

SHELTER

IMPACT REPORT 2020/21

METHODOLOGY AND APPENDICES

SEPTEMBER 2021



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METHODOLOGY

METHODOLOGY

One of Shelter's aims is to help those that are struggling as a result of the housing emergency. Shelter developed an outcomes framework to give us a set of outcomes to aim for which is currently used to guide our advisory and support work. Using a Theory of Change¹ we identified that Shelter aims to help people:

- Keep their homes and stay in them
- Find new homes
- Improve their homes and living environment.

Following the outbreak of COVID-19, a further outcome was added:

- Worries or concerns about the impact of the pandemic on their housing situation were eased or put to rest.

This document sets out our outcomes survey methodology for measuring how many clients have been helped in the above ways, and how each figure presented in the report was calculated. The figures generated from the outcomes survey are behind a large number of the statistics presented in the Impact report.

Internal management information provides output figures on how many people we help each year through our helpline, digital (webchat and online advice pages) and face to face services in our hubs across England.

In some cases, specific projects and services gather their own data on outputs and outcomes or go into more depth to understand the change they are delivering. This is also referred to as management information in this report.

Definitions

Outputs – A quantitative summary of an activity. For example, the activity is 'we provide training' and the output is 'we trained 50 people to NVQ level 3'. An output tells you an activity has taken place.

Outcomes – The change that occurs as a result of an activity (e.g. improved well-being of training participants)

Source: NEF (no date) Outputs, outcomes and indicators. Available online at: https://www.kent.gov.uk/...data/assets/pdf_file/0009/41499/Community-Mental-Health-and-Wellbeing-Service-Market-Engagement-event-Julia-Slay-presentation.pdf [Accessed 15 October 2020]

¹ Theory of change is a diagram that sets out the overall aim and outcomes that a service, organisation or programme hopes to achieve

The relevant services across England that are included in the report are:

- DIY skills advisers;
- the GROW trainee programme;
- the Homeless Prevention and Resettlement Service in Sheffield;
- Inspiring Change Manchester (ICM)
- the National Homelessness Advice Service (NHAS) and Shelter Training;
- The No Wrong Door Navigator service in Birmingham;
- our justice services working with people in custody and in the community;
- and the Specialist Debt Advice service (SDAS)

Third-party social media management tools called Conversocial and Orlo are used to internally monitor conversations on Shelter's social channels, including advice queries received.

Appendix A sets out each figure used in the Impact Report and explains where it comes from; the relevant methodology to generate the figures and any other clarifying information. Additional identified appendices go into greater depth on methodology as appropriate and/or provide additional relevant information on the statistics. For example, the detailed methodology for the outcomes survey can be found in Appendix B.



APPENDICES

APPENDIX A: TABLE OF FULL RESULTS REPORTED IN 2020/21 IMPACT REPORT, SOURCES AND CALCULATIONS

Finding	Section and Page number	Source
Before a partnership grant from the National Emergencies Trust and additional support from other partners such as Nationwide Building Society, on any given day in August 2020, the helpline answered an average of 61 calls. By the following January, after the new recruits were fully trained, this went up to 118 per day.	An introduction from Matt and Noor, Telephone and online advisers p. 3	Management information monitored on our phoneline database.
In March 2021, we saw a 17% increase in calls compared to the previous March.	An introduction from Matt and Noor, Telephone and online advisers p. 3	Management information monitored on our phoneline database.
Based on a representative survey of people who came to Shelter for help in 2020/21: Facing eviction or repossession: 44% Looking for somewhere new to live: 50% Needed help dealing with poor conditions: 26% Lived in an unsafe house or area: 25% Having trouble with their landlord, letting agency or tenancy: 53% Struggling to cope or manage on a day-to-day basis: 44% Needed help with their finances: 32% Homeless: 40%	Our year at a glance p. 5	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
22,644 households received advice from our emergency helpline	Our year at a glance p. 6	Management information based on the number of people* who called our helpline and had a case opened in 2020/21. * Each person represents a household
6.5 million visits were made to our online advice and services pages	Our year at a glance p. 6	Management information based on website traffic.
18,590 Households were advised and supported by our local hubs	Our year at a glance p. 6	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2020/2021. * Each person represents a household **Nb. This could also include telephone advice at the hub location

2,105 households received help and advice from our expert legal teams	Our year at a glance p. 6	Management information from our legal services in England.
19,170 conversations were had on our webchat service	Our year at a glance p. 6	Management information based on the number of interactions advisers have. It is not possible to monitor multiple chats with the same person, as the service is anonymous
15,212 queries were responded to by our professional advice services	Our year at a glance p. 6	<p>Management information based on the number of queries handled by advisers across the following services for professionals: National Homelessness Advice Service (NHAS) and Specialist Debt Advice service (SDAS).</p> <p>Professional advice workers will often use the service several times for different people they are dealing with in their own service.</p>
7,651 people in custody were supported with housing, finance and employment needs by our justice services.	Our year at a glance p. 6	Management information from our justice services in England. Based on the number of individual people in our database. See Appendix G for more information on results.
1,941 people were helped by our justice services while they were completing a community sentence	Our year at a glance p. 6	Management information from our justice services in England. Based on the number of individual people in our database. See Appendix G for more information on results.
<p>2,050 advice queries were answered through social media. The top five reasons people sought help through social media were:</p> <ol style="list-style-type: none"> 1. Homelessness 2. Exploring options to find, keep or improve their home 3. Eviction 4. Finances e.g. related to Universal Credit or affordability issues 5. Disrepair, damp and mould <p>Almost all the queries were directly or indirectly related to COVID-19.</p>	Our year at a glance p. 6	<p>Management information based on two third-party social media management tools (Orla and Conversocial) which monitor conversations on social channels, including advice queries received. England only.</p> <p>See Appendix D for more information on results</p>
22,800 households saw a positive change in their housing situation	Our year at a glance p. 7	<p>Outcomes survey</p> <p>Closed cases in England in 2020 = 43,163</p> <p>Proportion with issue = 100% of clients asked this question</p> <p>Proportion issue improved/ resolved = 73%</p> <p>Proportion attributable to Shelter = 81%</p> <p>See Appendices B and C for detailed information on methodology.</p>

