

Impact report 2019/20



Shelter

What we do

Shelter exists to defend the right to a safe home for individuals, in communities, and across society. Every year, we help defend the rights of millions struggling with bad housing or homelessness through our advice, support, and legal services. And we campaign to make sure that, one day, a safe home will be a reality for everyone.

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An introduction from Roxy, Shelter GROW Trainee

My name is Roxy and I am a Getting Real Opportunities of Work (GROW) Trainee for Shelter, working in the Lancashire area on the Through the Gate Community Resettlement Service. A GROW Traineeship is for people with lived experience of homelessness and multiple issues that often go hand in hand.

When I saw the job advertised, I was delighted. I saw it as a way for me to get some good work experience and really give something back. Because of my repeated experiences of homelessness and the criminal justice system, many jobs were out of reach, so this was a great way for me to get involved, while working for a charity which only judges people on what they can offer, and what commitment, enthusiasm and willingness to learn they can bring to the role. These opportunities are only open to people with past experiences who have been there, and so can identify with their clients.

GROW trainees get work experience and training opportunities, and Shelter benefits by learning from people like us about what works, and how to make effective and inclusive services.

My traineeship has helped me lead in involving service users and co-production at the Lancashire Through the Gate Resettlement Service. This service offers support with housing, finance, benefits and debt to people under probation supervision – both in custody and in the community. My role is to get people who have used our services to talk about the services they received and what they think would work better, as they are the ones who know what people really want and need from us.

This work is so important as it will benefit future service users, and also supports those who work with us to improve their skills and chances in life. When I speak to people who often have chaotic lifestyles and have real problems in their lives, so many say how great the Shelter staff have been and how they have really helped them.

I'm proud to work for Shelter, and to be part of an organisation that helps people who are struggling with bad housing and homelessness, and defends the right to a safe home for everyone.

RoxyAnne Hermitt-Jones
Shelter GROW trainee



The year at a glance

Across England and Scotland:

6.8m

visits to our online advice and services pages



34,051

households received advice from our helplines



25,380

households were seen by our hubs' face-to-face services



37,179

conversations on our webchat service

6,057

households worked with our legal advice service

15,601

queries were responded to by our professional advice services

In England:

14,121

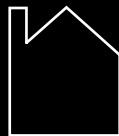
people were helped by our offender services

2,661

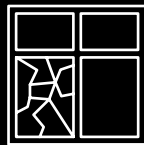
advice queries were handled through social media. The top five reasons people sought help through social media in 2019/20 were:



Eviction



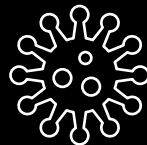
Homelessness



Disrepair



General housing options



Coronavirus related issues

Our impact

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To put our work into context and to clearly show the outcomes of the help, support, and campaigning we've delivered in 2019/20, we've divided the Impact Report into the following sections:

- **We support people who are struggling**
- **We help others to tackle the housing emergency**
- **We help families to have a settled home**
- **We help people with complex needs**
- **We help effect systemic change**

More information about the numbers and how they have been calculated can be found either in the Methodology section of this report or in the technical report:

shelter.org.uk/impact

We support people who are struggling

**We provide expert advice and support
to anyone who needs it, every single
day of the year.**

Our digital advice has a wealth of information, including guides and tools, videos, letter templates and a live webchat for people to quickly access the advice they need, whenever they need it.



Through our national emergency helpline in England and our national helpline in Scotland, we provide support for those who are in crisis. Every conversation that our advisers have can be the difference between someone keeping or losing their home.

Our 12 hubs across England and four hubs in Scotland offer face-to-face advice and support on housing, welfare benefits, debt and more, often delivered in partnership. Our hubs also support communities through being bases for change, with our community organisers working to build power and leadership in communities, supporting people campaigning for their housing rights.

– **25,380** households were seen by our hubs' face-to-face services across England and Scotland

Since the outbreak of the coronavirus (COVID-19) pandemic, as a precautionary measure and in line with government guidance, in March 2020 we moved our face-to-face support to telephone advice.

Our top priority remains the people we support, and we are continuing to work hard to ensure those who need our expert help and advice can still access it. The way we work to reach those most in need has also changed and adapted.

