

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 1,578 households in our Merseyside 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, I don't know where I would have gone. I suffer with mental health problems, I was in hospital for two months. Coming out, I had eviction letters. I had been in my property for 29 years. I had repossession orders and arrears and I didn't know which way to go. I was socially isolated, and had no friends or family. Someone mentioned Shelter and they welcomed and guided me with open arms. Without Shelter, I don't think I'd be here, with my suicidal thoughts. All I can say is that they were fantastic.

Shelter Merseyside client

Shelter Merseyside

 @ShelterMSY

298

households were able to keep their home, such as preventing an eviction

195

households improved their financial situation, such as by resolving issues with benefits or improving money management skills

105
households

secured accommodation, ranging from emergency to settled accommodation.



70
households

improved the conditions in their home, including repairs, installing aids and adaptations and issues with damp or mould.



63
households

were successfully helped to apply to the council for a homelessness decision.



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 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.



Merseyside Aged Veterans Partnership

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



Family Support Service

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

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 very 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 resolve their housing issues. We are proud to work with local partners to deliver a cohesive, integrated service, and look forward to building on this further over the coming year to make sure that we can meet the needs of the community.”



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