WASTE NOT WANT NOT
CREATING COMFORTABLE HOMES AT AFFORDABLE PRICES

FRESH START CASE STUDY: SAMANTHA

Samantha (name changed to protect anonymity) was referred to our Fresh Start programme by a Family Worker at Wiltshire County Council.



Having recently moved to North Wiltshire with her two young boys, Samantha was initially housed in temporary accommodation.

“I trained as a Nurse and decided to pursue my professional career overseas where I met my then partner. We settled down and had the twins in 2000. Unfortunately, in spring 2026 I had to flee a difficult and controlling situation and returned to the UK with my children and a couple of suitcases containing our clothes and nothing else. We literally had nothing.

I am originally from the East of England, but we came to live in Wiltshire to be close to my brother and his family. The boys have ASD (autism spectrum disorder) and even though they have an Education, Health, and Care Plan in place, they are currently spending only one hour a day at a mainstream school with a 45-minute one way commute by taxi. We receive Disability Living Allowance, but I have no other income as I need to stay at home and look after my children.

I was so relieved when we were offered permanent housing. Having no furniture, we spent our first night sleeping on cushions on the floor. Through the Fresh Start programme, we received beds for each of us, bedside cabinets, a TV unit, a couple of sofas, a small coffee table for the sitting room, and kitchen table and chairs.

The twins sleep so well and are so happy here. The sofas are so comfortable, the boys will often fall asleep on them. It is a huge peace of mind that the boys sleep well and when they are asleep I can relax.

We feel safe and happy here, we love the local nature trail, and the people are so friendly.

Julie at Waste Not Want Not was so helpful. I could not have afforded to buy the basic furniture we needed, and I would have been incredibly stressed. Fresh Start has taken a weight off my shoulders, it has been so comforting knowing that we would be OK, the help has been amazing.

I am so grateful, sitting at a table with my children eating together means so much. Our new home is a sanctuary, and I hope one day to be able to pay this kindness forward.”