

**SHELTER**

# **IMPACT REPORT 2021/22**

METHODOLOGY AND APPENDICES

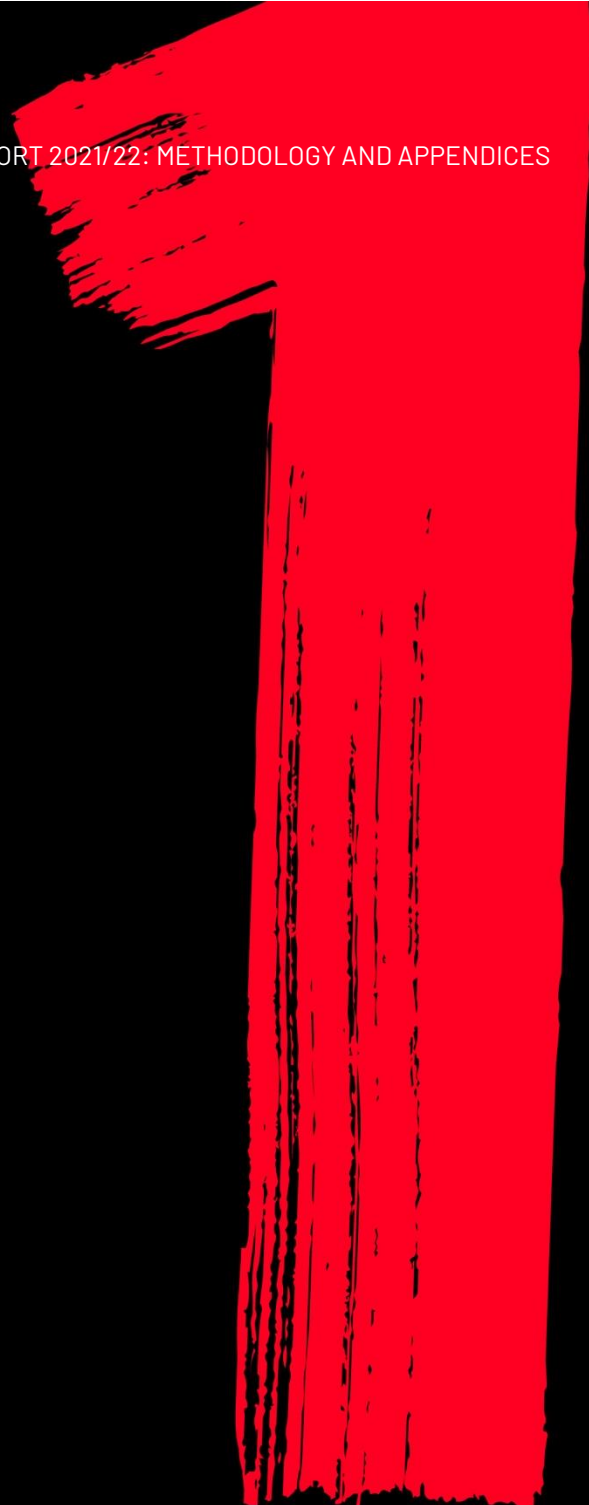
JULY 2022



<b>1 – METHODOLOGY</b>	<b>04</b>
<b>2 – APPENDICES</b>	<b>06</b>
- Appendix A: Table of full results reported in 2021/22 impact report, sources and calculations	<b>07</b>
- Appendix B: Outcomes Survey Methodology	<b>10</b>
- Appendix C: Shelter Outcomes Survey 2021/22 Questionnaire	<b>11</b>
- Appendix D: Bristol and Sheffield Family Services	<b>20</b>

# CONTENTS

# 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 Change<sup>1</sup> we identified that Shelter aims to help people:

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

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 emergency 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](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]

---

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

- our Family services in Bristol and Sheffield;
- our Getting Real Opportunities of Work (GROW) traineeship programme;
- our justice services working with people in custody and in the community;

---

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

- our professional advice services which include the National Homelessness Advice Service (NHAS) and the Specialist Debt Advice service (SDAS);
- and the work of Shelter's Legal Services

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 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 2021/22 IMPACT REPORT, SOURCES AND CALCULATIONS

