

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 over 902 households in our Devon 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 would have lost my house. I would have lost my dog and I would have gone back on to drugs and drink.

Shelter Devon client

Shelter Devon

 @ShelterPlymouth

85%

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

79%

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

63%

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



75%

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

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.



Shekinah Partnership

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

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**

“The Shelter Hub in Devon has seen a growth in people coming to see us 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.”

Shelter Devon Hub Manager

Vicki Sampson

vicki_sampson@shelter.org.uk

0344 515 2360

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

62%

saw an improvement in their happiness or wellbeing

45%

saw an improvement in their mental health