10,400 homeless households found somewhere to live	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 40% Proportion issue improved/ resolved = 66% See Appendices B and C for detailed information on methodology.
3,700 households saw their poor conditions improve	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 26% Proportion issue improved/ resolved = 37% See Appendices B and C for detailed information on methodology.
12,000 households are now coping or managing better on a day-to-day basis	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 44% Proportion issue improved/ resolved = 69% See Appendices B and C for detailed information on methodology.
8,700 households halted their eviction or repossession proceedings and kept their homes	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 44% Proportion issue improved/ resolved = 52% See Appendices B and C for detailed information on methodology.
3,500 households that needed to move home, found somewhere to live	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = Figure unavailable Proportion issue improved/ resolved = 44% See Appendices B and C for detailed information on methodology.
11,300 households who were having an issue with their landlord or tenancy saw an improvement	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 53% Proportion issue improved/ resolved = 56% See Appendices B and C for detailed information on methodology.
7,600 households improved their financial situation	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 32% Proportion issue improved/ resolved = 61% See Appendices B and C for detailed information on methodology.

4,600 households felt their unsafe house or local area had improved	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 25% Proportion issue improved/ resolved = 47% See Appendices B and C for detailed information on methodology.
8,900 households felt their worries or concerns about the possible impact of the COVID-19 pandemic on their housing situation reduced or were put to rest	Our year at a glance p. 7	Outcomes survey. Closed cases in England in 2020 = 43,163 Proportion with issue = 33% Proportion issue improved/ resolved = 70% See Appendices B and C for detailed information on methodology.
Over 130,000 of our supporters signed the petition, calling on the government to: – ban evictions to keep people safe during the pandemic – provide greater financial support for homelessness services – publish clear guidance to ensure councils provide safe emergency accommodation to people sleeping on the streets – offer financial support to renters in need of help paying off arrears caused by COVID-19 – review housing benefit rates and scrap the benefit cap to prevent growing rent arrears and evictions	Working for systemic change p. 10	Figures are compiled through our digital campaigning tool Impact Stack.
Rhys wrote an open letter to the Minister, garnering nearly 18,000 signatures.	Working for systemic change p. 12	Figures are compiled through our digital campaigning tool Impact Stack.
Working as part of a coalition of cross-issue civil society groups, we applied public pressure to the Chancellor, urging him to further strengthen the welfare safety net by temporarily increasing housing benefit to cover 50% of local rents. This petition got nearly 150,000 signatures in just six weeks.	Working for systemic change pp. 12 – 13	Figures are compiled through our digital campaigning tool Impact Stack.
In May 2020, we launched our ‘Let’s Build Social Housing’ campaign. It demanded that the government pledge to build 90,000 more social homes per year, and urged our supporters to lobby their MPs on the matter. Over 95% of MPs received messages from their constituents as a result of our campaign.	Working for systemic change p. 14	Figures are compiled through our digital campaigning tool Impact Stack.
We also challenged the government’s planning reforms, particularly the proposal to increase the Small Sites Exemption (SSE), which would have	Working for systemic change p. 18	Figures are compiled through our digital campaigning tool Impact Stack.

allowed more developers to avoid building affordable homes. We launched an action, encouraging supporters to get involved in the consultation, and over 2,500 people contributed their views.		
In Bristol, single mothers approach the council for homelessness advice more than any other group, a trend which was shown in the 2019 rough sleeper count.	Working for systemic change p. 14	<p>MHCLG, Live tables on homelessness, Discontinued tables, Detailed local authority level homelessness figures: January to March 2018, Section 1</p> <p>Please note this was correct before the Homelessness Reduction Act was implemented in April 2018. as of 2021 Quarter 1, single men are in fact the most common household type to be owed a homelessness duty in Bristol, followed by single women. However, single mothers are the most common household type with children to be owed a homelessness duty.</p> <p>MHCLG, Live tables on homelessness, Statutory homelessness live tables, Table A5.</p> <p>NB: The rough sleeper count does not include data on household type but both women and families are likely to be missed by street counts because they prefer hidden sleep sites to reduce their vulnerability to assault).</p>
52% of households who were faced with eviction or repossession stayed in their home.	Working for systemic change p. 21	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
56% of households who were having an issue with their landlord, letting agency or tenancy saw an improvement	Working for systemic change p. 21	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
In March 2020, almost 60% of calls to our helpline were directly or indirectly related to COVID-19.	Standing by people who are struggling p. 22	Management information recorded since the start of the pandemic.
56% of households felt that the pandemic made their housing problems worse	Standing by people who are struggling p. 22	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
57% of households felt the pandemic and the government's response had made finding a solution to their housing problem harder	Standing by people who are struggling p. 22	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
Thanks to a partnership grant from the National Emergencies Trust, and other partners such as the Nationwide Building Society, we were	Standing by people who are struggling p. 22	Management information.

