

# Shelter's Impact 2018/19

## Our Services

Our Impact Report for 2018/19 demonstrates comprehensively the significant difference Shelter's services make. Last year, we worked with 3,153 households in our Birmingham hub. This is in addition to our free online information and advice which is used by millions each year.



**Without Shelter, I would have been homeless on the street with my children.**

Shelter Birmingham client

## Shelter Birmingham

@ShelterBHM

**63%**

of households who came to the Birmingham hub saw a positive change in their housing situation

**79%**

of these households said these changes occurred because of the help they received from Shelter

**76%**

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

- Their financial situation improving
- Halting their eviction or repossession proceedings and keeping their home
- Coping or managing better on a day-to-day basis



**51%**

of homeless households found somewhere to live.



**54%**

of households saw the poor conditions in their home improve.



[shelter.org.uk](https://shelter.org.uk)

Registered charity in England and Wales (263710) and in Scotland (SC002327). SH-296

Shelter

# What we do

Our direct services are designed to advise, guide and support people with all types of housing needs – whether it takes a short conversation or intensive support over several months. We work together with the local community to make sure that the services we offer reflect local needs.



## Specialist Advice Service

Housing, debt and welfare benefits 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.



## Homeless Families and Domestic Abuse Services

Floating support services that empower families to find, keep and manage a home for themselves, effectively stay on top of household finances, access local services, live healthily and economically, and participate in their communities.



## 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 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.



## Housing First

Intensive support (and assistance into accommodation) for those with a history of entrenched rough sleeping and multiple and complex needs.

### Last year, people came to Shelter with the following problems:



39% had issues with their **tenancy, landlord or letting agency**



41% were looking for **somewhere new to live**



39% were facing **eviction or repossession**



30% needed **help with their finances**



17% needed help dealing with **poor conditions**

“The Shelter Birmingham Hub is here to ensure that no one has to go through homelessness or bad housing on their own. We work in partnership across Birmingham to ensure people get the help they need, when they need it. Employing a team of solicitors, legal help advisers and an advice, support and guidance team, we provide advice and support with housing, debt and welfare benefits and legal help. We provide support around multiple complex needs, and domestic violence, and we also work with families, including a hospital discharge service.”



**Shelter Birmingham Hub Manager**  
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**How people's lives have changed in other ways since coming to Shelter Birmingham:**

**56%**

saw an improvement in their happiness or wellbeing

**32%**

saw an improvement in their mental health