

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 5,217 households in our Manchester 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 ended up in greater debt and in a state of depression.

Shelter Manchester client

Shelter Manchester

 @ShelterManc

71%

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

86%

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

82%

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.



59%

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 benefit advice delivered face to face in advice centres, via outreach work or by phone. Can encompass early intervention, multi-agency working and embedded staff.



Entrenched Rough Sleepers Service Social Impact Bond

Person-centred, wrap around support to help rough sleepers find a home and address any other personal challenges. Part of Greater Manchester's commitment to ending rough sleeping.



Legal Advice Service

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



DIY Skills Service

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



Housing Support Service

Intensive support (and assistance into accommodation) for those with a history of entrenched rough sleeping and multiple and complex needs.



Community Organising

Community Organising is the work of bringing people together to identify and find solutions to important local issues. Community organisers reach out, listen, connect and motivate people to build their collective power.

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**

“We continue to work to make sure that anyone facing housing or homelessness issues can get the help they need, when they need it. Each year, we help thousands of people to find or keep their home. We do this through our dedicated advice, advocacy and support teams, and by working in partnership to make sure that everyone is supported in a person-centred and holistic way. This year we introduced two new roles, a Community Fundraiser and a Community Organiser. These allow us to develop new fundraising opportunities and listen to our local communities to understand what matters to them. We stand together with our communities to challenge social injustice and create the change needed to end homelessness.”



Shelter Manchester Hub Manager

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

55%

saw an improvement in their happiness or wellbeing

44%

saw an improvement in their mental health