

Impact Report

Methodology and appendices

October 2018

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METHODOLOGY

Shelter wanted to develop an outcomes framework to give us a set of outcomes to aim for and compare against all of our services and campaigning work. Using a Theory of Change¹ we identified that Shelter aims to help people:

- Keep their homes and stay in them
- Find new homes
- Improve their homes

This document sets out the steps towards our methodology, and how each figure presented in the report was calculated. Below outlines the methodology used for the majority of figures to calculate the overall impact of Shelter. At the end of this document, in Appendix G, each figure in the main report is explained with the source and methodology.

Methodology:

1. We commissioned the research agency, Qa Research, to conduct a survey with a sample of 2,000 of our clients in 2017/18 via telephone three months after we had closed their case on our management system². This report is based on 1,793 clients from England, and 207 from Scotland.

Minimum quotas for the interviews were set on age, gender, work type, region and presenting problem, reflective of our overall client base. A breakdown of these quotas can be found in Appendix A and the full questionnaire in Appendix B.

Additionally, we conducted an online survey with helpline clients who did not leave telephone numbers, but an email address and agreed to being re-contacted. This questionnaire worked slightly differently, as we did ask the client if they were experiencing the issue, only if the problem had been improved, resolved or not. This questionnaire can be found in Appendix C.

2. We analysed and interpreted the survey data and have presented the findings in this report in a number of ways. We have sometimes used percentages of people who achieved certain outcomes and other times we have used the numbers who have achieved certain outcomes. This has been calculated by using the proportions and estimating the number of all clients who have achieved outcomes, not just those taking part in the survey.

¹ Theory of change is a diagram that sets out the overall aim and outcomes that a service, organisation or programme hopes to achieve

² Legal clients were contacted three months after their case had been 'in billing'

The survey firstly asks if the person came to Shelter for a particular problem, and then asks to what extent this problem has been resolved. Anyone who said 'Don't know' or 'Too early to say' are excluded. Base sizes used therefore vary throughout the report. Base sizes of less than 20 are excluded.

Survey questions that measure the outcomes based on the outcomes framework:

- Financial situation improved completely or partially
- Stayed in their home after being faced with eviction or repossession
- Find somewhere new or different to live – homeless
- Find somewhere new or different to live – not homeless
- Issues with poor conditions in their home improved or resolved
- Problems with unsafe house or local area improved or resolved.
- Issues with landlord/ letting agent/ tenancy improved or resolved
- Coping or managing better after struggling to cope or manage life on a day-to-day basis

To extrapolate these numbers and estimate how many Shelter clients in total had achieved outcomes, the following steps were made:

- Calculated the proportion of clients who said they had each problem in the survey using all clients in the survey as the base³.
- Calculated the proportion of clients for each problem with a positive outcome. This is the proportion whose problem was resolved or improved using the total number of clients experiencing the issue as the base.
- Calculated the proportion of clients who state that the improvement in their housing situation was because of Shelter, at least to some extent⁴, using a base of all those who had the problem resolved, and excluding those who did not answer the question, said it was not applicable, or that it was too early to say.
- Applied each of the proportions above sequentially to the number of unique clients⁵ whose cases had closed in 2017. This gave an approximate figure of clients who had each issue, had the issue resolved or improved, and attributed this to Shelter, at least to some extent. Numbers are then conservatively rounded up or down.

The table in Appendix G sets out clearly the source for each figure represented in the report, and how it was calculated.

³ Clients in the online survey from the helpline were not asked if they were experiencing the problem first in the survey. Therefore, the proportions of helpline telephone survey respondents were used instead.

⁴ This includes those who said either it was down to Shelter, either 'Completely', 'Largely' or 'To some extent'

⁵ If a client had approached a service more than once they were only counted once

APPENDIX A: QUARTERLY QUOTAS

Age	Target quotas
16-34	Min. 175
35-44	Min. 75
45+	Min. 100
Unknown	-

Gender	Target quotas
Female	Min. 200
Male	Min. 150
Not specified/ Unknown	-

Presenting problem	Target quotas
At risk of losing home	Min. 40
Bad housing conditions	Min. 40
Family breakdown including abuse	Min. 5
Financial problems	Min. 50
Issue with Local Authority/ benefits	Min. 50
Landlord problems	Min. 40
Needs help to find or keep a home	Min. 60
Neighbourhood dispute	Min. 10
Other	Min. 10

Region	Target quotas
North	Min. 80
South	Min. 175
England	Min. 60
Scotland	Min. 35

Work type	Target quotas
ASG	n/a
Legal	Min. 30
Support	Min. 10
Helpline	Min. 50

APPENDIX B: OUTCOMES SURVEY QUESTIONNAIRE

ASK ALL

Q1: Which of the following have you used to help you with a housing problem? READ OUT

MULTICODE

- Shelter's website
- Shelter's helpline
- On-going work over the phone with a Shelter advisor
- On-going work face-to-face with a Shelter advisor or support worker
- Something else (Write in)
- Don't know

QA1. Before coming to Shelter for help, did you approach anywhere else for assistance with your housing problem, and if so where?

