

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 1,874 households in our Thames Valley 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 faced eviction from my home with my partner, who is disabled.

Shelter Thames Valley Client

Shelter Thames Valley

 @ShelterThamesV

74%

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

87%

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

69%

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



61%

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



60%

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



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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.



Space contract

We are part of the Slough Prevention Alliance Community Engagement partnership (Space), a collective of charities and community groups working collaboratively, with dedication and commitment for the benefit of Slough residents. We provide information and advice alongside partners such as Autism Berkshire, Slough Immigration Aid Unit, Destiny Support and Slough Refugee Support



Specialist Legal Advice

Legal advice from our in-house solicitors, who provide Legal Aid funded advice relating to housing and homelessness, claims against landlords and challenges to Local Authorities, as well as representation in Court where necessary.



Homelessness Prevention

A community outreach service, ensuring that residents of Thames Valley receive the help and advice they need to remain in their home or find the right home for their family. We see clients in Jobcentre Plus, Slough Homeless Our Concern (SHOC), our Slough Office as well as clients having access to telephone advice through the Shelter Helpline.



Help through Crisis

The Help Through Crisis programme brings together small voluntary groups and established charities in Oxford, to work together locally to help people who are experiencing or at risk of hardship and/or crisis, to overcome the difficulties they are facing to plan for the future. We run an outreach service at the local Citizens Advice in Oxford to help clients obtain the service they need.



Oxford Housing Advice

We provide specialist housing advice for residents of Oxford City to prevent and alleviate homelessness by proposing practical solutions to the clients particular housing needs and through the provision of timely housing advice or assistance. Wherever possible we endeavour to empower the client to resolve their own problems.

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 Thames Valley service became a Shelter Hub on 1 April 2019. We empower communities across the Thames Valley area to lead the change they want to combat the housing emergency. We have a ‘no wrong door’ policy, and everybody is welcome to use the community Hub in Slough, where we will welcome clients with a cup of tea and a biscuit, to ease their concerns in seeking advice. We are currently working to develop our involvement programme, where we invite service users and those with lived experiences of housing issues to help shape our service.”



Shelter Thames Valley Hub Manager

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

61%

saw an improvement in their happiness or wellbeing

42%

saw an improvement in their mental health