able to recruit 25 additional advisers to support our work on the emergency helpline.		
70% of households with concerns about the effects the coronavirus pandemic might have on their housing situation saw their worries reduced or put to rest	Standing by people who are struggling p. 22	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
In 20/21, 22,644 households received help from our England helpline services.	Standing by people who are struggling p. 22	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
Over the last financial year, we had 6.5 million visits to our Shelter England online advice pages – including an additional 500,000 visits to the Get Help page – and 19,170 webchat conversations	Standing by people who are struggling p. 24	Visits to online pages: Management information based on website traffic. Webchat conversations: Management information based on the number of interactions advisers have. It is not possible to monitor multiple chats with the same person, as the service is anonymous
In 20/21, we gave tailored advice to 2,050 people on Facebook and Twitter and posted more advice content on our social media channels than ever, responding to the trends in the advice people seek.	Standing by people who are struggling p. 24	Management information based on two third-party social media management tools (Orla and Conversocial) which monitor conversations on social channels, including advice queries received. England only.
In 20/21, 18,590 households came to our local hubs in England for advice and support	Standing by people who are struggling p. 24	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2020/2021. * Each person represents a household **Nb. This could also include telephone advice at the hub location
<p>Shelter Sheffield's Homeless Prevention and Resettlement Service: In 2020/21, the HPR Service supported 321 households who needed our help keeping their homes. As a result, 90% were able to avoid eviction, and 94% of those needing help liaising with their landlord or housing provider were effectively helped to do so.</p> <p>To ensure the solutions we offer are long-term, the HPR Service provides support with any underlying economic issues or other compounding problems.</p> <ul style="list-style-type: none"> – 84% of people who had help managing their finances saw their income maximised – 74% of people provided with mental health support were better able to manage their mental health 	Standing by people who are struggling p. 26	<p>See Appendix E for further details on the numbers of clients with their needs met across different outcomes.</p> <p>Further information on the tenancy sustainment stat:</p> <ul style="list-style-type: none"> • Only clients we have helped to settle into a new tenancy are included in our stats on tenancy sustainment. We also only gather this information for those who made progress through a support plan with the service. • We check in with our clients 6 months, 12 months and 2 years after their support has ended. • Dependent on the point in the year at which supported ended for a client, they may be reflected in our counts at both the 6 month and 12 months intervals • Our response rate is 91%. We remove clients for whom we do not get confirmation of tenancy sustainment or an unclear response from the

<p>After people finish working with the service, we check in to make sure they're continuing to manage their accommodation. In 20/21, an average of 99% of people were still in their home when we checked in six, 12 and 24 months later.</p> <p>We also have a Domestic Abuse Navigator Service, which saw increased demand during the pandemic and to date has helped 34 women and 53 children experiencing domestic abuse find a safer place to live.</p>		<p>local authority, housing association or private landlord managing the client's tenancy.</p> <ul style="list-style-type: none"> • If the client is in a different tenancy as part of a planned move or transferred tenancy then we do not monitor beyond the point at which they made that move.
61% of households with financial difficulties saw an improvement	Standing by people who are struggling p. 26	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
66% of homeless households found somewhere to live	Standing by people who are struggling p. 26	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
37% of households saw their poor conditions improve	Standing by people who are struggling p. 30	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
47% of households felt their unsafe house or area had improved	Standing by people who are struggling p.30	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
42% of people said their mental health had improved	Standing by people who are struggling p. 30	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
50% of households with children reported an improvement in their children's mental health	Standing by people who are struggling p. 30	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
<p>B&Q DIY Skills Advisers (DIYSA): Following the outbreak of COVID-19 in March 2020, the DIY Skills Advisor roles were adapted to complete over 240 emergency activities.</p> <p>Despite the disruptions caused by COVID-19, in 20/21:</p> <ul style="list-style-type: none"> - 113 households were helped by our DIY skills advisers - Over 220 jobs were completed, including 43 that improved safety and security (e.g. door locks), 31 decorating jobs and 38 removals and deliveries 	Standing by people who are struggling p. 31	<p>Management information collected in the following local hub areas where DIYSAs offer support: Birmingham, Bristol, Dorset, London, Manchester, Merseyside, Newcastle and Sheffield.</p> <p>See Appendix F for a more detailed breakdown of the jobs completed in 20/21.</p>

81% saw their domestic abuse situation improve	Support people with complex needs p. 34	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
69% saw their ability to manage money and bills improve	Support people with complex needs p. 34	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
81% saw their family life and relationships improve	Support people with complex needs p. 34	Outcomes survey. Sample size n= 1,942. See Appendices B and C for detailed information on methodology.
<p>Our work in the justice sector: This year:</p> <ul style="list-style-type: none"> - 7,651 people in custody received support with their housing, finance and employment needs - 1,941 received support with their housing, finance and employment needs while in the community <p>As a result of our 'in custody' work we saw:</p> <ul style="list-style-type: none"> - 52% interventions where people were empowered to find or keep safe, settled accommodation (3,983) - 25% of interventions helped people find accommodation (1,926) - 13% of interventions helped people stay in their homes (1,037) <p>With the people we supported in the community – either following release or because they were on community sentences – we saw:</p> <ul style="list-style-type: none"> - 792 interventions (37%) where people were empowered to find or keep safe, settled accommodation - 525 interventions (25%) where we helped people directly to find accommodation - 225 interventions (11%) where we helped people to stay in their homes 	Support people with complex needs p. 36	<p>Management information provides the numbers helped.</p> <p>The overall numbers helped looks at clients who were given accommodation, finance and employment-based interventions. Outcomes information looks specifically at clients who were given an accommodation-based intervention.</p> <p>Our 'in custody' work: Housing assistance was provided to 5,235 people in custody in 2020/21. 35% of these individuals received multiple accommodation interventions in one year which meant that 7,694 accommodation interventions were delivered in total.</p> <p>Our work in the community: Housing assistance was provided to 1,768 people in the community in 2020/21. 17% of these individuals received multiple accommodation interventions in one year which meant that 2,131 accommodation interventions were delivered in total.</p> <p>See Appendix G for further outcome information</p>
<p>Getting Real Opportunities for Work (GROW):</p> <p>Since the GROW programme began, 57 people have been enrolled. The current cohort consists of four people, with a further five completing their traineeship in 2020/21. A total of 49 GROW trainees have graduated from their traineeship into further employment, including jobs with not-for-profit organisations such as Shelter, and setting up their own business.</p>	Support people with complex needs p. 38	Management information provides enrolment and graduation figures.

