

Name of project: STAR Partnership

Lead partner: Shelter

Delivery partner: Thames Reach

Borough: Hillingdon

I am a European national in my 60s. I have a long history, over 10 years, of rough sleeping across a number of London boroughs. I was found rough sleeping at Heathrow Airport by the Hillingdon Outreach Team.

I have a number of physical health issues such as kidney failure and severe arthritis. This impacts my mobility and day to day life.

The Hillingdon Outreach Team helped me into sheltered accommodation and then referred me to the Thames Reach STAR team for ongoing tenancy support.

My STAR support worker helped me to register with my GP nearby so that my health needs could be addressed, and I could access proper medical care. They also helped me apply for a grant to help furnish the new property include flooring and other essential items.

Since then, I have been required to shield myself further to government advice in response to the Covid-19 Pandemic. The STAR team have been supporting me with my weekly shopping and checking in on my welfare regularly. This has enabled me to stay safe in my new home.