Shetland Islands Council	Partners
Housing Social Work Education Planning Policy Elected Members Environmental Health Community Safety Community Development	Hjaltland Housing Association NHS Shetland Advocacy Shetland Shetland Tenant's Forum Shetland Citizen's Advice Bureau Shetland Youth Information Service Shetland Council of Social Services Shetland Community Drugs Team Job Centre Plus Shetland Enterprise Northern Constabulary

Table 1 – Steering Group Partners

### Consultation

The Shetland Islands Council Housing Service carried out a wide range of consultation exercises during 2002. The approach was to link the requirements of the 3 housing related strategies, namely: the Local Housing Strategy; Supporting People Strategy and Homeless Strategy. The reason for this was to reach as wide a range of interested parties while using limited resources to best effect.

### Elected Members

Elected Members are accountable to the public for the implementation of the Supporting People programme functions and grant. They will focus on key strategic decisions and the scrutiny of results, delegating much of the detailed decision making to the other key players. Their task will be to:

- Approve structures and policies and submission of the Supporting People Strategy to the Scottish Executive to obtain the new grant.
- Determine priorities for the different needs being addressed by the programme.
- Oversee the mechanisms for consultation and ensure the involvement of Service Users, including minority group communities.
- Scrutinise the results of Supporting People locally.

It is essential that Elected Members are kept informed of:

- The overall direction of Supporting People.
- The overall benefits it brings in helping people attain independence and social integration.
- The strategic planning process that has led to individual decisions on commissioning projects.
- The way in which provision will be managed.
- Consultation with Elected Members has been enabled through the implementation of Supporting People through committee reports, Members being invited to relevant meetings for discussion, and having a Member sit on the Steering Group. This consultation and discussion will continue during the operation of Supporting People.

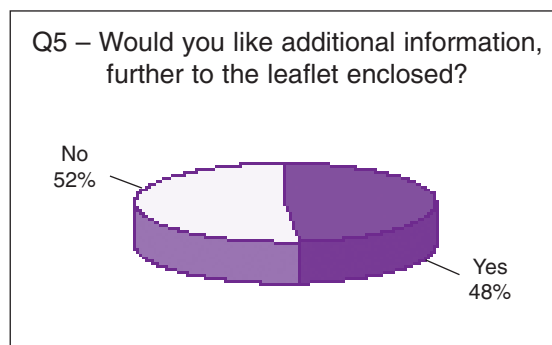
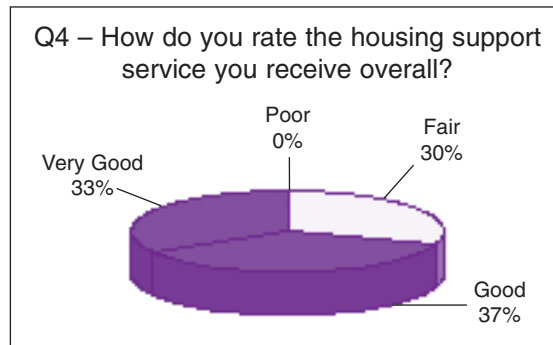
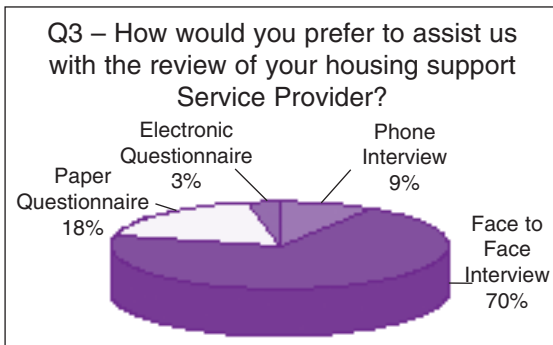
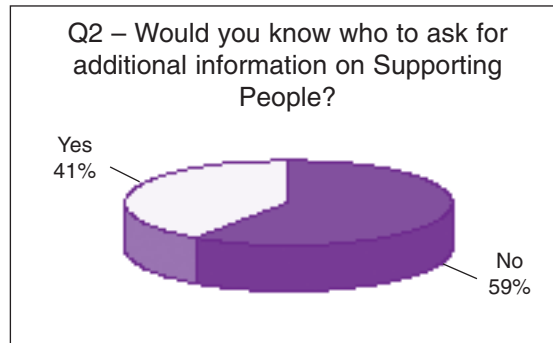
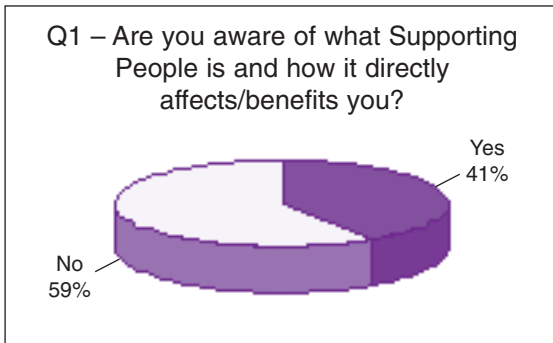
## The Care Commission

