

**Name of Project: STAR Partnership**

**Lead partner: Shelter**

**Delivery partner: Thames Reach**

"I am a 54 year old man and have been working with the STAR team for the past few months.

I have physical health issues and poor mobility having had a stroke around 15 years ago. At the time I was receiving disability living allowance; however my housing benefit had been suspended for an unknown reason. My support worker had put in a claim for universal credit however this was never completed as I didn't have a valid identification.

Before I came to the STAR Partnership, I had refused to be assessed for a care package and refused the option of moving into supported accommodation. My physical health issues meant that I found it hard to keep my accommodation clean and tidy.

STAR supported me to reinstate my Housing benefit and backdate it, which cleared my rent arrears. They also supported me to fill out an NHS form that would provide me with financial support with medical costs. They also helped me obtain my ID so I could apply for Universal Credit.

It was crucial to reinstate my housing benefit in order to sustain my tenancy and prevent me from homelessness. Now, my tenancy has been stabilised and my income maximised I am a lot happier, and they say they are going to help me find floating support, so I can ensure that I retain my home and my independence".