How we helped:

34,051

households received advice from
our helplines

37,179

conversations on our webchat service

▶ **Every conversation
that our advisers have
makes a difference**

B&Q DIY Skills Advisers

Our DIY Skills Advisers help those with housing disrepair, and provide practical support, basic DIY training and hands-on help to enable people to turn unfit accommodation into a safe, comfortable home. We are able to provide this service in England thanks to our partnership with B&Q, who fund the service through colleague and customer fundraising across their stores and sites around the UK.

- Last year, more than **920 jobs were completed**. This included 280 decorating jobs, 118 removals and deliveries, 104 jobs assisting with clients' curtains and blinds and 72 gardening jobs.

Following the outbreak of coronavirus, the DIY Skills Advisers adapted their roles to support Shelter's community relief plans during the pandemic. Over 70 emergency activities were undertaken by the end of March 2020, including delivering food parcels, prescriptions and other supplies, as well as making wellbeing calls to check how people are coping.

Last year, thanks to our
DIY Skills Advisers:

422

households were helped

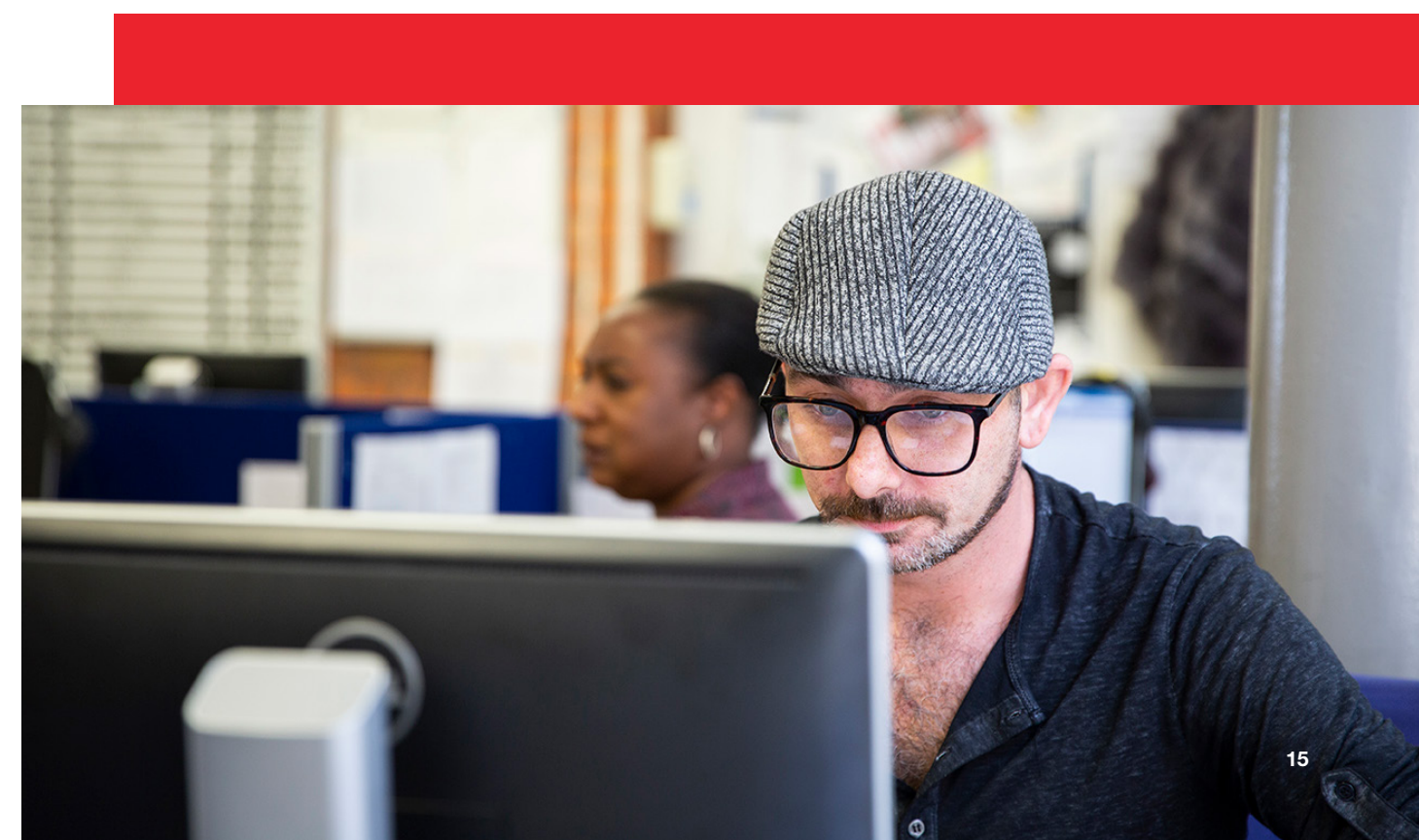
924

jobs were completed

Getting Real Opportunities for Work

A key strand of our strategy is to ensure people with lived experience of homelessness and housing issues influence our services and campaigns to drive systems change throughout the sector. Our Getting Real Opportunities for Work (GROW) programme assists those with lived experience of issues such as homelessness, mental health or addiction, as well as those with a history of offending, into work. GROW Traineeships are 12 to 18-month paid placements that offer access to meaningful work, training and personal development opportunities. Crucially, GROW trainees help Shelter shape our services to better meet the needs of the people who use them, and GROW staff have also supported influencing MPs by using their personal insight. The programme is proving a success and is set to expand.

- Since the GROW programme began in 2015, **52 people have been enrolled**. The current cohort consists of six people, and 44 have graduated onto further employment.



We help others to tackle the housing emergency

The wide range of professionals from outside Shelter who also impact on the lives of the people we help, such as housing officers, advice workers and solicitors, are fundamental to Shelter’s purpose.

Our training and support for professionals helps others tackle the housing emergency. Together we can have much greater impact and better support those whose housing rights are denied or at risk.



National Homelessness Advice Service

Shelter’s National Homelessness Advice Service provides information and advice to Local Authorities, public authorities, and other local and national voluntary advice organisations in England. Through our free training, resources, advice line and webchat service, professionals have access to the latest information on all aspects of housing and homelessness law and policy, helping them to support people in housing need as quickly and efficiently as possible.

