

Name of Project: Star Partnership

Lead partner: Shelter

Borough: Tower Hamlets

I contacted Shelter because I was put into temporary accommodation and it was badly affecting my life. I was homeless and went to Tower Hamlets for help and they put me into the Shuttleworth hostel in Hackney. I am disabled, and I have significant degenerative physical disability and mental health problems. My only income is disability benefits. When I went to Shelter, I was feeling suicidal.

The hostel I was put in to was not right for me. I could not travel from the bedroom to the bathroom in time because of how far away it was, and this caused me significant embarrassment and difficulties. There was a communal kitchen and I could not easily travel from there to my room with food and I stopped using the kitchen. I was becoming very isolated. The other people in the hostel sharing facilities were very abusive and made my life difficult.

Thankfully Shelter understood my problems and agreed to help. My caseworker and my resilience worker worked to get Social Services and occupational health involved and they agreed the property was not suitable for me due to my health problems. They got a solicitor to do the review for me and I have now been moved into a disability adapted self-contained studio in Tower Hamlets. I am a lot happier here and I feel I have regained control of my life again because I can do the basic things like use the bathroom and kitchen. I have started to do an educational course and I hope this is a new start for me. My caseworker is still helping me with a complaint to the Ombudsman and I could not be happier with the help I received from Shelter.