Finding	Section and Page number	Source
Across our face-to-face services, our emergency helpline and our webchat, almost 50,000 people have sought our advice to defend their right to a safe home.	An introduction from Polly Neate, Shelter CEO p.4	Management information obtained by summing the number of people helped across our face-to-face services, Helpline and webchat.
With 17.5 million in Britain – roughly one in three people – now affected by the housing emergency, you’ve helped us prioritise the most urgent cases, including the introduction of a new triage system that gives service users more time for one-on-one support.	An introduction from Polly Neate, Shelter CEO p.4	YouGov survey of 13,268 adults (18+) in Great Britain, commissioned by Shelter. The survey was conducted online between 6 – 14 April 2021 and data was weighted to be representative of all GB adults. Shelter have estimated number of people using official population statistics.
Across our services in England in 2021/22:  17,281 households received advice from our emergency helpline	Our year at a glance p.5	Management information based on the number of people* who called our helpline and had a case opened in 2021/22. * Each person represents a household
15,478 households came to our local hubs in England for advice and support	Our year at a glance p.5	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2021/2022. * Each person represents a household **Nb. This could also include telephone advice at the hub location
There were 5.1 million visits made to our online advice and services pages in England	Our year at a glance p.5	Management information based on website traffic.
17,099 conversations through our webchat service	Our year at a glance p.5	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
Within Justice Services we assisted 3,598 cases supporting people in custody and in the community with their housing, finance, or employment needs	Our year at a glance p.5	Management information from our Justice Services in England. Based on the number of cases seen across contracts operating in Merseyside, Cheshire and Greater Manchester, Yorkshire and Humber, and

		Lincolnshire during the 2021/22 financial year. Some cases may be the same person who has been referred more than once throughout the year.
Our professional advice services responded to 15,012 queries	Our year at a glance p.5	<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>
Our legal advice service worked with 3,104 households	Our year at a glance p.5	Management information from our Legal Services in England.
Thanks to advice from Shelter's hubs or emergency helpline: 65% of households saw a positive change in their housing situation	Our year at a glance p.5	<p>Outcomes survey. Sample size n= 2,002. Closed cases in England in 2021 = 37,224 Proportion with issue = 100% of clients asked this question Proportion issue improved/ resolved = 65% / 17,400 households Proportion attributable to Shelter = 82% Proportions taken from weighted sample results.</p> <p>See Appendices B and C for detailed information on methodology.</p>
60% of homeless households found somewhere to live	Our year at a glance p.5	<p>Outcomes survey. Sample size n= 2,002. Closed cases in England in 2021 = 37,224 Proportion with issue = 45% Proportion issue improved/ resolved = 60% / 8,400 households Proportions taken from weighted sample results.</p> <p>See Appendices B and C for detailed information on methodology.</p>
61% of households with financial difficulties saw their financial situation improve	Our year at a glance p.5	<p>Outcomes survey. Sample size n= 2,002. Closed cases in England in 2021 = 37,224 Proportion with issue = 30% Proportion issue improved/ resolved = 61% / 5,800 households Proportions taken from weighted sample results.</p> <p>See Appendices B and C for detailed information on methodology.</p>
55% of households who were having an issue with their landlord or tenancy saw an improvement	Our year at a glance p.5	<p>Outcomes survey. Sample size n= 2,002. Closed cases in England in 2020 = 2021 = 37,224 Proportion with issue = 50%</p>



		<p>Proportion issue improved/ resolved = 55% / 8,800 households Proportions taken from weighted sample results.</p> <p>See Appendices B and C for detailed information on methodology.</p>
<p>Since April 2021, our Bristol and Sheffield Family services helped 164 families, including 425 children.</p>	<p>Working together for families p.6</p>	<p>Management information provides the numbers helped.</p>
<p>Children helped by our services in Bristol and Sheffield noted improvements in the areas of mental and physical health, skills development and of feeling safe.</p> <p>Being healthy:</p> <ul style="list-style-type: none"> <li>- At the start of using our services 41% of children answered that health was not a cause of worry</li> <li>- At the end of using our services 90% of children answered that health was not a cause of worry</li> </ul> <p>Getting the most out of life:</p> <ul style="list-style-type: none"> <li>- At the start of using our services 44% of children answered that they were able to enjoy life and develop skills for adulthood</li> <li>- At the end of using our services 83% of children answered that they were able to enjoy life and develop skills for adulthood</li> </ul> <p>Feeling safe:</p> <ul style="list-style-type: none"> <li>- At the start of using our services 54% of children answered that they felt safe and protected from harm in their home environment and local community</li> <li>- At the end of using our services 90% of children answered that they felt safe and protected from harm in their home environment and local community</li> </ul>	<p>Working together for families p.7</p>	<p>Responses are based on feedback from 41 children and young people helped by our services in Bristol and Sheffield last year.</p> <p>We ask the families we support whether certain aspects of their life are a cause of worry (e.g. being healthy, economic wellbeing, family relationships) at the start and end of working with the service. The outcomes included in the report are the answers given for the children and young people (aged under 18).</p> <p>Best efforts are made to collect answers from the children and young people themselves, but if this not possible then answers are provided by their parent or carer. If a family has more than one child or young person, then answers will be obtained from each child or young person who has been supported by the service.</p> <p>See Appendix D for a more detailed breakdown of the outcomes for children and young people worked with in 2021/22.</p>
<p>Getting Real Opportunities for Work (GROW): Since the programme began, 66 people have enrolled, 54 of whom have completed their traineeship and graduated into further employment.</p>	<p>Turning lives around p.11</p>	<p>Management information provides enrolment and graduation figures.</p>