DO NOT READ OUT – PROMPT IF REQUIRED

MULTICODE

- | | | |
|---|------------------------------------|---------------------------------|
| • Local authority/
council | • Gingerbread | • Local law centre |
| • Citizen's
Advice/Bureau | • St Giles Trust | • Local church |
| • GP/ other
healthcare
professional | • British Legion | • Friends and
family |
| • Refugee
Council | • St Mungo's
Broadway | • Employer |
| • Salvation Army | • Crisis | • School/ college |
| • Red Cross | • Centrepont | • Other (please
specify) |
| • Money Advice
Service | • Youth centre | • None |
| | • YMCA | • Don't know/
can't remember |
| | • Student Union/
welfare centre | |
| | • Local advice
centre | |

ASK QA2 IF ANY ORGANISATION SELECTED AT QA1, OTHERS GOTO Q8

QA2. To what extent was your housing problem resolved after approaching this/these organisation(s) and before coming to Shelter? Would you say... READ OUT

SINGLECODE

- Your housing problems were completely sorted out
- Most of your housing problems were sorted out
- Nothing changed
- The situation became worse
- Don't know

ASK ALL

Q8. Shelter helps some people to stay in their home. Please tell me if you approached Shelter with any of the following problems. READ OUT.

SINGLECODE

-
- Yes
 - No
 - Don't know

LOOP

Because of any financial difficulties, for example difficulties paying rent or mortgage, debt and arrears, or problems with benefits

Because you were being evicted; having your home repossessed or being threatened with eviction or repossession

Because you were struggling to cope or manage life on a day-to-day basis

ASK Q9a IF ‘...financial difficulties...’ AT Q8, OTHERS GOTO Q9b

Q9a: Did your financial situation improve after approaching Shelter? READ OUT

SINGLECODE

- Yes
- Partially
- No
- Too early to say
- Don't know

ASK Q9b IF ‘...being evicted...’ AT Q8, OTHERS GOTO Q9c

Q9b: Did you manage to stay in your home after approaching Shelter?

READ OUT

SINGLECODE

- Yes
- No
- Too early to say
- Don't know

ASK Q9c IF ‘...struggling to cope...’ AT Q8, OTHERS GOTO Q10

Q9c: Are you coping or managing better on a day-to-day basis after approaching Shelter?

SINGLECODE

- Yes
- Partially
- No
- Too early to say
- Don't know

Q2. Shelter defines homelessness as living in temporary accommodation such as shelters, hostels and B&Bs; sleeping rough or sofa surfing; or not having any rights to stay where you live. Did you approach Shelter because you were homeless?

SINGLECODE

- Yes
- No
- Don't know

Q3. Shelter sometimes helps people find a home. Did you want help from Shelter to find a new home or somewhere else to live?

SINGLECODE

- Yes
- No
- Don't know

ASK Q4 IF 'Yes' AT Q2 OR Q3, OTHERS GOTO Q6

Q4. Were you able to find somewhere new or different to live?

SINGLECODE

- Yes
- No
- Too early to say
- Don't know

THERE IS NO Q5

ASK QA3 IF 'Yes' AT Q4, OTHERS GOTO Q6

QA3. And was this new home somewhere you own or rent?

SINGLE CODE. PROBE AS APPROPRIATE

- Own
- Rent
- Other
- Don't know

ASK QA4 IF 'Own' AT QA3, OTHERS GOTO QA5

QA4. Do you own it outright, with a mortgage or through a shared ownership scheme or something else?

SINGLECODE

- Own outright
- Own with a mortgage
- Part-own through shared ownership scheme (i.e. pay part mortgage, part rent)
- Other (write in)
- Don't know

ASK QA5 IF 'Rent' AT QA3, OTHERS GOTO QA5

QA5. Do you rent from a private landlord, the local authority or a housing association?

SINGLECODE

- Rent from a private landlord
- Rent from my local authority
- Rent from a housing association
- Other (write in)
- Don't know

ASK QA6 IF 'Other' AT QA3, OTHERS GOTO Q6

QA6. As you don't own or rent, can you tell me what arrangements you have for your accommodation?

SINGLECODE

- Live with my parents, family or friends and pay some rent to them
- Live rent-free with my parents, family or friends
- Other (write in)
- Don't know

ASK ALL

Q6. Shelter also helps people who need improvements to their living conditions or home situation. I am going to read out some options, please tell me if you approached Shelter with any of the following problems. READ OUT.

MULTICODE

- Problems with poor conditions in your home, such as damp or infestation
- Problems with your landlord, letting agency or related to your tenancy
- Problems with unsafe house or unsafe local area
- None
- Don't know

ASK Q7a IF 'Problems with poor conditions...' AT Q6, OTHERS GOTO Q7b

Q7a: Did the poor conditions in your home improve? READ OUT

SINGLECODE

- Yes
- Partially
- No
- Too early to say
- Don't know

ASK Q7b IF 'Problems with your landlord...' AT Q6, OTHERS GOTO Q7c

Q7b. Did the problems with your landlord, letting agency or related to your tenancy get sorted? READ OUT

SINGLECODE

- Yes
- Partially
- No
- Too early to say
- Don't know

ASK Q7c IF 'Problems with unsafe house...' AT Q6, OTHERS GOTO Q8

Q7c. Did the problems related to your unsafe house or unsafe local area get resolved? READ OUT

SINGLECODE

- Yes
- Partially
- No
- Too early to say
- Don't know

Q8-Q9c HAVE MOVED

THERE IS NO Q10

ASK ALL

Q11. Overall, thinking about the reason why you went to Shelter, which of the following statements best applies to you? READ OUT

SINGLECODE

- Your housing problems are completely sorted out.
- Most of your housing problems are sorted out.
- Your housing problems are not sorted out, but things are moving in the right direction.
- Nothing has changed, but the problems are not worse.
- The situation is worse
- Don't know

Q10. And thinking specifically about any changes to your housing situation, to what extent was this down to the help you received from Shelter? Would you say... READ OUT

SINGLECODE

- Completely
- Largely
- To some extent
- Not at all
- Too early to say
- There is no change in your situation
- Don't know

THERE IS NO Q12

Q13. Was there anything else that Shelter helped you with?