- The introduction of the Regulation of Care (Scotland) Act 2001 set up the Scottish Commission for the Regulation of Care (the Care Commission) and it will be the duty of the Care Commission to register and inspect all housing support services against the National Care Standards issued by Scottish Ministers.
- The main principles behind the National Care Standards are; dignity, privacy, choice, safety, realising potential, and equality and diversity. At all times housing support providers must meet and adopt these standards as a minimum level of service provision.
- Consultation will be required with the Care Commission prior to services being registered and inspected.
- Regular communication will be encouraged to ensure that all Service Providers are attaining the standards required to provide a quality service.
- Consultation at a local level with the Care Commission will enable the Supporting People team to carry out service reviews along with the Care Commission where possible, therefore increasing consultation and good working relations, and reducing the need for duplication of work from both agencies, and Service Providers.
- Ongoing consultation is required with the Care Commission as delays in publishing guidance, registration fees and other requirements has resulted in the Care Commission being unable to begin carrying out service inspections prior to April 2005. This also has implications on the registration of some local services.

## Service Users

- It is recognised that when Service Users are involved in the design of services there is a greater probability that services will meet their needs and will be adequately used. Shetland Islands Council encourages involvement from the whole spectrum of Service Users. Consultation has taken place with a wide range of client groups: older people; those with learning difficulties; mental health problems and homeless people.
- To promote the proper exchange of views, Shetland Islands Council will ensure that Service Users and their representatives are provided with updated information on current issues and developments with regard to Supporting People. This will take the form of annual newsletters and client satisfaction surveys to monitor how happy clients are with the services they receive, and how aware they are of how these services are funded.
- The first client satisfaction survey was completed in April 2004 and returned 33 surveys from 93 sent. This is a response rate of 35%, which is very positive.

● The following graphs show the results:



## Analysis of Client Satisfaction Survey

The higher rate of responses from clients who are not aware of what Supporting People is, and how it benefits them, may be due to the complicated nature of the funding and that in Shetland there was no change or disruption to service for the majority of people receiving services.

A newsletter was distributed with the survey questionnaire giving brief details of what Supporting People is and where it came from. Details were also given in this newsletter regarding who to contact for more information.

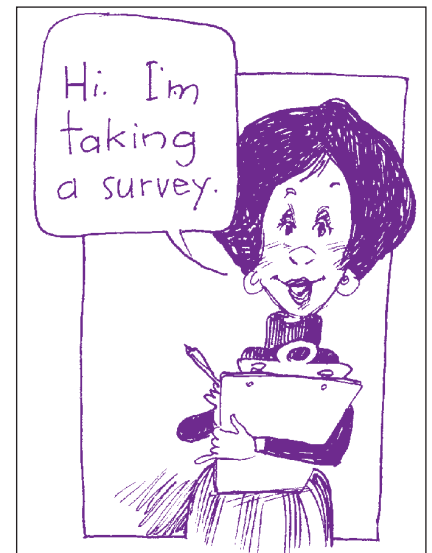
When clients were asked how they would prefer to be involved in a service review, there was a range of preferences, the highest majority preferring to be interviewed. This information will be taken into account when planning the procedures for service reviews.