Specialist Debt Advice Service

Our Specialist Debt Advice Service advisers provide accurate, timely support and advice on complex debt cases to professionals.

- In 2019/20 we dealt with **3,846 complex debt enquiries** from local citizens advice, local authority, housing association and other advice agency staff. In June 2019, the team were shortlisted for Debt Advice Team of the Year at the Institute of Money Advisers’ annual conference.
- We asked advisers about how confident they felt after accessing our advice service. **84% of users** felt more confident in dealing with their current case, and **87%** more confident in dealing with similar cases in future.

Housing advice line:

10,336

cases were opened following enquiries from local authority, public authority and advice agency staff

99.9%

of users who responded to feedback surveys were satisfied with the service

92%

of users were more confident in dealing with similar cases

Training:

658

training sessions delivered to over 7,000 delegates

Shelter Scotland: Rights Awareness Workshops

Rights awareness is central to the programme of work to position hubs as bases for change in their communities. Recognising the role of partner agencies in our hub cities in working with us to drive change and ensuring individuals and families have their rights upheld, hubs in Scotland have taken decisive action to build capacity in their communities, alongside Community Organisers, through the delivery of Rights Awareness Workshops.

12 rights awareness sessions were delivered across Glasgow and Edinburgh in 2019/20. These have focussed on topics including Housing Rights Defenders, Paying Your Rent and Eviction Notices, Repairs, Private Rented Sector, and more are in development. The audience is frontline staff from other organisations and members of the communities themselves.

The breadth of local referrers into our hubs speaks to the quality of the relationships that have been established by the hub staff in their respective cities as part of the Base for Change activity over the past year, which have resulted in close partnership working as part of city-wide responses. Our Glasgow hub regularly receives referrals from 15 statutory and third sector colleagues across the city.

Shelter Scotland: The Scottish Empty Homes Partnership (SEHP)

This partnership is aimed at encouraging local authorities to bring private sector empty homes back into use and covers a range of activity including policy work, practical support for owners, and advice for anyone concerned about an empty home in Scotland. Funded by Scottish government and hosted by Shelter Scotland, the SEHP supports empty homes work across all Scottish local authorities, with 21 councils now having a dedicated empty homes officer in post. Support is delivered via training and learning opportunities, an online knowledge hub, and a range of guides, tools, and templates that help the network of empty home officers to share best practice.

- In 2019/20 a record number of properties have once again become homes (1,412), **17%** of which were added to the local affordable housing supply via buy back schemes.

