

# 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 1,169 households in our Dorset hub. This is in addition to our free online information and advice which is used by millions each year.

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**Without Shelter, I actually don't know where I would be. I would probably still be homeless with no money and no job.**

Shelter Dorset client

## Shelter Dorset

 @ShelterDorset

**79%**

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

**65%**

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

**61%**

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



**60%**

of households needing somewhere to live managed to find a home since coming to Shelter. This includes people who were and weren't homeless.



**60%**

of households 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



[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 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.



## 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.



## Legal Advice Service

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



## Housing First

Intensive support (and assistance into accommodation) for those with a history of entrenched rough sleeping and multiple and complex needs, funded by Dorset County Council.



## Housing Support Service

Housing support, advice and practical assistance to help people resettle or prevent homelessness, including services for people with 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**

“Every day, we see how high rents, welfare benefit changes and limited housing stock are impacting the community. We are continuing to look at ways to improve our service, and having a better understanding what is important to the people we help is key to this. We remain committed to ensuring that we provide the highest quality advice and by working with partner organisations we can ensure that this advice is accessible to people when they need it most.”



#### Shelter Dorset Hub Manager

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

**50%**

saw an improvement in their happiness or wellbeing

**33%**

saw an improvement in their mental health