CODE OPEN

QA7. Were you in any kind of debt or did you have any arrears at the time of receiving help from Shelter and if so, what kind of debt was this?

MULTICODE

- Had rent/mortgage arrears
- Had council tax arrears
- Owed money to utility companies (e.g. gas, electricity, water)
- Had credit card/ loan shark/ payday loan debts
- Had debts to other people
- Had other types of debt
- No debt
- Don't know

ASK QA8 IF HAD ANY DEBT AT QA7, OTHERS GOTO QA9

QA8. Since coming to Shelter, which of the following statements best applies to you? READ OUT

INTERVIEWER (IF REQUIRED): If they have more than one type of debt, ask them to think in overall terms.

SINGLECODE

- Your arrears or debts have increased
- Your arrears or debts have decreased
- You no longer have any arrears or debt
- Your arrears or debts are at the same level
- Don't know

ASK ALL

QA9. At the time when you came to Shelter, or in the twelve months before, were you claiming any benefits or tax credits and if so, which ones?

DO NOT READ OUT – PROBE

MULTICODE

- Tax credits
- Universal Credit
- Local housing allowance/ housing benefit
- Jobseeker's Allowance
- Disability Living Allowance
- Personal Independence Payment
- Child benefit
- Employment Support Allowance
- Other (Write in)
- None
- Don't know

ASK QA10 IF CLAIMING BENEFITS AT QA9

QA10. At the time when you came to Shelter, or in the twelve months before, were you experiencing any of the following? **READ OUT**

MULTICODE

- Waiting to receive benefits or tax credits for more than 28 days (4 weeks)
- Benefits were sanctioned
- Benefits/ tax credits were stopped (e.g. because no longer deemed eligible)
- Benefits were capped
- Bedroom Tax was applied
- Housing benefit was less than needed to cover rent (not because of Bedroom Tax)
- Anything else that affected your benefits or tax credits (Write in)
- None
- Don't know

ASK QA11 IF EXPERIENCED ISSUES AT QA10, OTHERS GOTO Q14

QA11. To what extent do you agree with the following statement:

The issues you had with benefits made it harder for you to either afford housing costs or to find somewhere suitable to live. READ OUT

- Strongly Agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly Disagree
- Don't know

ASK ALL

Q14. Since receiving help from Shelter, would you say that your happiness or well-being has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

QA12. When you came to Shelter, did you have any mental health problems, and were any of them diagnosed?

SINGLECODE

- Yes - diagnosed
- Yes - not diagnosed
- None
- Don't know

IF QA13-QA14 IF 'Yes' AT QA12, OTHERS GOTO Q15

QA13. Are you able to tell me what is/was your mental health condition? It is fine if you would prefer not to say.

CODE OPEN

Prefer not to say

Don't know

QA14. To what extent do you think your mental health was affected by your housing issues? READ OUT

SINGLECODE

- Completely
- Largely
- To some extent
- Not at all
- Other way round - housing issues were affected by mental health

-
- Don't know

ASK ALL

Q15. Since receiving help from Shelter, would you say that your mental health has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

QA15. To what extent do you agree with the following statements? Please give your answer on a scale of 1 to 5, were 1 is strongly disagree and 5 is strongly agree.

SINGLECODE

1 – Strongly disagree

2

3

4

5 – Strongly agree

Not applicable

Don't know

LOOP – RANDOMISE ORDER

- Shelter helping to resolve my housing issues helped my mental health
- Having ongoing support from Shelter helped my mental health
- Shelter dealing with other organizations and people on my behalf helped my mental health
- **ASK IF ANY DEBT AT QA7:** Shelter helping to resolve my debt and arrears issues helped my mental health
- **ASK IF ANY BENEFIT ISSUES AT QA10:** Shelter helping to resolve my welfare benefit issues helped my mental health

ASK ALL

QA16. When you came to Shelter, did you have any physical health problems that were affected by your housing or that actually affect where you could live, and were any of them diagnosed?

SINGLECODE

- Yes - diagnosed
- Yes - not diagnosed
- None
- Don't know

ASK QA17- QA18 IF 'Yes' AT QA16, OTHERS GOTO Q16

QA17. Are you able to tell me what your physical health condition is or was that was affected by, or affected, your housing? It is fine if you would prefer not to say.

CODE OPEN

Prefer not to say

Don't know

QA18 To what extent do you think your physical health was affected by your housing issues? READ OUT

SINGLECODE

- Completely
- Largely
- To some extent
- Not at all
- Other way round - housing issues were affected by physical health
- Don't know

ASK ALL

Q16. Since receiving help from Shelter, would you say that your physical health has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK QA19 IF 'Completely', 'Largely' OR 'To some extent' AT QA14 OR QA18, OTHERS GOTO Q17

QA19. In the three months before coming to Shelter, approximately how many times did you see your GP, or any other health professional, about your mental or physical health issue which was affected by your housing?

ENTER NUMBER

Prefer not to say

Did not see any health professionals

Don't know

QA20. In the three months since you came to Shelter, approximately how many times have you seen your GP, or any other health professional, about your mental or physical health issues which was affected by your housing?

