

# RESIDENT STORY



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For Charles Busby House resident, Dylan Asphar, Sanctuary Supported Living has provided a roof over his head and the opportunity for personal independence.

When 23-year-old Dylan was first referred to Sanctuary Supported Living's Brighton and Hove Foyer in 2000, he was among the hidden homeless - he was staying with friends and had no fixed place to call home.

At the Foyer, Dylan received support from staff to develop his skills and gain the confidence he needed. He was then able to move to nearby Charles Busby House the following year. Unlike the more heavily

support-focused Foyer, Sanctuary Supported Living's Charles Busby House provides housing management services, meaning that residents receive just a few hours of support a week. This may include support with maintaining their tenancy or managing budgeting and bills, reflecting their abilities to live more independently.

Dylan has also been supported by Sanctuary Supported Living staff to take an active role in shaping how Charles Busby House and other Sanctuary services are managed. He is now a member of Sanctuary Group's National Resident Scrutiny Panel. Panellists scrutinise and monitor Sanctuary's performance against regulatory

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expectations, such as levels of customer satisfaction or how quickly empty homes are re-let. They also organise inspections of Sanctuary neighbourhoods and services, and run the 'Family and Friends' test, which asks the question 'Would I want my family or friends to live here?'. Alongside this, Dylan's commitments also include policy reviews and participating in workshops.

Dylan said: "I do experience mental health problems which affect day-to-day life and I could not have engaged with the service Sanctuary Supported Living provides, never mind scrutinise its services, were it not for building the level of trust I have over years towards staff at Sanctuary Supported Living; the constant support, and crucially, accompaniment provided by local service managers and staff."

Local Service Manager for Brighton and Hove Foyer and Charles Busby House, Stephanie Smith, said: "Dylan has made fantastic progress during his 19 years with Sanctuary and has become a key part of decision-making across the whole organisation, thanks to his work with the NRSP. My team and I are so proud that our supported housing has enabled Dylan to gain the skills he needed to live independently, get the right support to look after his mental health

and, most importantly, have a place to call home."