Scottish Welfare Reform Advisory Service

Shelter Scotland provide the Scottish Welfare Reform Advisory Service (ScotWRAS), which offers free advice to frontline support and advice staff throughout Scotland. The service helps voluntary sector agencies, registered social landlords, citizen advice bureaux and the NHS to support clients with housing problems with an underlying welfare rights, debt or benefits issue.

**Last year, thanks to the
Scottish Welfare Reform
Advisory Service:**

1,418

advice enquiries were handled



We help families to have a settled home

We know that homelessness disproportionately affects lone parents and their families across the country, and through our specialist support services in partnership with other organisations we are doing all we can to help.



London hub's family services

Our London hub's Newham Family Service is one of these specialist services. The London borough of Newham has the highest rate of people who are homeless across all local authorities in England, and the service offers community advice outreach sessions to women and children in locations such as children's centres and health centres.

– Since Newham Family Service was set up in April 2019 it has helped **238 adults** and **441 children** with issues including housing suitability, conditions and problems with landlords.

The hub also offers support via the Hackney Family Service, which provides intensive and whole-family

support to local households who are at significant risk of homelessness and have complex needs. The vulnerable families we reach are facing challenging circumstances due to low family income, and are living in one of London's most deprived areas. Each family is assigned a Shelter family support worker, who works with the family to prevent homelessness from occurring, and to identify and address any underlying causes that may have contributed to the family's circumstances. Families also have access to an expert Shelter adviser who can give them information and advice on housing, debt and welfare benefit issues.

Since April 2019, thanks to Hackney Family Service:

67

households have received a programme of bespoke, long-term support

Of these families:

74%

receiving long-term support reported positive changes to their health and wellbeing

64%

reported a reduction in anti-social behaviour (ASB) or offending behaviour

55%

improved either their educational or employment outcomes

88%

with complex needs were able to keep their home, found somewhere new to live or saw their living environment improved

70%

saw a notable improvement in how well they function as a unit thanks to their support programmes

65%

receiving intensive support at Hackney Family Service were people from a Black, Asian and Minority Ethnic (BAME) backgrounds, which reflects corresponding high levels of homelessness among these groups across the borough

Hackney Family Service in action: Beth's story

Beth was referred to Shelter by Citizens Advice because her rent payments meant that she couldn't afford food for her family, and she needed food bank vouchers. It soon became clear that she was vulnerable and struggling to cope.

Although she had lived in her family home for the past 35 years, she was facing rent arrears of around £1,500 which placed Beth and her two children at great risk of homelessness.

Beth has several health conditions including asthma, arthritis and various serious food allergies. She is dyslexic and has dyspraxia. She also has a history of depression and had recently experienced the deaths of close family members.

Beth's support worker at the Hackney Family Service immediately set to work, helping Beth apply for a Discretionary Housing Payment which covered the extra costs needed to address the rent arrears. We also helped Beth obtain financial assistance with her energy bills. And we successfully challenged an unfair decision to reject her application for Personal Independence Payments, meaning she could receive this benefit for people struggling with the costs of managing a disability.

Our Support Worker helped Beth start to address her health difficulties, referring her to Talk Changes (a specialist NHS service which uses talking therapies) for bereavement counselling.

Through this support, Beth's mental health has improved and her income has increased, ensuring she is in a much better position to maintain her tenancy in the future, and reducing the risk of future crises occurring. Most of all, thanks to this support, Beth was able to keep her home, providing a safe, secure place for her family to live.

**Thanks to this
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Sheffield hub's family support service

The Sheffield Intensive Family Support Service (SIFSS) works with families to ensure children have a decent home, offering flexible support according to need. This includes advocacy with housing providers and landlords, improvements to the home, and welfare employment advice to parents. We work with children so they feel safe in their new home, and have positive family relationships. We also work with teachers to improve the child's feelings about school.

Since September 2017, a total of **66 adults and 165 children** were helped by SIFSS. The following outcomes were achieved by children and young people working with the service:

- **126** children and young people needed help finding a better home and, by the end of working with the service, **90%** of these children and young people had started to experience progress or seen significant progress in this area.
- **107** children and young people needed help feeling better about school or education and, by the end of working with the service, **86%** of these children and young people had started to experience progress or seen significant progress in this area.
- **104** children and young people needed help feeling better able to cope and stay safe and, by the end of working with the service, **89%** had started to experience progress or seen significant progress in this area.