ENTER NUMBER

Prefer not to say

Have not seen any health professionals

Don't know

ASK ONLY Q17-20 IF 'On-going work face-to-face with a Shelter advisor or support worker' AT Q1, OTHERS GO TO D1

Q17. Has Shelter provided you with information or tried to help you out on any of the following topics? READ OUT

MULTICODE

- Improving family life and relationships
- Managing alcohol or drug use
- Managing money and bills

-
- Leisure activities or groups that are available in your local area
 - Information on domestic abuse
 - Accessing education, training or employment
 - None of the above
 - Don't know

ASK Q18a IF 'Improving family life and relationships' AT Q17, OTHERS GOTO Q18b

Q18a. Since receiving help from Shelter, do you think that your family life and relationships have...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK Q18b IF 'Managing alcohol or drug use' AT Q17, OTHERS GOTO Q18c

Q18b. Since receiving help from Shelter, do you think that your ability to manage alcohol or drug use has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK Q18c IF 'Managing money and bills' AT Q17, OTHERS GOTO Q18d

Q18c. Since receiving help from Shelter, do you think that your ability to manage money and bills has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK Q18d IF 'Leisure activities or groups that are available in your local area' AT Q17, OTHERS GOTO Q18e

Q18d. Since receiving help from Shelter, do you think that your access to leisure activities or groups has...READ OUT

SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK Q18e IF 'Information on domestic abuse' AT Q17, OTHERS GOTO Q18f
Q18e. Since receiving help from Shelter, do you think your situation in relation to issues of domestic abuse has...READ OUT
SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK Q18f IF 'Accessing education, training or employment' AT Q17, OTHERS GOTO Q19
Q18f. Since receiving help from Shelter, do you think that your ability to access education, training or employment has ...READ OUT
SINGLECODE

- Improved a lot
- Improved a little
- Stayed the same
- Got a little worse
- Got a lot worse
- Don't know

ASK ALL
Q19. Could I just ask, do you have children that live with you?
SINGLECODE

- Yes
- No
- Prefer not to say
- Don't know

ASK Q20 IF 'Yes' AT Q19, OTHERS GOTO D1
Q20. Since receiving help from Shelter, have you seen an improvement in any of the following
MULTICODE

- Yes
- No
- Was not an issue
- Don't know

LOOP

- **Your children's attendance at school**
- **Your children's school grades**
- **Your children's health**

D1. Finally, Shelter would like to combine your answers to this survey with information they know about you so they can understand how different types of customers feel.

To do this we need your permission to identify you and the answers you gave to Shelter. This would be for research purposes only.

Would you be happy for us tell Shelter what answers you gave to the questions in the survey?

SINGLECODE

- Yes
- No

APPENDIX C: ONLINE SURVEY WITH SAMPLE OF HELPLINE CLIENTS

1. As a reminder, which of the following best describes what the helpline advisor practically did for you (please tick one box only)?
 - The helpline adviser gave me advice to help me take action myself and gave me details of other organisations (e.g. Citizens Advice Bureau, Law Centre) that may be able to help if relevant
 - The helpline adviser explained that there was nothing/little that could practically be done to help my situation

2. If the adviser gave you details of another organisation such as Citizens Advice Bureau or a law centre, did you get further help from them?
 - Yes
 - No

3. Did Shelter's advice help you to achieve any of the following. Please select "not relevant" if you did not approach Shelter with this problem.

	Fully achieved	Partially achieved	Not achieved	Not relevant
Sort out problems with your landlord; letting agency or to do with your tenancy	•	•	•	•
Improve the poor conditions in your home	•	•	•	•
Sort out problems related to an unsafe house or unsafe local area	•	•	•	•
Help you to stay in your home/ stop you from losing your home (for example because you were being evicted or repossessed or being threatened with these)	•	•	•	•
Help you to find somewhere new or different to live (for example if you were homeless; if your old home was unsuitable or if you had to/ wanted to move for other reasons)	•	•	•	•
Improve your financial situation (such as problems to do with debt and arrears; paying rent or mortgage; or benefits)	•	•	•	•
None of these	•	•	•	•

- Other (please specify)

4. On a scale of 1 to 10 how much would you say the helpline contributed towards resolving your problem/moving things in the right direction?

1= helpline had no impact	2	3	4	5	6	7	8	9	10= helpline was crucial to resolving the problem
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Which of the following best describes your attitude towards the helpline in relation to your problems not getting any better?

- The helpline did everything they could
- I believe the helpline could have done more

If there was something specific you would have liked the helpline to have done, please let us know here:

6. On a scale of 1 to 10 how likely would you be to contact the helpline again if you needed advice in the future? (1 = very unlikely and 10 = very likely)?

1= very unlikely	2	3	4	5	6	7	8	9	10= very likely
<input type="radio"/>									

7. Have you recommended the helpline to anyone since contacting us?

- Yes
- No

8. Please add any further comments here

9. Thank you very much for your time today. Your feedback helps us continually improve our service. Are you happy to be contacted by Shelter again in about three months' time for the final part of our survey?

