

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 1,234 cases with people and households in Merseyside 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.

‘
Excellent, helpful, kind, caring and brilliant people. I appreciate what Shelter have done for me – they have opened doors that I felt were jammed shut forever and helped me keep my home.’

Shelter Merseyside client

Shelter Merseyside

 @ShelterMSY

87%

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.

90%

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

79%

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



58%

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.



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.



Family Support Service

Housing support, advice and guidance to help families in the community access, keep and improve their homes.



Merseyside Aged Veterans Partnership

Support for older veterans to address their housing needs, improve their health and wellbeing, and reduce social isolation.



Legal Advice Service

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

This partnership is led by Shelter, as part of The Royal British Legion's Healthy Lives portfolio using the Aged Veterans Fund, funded by the Chancellor using LIBOR funds.)

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**

"I am so proud of all of our team at Shelter Merseyside who work tirelessly to ensure that the people who come to us for help get the advice and support that they need to access, keep and improve their homes. This year has provided us with opportunities to work with partners to improve the effectiveness of the help we provide and we will continue to work together to make sure that everyone has a safe, secure and affordable place to call home."



Jo Cutler

merseysideASG@shelter.org.uk
0344 515 1900

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

58%

of clients said their happiness or wellbeing improved

45%

of clients said their mental health improved