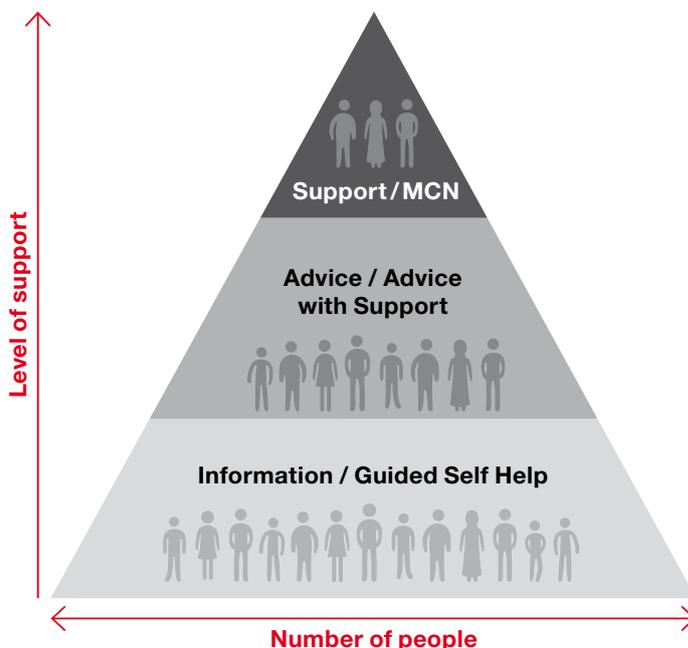


# Shelter services overview



**Our services are designed to advise, guide and support people with all types of housing needs – whether that takes a short conversation or intensive support over several months.**

We help people by phone, web chat, face to face at advice centres and in their homes, from self-help to intensive, individual support and embedded staff.



## Help and support at every level – core services

### Specialist Advice Service

Housing, debt and welfare advice delivered face to face in advice centres, outreaches or by phone.



### Housing Support Service

Backed by an experienced team of specialist housing solicitors, Housing Support Workers help people access, keep and improve a safe, secure and affordable home.



### Multiple and Complex Needs (MCN)

Intensive, long-term and highly specialist casework help for MCN clients, alongside coordinated support from local partners.



### Hospital Discharge

Housing advice and resettlement support that helps hospitals and health professionals plan a safe return home for patients.



### Specialist Advice Service with Support

Housing, debt and welfare advice on a one-off or casework basis, including early intervention, multi-agency working and embedded staff.



### Information and Resources

Self-help via Shelter's Information Resource Centres, digital advice pages and web tools.



### Service enhancements

DIY Skills Advisor Service

Hardship Fund

Employability Support Service

Children's Workers

# Above all, our proactive interventions aim to **prevent homelessness in all forms**

## The Shelter *difference* – our approach

We're more than just a service provider. We have national infrastructure and influence as well as a firm grasp of what needs doing locally – so we can make a tangible difference in local communities where we already possess decades of experience.

By recognising the complexity of individual needs, we treat each person and situation as unique. Our services are multifaceted, flexible and responsive to deal with the widest possible circumstances relating to housing problems and homelessness.

And we don't work alone. We partner with Local Authorities and other community organisations. Wherever we work, we seek to align our voluntary funding with public investments to enhance services and optimise outcomes.

**By commissioning us, you become part of our proactive campaign to end homelessness.**

## The Shelter *difference* – our impact

79% of clients across the UK found somewhere new to live; improved their circumstances; or were helped to stay in their home and manage better. (1)

**14,000**

people helped to find homes (January–June 2016)

**11,500**

people helped to stay in their homes (January–June 2016)

**17,000**

people helped to improve the condition of their homes (January–June 2016)(2)



## The Shelter *difference* – our people

“It's with great pride that I lead Shelter's business development team. Since establishing our first hub in London over 50 years ago, we now offer advice and support to people in housing need in our local hubs right across England, as well as to millions of people online and by phone.

We work closely with commissioners, voluntary organisations and community groups to develop our services so that we can help more people. We know we need to do more to meet rising needs and we look forward to working in partnership to achieve that.”

Oliver Gray  
Head of Business Development  
Tel: 0344 515 2121  
Oliver\_Gray@shelter.org.uk



Until there's a home for everyone

**shelter.org.uk**

<sup>1</sup> Shelter, 2016, Outcomes survey, Unpublished dataset

<sup>2</sup> Shelter, 2016, Outcomes survey, Unpublished dataset

Registered charity in England and Wales (263710) and in Scotland (SC002327) OBR-905.

**Shelter**