Name: Sarah

Unpaid carer



> I need an accessible home that can accommodate my daughter's needs, within a community that has support for people with learning disabilities.

About Sarah

- Sarah, 41, is a single parent working 30 hours a week as a supervisor in a supermarket.
- She has a 16-year-old daughter with a learning disability who needs support with communication, mobility, personal care, and eating. Sarah receives help from paid carers and her sister and mother.
- Her sister's availability will soon decrease, and her mother is being assessed for dementia, meaning she may no longer be able to support Sarah, and may need support herself at some point in the future.
- Sarah relies on her smartphone for communication. She has a driving licence but relies on public transport to get around the city.

What does Sarah need?

- To maintain her flexible working hours and income.
- To ensure her daughter's health and wellbeing and develop her independent living skills.
- To undertake the guardianship process for her daughter and make decisions on her behalf as she transitions to adulthood.
- To find supportive groups for her daughter and improve her daughter's communication abilities.
- To secure alternative care for her daughter and develop a contingency plan for emergencies.
- To increase her savings for a suitable vehicle.

What is Sarah feeling?

- Concern that the support network provided by her mother and sister will be reduced.
- Concern that she may now be required to support her mother should she be diagnosed with dementia.
- Frustration at the lack of support for single parents whose children have additional support needs.
- Frustration that there is a lack of groups and activities that could support her daughter's wellbeing.
- Frustration at the lack of continuity in the people providing paid-for care.
- Frustration at the complex nature of healthcare and guardianship processes.
- Anxiety about everything she must have in place for the care of her daughter.

Name: Dave

Substance user



> I want to live somewhere I feel safe in my home and in the community.

About Dave

- Dave, 52, has used substances for a long time and is unemployed and lives in a flat. People regularly come into his flat to steal money and food and he doesn't sleep well due to being scared.
- He was in care when younger because his parents had alcohol problems, and his father was violent.
- Dave used substances from a young age, but things escalated when he left a short spell in the army with a back injury. A recent leg amputation has meant Dave is confined to a wheelchair.
- He is having treatment for his substance use but still uses substances and has overdosed in the past. His lack of mobility has increased his social isolation and his interest and ability in his self-care is declining.
- He has difficulty reading and understanding technology. He has a sister and nephew who he would like to reconnect with.

What does Dave need?

- Support to move around his flat more easily.
- A safe living environment and access to some outdoor space where he can feel secure and comfortable.
- Support to feel more confident and less scared when he is outside.
- To engage in recreational activities that he enjoys and can help improve his quality of life.
- To establish social connections and reconnect with his family. Assistance with managing his money.
- To improve his physical fitness. To continue his treatment for substance abuse.

What is Dave feeling?

- Isolation and loneliness due to his lack of mobility.
- Fear and anxiety because people come into his flat to steal.
- Frustration due to his lack of reading ability and understanding of technology.
- Lack of self-worth due to mobility issues and substance abuse.

Name: Ittack

Resettlement – recent arrival



> I feel grateful for the second chance we've been given here in Aberdeen, and I'm determined to work hard to provide a better future for my family.

About Ittack

- Ittack, 42, is a Syrian refugee who lives in a council property with his wife and 3 daughters. He is currently unemployed. He fled Syria for Lebanon and lived there for 8 years but was unable to work legitimately due to not being a Lebanese national.
- He worked for low-paid "cash-in-hand" construction jobs and also spent time working in dangerous parts of Beirut where he was attacked and beaten several times. He registered with the UN as a refugee and his family relocated to Aberdeen in 2024.
- He and his wife would like to improve their English, although their conversational skills are already at an intermediate level.
- Ittack aims to attend college as soon as possible to retrain as an electrician, a job he has worked before. He attends the job centre weekly.
- His primary goal is to financially support his family as soon as he can, with their ultimate dream being to own a house with a garden.

What does Ittack need?