Shelter Scotland: Our Journey Home

Our Journey Home is our approach to preventing children and families across Glasgow from becoming homeless. Delivered jointly by Shelter Scotland and Aberlour Child Care Trust, the project helps vulnerable families to put the most pressing needs of their children first – and find solutions that work for them. The project addresses the government's Homelessness and Rough Sleeping Action Group's (HARSAG) recommendation that all children facing homelessness should receive Wellbeing Risk Assessments (WRA), which influences the allocation of temporary and permanent accommodation. The model is now established in Glasgow and engaged with 85 individuals from project inception in October until the end of March 2020.



We help people with complex needs

Those who are experiencing homelessness, offending, addiction and mental health issues (collectively called multiple and complex needs) are often those most in need of support, and yet sadly, all too often are faced with barriers to access the support to which they have a right.

At Shelter, we have created innovative service models to ensure that we can provide ongoing, tailored support to help those with multiple and complex needs to find a way out.



Entrenched Rough Sleepers service

In Greater Manchester, our Entrenched Rough Sleepers service (delivered in partnership with Greater Manchester Homes Partnership) has a dedicated engagement team who provide support for people who have a long history of homelessness.

The team works with partners to secure settled, appropriate accommodation and provide ongoing support as needed. By ensuring the needs of the individual are focussed on, and by taking a person-centred, participant-led approach, engagement workers provide full wrap-around support such as accessing benefits, engaging with drug, alcohol and mental health services and entering employment, training and education. The service aims to help participants to sustain accommodation long-term, and prevent them from returning to the cycle of homelessness.

Housing First

Across the UK, options for housing are limited, and come with preconditions that make the transition to accessing accommodation for many entrenched rough sleepers untenable.

Shelter's Housing First offers an alternative model. By providing housing 'first', as a matter of right, it builds a stable home from which other issues can be addressed through personalised, long-term support.

Through Housing First, Shelter Birmingham and the service partners provide ongoing, tailored support to those most vulnerable with multiple, complex needs. The team work proactively to engage clients based on their goals, with the client having choice and control.

Since the Entrenched Rough Sleepers service began in January 2018:

182

people have found housing

139

people have maintained their accommodation for at least 12 months

64

people have engaged with mental health support

60

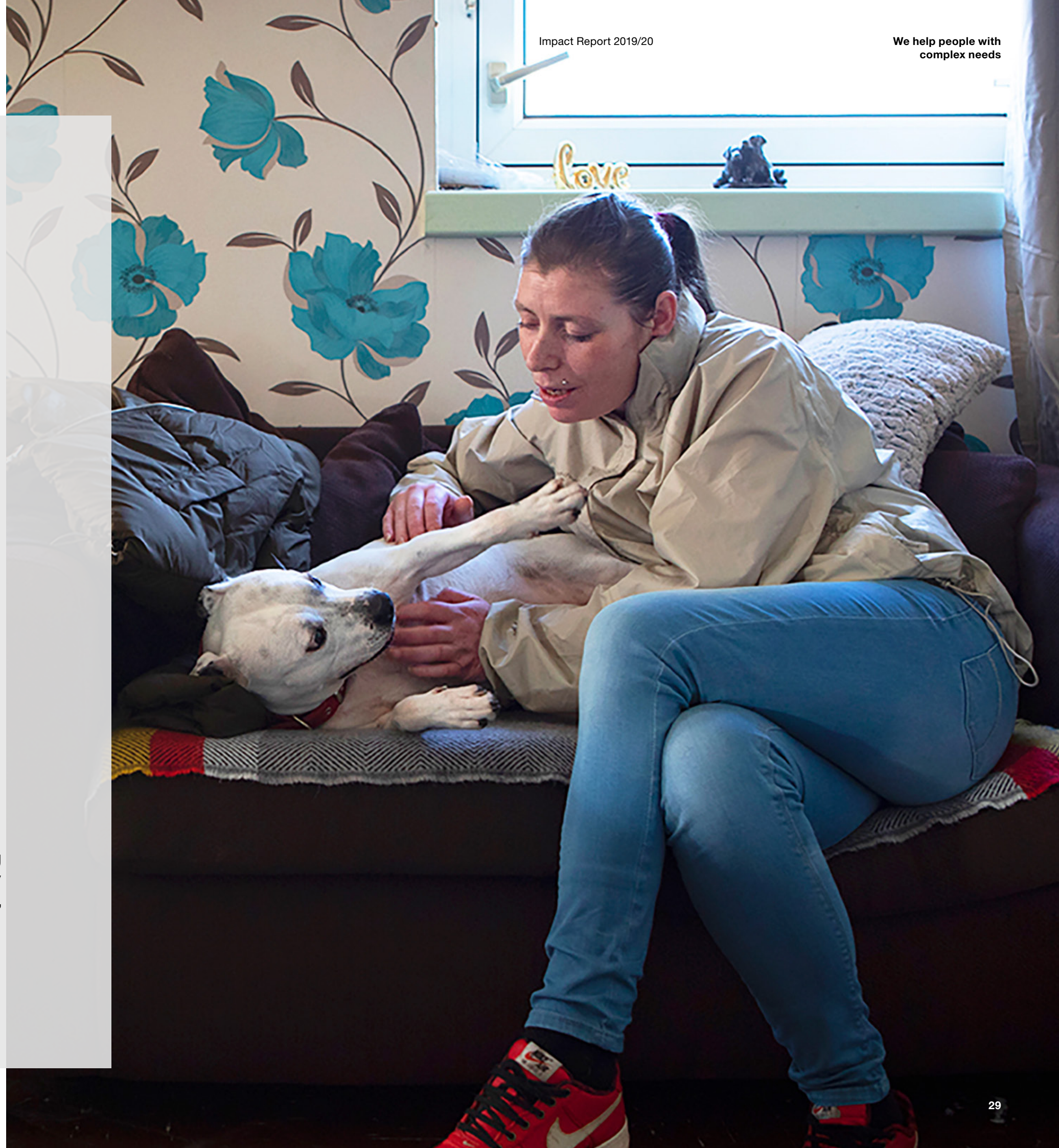
people are sustaining drug and alcohol treatments