70% of surveys returned stated that support services received were either good or very good. It is a positive response that no one considered their services to be of poor quality.

Another positive return was that nearly half of the people who responded would like additional information on Supporting People. This shows a good level of interest and this will be followed up with updated newsletters or general information.

The satisfaction survey exercise will be repeated in one year, and it is hoped that the information returned then will be useful in illustrating the increase in awareness and satisfaction with services provided.

It should be pointed out that the client groups currently covered by Supporting People contain a high percentage of clients who are not physically able to respond to this kind of survey. The Supporting People team will take the client groups into account in all future satisfaction surveys and investigate inclusive methods of making sure all Service Users are given a chance to give their view.



## Stakeholders

- It is essential that all Stakeholders are kept well informed of any new developments within Supporting People. This is achieved through regular Steering Group meetings. Representatives of all partner organisations (as listed in table 1) are invited to attend and participate.
- Each of these Stakeholders has the responsibility to ensure that this information is shared and that consultation takes place within their own organisation. This ensures that the staff employed by the Stakeholder and their Service Users are kept informed and are given the chance to input into consultations.
- Community Councils have been consulted on housing support service issues within their localities under a wider Local Housing Strategy consultation exercise during the latter part of 2002.<sup>1</sup>
- Selected Stakeholder representatives meet as and when specific issues arise.
- Stakeholder organisations will also be kept up to date through newsletters produced by the Scottish Executive.
- Updated briefing papers will inform the Housing Forum of new developments, providing the opportunity to recommend options for action to the Community Services Committee and Full Council.

## 3. Mapping Supply and Need

### Mapping Supply of Housing Support Services

Prior to the implementation of Supporting People in April 2003, Local Authorities were required to carry out mapping exercises to 'map' the services supplied in the local area, and identify those eligible for Supporting People funding. The mapping process covered a wide range of housing support Service Providers:

- Warden services at Shetland Islands Council and Hjaltland Sheltered housing schemes
- Supported accommodation for people with mental health problems
- Home care service
- Homeless services
- Homeless bedsits
- Women's Aid
- Supported accommodation for people with learning disabilities
- Very Sheltered housing for older people
- Voluntary organisations providing housing support and related services
- Independent providers

<sup>1</sup> Community Council LHS Consultation exercise July 2002 to January 2003. Results of Housing Market Study (published 2002) were discussed and expanded on through this process.

This process provided a wide-ranging assessment of the range of housing support services available in Shetland. While many of the services currently provided will not fall within the remit of Supporting People at this time, the links and joint working opportunities will be of benefit in the future.

These services include voluntary organisations: Citizen’s Advice Bureau; Crossroads; WRVS; Shetland Link-Up; Shetland Youth Information Service along with a range of current and planned services undertaken by the Shetland Islands Council.

Floating support services identified through the mapping exercise did not single out services that would currently come under the Supporting People remit. This is identified as a general area where work is required. Although there are currently no housing support services falling within Supporting People, there are a wide range of services and organisations that exist to promote these. We will endeavour to work with these services to enable Supporting People objectives to be met.

## Mapping Unmet Need

In order to plan for the future, the mapping exercise also covered need that was not currently being met by any service. This was known as ‘mapping unmet need’. This was done using a variety of sources, including the Health and Community Care Plan 2003-2006 and the Shetland Housing Market Study (2001). Further research and consultation was carried out with focus groups, questionnaires to various client groups and professional opinion. The majority of this research was carried out in conjunction with the other main housing strategies – Local Housing and Homeless.



This research provided details of client groups coming under the Supporting People remit. While some areas covered will form major parts of Supporting People, many of the client groups either do not figure largely in Shetland, due to small numbers, are absent completely or require further investigation to define the needs.

