

Useful Addresses & Telephone Numbers

Independent Living Project Manager & Senior Staff

Quendale House
Commercial Street
Lerwick
ZE1 0AN
Tel: (01595) 744304
Fax: (01595) 744321

Reception and Duty Social Worker

92 St Olaf Street
Lerwick
ZE1 0ES
Tel: (01595) 744400
Fax: (01595) 744436
**Out of hours:
(01595) 695611**

Chief Social Work Officer Education & Social Care Department

92 St Olaf Street
Lerwick
Shetland
ZE1 0ES
Tel: (01595) 744400
Fax: (01595) 744436

Care Commission Office

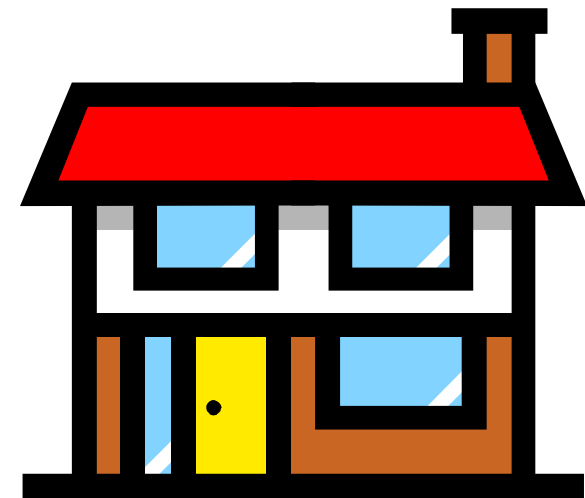
2nd Floor
Charlotte House
Lerwick
Shetland
ZE1 0HF
Tel: (01595) 696661
Fax: (01595) 697231

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INDEPENDENT LIVING PROJECT

Supported Accommodation for adults with learning disabilities



Community Care Service
Education and Social Care Department
Shetland Islands Council



Complaints

If you are unhappy with the service provided, you should complain to the ILP Manager who will try to deal with your concerns. If you are still unhappy, you can make a formal complaint to the chief Social Work Officer, Education and Social Care Department, at the address on the back page of this leaflet.

You can also use the Care Commission Complaints Procedure to make a complaint. You can do this by contacting the local Care Commission Office at the address shown on the back page.

Financial Aspects

ILP tenants pay their rent directly to the Council, although many individuals qualify for some Housing Benefit. Each property may have a slightly different rent, depending on the facilities provided.

Tenants finance all aspects of their daily living expenses themselves from earned income and/or welfare benefits. ILP operates stringent financial procedures/guidelines for staff and tenants and is audited on this.

The staff assist tenants to comply with the Department for Work and Pensions benefit rules, unless this task is formally undertaken by another person, e.g. DSS appointee or Power of Attorney.

Service users of the Transition Experience Flat will not pay rent. A service charge will be sent out on a monthly basis.

What is the Independent Living Project?

The Independent Living Project (usually known as ILP) aims to provide a high quality service for adults with learning disabilities who have their own tenancies within the community. We aim to provide our tenants with the right amount and type of support so they can have the kind of life experiences most of us take for granted.

ILP is part of Education and Social Care's Supported Accommodation Service.

Where are the properties located?

At present we have 1 transition experience flat and 9 multiple occupancy properties in various locations throughout Lerwick and we also provide outreach support to one other tenant. All the houses are either leased by or rented directly from the Shetland Islands Council Housing Service.

Transition Experience Flat

The Transition Experience Flat is located in one of our current properties. It is used as a resource for potential ILP tenants and applicants must be registered on the ILP waiting list to access it. There will be a set amount of overnight stays allocated to those on the waiting list. The TE Flat will provide applicants with the opportunity to experience independent living and to develop skills towards this. It also promotes interaction with other ILP tenants, as well as the wider community, whilst progressing towards independence.

Who does it provide a service for?

Adults with learning disabilities who wish to live as independently as possible within the community and require individualised levels of support. ILP will encourage tenants to realise their potential by supporting them in all areas of their lives. For example, self care skills, daily living skills, social skills, further education, community presence and employment opportunities.

ILP is registered with the Care Commission and is subject to inspections. It adheres to the national care standards and has been developed in line with some of the recommendations in 'The Same as You?' (Scottish Executive Policy Initiative).

We also provide a 24-hour on call system to back up staff on duty.

How do people access the service?

Initial contact is usually made direct to ILP or via the Local Area Co-ordinator, the person's Social Worker, Community Learning Disabilities Nurse, NHS Shetland or the Housing Service. Once contact has been made, the Manager at ILP will arrange for the person to be registered on the ILP waiting list and for a Single Shared Assessment to be completed. Applicants also need to submit a Housing Application Form.

When a vacancy arises within ILP, the allocations group will meet and consider the applicant's housing and compatibility needs alongside others on the ILP waiting list.

What happens if a tenancy is offered?

The allocations team together with the Senior Social Care Worker for the property with a vacancy, will coordinate all aspects of the tenancy and transition process into ILP. ILP operates a key working system, so the key worker allocated to the individual, along with the Senior Social Care Worker, will draw up a care plan with the tenant, which will meet their needs and assist them to develop new skills and experiences.