

# Housing Support Service



Shelter specialist housing support services focus on empowering our clients to keep their home and live independently. They also support people to access and secure a home following a period of homelessness. It's delivered by Shelter experts, who act as a key worker to provide a tailored plan, flexible enough to match the level of support needed.

Above all, our services tackle and prevent homelessness.

## Enquiries

Oliver Gray

Head of Business Development

[Oliver\\_Gray@shelter.org.uk](mailto:Oliver_Gray@shelter.org.uk)

Shelter



## Dom's story

Dom\* had been living with his partner and their five-year-old daughter in his partner's tenancy. Following Children's Services intervention, he ended the relationship; with his daughter subsequently placed in his care.

Initially, he moved back in with his mum – but this wasn't an ideal situation, and he needed alternative accommodation. However, Dom (as well as his daughter) has mild learning disabilities – so he struggled to understand the housing process.

Our support worker liaised with the Housing Options Team to secure a rent deposit bond for the family, negotiated with landlords to secure an appropriate tenancy, and educated Dom about tenant rights and responsibilities.

*Dom and his daughter now have their first-ever tenancy, which is in their chosen area, close to school and family. A Home Needs Award has also helped supply essential furniture and appliances. It means that Dom feels positive about his future and is confident about approaching us again if required.*

# Why housing support is so important

There's little doubt that homelessness is on the rise. In the first quarter of 2016, it rose by 9% on the same period the previous year.<sup>1</sup>

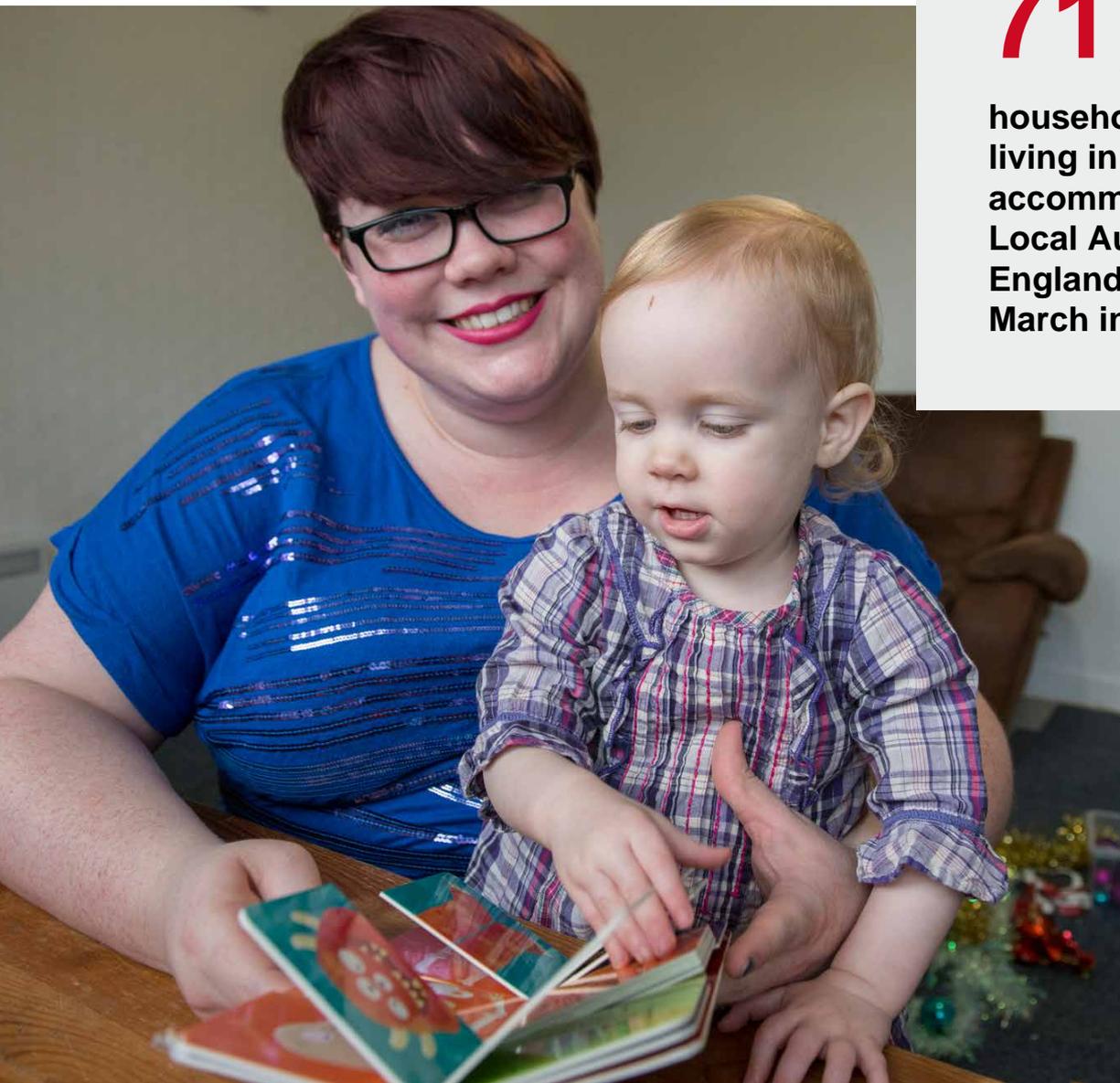
The links between housing, poverty and poor health are well proven but also complex. That's why we expertly identify and address the wider issues people face – offering the guidance needed to access, keep and improve a home.

