

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 3,058 cases with people and households in Birmingham 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.

'
If it wasn't for Shelter, I don't know how I would have coped. I owe them my life. They believed in me and showed me respect and kindness.'

Shelter Birmingham client

Shelter Birmingham

 @ShelterBHM

70%

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.

89%

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

73%

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



59%

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



65%

of people said their overall housing situation had improved since coming to Shelter.



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.



Homeless Families and Domestic Abuse Services

Floating support services that empower families to find, keep and manage a home for themselves, effectively stay on top of household finances, access local services, live healthily and economically, and participate in their communities.



DIY Skills Service

Funded by B&Q, this service supports people to build up the skills and knowledge to maintain their home.



Legal Advice Service

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



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.



Lead Worker Peer Mentor Service

Intensive support for entrenched individuals with multiple complex needs who have previously disengaged with local services. The use of both professional and lived experience increases the chances of engagement.

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**

“The Shelter Birmingham Hub is here to ensure that no one has to go through homelessness or bad housing on their own. We work in partnership across Birmingham to ensure people get the help they need, when they need it. Employing a team of solicitors, legal help advisers and an advice, support and guidance team, we provide advice and support with housing, debt and welfare benefits and legal help. We provide support around multiple complex needs, and domestic violence, and we also work with families, including a hospital discharge service.”



Vicky Hines

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

58%

of clients said their happiness or wellbeing improved

42%

of clients said their mental health improved