- Yes
- No

If yes, please provide your email address:

APPENDIX D: SURVEY WITH WEBCHAT CLIENTS

1. Which of the following best describes the reason why you used Shelter's webchat or facebook advice service (please tick all that apply)?
 - Problems to do with your landlord; letting agency or to do with your tenancy
 - Poor conditions in your home
 - Problems related to an unsafe house or unsafe local area
 - You needed help to stay in your home/ help to stop you from losing your home (for example because you were being evicted or repossessed or being threatened with these)
 - You needed help finding somewhere new or different to live (for example if you were homeless; if your old home was unsuitable or if you needed to move for other reasons)
 - You wanted help with your financial situation (such as problems to do with debt and arrears; paying rent or mortgage; or benefits)
 - None of these
 - Other (please specify)

2. Which of the following best describes your situation now (please select all that apply)?
 - The problems to do with your landlord; letting agency or to do with your tenancy have got better
 - The poor conditions in your home have got better
 - The problems related to your unsafe house or unsafe local area got better
 - You were able to stay in your home/ you did not lose your home
 - You found somewhere new or different to live
 - Your financial situation improved (ie improvements in debt/ arrears; better able to pay your rent or mortgage or related to benefits)
 - None of these changes
 - Other (please specify)

3. Thinking specifically about any changes to your housing situation, to what extent was this down to the help you received from Shelter?
 - Completely
 - Largely
 - To some extent
 - Not at all
 - Still too early to say
 - There is no change in your situation
 - Don't know

4. Is there anything else you'd like us to know about how we can improve the service to better help people?

5. Now that some time has passed, how satisfied would you say you are with the service you received?

Not at all satisfied									Very satisfied
•	•	•	•	•	•	•	•	•	•

6. How likely is it that you would recommend this service to a friend or colleague?

Not at all likely								Extremely likely		
0	1	2	3	4	5	6	7	8	9	10
•	•	•	•	•	•	•	•	•	•	•

APPENDIX E: NHAS CONSULTANCY LINE OUTCOMES SURVEY

1. What type of organisation do you work for?
 - Local Authority
 - Local Citizens Advice
 - Voluntary Agency
2. Agency name
3. Contact
 - Name
 - Email
 - Telephone number
 - Role
4. Please insert the NHAS case reference number (as included in the email containing this survey)
5. In respect of the specific case you contacted us about, please can you advise the outcome of your case?

<p>Accommodation not secured</p> <p>Challenges unsuccessful</p> <p>Emergency accommodation secured</p> <p>Gatekeeping successfully challenged</p> <p>Homelessness application accepted</p> <p>Homelessness decision successfully challenged</p> <p>LA allocations decision successfully challenged</p> <p>More suitable housing obtained</p> <p>Move back in to family home</p> <p>Overcrowding improved</p> <p>Permanent/settled housing secured</p> <p>Priority need achieved at council</p> <p>Secured assistance with tenancy deposit/ tenancy deposit amount secured</p> <p>Supported accommodation secured</p> <p>Temporary accommodation secured</p> <p>Aids and adaptations installed</p> <p>Compensation acquired</p> <p>Correct process followed for leaving/ relinquishing tenancy</p> <p>Correct regulations upheld/improved safety</p> <p>Damp/ mould addressed</p> <p>Dispute/s with landlord resolved</p> <p>Improved relationship with landlord</p> <p>Infestation addressed</p> <p>Nuisance/violence/ ASB/ harassment from neighbours or community reduced or removed</p> <p>Repairs carried out</p>	<p>White goods/ furniture obtained</p> <p>Accommodation lost</p> <p>Accommodation retained/ stays in home</p> <p>Benefit issues resolved/benefits increased or maximised</p> <p>Better able to pay housing costs</p> <p>Breach of tenancy successfully challenged</p> <p>Debt issues resolved/affordable debt payment plan in place</p> <p>Eviction prevented</p> <p>Grant/s received</p> <p>Housing costs maintained/ reduced</p> <p>Improved family relationships</p> <p>Increased confidence to address problems on own</p> <p>Increased understanding of rights and options</p> <p>Legal case successful</p> <p>Liability to pay reduced or written-off</p> <p>Lump sum payment received</p> <p>Managed exit from home ownership</p> <p>Mutual exchange successful</p> <p>Possession overturned (case struck out; case adjourned; suspended possession order)</p> <p>Possession/ eviction not overturned - alternative accommodation secured</p> <p>Referral to other services taken up</p> <p>Rent deposit issues resolved</p> <p>Succession/ assignment/ assignment successful</p> <p>Issue not resolved</p> <p>No resolution achievable</p>
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If another outcome was achieved, please can you provide further details

6. To summarise the overall change for your client, would you say that...
 - Poor conditions in your client's home were improved
 - Your client's problems to do with their landlord, letting agency or tenancy were sorted
 - Your client was able to stay in their home/ they did not lose their home (for example because they were being evicted or repossessed)
 - Your client was able to find somewhere new or different to live (for example if you they homeless; old home was unsuitable or if they needed to move)
 - Your client's financial situation improved (such as problems to do with debt and arrears; paying rent or mortgage; or benefits improved)
 - Your client's problems related to an unsafe house or unsafe local area improved
7. On reflection, how helpful was the advice towards progressing your client's case:
 - The information/ advice was very helpful towards progressing my client's case
 - The information/ advice was somewhat helpful towards progressing my client's case
 - The information/ advice was not very helpful towards progressing my client's case
 - The information/ advice was not at all helpful towards progressing my client's case
 - Other (please specify)
8. How did you hear about the NHAS Consultancy Line service?
 - Member services information
 - Used service before
 - Ebulletin
 - Attendance at training course
 - Via a colleague
 - Advised by supervisor/manager
 - Other (please specify)
9. Which of the following statements best describes your experience of accessing the NHAS Consultancy Line?
 - I regularly had problems in getting through to the line
 - I occasionally had problems in getting through to the line
 - I never had problems in getting through to the line
10. If you experienced problems accessing the NHAS Consultancy Line by phone, were you as an alternative able to access the Line via the email "call back" facility?
 - Yes, I was able to access the NHAS Consultancy Line via email "call back" as an alternative
 - I attempted to access the NHAS Consultancy Line service via email "call back" facility but was unsuccessful
 - I did not attempt to use the email "call back" facility
 - I was unaware that the email 'call back' facility was available
11. How satisfied are you with the overall NHAS Consultancy Line service provided?
 - Very satisfied
 - Satisfied
 - Neither satisfied or dissatisfied