For most client groups (excluding older and homeless people) the low total numbers make meaningful analysis difficult at a local level.

## Services Identified

The following are those services identified which will come under the Supporting People remit initially. Further details are included on each of these groups in part two of this strategy. Details include current service provision.

- Older people
- People with mental health problems
- Homeless people
- People with physical disabilities
- Victims of domestic abuse
- People with drug and alcohol misuse issues
- People with HIV/AIDS
- Refugees
- Gypsy/Travellers

## 4. Implementing Supporting People and Finance

The implementation of the Supporting People aims and requirements as outlined in this strategy will be carried out in accordance with guidance from the Scottish Executive and relevant legislation. Further information on the implementation details are included in part two of this strategy.

The Supporting People initiative is funded by the Scottish Executive, and Local Authorities are responsible for distributing the funds at a local level to identified Service Providers, and as Direct Payments to individuals who require a support service. Part two contains further details regarding Supporting People finance.

## 5. Direct Payments

A Direct Payment is money, which the Local Authority is obliged to offer any person who is assessed as being in need of eligible services. For the purposes of Supporting People, these are the services described in The Housing (Scotland) Act 2001 (Housing Support Services) Regulations 2002.

The individual who receives a Direct Payment must use the money to purchase the support services they need from a person or organisation of their choice, including the Local Authority. These are services that would normally be arranged by the Local Authority on behalf of the individual.

The main benefits of Direct Payments are that individuals who are in need of support have more flexibility and choice over how they live, and who provides the services they need. Additional details on Direct Payments, including eligibility criteria are included in part two of this strategy.

## 6. Complaints and Appeals Process

In order for Supporting People to be successful in its aims we need to receive feedback from Service Users, Providers and other Stakeholders on how the system is operating. Both positive and negative feedback will be essential to enable the services to respond to the needs of all involved.

During the implementation phase, Service Users were given the opportunity to feedback to providers and the Supporting People team. Service Providers were also given this opportunity.

### Complaints Procedure Local Government Ombudsman

#### Clients

Where a client is unhappy about the service received through Supporting People, complaints will be dealt with initially through the Service Provider's internal procedures.

Where this proves unsatisfactory then the client would have recourse through Shetland Islands Council's corporate complaints procedure (initially going through the Housing Service's procedure). This will attempt to resolve any disputes, but where this is not possible an appeal can be made to the Scottish Public Services Ombudsman.

### Service Providers

Where there is a dispute between a Service Provider and Shetland Islands Council this will be dealt with through the procedures set out in the written agreement, or full contract, once in place.

## 7. Equal Opportunities

Shetland Islands Council and partners are committed to equal opportunities for all and the Supporting People Strategy will address issues of accessibility and equality of opportunity for our housing support service users and providers. All partners will work together to ensure equality of treatment, without prejudice or discrimination, based on class, gender, sexual orientation, race, ethnic origin, nationality, religion, age, offending background, disability, illness, cultural background or domestic circumstances. We will monitor equality in staff and Service Users, set targets, and ensure that training is provided. We will have a written equal opportunities policy that will set out our commitment to promote, and seek to achieve, equality of treatment for everyone.

We will provide information in a variety of formats in as accessible a way as possible. This will include being available via the internet, summary leaflets, audiotape as well as the ability to provide versions in different languages.

## 8. Future Development of Services

As Supporting People is a new initiative there will be a great deal of monitoring and evaluation of services and procedures. Allowance has been made for this throughout this strategy. However, there are a number of issues which will need to be addressed at a senior management level within the Local Authority to ensure that the future of support services are secure and adequately planned and budgeted for.

Senior managers, and operational staff will need to begin looking at the following issues:

- The lack of accommodation based housing support services outwith Lerwick.
- The need to provide accommodation based, or floating support to Service Users outside Lerwick as the numbers of potential Service Users increases.
- The need for more detailed information on the needs of clients and potential clients on the geographical location of that need, and whether those needs can be catered for in different areas to maintain people in the most appropriate type of housing.
- Incorporation of needs identification into the Single Shared Assessment.

