

Shelter's Impact 2017/18

Our Services

Our Impact Report for 2017/18 demonstrates comprehensively the significant difference Shelter's services make, and the outcomes we achieve 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.

'I would like to thank Shelter for all their hard work in saving my house. I didn't have a clue where to go or what to do. My heartfelt thanks to everyone involved.'

Shelter Devon client

Shelter Devon

 @ShelterPlymouth

91%

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.

86%

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

71%

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



68%

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



72%

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.



Legal Advice Service

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



Shekinah and Pluss Partnership (in development)

A partnership service, working with those who are homeless or vulnerably housed, helping with employability skills and offering housing advice and support.



Information and Resources (from Autumn 2018)

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.

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 Hub in Devon has seen an increased number of visitors over the last year as the impact of high rents, welfare benefit changes and limited housing stock impacts the city and surrounding areas. We remain committed to ensuring that we provide high quality advice and support. We continue to work with strategic and operational partners from across Devon and the surrounding areas to ensure people get the help they need when they need it. Our dedicated team of Solicitors, Advisers, and Volunteers have and continue to work tirelessly for their local communities.”

Vicki Sampson

vicki_sampson@shelter.org.uk
0344 515 2360

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

74%

of clients said their happiness or wellbeing improved

47%

of clients said their mental health improved