<p>Inspiring Change Manchester (ICM): Since 2014, 429 people have used our support, and 75% of people surveyed have started to feel they could make a positive difference to their life and their future. An independent evaluation concluded that by investing in longer-term support we save public money. As of 2019, the programme had saved up to £130,000 that was then available for wider public services.</p> <p>ICM also employed 49 GROW trainees who helped shape and deliver the programme. In the future, we aim to influence even more, building on our findings that:</p> <ul style="list-style-type: none"> - 1 in 5 people who use ICM have been in local authority care (compared to just 2% of the general population) - Women facing multiple disadvantages are often overlooked when it comes to receiving long-term support - Over 1 in 3 people we worked with have a recognised disability or learning need. <p>Since its launch 7 years ago, of those who have now left the programme, 124 people (41%) completed their time on the programme, which takes an average of 12 months, either finding they could now manage on their own or planning to move to other support. 184 people (59%) left the programme by disengaging or moving out of the area. The final year of this project will be spent exploring the reasons for this, focusing on helping people to transition into longer-term support.</p>	<p>Support people with complex needs p. 40</p>	<p>See Appendix H for further details on the homeless outcomes star assessment tool which is used with clients to monitor their progress whilst working with ICM.</p> <p>Management information collected provides the other insights reported on.</p>
<p>Shelter Birmingham's No Wrong Door Navigator Service: Since January 2018 when the Navigator Service launched, we've worked with 645 people, 62% (401) of whom had three or more complex needs.</p> <ul style="list-style-type: none"> - 91% were homeless or at risk of homelessness - 90% had mental health issues - 62% were misusing substances - 49% were at risk of offending or reoffending <p>After working with the service, 92% (595) of people had positive outcomes. Over half of these people (54%) successfully accessed the services they needed, and 35% were helped by a Navigator who directed them to the 'right door' for support at Shelter or another organisation in the network.</p>	<p>Support people with complex needs p. 42</p>	<p>See Appendix I for further details on the overall project outcomes.</p> <p>Management information collected provides the other insights reported on.</p>

<p>National Homelessness Advice Service (NHAS): Housing advice line: 11,873 cases were handled by the consultancy helpline with enquiries from local authority, public authority and advice agency staff</p> <p>98% of the 2,597 users who responded to NHAS advice line survey were either happy or very happy with the service received</p> <p>Training: 846 training sessions (online webinars) delivered to over 16,029 participants</p> <p>98% of the 6,477 users who responded to the NHAS training survey rated the overall training as excellent, very good or good</p>	<p>Help others fight the housing emergency p. 45</p>	<p>Management information provides the number of cases opened (service in England).</p> <p>NHAS: Follow-up survey with professional advice workers using an online survey ('NHAS Consultancy Line User Feedback Survey' and 'NHAS Webinar Evaluation 2020-21'. See Appendix J for more details.</p>
<p>Specialist Debt Advice Service: In 2020/21 we dealt with 3,339 complex debt enquiries from local Citizens Advice, local authority, housing associations and other advice agency staff. The top three enquiry topics were related to debt relief orders, bankruptcy and county courts, where we advise on how to deal with court judgement debts.</p> <p>Of the 296 professionals who responded to our SDAS Feedback Survey: – 92% were very happy with the overall service they received – 90% told us the information and advice given was clear and helpful for their client – 90% got what they needed from SDAS and felt confident with their next steps</p> <p>In our SDAS Outcomes Survey, 84% of professionals who used our service said it helped them feel more confident in dealing with their current case, while 91% said they would feel more confident in the future with similar cases. In 65% of cases, the people the professionals were supporting found their overall financial situation was either a little or much better than when they first asked for advice.</p>	<p>Help others fight the housing emergency p. 46</p>	<p>Management information (service in England) provides the number of enquiries dealt with by the service.</p> <p><u>SDAS Feedback Survey</u> Sample size: n=296. The survey is sent out on an ongoing basis following the completion of every advice enquiry.</p> <p><u>SDAS Outcomes Survey</u> Responses from March 2021 (survey delayed due to pandemic) to 404 advisors who had accessed the advice service over a 3 month period. Sample size: n = 72. Generating a response rate of 18%.</p> <p>Responses are only included when the professional has attributed their outcome at least to some extent to Shelter (either completely, a great extent or to some extent) (relevant to Q12 reported on in the Impact Report). i.e. to some extent the professional thinks the advice they received from the Specialist Debt Advice Service contributed to the outcome their client achieved.</p> <p>See Appendix K for more details.</p>
<p>Shelter Training: During COVID-19, we organised a comprehensive series of webinars on the latest legislative changes. In 20/21, 361 commercial webinars were</p>	<p>Help others fight the housing emergency p. 46</p>	<p>Training statistics sourced from management information.</p>

delivered to over 5,000 delegates. Delegates attended from almost two-thirds of English local authorities, supporting our aim to improve the delivery of housing services.

APPENDIX B: OUTCOMES SURVEY

METHODOLOGY

We commissioned the research agency, BMG Research, to conduct a survey with a sample of 1,942 of our clients in 2020/21 in England via telephone at least three months after we had closed their case on our management system (and no more than a year after case closure). Appendix C contains the full questionnaire.

The sample is broadly representative of our total client population, weighted based on type of service received (Support, Advice Support Guidance (ASG), Legal, Helpline), and broad geographical regions (North, South and Central). Soft quotas were monitored to match the interview sample broadly to the proportions of our total population on the characteristics of age, gender and the client's goal. Each client represents a household, which can contain multiple occupants.

We analysed and interpreted the survey data and have presented the findings in the Impact Report in a number of ways. The survey firstly asks if the person came to Shelter for a particular problem, and then asks to what extent this problem has been resolved. We have used percentages to indicate the problems people were facing; the incidence of issues was taken from responses in the survey, rather than management information Shelter holds from its services. 'Don't know' responses are included in these calculations.

