

**Name of Project: Star Partnership**

**Lead partner: Shelter**

**Borough: Hounslow**

I fled violence in Sheffield and had to leave my council tenancy there because of the threat of further violence. I came to Hounslow because I have some family here. I tried to make a homelessness application twice with the local authority and they would not allow me. I had to contact Shelter for help, and I did not know where else to go.

When I contacted Shelter my mental health was very bad and I had tried to commit suicide twice in two weeks. My caseworker at Shelter and my resilience worker understood my problems and agreed to help. They contacted the Hounslow housing department and their social services team, and they got my homelessness application accepted and I was placed in temporary accommodation in Hounslow.

They got me bedding through their hardship fund to make it more comfortable. They also got me a support worker, registered with a GP, referred me to mental health services and advised me how to get the right benefits in payment. They have continued to support me and have recently referred me to Twining Enterprise for ETE support. I am really grateful for what Shelter did for me and it has improved my mental health and my future significantly.