Hannah's story: Housing First Birmingham

After escaping a violent background growing up, Hannah was street homeless in Birmingham for seven years before being accepted into Housing First. She'd bounced around between temporary accommodation and hostels, but always found it difficult to get permanent accommodation due to having a dog. Hannah was begging to support her substance misuse, and was known to be aggressive.

Hannah entered the Housing First programme in November 2019, when she was very unwell from heroin withdrawal. She agreed to accept support with the Navigator (someone who provides support and assistance to Housing First clients to secure and sustain a home). Two days after agreeing support, she was scripted on Methadone. In December 2019, Hannah moved into her Housing First property. Her Navigator supported her to continue to engage with support services, as well as to obtain a photo ID, and find and select furniture for her 'forever home'. Since moving in, Hannah has remained stable on her Methadone script, has stopped injecting drugs, and has significantly reduced her alcohol use. She's very house proud, keeping her flat immaculately tidy, and making it a real home for her and her dog, Bo.

Hannah's Navigator continues to provide support with budgeting to ensure her necessities are paid for first, and the two are in daily contact, having built a professional relationship based on honesty, trust and mutual respect. Hannah has expressed a desire to get involved in volunteering with animal shelters or Street Vets, who have helped her and Bo so much over the last few years. It's hard to imagine Hannah as the person she used to be on the streets, and her Navigator has seen a huge transformation in her.



Our work in the criminal justice sector

The provision of homelessness prevention advice and accommodation support for people in the criminal justice system is fundamental to Shelter's strategic aim of supporting those in housing crisis. Supporting people subject to probation supervision in finding and retaining settled accommodation both during and after release, or whilst serving their community sentence, is key to preventing re-offending and successful rehabilitation. However, there are often difficulties in accessing accommodation and ongoing support to fully integrate back into the community. We have been working in the justice sector since 2015, and provide a range of services tailored to clients' needs, such as crisis intervention, housing and benefits support, as well as a 'through the gate' resettlement service, which provides ongoing support from when the client is in prison, to when they are ready to re-integrate into the community.

Among the **5,740** clients who received support with their accommodation (where outcomes are known):

- Over **2,200** people leaving prison or serving their community sentence received help finding somewhere to live. This includes:
 - 597** people moved into settled or more permanent housing
 - 301** people moved back into a family home
 - 1,162** people accessed emergency, temporary or supported accommodation
- Over **2,400** people leaving prison or serving their community sentence were better able to keep their home after working with our offender resettlement services to retain their tenancies and prevent eviction.