Survey questions that measure the outcomes are based on the Common Outcomes Framework which looks at the following:

- Financial situation improved completely or partially
- Stayed in their home after being faced with eviction or repossession
- Coping or managing better on a day-to-day basis
- Found somewhere new or different to live – previously homeless
- Found somewhere new or different to live – not previously homeless
- Issues with poor conditions in their home improved or resolved
- Problems with unsafe house or local area improved or resolved.
- Issues with landlord/ letting agent/ tenancy improved or resolved

The additional COVID-19 outcome added for this year looked at whether:

- Worries or concerns about the impacts of the COVID-19 pandemic on your housing situation were reduced or put to rest after approaching Shelter completely or partially.

Additionally, we wanted to understand how the pandemic may have affected the severity of the issues people were coming to Shelter with and also whether the pandemic and the

response provided by government and elsewhere may have impacted on finding an appropriate solution. This would give us some insight into how our outcomes were affected by the changed context of the pandemic. We therefore asked people two questions:

- The extent to which the COVID-19 pandemic and the response to it made your housing problem harder or easier (5 point scale)
- The extent to which the COVID-19 pandemic and the response to it made finding a solution to your housing problem harder or easier (5 point scale)

We use both percentages and whole numbers to show people who achieved certain outcomes. This was also based on survey data, with the percentages of people achieving a certain outcome excluding those who said 'Don't know' or 'Too early to say' and the questions only being asked to those who said they had the problem. Base sizes used therefore vary throughout the report. Base sizes of less than 30 are excluded.

The absolute numbers of people either experiencing a problem or achieving a solution are estimates. These are, calculated using the proportions of survey respondents experiencing the issue and then the proportions reporting a positive change. We apply these proportions to the number of cases closed in 2020 to produce conservatively rounded estimates. This is calculated on the premise that the sample of clients is representative of the wider Shelter client base. Grossed up absolute figures for the overall positive outcome are based on those people who state the improvement in their housing situation was because of Shelter either completely largely or to some extent. This is the only place in which we try to assess attribution of the outcome to the advice and support provided by Shelter.

APPENDIX C: SHELTER OUTCOMES SURVEY 2020/21 QUESTIONNAIRE

Sometimes Shelter helps people with a variety of issues over a long period of time. If you have been in contact with Shelter for a long time, please answer the following questions by thinking about your relationship with Shelter over the past 12 months.

ASK

Q21. How satisfied or dissatisfied were you with the overall service Shelter provided?

READ OUT

SINGLE CODE

1. Very satisfied
2. Somewhat satisfied
3. Neither satisfied nor dissatisfied
4. Somewhat dissatisfied
5. Very dissatisfied
6. Don't know (DNRO)

ASK Q21B IF Q21=2-5

Q21B. What would make you very satisfied with the service?

OPEN END

ASK ALL

Q20 Thinking about your overall experience with Shelter, how much do you agree or disagree with the below statements: READ OUT. SINGLECODE PER ROW RANDOMISE

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know (DNRO)
a) Shelter took the time to fully understand what mattered to you when you got in touch	1	2	3	4	5	6
b) Shelter were fully focused on providing the help that mattered to you throughout your contact with them	1	2	3	4	5	6
c) Shelter just got on with providing the help you wanted	1	2	3	4	5	6
d) Shelter kept in touch so that you knew what was going on	1	2	3	4	5	6
e) Shelter provided the help that reflected the reason why you came to them	1	2	3	4	5	6

ASK ALL

Q1: Which of the following have you used to help you with a housing problem? You can select more than one.

READ OUT

MULTICODE

1. Shelter's website
2. Shelter's helpline
3. On-going work over the phone with a Shelter advisor
4. On-going work face-to-face with a Shelter advisor or support worker
95. Something else (Write in)
96. Don't know (DNRO)

ASK ALL

QC3 COVID-19 and its effects have had an impact on some people's housing situation. Did you approach Shelter because you were worried about the possible impacts of COVID-19 on your housing situation for any reason? This could include worries about your financial position, your ability to stay where you lived; or concerns about actions your landlord or mortgage holder had taken or might take

1. Yes
2. No
3. Don't Know

ASK ALL WHO CODED 1 AT QCV3

QC4 Did you feel that your worries or concerns about the impacts of the COVID-19 pandemic on your housing situation were reduced or put to rest after approaching Shelter?

1. Yes
2. Partially
3. No
4. Too early to say
5. Don't know

ASK ALL

Q2. Shelter also helps some people to stay in their home. Please tell me if you approached Shelter with any of the following problems. READ OUT. SINGLECODE PER ROW RANDOMISE

	Yes	No	Don't know (DNRO)
a) Because of any financial difficulties you were experiencing, for example difficulties paying rent or mortgage, debt and arrears, or problems with benefits	1	2	3

b) Because you were being evicted; having your home repossessed or being threatened with eviction or repossession	1	2	3
c) Because you were struggling to cope or manage life on a day-to-day basis	1	2	3

ASK Q3a If Q2A=1

Q3a: Did your financial situation or confidence in your financial situation improve after approaching Shelter? READ OUT

SINGLECODE

6. Yes
7. Partially
8. No
9. Too early to say
10. Don't know (DNRO)

ASK Q3b IF Q2B=1

Q3b: Did you manage to stay in your home after approaching Shelter? READ OUT

SINGLECODE

1. Yes
2. No
3. Too early to say
4. Don't know (DNRO)

ASK Q3C IF Q2C=1

Q3c. Are you coping or managing better on a day-to-day basis after approaching Shelter?

SINGLECODE

1. Yes
2. Partially
3. No
4. Too early to say
5. Don't know (DNRO)

ASK ALL

Q4. Shelter defines homelessness as living in temporary accommodation such as shelters, hostels and B&Bs; sleeping rough or sofa surfing; or not having any rights to stay where you live. Did you approach Shelter because you were homeless?

SINGLECODE

1. Yes
2. No
3. Don't know (DNRO)

ASK ALL

Q5. Shelter sometimes helps people find a home. Did you want help from Shelter to find a new home or somewhere else to live?

