

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 1,196 households in our Eastern Counties hub. This is in addition to our free online information and advice which is used by millions each year.



It is a lifeline that Shelter is there. So many services have been cut – there desperately needs to be Shelter and other organisations locally.

Shelter Eastern Counties client

Shelter Eastern Counties

@ShelterEasternC

87%

of households who came to the Eastern Counties hub saw a positive change in their housing situation.

88%

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

84%

of people are better able to stay in their homes since coming to Shelter Eastern Counties. 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



72%

of households in need of somewhere to live managed to find a home after coming to Shelter Eastern Counties. This includes people who were and weren't already homeless.



76%

of households with issues concerning their living environments saw an improvement after coming to Shelter Eastern Counties. 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 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 with 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.



Social Prescribing Service

Support to improve the wellbeing of users of our advice services, for residents of the Norwich and Broadland Clinical Commissioning Group GP surgeries.



Norwich Pathways

Support for people experiencing homelessness and multiple complex needs, delivered together with a consortium of local partners.

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 previous year was a busy one for our Hub in Norwich. The impact of high rents, welfare benefit changes and limited housing stock resulted in high demand for our services, and our dedicated team of Solicitors, Advisers, Support Workers and Volunteers worked tirelessly to provide high quality advice to the community. We continue to work with strategic and operational partners from across the county to ensure people get the help they need, when they need it, and would be delighted to hear from any local agencies interested in partnership working.”



Lesley Burdett

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

71%

saw an improvement in their happiness or wellbeing

51%

saw an improvement in their mental health