- The Single Shared Assessment is anticipated as being a useful tool in identifying services required, however current assessments tend to be focused on Social Work needs and investigation should be made into how the SSA can work with other agencies and develop into a universal tool across all local authority departments. This is being done through the adult Single Shared Assessment group, made up of representatives from all appropriate local agencies.
- Need to identify and monitor changes in legislation which may affect Supporting People services and the way they are delivered. This will primarily be done at officer level, but any changes in policy and procedure will need to be discussed in relation to how they will affect the overall service provided.
- The need for additional research into how more Service Users could be supported through outreach workers.



Additional issues will arise over time, which will need to be discussed and developed at different service levels. Shetland Islands Council's main aim for the Supporting People Strategy as stated at the beginning of this document is to be able to provide high quality housing support services to those who need them. To this end, managers, providers, Stakeholders and Elected Members will work together in order to develop and provide these services.

Further discussion is provided on these issues in relation to each client group in part 2.4 of this strategy. Part two of this strategy contains further detail and discussion of all areas of the Shetland Islands Council Supporting People Strategy. If any reader would like further details they should refer to part two, or contact a member of Shetland Islands Council Housing Service. Contact details are provided at the end of part one.

# Thanks

The development of this strategy has involved a great deal of work and commitment from everyone involved. We would like to thank all staff and partners who have helped to develop the document. We would also like to thank everyone who continues to be involved in the continued implementation and monitoring of the strategy.

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**Cllr** Gordon Mitchell

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David Kerr – **NHS Shetland**

Dr Sarah Taylor – **NHS Shetland**

Finlay MacBeath – **Northern Constabulary**

Maureen McNab – **Job Centre Plus**

Alan Murdoch – **Community Mental Health Team**

Amanda Pearson – **Shetland Community Drugs Team**

Joann Johnson – **Shetland Tenants Forum**

Karen Smith – **Shetland Youth Information Service**

Nicholas Cumming – **Shetland Women's Aid**

Jannet Thomson – **Shetland Women's Aid**

Andy and Sabina Holt-Brook – **Papa Stour Hostel**

Mavis Watkins – **Housing Support Provider**

Elma Groat – **Orkney Islands Council**

Rosemary Colsell – **Orkney Islands Council**

Chrisanne Smith – **Western Isles Council**

Geoff Crow – **East Ayrshire Council**

Yvette Burgess – **Supporting People Enabling Unit**

Allan Barker – **Care Commission**

Ron Taylor – **Care Commission**

Pat Bagot – **Scottish Executive**

John Somers – **Scottish Executive**

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## Supporting People Team:

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(Support Services) – Lead Officer**  
Emma Miller – **Strategy & Policy Officer –  
Supporting People**  
Lynn Johnson – **Information Assistant –  
Supporting People**  
Vaila Simpson – **Senior Housing Officer –  
Strategy and Policy Team**

# Glossary of Terms and Abbreviations

CAB	Citizen's Advice Bureau
HHA	Hjaltland Housing Association
Landward	Areas of Shetland outside Lerwick
LHS	Local Housing Strategy
SIC	Shetland Islands Council
SP	Supporting People
SP1 Mapping Exercise	Method of gathering Service Provider details
SP2 Mapping Exercise	Method of gathering details of 'floating providers'
SP3 Mapping Exercise	Method of calculating amounts and details of support service provider contracts
SSA	Single Shared Assessment
Stakeholders	Organisations or individuals with an operational interest in Supporting People.
THB	Transitional Housing Benefit
JFIG	Joint Futures Implementation Group
CMHT	Community Mental Health Team
Accommodation based Services	Housing Support Services which are delivered to clients in their accommodation, usually as part of the tenancy. Dedicated staff provide housing support in the property.
Floating Support	Housing Support which is delivered to clients on an outreach basis, i.e. staff are based in a central location, but travel to Service User's place of residence to deliver housing support.
CIH	Chartered Institute of Housing