- To improve his English skills.
- To attend college.
- Financial stability as he aims to support his family as soon as he can.

What is Ittack feeling?

- Grateful to be in the UK.
- Frustrated that there is a wait for the college course he wants to attend.
- Frustrated with the job centre who can't seem to find him suitable work.

Name: Lillia

Refugee mother with large extended family



> I need help caring for all my relatives.

About Lillia

- Lillia, 32, she is a stay-at-home single mother living in a 2-bedroom council flat with her two sons. Nearby, her parents live in another 2-bedroom council house with her younger sister, while her grandfather lives in a 1-bedroom adapted bungalow.
- The family all arrived in Aberdeen in 2022 as refugees from Ukraine and were homed in temporary accommodation before getting secure tenancies.
- Lillia is estranged from the fathers of her children and receives no financial contribution from them. She used to work part-time but gave that up on the birth of her youngest child.
- Her father is being treated for a terminal illness and is in poor mental and physical health and cannot work. Her mother works part-time, and her sister is a student. Her grandfather is in poor physical health and socially isolated due to mobility and lack of English, requiring round the clock company from the family for her wellbeing.
- Her parents' home has a mould issue affecting their physical and mental health. Lillia is the only member of her family who speaks English, which adds to her feelings of stress and responsibility for her extended family.

What does Lillia need?

- Access to timely and effective healthcare for her father.
- Support to ensure her grandfather, can live pain-free and maintain as much independence as possible.
- A safe and healthy living environment for all her family members in close proximity to each other.
- Access to opportunities for her children to prosper and live a normal life.
- Emotional and practical support, including assistance with caregiving duties and help with managing the household.

What is Lillia feeling?

- Stress and anxiety due to her multiple caregiving responsibilities and the health issues affecting her family.
- Determination and resilience to do everything she can for her family.
- Frustration with the healthcare system in the UK, particularly the long waiting times for her father's treatment.
- Frustration with the unresolved mould issues in her parents' home, which are affecting their physical and mental health.
- Overwhelmed with her role as the primary caregiver and the only English speaker in the family.

Name: Nicola

Recovering substance user/unemployed



> I just want a safe and secure home so I can care for my children again and get my life back on track.

About Nicola

- Nicola, 42, is an unemployed mother of three in receipt of benefits. She and her children's father have a history of substance use and domestic violence. Her children were placed in kinship care after her imprisonment. She was given temporary accommodation on her release from prison but found it unsuitable because of the presence of substance users nearby.
- She has been living off and on with her partner but has reported being a victim of domestic violence five times. Efforts to support her are difficult because she doesn't stay in touch regularly and doesn't trust the authorities.
- After she was released from prison, she found the temporary accommodation was not suitable for her because of those around her using substances. Since then, she has lived with her partner but has reported domestic violence five times. She does not trust those in authority which is hindering the support that is offered to her.

What does Nicola need?

- Assistance in understanding her housing options and accessing available support to build a home for herself and her children.
- Someone reliable to help her navigate her housing options and support systems.
- Regular contact with her children.
- A safe and secure place to live away from her ex-partner.
- Support to reduce her substance use and the risk of reoffending.
- Support to ensure she is no longer a victim of domestic violence.

What is Nicola feeling?

- Distrustful of the authorities due to her children being placed in care and being provided with accommodation that she felt was unsuitable for recovering substance users.
- Threatened by her abusive ex-partner who is always able to find her due to shared acquaintances.
- Hopeful that securing a 3-bedroom house will improve her chances of having her children returned to her care.

Name: Alesha

Mother of large family



> I want my children to have their own space to help their development and comfort.

