

Shelter's Impact 2017/18

Our Services

Our Impact Report for 2017/18 demonstrates comprehensively the significant difference Shelter's services make. Last year, we worked on 1,396 cases with people and households in Eastern Counties to achieve outcomes through our helpline and face-to-face services. This is in addition to our free online information and advice which is used by millions each year.

Here are some of the headlines from our 2017/18 Impact Report. You can read more at england.shelter.org.uk/what_we_do/our_impact.

‘

The team was very pleasant, professional and attentive. They kept in touch throughout and everything was communicated clearly. It was clear that Shelter really wanted to help and that this case was important to them. They really help people.’

Shelter Eastern Counties client

Shelter Eastern Counties

 @ShelterEasternC

80%

of people who came to Shelter in need of help are now better able to keep their homes, have found a new home, or have improved their living environment.

90%

of these people said these changes occurred because of help from Shelter.

74%

of people are better able to stay in their homes since coming to Shelter. This includes:

- Their financial difficulties improving
- Being able to stay in their home after facing eviction or repossession
- Coping or managing better after struggling on a day-to-day basis



56%

of people needing somewhere to live managed to find a home since coming to Shelter. This includes people who were and weren't homeless.



54%

of people with issues with their living environments saw an improvement since coming to Shelter. This includes:

- Their poor conditions improving
- Their issues with their tenancy, landlord or letting agency improving
- Their unsafe house or area improving



What we do

Our direct services are designed to advise, guide and support people with all types of housing needs – whether that takes a short conversation or intensive support over several months.



Specialist Advice Service

Housing, debt and welfare advice delivered face-to-face in advice centres, via outreach work or by phone. Can encompass early intervention, multi-agency working and embedded staff.



Social Prescribing Service

Support to improve the wellbeing of users of our advice services, for residents of the Norwich and Broadland CCG GP surgeries.



Legal Advice Service

Legal advice available by telephone, email or face-to-face, including legal aid, representation in court and claims against landlords.



Information and Resources

Supported self-help, including using computers for form-filling, benefit claims, property searches and to access Shelter's web tools and digital advice. Also includes help with making phone calls.



Norwich Pathways

Support for people experiencing homelessness and multiple complex needs, delivered together with a consortium of local partners.

People came to us with the following problems:



43% of people had issues with their **tenancy or landlord**



45% of people needed to find **somewhere to live**



22% of people needed **assistance with homelessness**



48% of people were **facing eviction**



44% of people had **financial issues**

“The Shelter Hub in Norwich has seen an increased number of visitors over the last year as the impact of high rents, welfare benefit changes and limited housing stock impacts the city and surrounding areas. We remain committed to ensuring that we provide the highest quality advice. We will continue to work with strategic and operational partners from across the county to ensure people get the help they need when they need it. Our dedicated team of Solicitors, Advisers, Support Workers and Volunteers have and continue to work tirelessly for their local communities.”



Lesley Burdett

LesleyB@shelter.org.uk
0344 515 1860

How people's lives had changed in other ways since coming to Shelter:

63%

of clients said their happiness or wellbeing improved

44%

of clients said their mental health improved