SINGLECODE

1. Yes

2. No
3. Don't know (DNRO)

ASK Q6 IF Q4 OR Q5 =1

Q6. Were you able to find somewhere new or different to live?

SINGLECODE

1. Yes
2. No
3. Too early to say
4. Don't know (DNRO)

ASK ALL

Q7. Shelter also helps people who need to improve their home situation or need improvements to their living conditions I am going to read out some options, please tell me if you approached Shelter with any of the following problems. READ OUT.

MULTICODE

1. Problems with your landlord, letting agency or related to your tenancy[ORDER CHANGE]
2. Problems with poor conditions in your home, such as damp or infestation [ORDER CHANGE]
3. Problems with unsafe house or unsafe local area
4. None
5. Don't know (DNRO)

ASK Q8a IF Q7=1

Q8a: Did the poor conditions in your home improve? READ OUT

SINGLECODE

1. Yes
2. Partially
3. No
4. Too early to say
5. Don't know (DNRO)

ASK Q8b IF Q7=2

Q8b. Did the problems with your landlord, letting agency or related to your tenancy get sorted? READ OUT

SINGLECODE

1. Yes
2. Partially
3. No
4. Too early to say
5. Don't know (DNRO)

ASK Q8C IF Q7=3

Q8c. Did the problems related to your unsafe house or unsafe local area get resolved?

READ OUT

SINGLECODE

1. Yes

2. Partially
3. No
4. Too early to say
5. Don't know (DNRO)

ASK ALL

Q9. Overall, thinking about the reason why you went to Shelter, which of the following statements best applies to you? READ OUT

SINGLECODE

1. Your housing problems are completely sorted out.
2. Most of your housing problems are sorted out.
3. Your housing problems are not sorted out, but things are moving in the right direction.
4. Nothing has changed, but the problems are not worse.
5. The situation is worse
6. Don't know (DNRO)

ASK ALL

Q10. And thinking specifically about any changes to your housing situation, to what extent was this down to the help you received from Shelter? Would you say ... READ OUT

SINGLECODE

1. Completely
2. Largely
3. To some extent
4. Not at all
5. Too early to say
6. There is no change in your situation
7. Don't know (DNRO)

ASK ALL

Q11. We'd like for you to complete this sentence with your own thoughts about what would have happened with your situation if Shelter weren't involved...READ OUT

If it weren't for Shelter...

OPEN END

The next two questions are about your general housing situation and the COVID-19 pandemic.

ASK ALL

QC1. Thinking about the problem you came to Shelter with, what effect, if any, has the COVID-19 pandemic and the response to it had on your housing problem? Would you say it has made it your housing problem...?

READ OUT

SINGLECODE

- a. Much harder
- b. A little harder
- c. No different

- d. A little easier
- e. Much easier
- f. Don't know

QC2. Has the COVID-19 pandemic and the response to it made finding a solution to your housing problem...?

READ OUT

SINGLECODE

- a. Much harder
- b. A little harder
- c. No different
- d. A little easier
- e. Much easier
- f. Don't know

The next few questions are about your health and wellbeing. We recognise that you might consider some of these questions to be personal or sensitive, in which case you are free not to answer them. The information you provide will be used for the sole purpose of understanding what sort of impact Shelter services have.

ASK ALL

Q12. Since receiving help from Shelter, would you say that your happiness or well-being has...READ OUT

SINGLECODE

- 1. Improved a lot
- 2. Improved a little
- 3. Stayed the same
- 4. Got a little worse
- 5. Got a lot worse
- 6. Don't know
- 7. Prefer not to say (DO NOT READ OUT)

ASK ALL

Q13. When you came to Shelter, did you have any mental health issues, and were any diagnosed? READ OUT

SINGLECODE

- 1. Yes - diagnosed
- 2. Yes - not diagnosed
- 3. None
- 4. Don't know
- 5. Prefer not to say (DO NOT READ OUT)

ASK ALL

Q14. Since receiving help from Shelter, would you say that your mental health has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know
7. Prefer not to say (DO NOT READ OUT)

ASK ALL

Q15. Since receiving help from Shelter, would you say that your physical health has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know
7. Prefer not to say (DO NOT READ OUT)

ASK ONLY Q16 IF Q1=4

Q16. Has Shelter provided you with information or tried to help you out on any of the following topics? READ OUT

MULTICODE

1. Improving family life and relationships
2. Managing alcohol or drug use
3. Managing money and bills
4. Leisure activities or groups that are available in your local area
5. Information on domestic abuse
6. Accessing education, training or employment
7. None of the above
8. Don't know
9. Prefer not to say (DO NOT READ OUT)

ASK Q17a IF Q16=1

Q17a. Since receiving help from Shelter, do you think that your family life and relationships have...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK Q17B IF Q16=2

Q17b. Since receiving help from Shelter, do you think that your ability to manage alcohol or drug use has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK Q17c IF Q16=3

Q17c. Since receiving help from Shelter, do you think that your ability to manage money and bills has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK Q17d IF Q16=4

Q17d. Since receiving help from Shelter, do you think that your access to leisure activities or groups has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK Q17e IF Q16=5

Q17e. Since receiving help from Shelter, do you think your situation in relation to issues of domestic abuse has...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK Q17f IF Q16=6

Q17f. Since receiving help from Shelter, do you think that your ability to access education, training or employment has ...READ OUT

SINGLECODE

1. Improved a lot
2. Improved a little
3. Stayed the same
4. Got a little worse
5. Got a lot worse
6. Don't know (DNRO)

ASK ALL

Q18. Could I just ask, do you have children that live with you?