-
- Dissatisfied
 - Very dissatisfied

12. Would you use the NHAS Consultancy Line again?

- Yes
- No
- If no- why not?

13. Is there anything that the NHAS could do to improve their consultancy service?

APPENDIX F: SHELTER'S DHP TOOL- YOUR EXPERIENCE

1. Did your council send you a DHP claim form?
 - Yes
 - No
 - Don't know
2. What was the response from your council?
 - Gave link to an online DHP application
 - Asked to interview me in person or by telephone
 - Gave me a DHP without completing a form
 - Just an email to acknowledge my contact
 - No response at all
 - Don't know
 - Other (please specify)
3. Did you apply to your council for a DHP?
 - Yes
 - No
 - Don't know

If no:

4. Why didn't you apply to your council for a DHP?
5. How long did your council take to give you a decision?
 - Under two weeks
 - 2 to 4 weeks
 - More than 4 weeks
 - I haven't received a response yet
 - Don't know
6. Did your council give you a DHP?
 - No
 - Yes
 - Don't know
7. Please provide any details of the council's response (e.g. how much you will get and when, conditions, reasons for rejection)
8. What do you think of the DHP application process for your council? How could it be improved?
9. How did Shelter's DHP claim form tool help you? (select all that apply)
 - The DHP tool helped me to stay in my home
 - The DHP tool helped me to find a new home
 - The DHP tool helped me to improve the conditions of my home
 - None of the above
 - Don't know
10. How has your housing situation changed (for better or worse) since you first used the DHP claim form tool from Shelter?

11. How likely is it that you would recommend Shelter's DHP claim form tool to a friend or colleague?

Not at all likely								Extremely likely		
0	1	2	3	4	5	6	7	8	9	10
•	•	•	•	•	•	•	•	•	•	•

12. What did you think of Shelter's DHP claim form tool?

APPENDIX G: TABLE OF FULL RESULTS REPORTED IN 2017/18 IMPACT REPORT, SOURCES AND CALCULATIONS

Finding	Section and Page number	Source
48% were facing eviction or repossession	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
46% were looking for somewhere to live	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
22% needed help dealing with poor conditions	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
18% lived in an unsafe house or area	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
44% were having trouble with their landlord, letting agency or tenancy issue.	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
49% were struggling to cope or manage with life on a day-to-day basis	The year at a glance p7	Outcomes survey. Sample size n= 1,793.
Our online advice pages received 5 million visits	The year at a glance p7	Management information based on website traffic.
Our helpline gave advice to 44,134 households	The year at a glance p7	Management information. Based on the number of people* who called our helpline and had a case opened in 2017/18. * Each person represents a household
Our webchat service had 37,216 conversations	The year at a glance p7	Management information based on the number of interactions advisers have. It is not possible to monitor multiple chats with the same person, as the service is anonymous.

Finding	Section and Page number	Source
Our face-to-face services saw 26,761 households	The year at a glance p7	Management information. Based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2017/18. * Each person represents a household **Nb. This could also include telephone advice at the hub location
Our prison services worked with 13,212 people	The year at a glance p7	Management information. Based on the number of unique prison numbers in our database.
36,000 people saw a positive change in their housing situation thanks to Shelter.	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion housing issue improved = 68% (completely sorted out, 'most of them are sorted out' or 'things are moving in the right direction') Proportion attributable to Shelter = 76%
12,000 households halted their eviction or repossession proceeding and keep their homes	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 48% Proportion issue improved/ resolved = 53% Proportion attributable to Shelter = 68%
5,400 homeless households found somewhere to live	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 22% Proportion issue improved/ resolved = 50% Proportion attributable to Shelter = 70%
3,300 households that needed to move home, found somewhere to live	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 23% Proportion issue improved/ resolved = 28% Proportion attributable to Shelter = 73%

Finding	Section and Page number	Source
4,000 households saw their poor conditions improve	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 22% Proportion issue improved/ resolved = 40% Proportion attributable to Shelter = 68%
13,600 households who were having an issue with their landlord or tenancy saw an improvement	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 44% Proportion issue improved/ resolved = 58% Proportion attributable to Shelter = 78%
16,000 households are now coping or managing better on a day-to-day basis	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 49% Proportion issue improved/ resolved = 67% Proportion attributable to Shelter = 72%
13,000 households improved their financial situation	The year at a glance p8	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 41% Proportion issue improved/ resolved = 60% Proportion attributable to Shelter = 77%
Last year, 44,134 households were given advice over the phone	Our services in England p10	Management information. Based on the number of people* who called our helpline and had a case opened in 2017/18. * Each person represents a household
5 million visits to our online advice pages	Our services in England p10	Management information based on website traffic.
37,216 conversations via our online webchat service	Our services in England p10	Management information based on the number of interactions advisers have. It is not possible to monitor multiple chats with the same person, as the service is anonymous.

