

**Name of Project: Star Partnership**  
**Lead partner: Shelter**  
**Borough: Brent**

“I have an emotionally unstable personality disorder and Type 1 diabetes. My mental health affects my ability to manage my diet and insulin, maintain good daily routines, and engage with appointments and administrative tasks. I can quickly become overwhelmed and distressed. I have a traumatic history with my local community mental health team, and this has made trusting other workers very difficult.

Early last year I had to flee a private sector property because of the significant disrepair and ongoing pest problem which was greatly impacting my mental health and triggered a serious crisis. This was the point I contacted Shelter. They helped me make a homeless application to Brent Council and I was offered temporary accommodation.

During almost a year of working together, I was moved to 4 different boroughs in out of borough temporary accommodation due to various reasons that made the accommodation unsuitable for me. I worked closely with my resilience worker at Shelter who supported me to access statutory support in each new borough I moved to. This was especially challenging due to the pandemic and I was repeatedly triggered by the process of repeating my story to new professionals.

Alongside my homelessness, I was forced to manage without some important belongings, such as my clothes, some furniture and some important documents. My former landlord had quickly changed the locks and removed my belongings from my old property following a section 21 notice. Shelter referred me to a solicitor who is currently supporting me to raise a claim for the illegal eviction and repossessed belongings.

Shelter was able to advocate for me and as a result Brent Council accepted me under the Main Housing Duty. This meant I was able to start bidding on the Housing Register in October 2020. By November, I had secured a suitable and affordable 1-bedroom Housing Association property which also allows pets. Shelter worked with Thames Reach to help me with the move and I was able to move into this accommodation in December and reunite with my cat. I am now working closely with a mental health Occupational Therapist from the Brent SMART team, who are supporting me with my mental health, daily routines and insulin management, and supporting with contact with other statutory services. Thanks to grants and the STAR Partnership’s hardship fund, I have also been able to get financial help with essentials for my home.”