In total, we worked with over:

14,100

people in custody and the community

and delivered over

11,800

interventions to these individuals

Shelter Scotland: Time for Change

Our Scottish hubs have been implementing Time for Change as our approach to involving people with lived experience of homelessness in our work. Consulting people and organisations in each of the hub cities on their experiences of homelessness and homelessness services is central to this work. It is a flexible model that lets people identify and prioritise local issues and participate in designing and delivering responses.

Constructive engagement with the council in Dundee has effectively positioned the local Time for Change group as a conduit for lived experience input into the implementation of local policy, including, but not limited to, major changes affecting the provision of temporary accommodation in the city.

Time for Change Glasgow has influenced local systems change via its provision of assisted homelessness presentations. This has reduced the risk of homeless applicants being affected by council gatekeeping, and thereby safeguarded clients' rights under the homelessness legislation.

Progress and impact of Time for Change was evaluated by Heriot Watt University. It concluded that participants reported improvements in psychological wellbeing, self-worth, self-esteem, and confidence. It noted that this involvement programme had a substantial impact on our campaigning and influencing activity, highlighting that the increased integration of people with lived experience of homelessness in the hubs was evident throughout their fieldwork.



We help effect systemic change

Everyone should have a place to call home. This is a basic right. And through our army of supporters, we are creating a powerful movement to ensure the fight for this right is across everything we do.

Through our hubs and community organisers, we aim to make every Shelter hub a base for change in its community, whether building grassroots movements to campaign for stronger rights for renters, or building support for systemic change at a local and national level.

Through our hubs and community organisers, we aim to make every Shelter hub a base for change in its community

Following our pilot programme in Manchester, we expanded our community organising team to four more hubs, Bristol, London, Birmingham and Edinburgh, and began building local campaigns to tackle the housing emergency in these cities. We spent the start of 2020 building 'listening campaigns', speaking to people experiencing the housing emergency and asking them what they wanted to see change.

In each city we've spoken to hundreds of people, and brought together wide coalitions of people who want to tackle the issues they're facing. We had Mayoral Assemblies planned for each area, where we were ready to put the issues we'd heard to each candidate in each city. Whilst we've had to reschedule these for 2021 due to coronavirus and the postponement of local elections, we've used the campaigns to help shape our hubs' work to become bases for enabling systemic change, and identified the key issues we want to campaign on in the future.

We responded to the upsurge in community activism after the coronavirus pandemic broke out by supporting mutual aid groups, and bringing people together to help shape Shelter's response in the wake of the outbreak. We've also mobilised people locally behind our national campaigns, bringing together local campaign groups to support our calls, convince the government to protect renters from eviction, raise the local housing allowance and ensure everyone had a roof over their heads once lockdown began.

Council collaboration win in London

The Newham interim homelessness strategy was launched in January 2020, which involved using our consultancy services to help the council to develop their much-needed homelessness strategy. Through sharing our expertise and experience, we have been able to work with the council to identify key priorities, and create an action plan that ensures people are able to access the support and accommodation they need. Senior management at the council have accepted a series of recommendations, including the setup of the Homelessness and Rough Sleeping Strategy Steering Group to oversee delivery of the authority's action plan and ensure best practice is maintained.

We are pleased to have secured a council-wide commitment at a strategic level, and will continue to work collaboratively to ensure the strategic goals are achieved.

Local partnerships that lead change

We know that we cannot end the housing emergency on our own. That's why we have reached out to partner organisations to make sure that people get all the help they need, and that we work across local systems to create lasting change. As part of Inspiring Change Manchester, the Women's Voices Movement created a Women's Community of Practice with local social housing providers Riverside and Jigsaw. In Plymouth, we are working in partnership with a number of key influential partners in the city, including the Sunflower centre, Police & Crime Commissioner, Plymouth City council, and Public Health to ensure women with lived experience are involved in the design of domestic abuse services.

Our vision is for hubs and shops to be at the heart of their communities. Our Shelter boutique shop in Clapham Common developed a partnership with the Outside Project, a night shelter specifically for the LGBT+ community. The Outside Project took over half of the shop for the month of February (LGBTQ+ History month) and the shop has become a base to promote both the Outside Project's campaigns and Shelter's social housing campaign.