About Alesha

- Alesha, 41, is a mother of six children aged between 1 and 15. She lives in a 3 bedroom property with her partner, all six children and the family dog. Alesha does not work but her partner works full time.
- Her sister provides additional support to the family. Her oldest child is considering getting her own tenancy next year. Her second oldest child is struggling at school and is getting involved in anti-social behaviour. Her third oldest child has complex support needs and attends an Additional Support Needs Wing. Issues have also been flagged about her youngest child's development by the Health Visitor. All these issues are impacted by overcrowding within the family home.
- Her partner drinks heavily at the weekends and can be verbally and emotionally abusive leading to police intervention. Alesha suffers from chronic pain and is usually exhausted and often feels overwhelmed. She wishes to remain in her community near her sister and has applied for a larger property with the council and housing associations.

What does Alesha need?

- A larger tenancy with five bedrooms to provide enough space for the entire family.
- Effective pain management to be pain-free and able to care for her children.
- Ensuring her children have the support they need to do well in school.
- Access to specialist support for her child with additional support needs.
- Maintaining a good relationship with her partner and reducing stress within the family.
- Staying in the community to remain close to her sister and avoid disrupting her children's education.

What is Alesha feeling?

- Exhausted and overwhelmed due to her chronic back condition and the overall stress of managing a large family in an overcrowded home.
- Frustrated at the lack of housing options in her community.
- Anxious about her oldest child's desire to seek her own tenancy.
- Concerned that she could be perceived as a poor parent because of the various impacts her housing situation is having on her children's development.
- Frightened that if her housing situation is not resolved she will not be able to properly care for her children.

Name: Amara

Frail person



> I want to live as independently as I can.

About Amara

- Amara, 83, is a retired widow who lives in sheltered housing and relies on her state pension and benefits for income.
- Her three children and two grandchildren live nearby and help her with transport and shopping now that she is too frail to use public transport.
- She lives independently within sheltered housing, socialising with neighbours, and has no need of any social care. She has a tablet and smartphone but relies on her family to help her with these technologies.
- She would like to be able to use them independently to find out what other benefits she may be entitled to and to interact with services but is underconfident.

What does Amara need?

- Support to use and understand digital technology.
- Access to groups of likeminded people with similar aspirations.
- Proactive communication from authorities on what support is available to her.

What is Amara feeling?

- Like a burden to her family because she relies on their help.
- Underconfident about her abilities to navigate digital services.
- Concern about being a victim of online fraud.
- Hopeful of being able to enhance her skills and to live as independently as she can for as long as possible.

Name: Akbarkhan

Father of Afghan family



> I want me and my family to integrate into the local community and become productive members of society.

About Akbarkhan

- Arkbarkhan, 33, is an Afghan who has been relocated to Aberdeen with his wife and 2 young children.
- Having worked for British Forces in Afghanistan, it was not safe for his family to stay there.
- He and his wife, a former teacher, are currently unemployed and receive Universal Credit, Child Benefit, Scottish Child Payment and the Best Start Food Grant.
- He suffers from chronic pain but has been assessed as fit to work. He and his wife are desperate to build a life in Aberdeen and to provide their children with opportunities.
- They are both learning English in order to find work. If they were both working they would require childcare.

What does Akbarkhan need?

- Safety and security.
- To find work that accommodates his health conditions.
- To learn English to improve his employment prospects and integrate into the community.
- Healthcare support for his chronic back pain.
- Understanding from the Job Centre to accommodate his health condition.
- Access to education and childcare to ensure his children have a bright future.
- To fully integrate into the UK society and give back to the UK government by becoming productive members of the community.

What is Akbarkhan feeling?

- Excited to come to the UK for safety and new opportunities.
- Frustrated by his health journey and the Job Centre's lack of understanding regarding his back pain.

Name: Moham

Family reunification



> I am grateful to be reunited with my family after a challenging journey.