SINGLECODE

1. Yes
2. No
3. Prefer not to say
4. Don't know (DNRO)

ASK Q19 IF Q18=1

Q19. Since receiving help from Shelter, have you seen an improvement in any of the following. READ OUT. SINGLE CODE PER ROW

	Yes	No	Was not an issue	Don't know (DNRO)
a) Your children's attendance at school	1	2	3	4
b) Your children's school grades	1	2	3	4
c) Your children's mental health	1	2	3	4
d) Your children's physical health	1	2	3	4

The final questions are about you, and again we recognise that you might consider them to be personal in which case you are free not to answer them. The information you provide will be used for the sole purpose of understanding how Shelter can best support those who use its service

ASK ALL

READ OUT PRIMARY CATEGORIES, THEN RELEVANT SUBCATEGORIES

Q20. Which of the following best describes your ethnic origin?

- a. White
 - White: British/English/Northern Irish/Scottish/Welsh
 - White: Irish
 - White: Romani (or Roma) or Irish Traveler
 - White: Any other White background- please tell us how you would describe yourself.
- b. Asian or British Asian
 - Asian or British Asian: Indian
 - Asian or British Asian: Pakistani
 - Asian or British Asian: Bangladeshi

- Asian or British Asian: Chinese
 - Asian or British Asian: Filipino or British Filipino
 - Asian or British Asian: Any other Asian background- please tell us how you would describe yourself.
- c. Black or Black British
- Black or Black British: African
 - Black or Black British: Caribbean
 - Black or Black British: Any other Black / African / Caribbean background, - please tell us how you would describe yourself.
- d. Mixed or multiethnic background
- Mixed: Arab and White
 - Mixed: Asian and White
 - Mixed: Black African and White
 - Mixed: Black Caribbean and White
 - Mixed: other- please tell us how you would describe yourself.
- e. Other
- Arab or British Arab
 - Latin American or British Latin American
 - Other- please tell us how you would describe yourself.
- f. Prefer not to say

Q21. And which of the following best describes the ethnic origin of other adult members of your household when you last contacted Shelter? Please let us as many as are relevant to your household.

AS ABOVE

95. Don't know

It is helpful for Shelter to be able to link the answers you have given to the information that Shelter already have about you and your previous housing issues. However, this can only be done with your permission.

Would you be happy for us to give Shelter the answers you gave to this survey or would you prefer for them to be kept confidential.

Yes - pass to Shelter

APPENDIX D: SOCIAL MEDIA QUERIES

We handled 2,050 advice queries through social media. The top five reasons people sought help through social media during 2020/21 were as follows:

Top 5 query topics	Number of queries on that topic
Homelessness	329
Exploring options to find, keep or improve their home	242
Eviction	228
Finances e.g. related to Universal credit or affordability issues	212
Disrepair, damp and mould	199

Almost all of these queries were directly or indirectly related to the coronavirus pandemic.

APPENDIX E: SHELTER SHEFFIELD'S HOMELESS PREVENTION AND RESETTLEMENT SERVICE

People's needs are assessed from the outset and their support worker assesses if this need was met by the end of the person's time with the service. There are a range of other outcome areas that are monitored; included below are the ones included in the Impact Report, primarily chosen as they reflect the breadth of support given and as they are areas where most clients required support.

Goal / outcome	No. with need	% with need	No. with need met	% with need met
Maintain accommodation and avoid eviction	172	99%	155	90%
Liaising with landlord / housing provider	152	88%	143	94%
Maximising Income incl. receipt of welfare benefits	148	86%	125	84%
Better manage mental health	106	61%	78	74%

APPENDIX F: DIY SKILLS ADVISERS JOBS COMPLETED 2020/21

Our DIY Skills Advisers record the type of work involved for each job they completed in 2020/21. This data is then compiled in the table below.

Type of DIYSA work	No. jobs completed 20/21	Percentage share of total jobs completed 20/21
Safety & security (child safety & door locks)	43	19%
Removals/ deliveries/ disposal	38	17%
Decorating	31	14%
Curtains & blinds	21	10%
Gardening	13	6%
Flat pack assembly	9	4%
Fencing & gates	8	4%
Plumbing	5	2%
Shelving & storage	1	0%
Flooring	0	0%
Tiling	0	0%
Miscellaneous	52	24%

APPENDIX G: JUSTICE SERVICES

In custody

- 7,651 people in custody were supported with housing, finance and employment needs by our justice services.
- Housing assistance specifically was provided to 5,235 people in custody in 2020/21.
- 35% of these individuals received multiple accommodation interventions in one year which meant that 7,694 accommodation interventions were delivered in total.

Outcome achieved	No. of interventions	Percentage of total interventions
Increased ability to find or keep safe, settled accommodation	3,983	52%
Helped to find safe, settled accommodation	1,926	25%
Helped to stay in their home	1,037	13%
No positive outcome recorded*	748	10%
Total accommodation based interventions	7,694	100%

In the community

- 1,941 people were helped by our justice services while they were completing a community sentence
- Housing assistance specifically was provided to 1,768 people in the community in 2020/21.
- 17% of these individuals received multiple accommodation interventions in one year which meant that 2,131 accommodation interventions were delivered in total.

Outcome achieved	No. of interventions	Percentage of total interventions
Increased ability to find or keep safe, settled accommodation	792	37%
Helped to find safe, settled accommodation	525	25%
Helped to stay in their home	225	11%
No positive outcome recorded*	589	28%
Total accommodation based interventions	2,131	101%**

*Clients can only achieve one outcome at case closure from the options listed above. When no outcome is recorded this is largely because the client has stopped engaging.