Ending DSS discrimination

It's been another big year for our campaign to end discrimination against tenants who receive housing benefit. Building on the successes we had in 2019, this year we turned our focus back to ending discriminatory policies and practices from letting agents and landlords. In February 2020, we published our guide for the lettings industry on ending DSS discrimination, setting out best practice for agents to follow to comply with equality laws.

We supported Shelter clients to win legal settlements from letting agents who had discriminated against them. These settlements sent a clear message to agents that if they continue to discriminate against tenants receiving housing benefit, they risk legal action and a hefty fine.

We also launched calls for OpenRent, one of the UK's largest online letting agents, to end DSS discrimination on their platform. A group of Shelter clients wrote an open letter to OpenRent, which was backed by over 5,000 Shelter supporters.

All of this has helped us make an impact, from a huge increase in tenants bringing DSS discrimination complaints against agents, to The Property Ombudsman renewing their warning to member agents not to discriminate off the back of Shelter's legal victories.



Social Housing

Building on our Big Conversation, Social Housing was the central tenet of Shelter's key campaign during the 2019 General Election. Working in coalition with other housing and homelessness organisations, we amplified our call for an additional 90,000 social homes per year over the next Parliament in the media, marketing and supporter communications, the ambition of which was then reflected in several major party manifestos.

Candidates in more than 95% of England's constituencies heard our call from their constituents. The Housing Emergency Response Operation (HEROs) network – a thriving group of over 1,000 very active supporters – was established during the election period. With over a third of our HEROs

being people with experience of homelessness, we succeeded in not only developing a rapid response campaigning network, but were also able to secure them interviews in local, regional and major national media outlets.

We continued to build support with our Social Housing Petition (now nearing 100,000 signatures), challenged alternative policies that wouldn't do the job (the government's 'First Homes'). In March the government committed to build more social housing than in previous years.

Legal advice service and strategic litigation

Shelter has unrivalled expertise in housing law, and our lawyers fight daily for the right to a home. Our strategic litigation teams use their expertise to bring cases to court where winning one case can change thousands of lives. We have already brought a series of cases to highlight the unlawful nature of 'No DSS' practices.

Our team of solicitors offer expert legal advice, help fight repossession and eviction, and attend court to defend people at risk of losing their home. Our solicitors also challenge landlords who unlawfully evict people, or allow their properties to fall into a dangerous state of disrepair. We also challenge local authority homelessness decisions, stepping in when councils aren't doing enough to support those in need of housing.

Shelter Scotland: The People vs Glasgow City Council

2019 saw the use of strategic litigation to promote and enforce the rights of homeless people in Scotland. After years of fighting to ensure that Glasgow City Council met its legal obligation to homeless people in the city, we announced we would take the council to court in a public interest case.

We wanted the court to agree that Glasgow City Council was breaking the law, and to make it review its plans so that this would stop. We shone a light on the scandal and simultaneously sent a signal to all councils and the Scottish government that we are serious about defending people's housing rights.

We asked people in Glasgow to help us stand up for justice, and support us on the issue, which generated huge interest. We gained 7,000 new supporters to our movement and raised more than £16,000 in a short campaign to accompany the court action. Following a last minute intervention from the Scottish Housing Regulator, we asked the Court of Session to postpone its legal case into 2020 following the launch of the inquiry. We await the outcome of that inquiry.

Last year, our legal advice service worked with:

5,648

households in England

409

households in Scotland



Methodology

This report is informed by the following:

- Data was gathered from a number of services that collect routine information on outcomes and outputs throughout service use. This includes our DIY skills advisers, our family support services in Hackney, Newham and Sheffield, the GROW trainee programme, the Manchester entrenched rough sleepers service, the National Homelessness Advice Service (NHAS), our offender services and the Specialist Debt Advice service (SDAS). For Shelter Scotland this includes data for Our Journey Home, the Rights Awareness Workshops, and The Scottish Empty Homes Partnership (SEHP).
- Internal management information provides the figures on how many people we help each year through our helplines, digital, face to face and legal services.
- A third-party social media management tool called Conversocial is used to internally monitor conversations on Shelter's social channels, including advice queries received.
- More detailed information can be found in the technical report.

**Shelter exists to defend the right
to a safe home for individuals,
in communities, and across society.**

**Every year, we help defend the rights
of millions struggling with bad housing
or homelessness through our advice,
support, and legal services. And we
campaign to make sure that, one day,
a safe home will be a reality for everyone.**