

# 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 1,546 households in our North East hub. This is in addition to our free online information and advice which is used by millions each year.



**Without Shelter, I would be homeless with my three children and I would have nowhere to go.**

Shelter North East client

## Shelter North East

@ShelterNE

**86%**

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

**93%**

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

**74%**

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



**72%**

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



[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.



## 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.



## Advice in Foodbanks

Housing, welfare benefit and debt advice provided within foodbanks in Newcastle, 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.

### 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**

"I am extremely proud of the positive impact the staff and volunteers make assisting people in housing need across the North East. From our outreach in Sunderland, working alongside partners to assist homeless people to the longer term supported work with families who are experiencing health and housing issues, every day we work with people to support them to reach their goal.

What we learn and what we hear from the people we assist, helps us to explore and tackle the wider societal issues and look at how we can effect system change for the people we work with. Over the next 12 months we'll be building more partnerships and listening to more people so that we can identify areas where we can work together to effect a longer lasting change for the people who need our advice."



### Shelter North East Hub Manager

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

**68%**

saw an improvement in their happiness or wellbeing

**59%**

saw an improvement in their mental health