** (slightly above 100% due to rounding)

APPENDIX H: INSPIRING CHANGE

MANCHESTER: HOMELESSNESS

OUTCOMES SCORES AND DESTINATIONS

ICM measures personal progress for people using the Homeless Outcomes Star – A commonly used assessment that is implemented widely across the homelessness sector. The Homelessness Outcomes Star helps us to create individual support plans that focuses on a person's short-term goals to help with personal progress. These are reviewed approximately every 3 months (or when there is a substantial change in circumstances, such as moving accommodation). The Star uses a scoring system that helps to measure personal progress and change across a range of individual factors (see <https://www.outcomesstar.org.uk/using-the-star/see-the-stars/homelessness-star/> for more details). These use a simple scoring scale as follows

- Stuck (1 – 2)
 - Accepting help (3 – 4)
 - Believing (5 – 6)
 - Learning (7 – 8)
 - Self-reliance (9 – 10)
- Total scores are out of a 100

To date, out of people with an outcome star review, 257 people (75 %) have shown improvements in their Outcome Star score. 52 people (15%) had seen a decrease in their outcomes star score, a further 31 people (9%) had not seen a change in their score and an additional 44 people having an initial outcomes star but no review.

Average improvement in scores were 16.5, taking people from a place of 'Accepting help' to 'Believing in change'. This is based on 341 people who have had an outcomes star review.

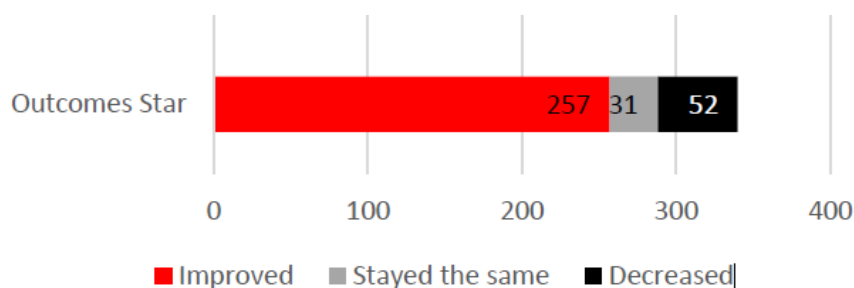


Figure 1: Graph to show the number of ICM clients with improved/decreased/stayed the same scores

Destinations

People's 'destinations' when leaving the programme were categorised into 'planned' (agreed exit from the programme) and 'unplanned' (unexpected exit from the programme)

exits from the programme. People are more likely to 'complete' the project successfully when they have been with the project for a period of 12 months or more. This reflects the time it takes to engage with individuals, support them to access additional services and help them to settle into new premises.

Planned exit	Total	%
Moved to other support	73	24
No longer requires support	51	17
Total	124	
Unplanned exit		
Client disengaged from project	103	33
Deceased	21	7
Long-Term Hospital	3	1
Moved out of area	35	11
Prison	16	5
Unknown	6	2
Total	184	

APPENDIX I: SHELTER BIRMINGHAM'S NO WRONG DOOR NAVIGATOR SERVICE: OVERALL PROJECT OUTCOMES

Outcome Type	NUMBER OF CLIENT (Jan 2018-May 2019)	NUMBER OF CLIENT (July 2019-March 2021)	TOTALS	%
On The Day Stewardship (OTDS)*	161	63	224	35%
Engaging in appropriate support**	159	187	346	54%
Short term goals achieved***	0	25	25	4%
Other (disengaged, moved out of area, prison, died)	26	24	50	8%
Positive outcomes total	320	275	595	92%
Overall Total	346	299	645	645

*OTDS is when a person with multiple needs receives effective on-the-day stewardship in which they were physically taken by a NWD Navigator support worker to the 'right door' that offer them the support they need, at either Shelter or an external organisation within the NWD Network.

** The service worked with these clients for up to eight weeks to ensure the client felt able to engage and have all of their multiple needs met by an appropriate service, such as accompanying the client to appointments.

***In some rare instances people don't need long-term support so we offer them help with one specific issue.

Outcomes for clients between January 2018 - March 2021. No clients are double counted.

APPENDIX J: NHAS SURVEYS

NHAS Consultancy Line User Feedback Survey

The survey contains 13 questions in total. We have only included the questions where the answers have been analysed and included in the Impact Report

Q13E. Overall, how happy or unhappy are you with your experience of using the NHAS service?

Answer options:

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy

NHAS Webinar Evaluation 2020-21

The survey contains 17 questions in total. We have only included the questions where the answers have been analysed and included in the Impact Report.

Q10. Please rate the training overall:

Answer options:

- Excellent
- Very good
- Good
- Fair
- Poor

APPENDIX K: SPECIALIST DEBT ADVICE SERVICE

SDAS Feedback Survey

The survey is sent out on an ongoing basis following the completion of every advice enquiry. Sample size: n=296.

The survey contains 8 questions in total. We have only included the questions where the answers have been analysed and included in the Impact Report.

Q5. Overall, how happy or unhappy are you with your experience of using the NHAS service?

Answer options:

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy

Q2. The information and advice given was clear and helpful for their client.

Answer options:

- Very happy
- Happy
- Neither happy nor unhappy
- Unhappy
- Very unhappy

Q8. Did you get what you needed from SDAS?

Answer options:

- Yes, and I am confident with my next steps
- Yes
- Partly, but I still need further help or information
- Information was useful but did not lead to resolution of all my questions
- No, and I don't know what to do next
- Nothing more could be done

SDAS Outcomes Survey

Responses from March 2021 (survey delayed due to pandemic) to 404 advisors who had accessed the advice service over a 3 month period. Sample size: n = 72. Generating a response rate of 18%.

The survey contains 18 questions in total. We have only included the questions where the answers have been analysed and included in the Impact Report

Q16. Following advice provided by the Specialist Debt Advice Service, how much do you agree or disagree with the following statements:

I am more confident in dealing with my current case

Answer options:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A / Don't know

I am more confident in dealing with similar cases in the future

Answer options:

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- N/A / Don't know

Q12. Overall, does your client's current financial situation seem better or worse than when they first came to you for advice or information?

Answer options:

- Much better
- A little better
- About the same
- A little worse
- Much worse
- Don't know

**We exist to defend the right to a
safe home and fight the devastating
impact the housing emergency
has on people and society.**

We do this with campaigns, advice
and support – and we never give up.
We believe that home is everything.

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