<p>In 2021/22, we had a cohort of 13 people join the programme, supporting our Peer Research, Community Organising, Advice and Marketing teams. Four completed their traineeship in that period.</p>		
<p>Last year, our Legal Services worked with over 3,100 households in their fight for a safe home.</p>	<p>Fighting a broken system p.13</p>	<p>Management information from our Legal Services in England.</p>

# APPENDIX B: OUTCOMES SURVEY

## METHODOLOGY

We commissioned the research agency, BMG Research, to conduct a survey with a sample of 2,002 of our clients in 2021/22 in England via telephone, text and/or email at least three months after we had closed their case on our management system (and no more than ten months 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 and homelessness status. 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.

Survey questions that measure the outcomes are based on the Common Outcomes Framework which looks at the following aspects, a number of which are included in the report:

- 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

We use percentages in the report 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.

# APPENDIX C: SHELTER OUTCOMES SURVEY 2021/22 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)

**QC3 and QC4 REMOVED**

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

1. Yes
2. Partially
3. No
4. Too early to say
5. 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.

The COVID 19 pandemic and the economic impact of it has affected people in different ways. Thinking about the problem you came to Shelter with, how much do you think your housing problem has either been affected by, or is a result of, the pandemic and/ or its economic impacts

READ OUT  
SINGLECODE

1. Not at all related to the pandemic or its economic impacts
2. Slightly related to the pandemic or its economic impacts
3. Substantially but not entirely related to pandemic or its economic impacts
4. Wholly related to the pandemic or its economic impacts
5. Don't know (DNRO)

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

READ OUT  
SINGLECODE

1. Much harder
2. A little harder
3. No different
4. A little easier
5. Much easier
6. 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

### Q20 and Q21 REMOVED

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

No - keep confidential.

# APPENDIX D: BRISTOL AND SHEFFIELD FAMILY SERVICES

Based on the responses of 41 children and young people (aged 18 or under) we finished working with in 2021/22.

<b>Being healthy</b>					
	<b>Response at start</b>	<b>% of total</b>	<b>Response at end</b>	<b>% of total</b>	<b>Difference (+/-)</b>
This is a cause of worry and needs to improve	9	22%	1	2%	
This is ok but could be better	15	37%	3	7%	
This is not a cause of worry	17	41%	37	90%	+49%
<b>TOTAL</b>	<b>41</b>		<b>41</b>		

<b>Getting the most out of life</b>					
	<b>Response at start</b>	<b>% of total</b>	<b>Response at end</b>	<b>% of total</b>	<b>Difference (+/-)</b>
This is a cause of worry and needs to improve	6	15%	2	5%	
This is ok but could be better	17	41%	5	12%	
This is not a cause of worry	18	44%	34	83%	+39%
<b>TOTAL</b>	<b>41</b>		<b>41</b>		

<b>Feeling safe</b>					
	<b>Response at start</b>	<b>% of total</b>	<b>Response at end</b>	<b>% of total</b>	<b>Difference (+/-)</b>
This is a cause of worry and needs to improve	10	24%	0	0%	
This is ok but could be better	9	22%	4	10%	
This is not a cause of worry	22	54%	37	90%	+37%
<b>TOTAL</b>	<b>41</b>		<b>41</b>		

**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.

**Shelter**

88 Old Street  
London EC1V 9HU

0300 339 1234  
shelter.org.uk