Finding	Section and Page number	Source
In 2017/18, 26,761 households came to our hubs in England for advice and support.	Our services in England p12	Management information. Based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2017/18. * Each person represents a household **Nb. This could also include telephone advice at the hub location
Last year, we worked in 13,212 people in prisons	Our services in England p12	Management information. Based on the number of unique prison numbers in our database.
In 2017/18 there were 8,765 consultancy cases opened for professional advice workers who required specialist advice on housing and homelessness issues	Our services in England p12	Management information based on the number of cases opened by advisers. Professional advice workers will often use the service several times for different people they are dealing with in their own service.
97% of professional advisers finding advice helpful or very helpful in progressing their client's case.	Our services in England p12	Follow-up survey with professional advice workers using an online survey. They were asked to answer the survey in relation to a particular client. Sample size n= 139
41% said they needed help with their finances and 48% were facing or threatened with eviction or repossession from their homes.	We help people stay in their homes p22	Outcomes survey. Sample size n= 1,793.
71% of households who came to Shelter facing eviction or repossession, had issues with their finances or were struggling to cope on a day-to-day basis are now better able to keep their home	We help people stay in their homes p22	Outcomes survey. Sample size n=1,404. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had at least one of these issues.
On our advice pages: 300,000 people were looking for help with evictions 670,000 people were looking for help with their financial issues	We help people stay in their homes p22	Management information based on website traffic. Numbers are based on unique users to a browser.
Thanks to Shelter: 12,000 households halted their eviction or repossession proceeding	We help people stay in their homes	Eviction or repossession Coping or managing better Financial situation better

Finding	Section and Page number	Source		
<p>and kept their homes 16,000 households are now coping or managing better on a day-to-day basis 13,000 households improved their financial situation</p>	p22	<p>Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 48% Proportion issue improved/ resolved = 53% Proportion attributable to Shelter = 68%</p>	<p>Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 49% Proportion issue improved/ resolved = 67% Proportion attributable to Shelter = 72%</p>	<p>Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 41% Proportion issue improved/ resolved = 60% Proportion attributable to Shelter = 77%</p>
<p>Legal Advice Service: Of the people who used our legal services in 2017/18: 75% who were facing eviction or repossession, had issues with their finances or were struggling to cope on a day-to-day basis are now better able to keep their home 73% with financial difficulties saw an improvement 55% of those who were faced with eviction or repossession stayed in their home 83% of people who were struggling on a day-to-day basis are now coping or managing better</p>	<p>We help people stay in their homes p23</p>	<p>Outcomes survey. Sample size n= 158/ 94/ 103. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.</p>		
<p>National Homelessness Advice Service: 50% of professional advisers were able to stop their client losing their home since calling the consultancy line. 60% of professional advisers were able to help improve their client's financial situation</p>	<p>We help people stay in their homes p23</p>	<p>Follow-up survey with professional advice workers using an online survey. They were asked to answer the survey in relation to a particular client. Sample size n= 36/ 25</p>		
<p>Work in prisons 900+ people in prison were able to keep their homes after working with our offender resettlement services to retain their tenancies and prevent eviction</p>	<p>We help people stay in their homes p23</p>	<p>Management information. Figure is based on the number of people recorded in system as having either retained their tenancies or prevented an eviction.</p>		

Finding	Section and Page number	Source
The [DHP] tool was used 31,636 times in 2017/18.	We help people stay in their homes p23	Management information based on website usage.
29% of people surveyed who used the DHP tool to apply for a payment from their council received one 21% of people surveyed said the DHP tool helped them to stay in their home	We help people stay in their homes p23	Follow-up online survey with sample of users of the tool who gave consent to be re-contacted. Sample size n=83
In 2017/18, 46% of households said that when they came to Shelter, they were looking for somewhere to live.	We help people find somewhere to live p25	Outcomes survey. Sample size n= 1,793.
Last year, over 700,000 people viewed our advice pages that give assistance to help people find somewhere to live.	We help people find somewhere to live p25	Management information based on website traffic. Numbers are based on unique users to a browser.
Thanks to Shelter: 5,400 homeless households found somewhere to live 3,300 households that needed to move home, found somewhere to live	We help people find somewhere to live p25	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 22%/ 23% Proportion issue improved/ resolved = 50%/ 28% Proportion attributable to Shelter = 70%/ 73%
Legal Advice Service: Of the people who came to our legal service in 2017/18: 68% of households who needed somewhere new to live managed to find a home 78% of households people looking found somewhere to live 56% of households not homeless but were looking found somewhere new to live	We help people find somewhere to live p26	Outcomes survey. Clients who accessed our legal services. Sample size n= 202/ 45/ 34. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.
8 people found a home with help from the pilot Bristol bond scheme, and 7 of these are successfully repaying the loans back	We help people find somewhere to live p26	Management information.

