

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 1,949 households in our Sheffield 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 still be living in an abusive relationship, I would still be suffering and my daughter would still be suffering.

Shelter Sheffield client

Shelter Sheffield

 @ShelterSHF

88%

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

91%

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

94%

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



74%

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



81%

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.



Children and Families Services

Support and practical help for children and families, including intensive support for those with complex needs, and help with resettling for families who have experienced homelessness.



Legal Advice Service

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



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.



Housing Support Service

Housing support, advice and practical assistance to help people resettle or prevent homelessness, including services for people with multiple and complex needs.

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 proud that we have been working in Sheffield and the surrounding area for over 20 years. We are committed to working with people in Sheffield to have a safe, secure home, by listening to their needs and delivering good advice and support. We will work together with people in housing need to ensure their voice is heard and we will campaign to improve their rights."



Shelter Sheffield Hub Manager

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

74%

saw an improvement in their happiness or wellbeing

60%

saw an improvement in their mental health