For some people, advice and information simply aren't enough to help them get back on track. So we deliver intensive housing support over several months to holistically address their diverse needs in a coordinated and logical way.

With this depth of support, individuals and families can live independently again.

# 71,540

households were living in temporary accommodation within Local Authorities in England at the end of March in 2016. (2)



# What our Housing Support

## Service does

Our service helps people access, keep and improve a settled and secure home – despite the many obstacles they face.

We put clients at the heart of our work, recognise their unique situations, and then work out the best solutions to tackle or prevent homelessness.

Backed by a team of experienced, specialist housing solicitors, we're capable of dealing with the most complex cases, working in partnership with other specialist local services to get things done.

### Needs assessment and support plan

- Completing a holistic needs assessment of the challenges and assets of the individual and their household
- Co-producing tailored support plans with clients that provide the right sequence and package of interventions

### Support interventions

- Adjusting support interventions to the client's level of need as they gain the confidence and skills to live independently

### Supported exit from service

- Completing exit interviews with clients to ensure outcomes are sustained
- Offering clients a crisis contact and Keep in Touch service facilitated by our volunteers to avoid recurring issues

**By allocating a key worker to each household, every package of practical assistance and support is fully coordinated.**



# Whole household approach

## One-to-one support

Available by telephone or face to face to suit the client



## Peer mentoring

Support from people with lived experience



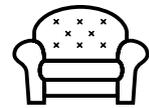
## External and internal referrals

Supporting clients to address any underlying issues



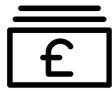
## Making a home

Support to make a house a home eg furnishing, white goods



## Hardship and Grant Funds

Support to access funding sources



## Group work

Learning to help clients sustain and maintain their tenancies



## Volunteers

Support clients with practical tasks eg attendance at appointments





## How we achieve **change**

By helping clients develop the skills, knowledge and confidence they need to address the wider issues they face, we provide sustainable outcomes that deliver the benefits of independent living, economic wellbeing and better health. Not only does this enhance social inclusion and cohesion, it also benefits local authorities and their communities.

### **Our main aims for our clients:**

- Securing and maintaining settled accommodation
- Financial wellbeing
- Improved health
- Work, leisure, social, education and training benefits
- Prevention of eviction and compliance with statutory orders
- Greater community involvement
- Encouraging independent living

# 79%

of our clients across England and Scotland found somewhere new to live; improved their living circumstances; or were helped to stay in their home or manage better. (3)

**57% of people in England and Scotland we successfully helped find somewhere new to live.**

**We helped 56% of people who asked for help to stay in their own home to do so.**

**57% of people in England and Scotland who approached us for help with their financial situation saw an improvement.**

**60% of clients in England and Scotland tell us they feel their happiness or well-being has improved since coming to Shelter. (4)**

“Shelter have proved to be an excellent partner. They have been clear about what they can deliver and have delivered consistently throughout our relationship. They communicate well and offer great insight.”

(Mark McPherson, Director of Strategy, Partnership and Innovation at Homeless Link – partnered Shelter on the London Plus project)

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

We're here so no one has to fight bad housing or homelessness on their own.

**Please support us at [shelter.org.uk](https://shelter.org.uk)**

Shelter  
88 Old Street  
London EC1V 9HU  
0300 330 1234

**[shelter.org.uk](https://shelter.org.uk)**

<sup>1</sup> DCLG, Homelessness Statistics, Table 770, Jan to Mar 16, published 30 June 2016

<sup>2</sup> DCLG, Homelessness Statistics, Table 775, Jan to Mar 16, published 30 June 2016

<sup>3</sup> Shelter, 2016, Outcomes survey, Unpublished dataset

<sup>4</sup> Shelter, 2016, Outcomes survey, Unpublished dataset