

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 2,784 households in our Lancashire 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, me and my two children would be homeless now, we have so much to thank Shelter for!

Shelter Lancashire client

Shelter Lancashire

 @ShelterLancs

82%

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

86%

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

82%

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



68%

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



71%

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



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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.



Volunteering Opportunities

We help people develop skills through volunteering, and have a dedicated Volunteer Co-ordinator who recruits, trains and supports all volunteers. We have a volunteer who focuses on service user involvement, coordinating events on themes like self-esteem, mental health and stress for service users to get involved in.



Personal Budgeting

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

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**

“We have been working in Blackburn, and the Lancashire area, for 20 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.”



Shelter Lancashire Hub Manager

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

60%

saw an improvement in their happiness or wellbeing

52%

saw an improvement in their mental health