

# 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 8,698 households in our London hub. This is in addition to our free online information and advice which is used by millions each year.

“  
Without Shelter, I would have been homeless at the moment, and my wife and kids would be homeless too. We would be living in fear because of the threats we received from our previous landlord.”

Shelter London client

## Shelter London

 @ShelterLDN

64%

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

87%

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

67%

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



48%

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



64%

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.



## STAR Partnership and London Youth Gateway

Pan-London advice and support on housing and homelessness to those over 25 (STAR Partnership) and under 25 (London Youth Gateway).



## Legal Advice Service

Legal advice relating to housing and homelessness, including legal aid, representation in court and claims against landlords.



## DIY Skills Service

Funded by B&Q, the service not only supports people to do practical things like painting, basic electrics and woodwork to improve their home, but also to use existing and acquire new skills in DIY.



## Southwark Service

Housing advice and support delivered by the Shelter team in Southwark.



## Homelessness Prevention

Partnership prevention service delivered with Westminster City Council and The Passage in Westminster.



## North Kensington Team

Set up in response to the fire at Grenfell Tower, a community-based housing advice and support service for residents in the borough of Kensington and Chelsea.



## Newham Housing Action Team

A 12 month pilot building on our work in the borough and our existing family services aimed at women and children currently unable to access safe accommodation. The voices of women and children experiencing destitution and unsafe housing shape the team and we work with partners to achieve systems change.

## 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**

“It’s been a busy year here at Shelter London for our advisors, support workers and legal teams: we’re excited about our next year working with our partners to deliver Shelter’s new strategy, with an increased focus on gender-informed services, multiple and complex needs and the brilliant GROW traineeship we are offering.”



### Shelter London Hub Manager

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How people’s lives have changed in other ways since coming to Shelter London:

**53%**

saw an improvement in their happiness or wellbeing