

# 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 964 cases with people and households in Bristol 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](http://england.shelter.org.uk/what_we_do/our_impact).

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**I have a house and I have a job and it's all down to you guys – it's amazing'**

Shelter Bristol client

## Shelter Bristol

 @ShelterBristol

**83%**

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.

**91%**

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

**81%**

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



**73%**

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



**70%**

of clients said their housing situation has improved since they came 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.



## 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.



## Housing Support Services

Housing support, advice and guidance to help people access, keep and improve their homes, and build resilience.



## 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.



## DIY Skills Service

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

### 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 Bristol 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 high quality advice and support. We continue to work with strategic and operational partners from across Bristol and the surrounding areas 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.”



**Penny Walster**

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

**67%**

of clients said their happiness or wellbeing improved

**49%**

of clients said their mental health improved