

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 1,686 cases with people and households in the North East 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.

'
I have never been treated any better, they couldn't have been any nicer, and so polite. I would recommend anyone with housing problems to go to Shelter.'

Shelter North East client

Shelter North East Hub is based in Newcastle and offers a service to residents in 12 Local Authority areas, covering a population of 2,596,800.

 @ShelterNE

83%

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

87%

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

82%

of homeless people who came to us because they were looking for somewhere to live, found somewhere.



69%

of people experiencing 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



79%

of people 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.



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.



Legal Advice Service

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



Advice in Foodbanks

Housing, welfare benefit and debt advice provided within three Newcastle foodbanks, working to prevent homelessness and reduce reliance on the foodbanks.



Family Health and Housing

Working with family health professionals to identify families with a housing and health related need, then helping them find, keep and improve a home, working in partnership with other agencies to improve outcomes.



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.



Social Prescribing Service

Housing, welfare benefit and debt advice, provided in GP surgeries where housing issues are negatively affecting health.

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 North East Hub is here to ensure that no one has to go through homelessness or bad housing on their own. We work in partnerships to ensure people get the help they need, when they need it. Employing a team of solicitors, a support worker and an advice, support and guidance team, we provide advice and support with housing, debt and welfare benefits, and legal help. We also run an advice project within foodbanks and work with families who have a health and housing issues. The Hub team, which includes many dedicated volunteers, works tirelessly to advise and support clients who approach us to achieve their goals and to reach positive outcomes.”



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

65%

of clients said their happiness or wellbeing improved

48%

of clients said their mental health improved