

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 10,324 cases with people and households in London 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.

'
Words cannot express how grateful I am for all your help and support. You fought for my family and helped us during our most difficult time – I really believe you have been the only positive help and support for our family ever since Grenfell. I hope to do something for Shelter in the future when we've finally settled.'

Shelter London client

Shelter London

 @ShelterLDN

73%

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.

86%

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

69%

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



53%

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



61%

of people who came to the London Hub said their overall housing situation improved since coming to Shelter



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.



STAR Partnership and London Youth Gateway

Pan-London advice and support on housing and homelessness to those 25 and over (STAR Partnership) and under 25 (London Youth Gateway).



Legal Advice Service

Legal advice relating to housing and homelessness including legal aid, representation in court and claims against landlords.



Homelessness Prevention

Community outreach service delivered with Westminster City Council, Places for People and The Passage in Westminster.



Hackney Family Service

Work with families with complex needs who are at risk of homelessness. Tailored support to identify risk factors, develop solutions, and work with partner agencies to offer advice and interventions.



DIY Skills Service

Funded by B&Q, this service supports people to build up the skills and knowledge to maintain their home.



Barnet Debt Advice

Advice and support for people who are experiencing debt problems or who are at risk of debt to be able to manage their money or avoid debt more effectively. Delivered from Barnet Citizen's Advice Bureau.



Southwark Service

Housing advice and support delivered by the Shelter team in Southwark.

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 London hub has grown considerably in the past year with new commissions by London Councils, the STAR Partnership which we lead, and the London Youth Gateway which we’re a partner on, as well with our exciting new work in Southwark and Westminster. In the aftermath of the fire at Grenfell Tower, we set up an advice project dedicated to the community in North Kensington. As a result, we strengthened our management team with the support of two hub managers, Connie Cullen and Ben Tovey, working together to lead Shelter London into the next year.”



Connie Cullen and Ben Tovey

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

54%

of clients said their happiness or wellbeing improved

39%

of clients said their mental health improved