About Moham

- Moham, 36, is a Syrian refugee who works part time and lives in a 3-bedroom council property with his pregnant wife and 3 children.
- Moham came to Scotland in 2021 without his family, who remained in Syria. During his time here, Moham lived in various asylum accommodations across the country, eventually being placed in a House of Multiple Occupancy in Aberdeen.
- In 2023 Moham received a positive asylum decision and made a homeless application. He lived in a temporary flat until January 2024, when he received an offer for a one-bedroom tenancy. During this time his family were granted a reunification visa and travelled to Aberdeen and moved into the one-bed flat.
- The family struggled with the lack of space and safety concerns in the building. After three months, they applied for mainstream housing and were allocated a new three-bedroom house with ample space and a garden.
- They are now settled in the local area, with their children attending the local school and having access to the local GP practice.
- The family are in receipt of benefits but payment has been delayed due to an administrative error.

What does Moham need?

- A stable and suitable housing for his growing family.
- support in managing his finances and accessing benefits.
- assistance with language learning to independently manage his affairs and improve his employment prospects.

What is Moham feeling?

- Happy to be reunited with his family after nearly three years apart.
- Stress due to not receiving benefits he is entitled to.

Name: Lena

Expectant first-time mother



> I want to give my baby the safe and comfortable childhood I never had.

About Lena

- Lena, 19, is a part-time shop assistant who is expecting her first child. The father of her child is in prison, and she doesn't plan to get back together with him when is released.
- She currently lives with her cat in a privately rented bedsit in an area plagued by anti-social behaviour and drug supply and use.
- Her accommodation is small and damp with no access to an outside area to enjoy.
- She was neglected as a child, spent most of her childhood in foster care and didn't do well in school. Her foster carers are a big support for her. She suffers from bouts of anxiety and depression.
- She has applied for a council house because her current accommodation is not a safe or comfortable environment for a mother and baby.

What does Lena need?

- A stable and safe living environment, with access to an outside space for her child and ideally near to her foster carers.
- To give her baby the happy childhood she didn't experience.
- Advice on childcare and benefits.
- To live in a community with other young mothers.
- To develop her employment opportunities.

What is Lena feeling?

- Anxiety and uncertainty about her current living situation not being resolved before the birth of her child.
- Frustration and helplessness because she feels her housing application is not being taken seriously.
- Desire to provide a safe and loving home for her child.
- Desire to develop herself socially and professionally.

Name: Victoriia

Elderly refugee



> I am so worried about my family's future.

About Victoriia

- Victoriia, 77, is a refugee from Ukraine, living in sheltered accommodation near the beach, which she enjoys. She previously worked but is now retired and in receipt of a pension.
- Her grandson lives nearby and studies in Aberdeen. Her granddaughter also lives in Aberdeen but has a home she wants to return to in Ukraine after the war.
- Victoriia suffers from chronic disease for which she receives medication and is awaiting surgery. Her condition affects her mobility and she is overweight. She is concerned her surgery may leave her needing care.
- She doesn't speak English and struggles to learn, relying on her grandchildren to interpret. She has a Ukrainian friend in the housing block but doesn't see her much because she works.

What does Victoriia need?

- Successful surgery to improve her mobility and overall health.
- Post-surgery care to ensure she can recover and regain her ability to walk.
- Assistance with maintaining a healthy weight.
- Emotional support to alleviate her fears about the surgery and its potential risks.
- Clarity about her future living situation, especially concerning her granddaughter's plans.
- Opportunities to spend more quality time with her family.
- Social activities that allow her to interact with others and reduce feelings of isolation.
- Resources and support to help her learn English, which could improve her confidence and social interactions.
- Safe and accessible ways to spend more time outdoors and engage in activities beyond just grocery shopping.

What is Victoriia feeling?

- Concerned about her surgery due to her age and the potential risks involved.
- Anxious about her family's future plans.
- Lonely and isolated when her grandchildren and friend are busy.

Name: Margaret

Elderly person who will soon need care



> I love my home because it's full of memories, but I'm finding it harder to keep it clean and tidy.

