

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 1,858 cases with people and households in Lancashire 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.



Shelter Lancashire

@ShelterLancs

81%

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.

89%

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

74%

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



‘

Shelter's service is essential with the housing problems that arise in our community. Shelter are truly professional in all advice and support they give.’

Shelter Lancashire client

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.



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.



Legal Advice Service

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



Volunteering Opportunities

We help people develop skills through volunteering, and have a dedicated Volunteer Co-ordinator who recruits, trains and supports all volunteers.



Personal Budgeting

Support based at Blackburn Job Centre for anyone applying for or going onto Universal Credit.

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**

“We have been working in Blackburn and the Lancashire area for 19 years. We have a really good understanding of the local area, the issues, and the needs of local people. We offer advice, information, guidance and legal representation to help people to keep their homes and resolve debt and benefit problems.”



Emma Garner

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

51%

of clients said their happiness or wellbeing improved

31%

of clients said their mental health improved