

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 1,074 households in our Bristol 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'd be lost and left alone and I wouldn't have had any support. The person who helped me was like an angel.

Shelter Bristol client

Shelter Bristol

 @ShelterBristol

85%

of households who came to the Bristol 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



50%

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



65%

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, debt 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.



Housing Support Service

Housing support, advice and guidance to help people access, keep and improve their homes, and build resilience.



DIY Skills Service

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

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 continued housing emergency in Bristol has a huge impact on the people we see coming into the Hub. We have seen more people over the last 12 months than previously and our committed team of staff and volunteers continue to work hard to advocate for and support people to assert their right to a home. Over this 12 months we continue to work closely with partners and our local community and look forward to continuing this through our new strategy from 2019 onwards.”



Shelter Bristol Hub Manager

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

61%

saw an improvement in their happiness or wellbeing

38%

saw an improvement in their mental health