About Margaret

- Margaret, 78, lives alone in a bungalow. Her husband died seven years ago. She has a son and grandson who live in England.
- Margaret struggles with household chores because of her mobility issues, frequent infections, and weight problems.
- She needs to visit her GP regularly. Her friends have noticed she is not coping well at home.
- Her kitchen is often untidy, and there is an unpleasant smell because she has trouble getting to the toilet on time.
- This discourages visitors, and she feels lonely. She orders groceries online and buys easy-to-make ready meals.

What does Margaret need?

- Support to lose weight, which would help her become more mobile and better able to manage her household chores and personal hygiene.
- To improve her knowledge about nutritious foods to make healthier choices and reduce the frequency of infections.
- To Increase her levels of physical activity to enhance her overall health and mobility.
- To be part of a community group to reduce her loneliness and provide social interaction.
- Assistance with household chores.
- To be able to get on the train to visit her family, which would require improved mobility and confidence in traveling.

What is Margaret feeling?

- Lonely and isolated.
- Frustrated and overwhelmed because she is aware that she is not coping as well as she used to.
- Embarrassed that the state of her home is discouraging visitors.
- Frustrated by her financial constraints, as she relies on a state pension and has little savings, making it challenging to buy nutritious food.
- Motivated to improve her health so she can be more mobile and better able to cope on her own.

Name: Frank

Complex Mental Health



> I don't want to live in this service. I want to be supported in the community.

About Frank

- Frank, 35, has lived in a residential facility to support him with his long-term complex mental health problems, having previously spent time as a hospital inpatient.
- The shared housing, living with others with mental health problems is causing Frank difficulties. He finds the home noisy and is unhappy at sharing his living space with people he doesn't like.
- His parents have seen a deterioration in his presentation and wellbeing as a result of his living conditions.
- The staff at the facility have also expressed concerns and, although they provide support for his health and independence, this support is not consistently applied due to frequent changes in staff.
- His parents fear he will be admitted to hospital again if his living conditions do not change.

What does Frank need?

- A living space that is quieter and feels like home, where he can choose his housemates and be closer to his family.
- Access to support within the community rather than hospital-based care.
- Consistency of support from healthcare team.
- Opportunities to make more friends to enhance his social life.
- Access to hobbies and interests that support his mental health.
- An effective and clear recovery plan is essential for Frank to manage his condition.

What is Frank feeling?

- Frustration and anger due to the lack of suitable accommodation and services that meet his needs locally and the long wait time for a more suitable environment.
- Anxiety and worry about the possibility of being detained in the hospital if his situation reaches a crisis point.
- Unhappiness with his current noisy living environment and sharing space with people he wouldn't choose to live with.
- Fear that the frequent staff changes, and inconsistent support may lead to his behaviour making the placement unsustainable, potentially resulting in another hospital admission.
- Desire for independence and connection to live independently in a quieter, homely environment close to his family, where he can access community support and engage in hobbies that support his mental health.

Name: Baran

Asylum refugee



> I am determined to build a better life for my family and myself in Aberdeen.

About Baran

- Baran, 24, is an asylum seeker from Sudan living alone in a council bedsit, having spent a year in an asylum hotel.
- His wife is still in Sudan and due to communication problems there, they only manage to talk once a month. His parents and two siblings are also still in Sudan.
- He previously worked as a mechanic and wishes to explore opportunities to do the same in Aberdeen. He is taking online English classes while he waits for a place on a language course at an Aberdeen College.
- He is currently still learning about his rights and responsibilities and needs support to manage his tenancy, finances and understanding the laws to keep himself safe and protected.

What does Baran need?

- To reunite with his wife and his family and build a positive life together in the UK.
- Continued support in studying English.
- Opportunities to pursue a career as a car mechanic in Aberdeen.
- Assistance in becoming independent and confident in living in the UK.

What is Baran feeling?

- Frustration at the long waiting times for English classes, which are essential for his integration and career aspirations.
- Longing and sadness as he is separated from his wife and family, with limited communication opportunities.
- Loneliness and isolation as he navigates his new life in Aberdeen on his own.