Finding	Section and Page number	Source
18/21 Housing First Manchester clients found a permanent home and we're still working with the final three who joined the service slightly later	We help people find somewhere to live p26	Management information.
61% of people leaving prison (where statistics were available) received help finding somewhere to live. This includes: 428 people moved into settled or more permanent housing 2,664 people moved back into the family home 2,165 people accessed emergency, temporary or supported accommodation	We help people find somewhere to live p26	Management information.
In 2017/18, 22% of households who got in touch with Shelter said they needed help dealing with poor housing conditions, and 18% said they lived in an unsafe house or area.	We fight against unsafe and unfit living conditions p31	Outcomes survey. Sample size n= 1,793.
Our website saw over 400,000 people visiting our advice pages for help with repairs and safety.	We fight against unsafe and unfit living conditions p31	Management information based on website traffic. Numbers are based on unique users to a browser.
4,000 households saw their poor conditions improve thanks to Shelter	We fight against unsafe and unfit living conditions p31	Outcomes survey. Closed cases in 2017 = 69,099 Proportion with issue = 22% Proportion issue improved/ resolved = 40% Proportion attributable to Shelter = 68%
45% of households living in unsafe housing or areas saw an improvement after Shelter intervened	We fight against unsafe and unfit living conditions p31	Outcomes survey. Sample size n= 342. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.
In 2017/18 the [CFA] service worked with over 350 households, with 70 of them taking legal action.	We fight against unsafe and unfit living conditions p32	Management information. The service also advises people on their options as well as providing legal action.

Finding	Section and Page number	Source
The [CFA] service has won over £100,000 in compensation for people who have had to deal with serious disrepair that the landlord hasn't fixed and deposits which weren't protected.	We fight against unsafe and unfit living conditions p32	Management information. This includes monies won for Shelter and money still to be recovered.
Last year, the WELLcome Home team supported with 34 families from the children's hospital.	We fight against unsafe and unfit living conditions p32	Management information
361 households were helped by DIY Skills Advisers in 2017/18	We fight against unsafe and unfit living conditions p32	Management information
Grenfell statistics: 270 – people helped so far by our team 90 – from the Grenfell tower, walkways and surrounding area 180 – from the wider community	We fight against unsafe and unfit living conditions p35	Management information
Last year, 44% of people who came to Shelter's services were looking for help with their landlord, letting agency or tenancy issue.	We're here for all tenants p39	Outcomes survey. Sample size n= 1,793.
540,000 people on Shelter's advice pages were looking for help with their landlord, letting agency or tenancy issue.	We're here for all tenants p39	Management information based on website traffic. Numbers are based on unique users to a browser.
60% of households who were experiencing issues with their landlord, letting agency or tenancy saw an improvement in their situation after coming to Shelter for help.	We're here for all tenants p39	Outcomes survey. Sample size n= 834. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.
Of the households who came to our legal services: 63% who had issues with their tenancy, landlord or letting agent saw an improvement	We're here for all tenants p40	Outcomes survey. Sample size n= 82.
39% of surveyed respondents who used webchat had seen a positive change in their situation with their landlord, letting agency or tenancy.	We're here for all tenants p40	Follow-up survey with people who give consent at the end of feedback survey. Sample size n=51.

Finding	Section and Page number	Source
59% of professional advisers using the NHAS second-tier advice service said their client's issues with their landlord, letting agency or tenancy were resolved.	We're here for all tenants p40	Follow-up survey with professional advisers who have used the service. Respondents are asked to recall one particular case. Sample size n= 46.
40% of clients said they had mental health issues, and 88% of them said their mental health was being affected by their housing issues.	We help people with multiple and complex needs p43	Outcomes survey. Sample size n= 500/ 200. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.
49% of clients said they came to Shelter because they were struggling to cope or manage with life on a day-to-day basis.	We help people with multiple and complex needs p43	Outcomes survey. Sample size n= 1,793.
For our clients in need of longer-term support: 71% saw an improvement in their happiness and wellbeing 50% saw an improvement in their mental health	We help people with multiple and complex needs p43	Outcomes survey. Data filtered by clients accessing support services. Sample size n= 124/ 116. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.
For our clients in need of more holistic support: 68% of people saw their family life and relationships improve 56% of people saw an improvement in their ability to manage their drug and alcohol issues 65% of people saw an improvement in their ability to manage money and bills 67% of people experiencing domestic abuse saw their situation improve	We help people with multiple and complex needs p43	Outcomes survey. Data filtered by clients who said they had longer-term support. Sample size n= 142/ 41/ 208/ 76. Excludes people who said, 'Don't know' and 'Too early to say'. Question only asked to those who said they had this issue.

Finding	Section and Page number	Source
<p>[Inspiring Change Manchester] Since 2014: 194 people improved their scores on the 'Chaos Index', a measurement tool that scores individuals on issues such as risk to themselves and others, misuse of substances and their housing situation</p> <p>155 people improved their scores on a scale for mental wellbeing</p> <p>190 people improved their scores on the homelessness outcomes star, which incorporates several dimensions included in definitions of multiple and complex needs</p>	<p>We help people with multiple and complex needs p44</p>	<p>Management information. Surveys using the Chaos Index, Warwick-Edinburgh Mental Wellbeing Scale and the homelessness outcomes star were undertaken at the start and at the end of using the service.</p>
<p>[Birmingham Changing Futures Together] A sample of clients that have engaged with the programme over a 12-month period experienced:</p> <ul style="list-style-type: none"> • 50% reduction in visits to A&E • 72% reduction in the number of arrests • 83% reduction in the number of crown court proceedings • 109% increase in the number of face-to-face contacts with drug and alcohol services • 78% increase in the number of face-to-face contact with community mental health teams • 52% of people record a positive increase in their emotional and mental health scores 	<p>We help people with multiple and complex needs p44</p>	<p>Management information from programme and a variety of sources including West Midlands Police and the NHS. We have taken a sample of 50 clients that have engaged with the programme over a 12-month period.</p>

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

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