

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 2,815 cases with people and households in Manchester 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 didn't know your service existed, and most certainly never thought I would need such a service. Homelessness, or the threat of, can happen to anyone, no matter your sex, age, class or race. No matter how 'safe' you are in life, circumstances can dramatically change really quickly. I am so grateful the Manchester Shelter team were there for me.'

Shelter Manchester client

Shelter Manchester

 @ShelterManc

77%

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.

88%

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

66%

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



39%

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



61%

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



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 First

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



Legal Advice Service

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



Entrenched Rough Sleepers Service

Person-centred, wrap-around support to help rough sleepers find a home and address any other personal challenges. Part of Greater Manchester's commitment to ending rough sleeping.



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**

“Shelter in Greater Manchester has been working for over 26 years to make sure that anyone facing housing or homelessness issues can get the help they need, when they need it. Each year, we help thousands of people to find or keep their home. We do this through our dedicated advice, advocacy and support teams, and by working in partnership to make sure that everyone is supported in a person-centred and holistic way. Our local policy and campaigning approach begins with the statement ‘Homelessness is not OK’ and we campaign and influence policy makers to develop policies and approaches that will bring an end to homelessness and bad housing in Greater Manchester.”



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

53%

of clients said their happiness or wellbeing improved

40%

of clients said their mental health improved