

SHELTER

IMPACT REPORT 2025/26

METHODOLOGY AND APPENDICES

AUGUST 2026



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METHODOLOGIES

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Output Information

Internal management information provides output figures on:

- how many people we help each year through our Emergency Helpline, Helpline Plus, digital (webchat and online advice pages), legal and professional advice services and face-to-face services in our hubs across England.
- local community campaigns we have helped to facilitate and energise using our community organising model.
- how many people responded to our campaigns through supporter signatures, writing to their MP and responding to social media campaigns

Impact Information

Advisory and support work

Shelter's Outcomes Survey for England 2025/26

Shelter works with people who are struggling by offering advice and support via our hubs or our helpline. We set out below the advisory Outcomes Survey methodology for measuring how many people have been helped by this service. This survey provides the figures set out in the Our Year at a Glance (page 6-7) but also generates more statistics that are used in other forums. The information set out below applies to the statistics used in all forums, including those used in the Impact Report 2025/26.

The Outcomes Survey is designed based on the following aims for those receiving advice or support. These are that people can:

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

Using this framework, the survey assesses the impact of Shelter's advice and support services, including whether a person's overall housing situation has changed and, for those reporting a positive housing outcome, the nature and extent of the improvement in their housing situation. The survey also explores whether respondents' health, mental wellbeing, life satisfaction, employment or education have improved since receiving support from Shelter. For respondents with dependents, it additionally examines whether their children's health, mental wellbeing or education have improved following support from Shelter.

The Outcomes Survey is a survey of our clients who are contacted between three months and one year after their case was closed. Interviews are conducted by telephone or online with links sent via email or text. The 2025-26 survey was conducted by M-E-L Research and achieved a sample of 1,576 of our clients in England whose cases closed between January and December 2025. Data collection continued into 2026 to ensure that all respondents were interviewed at least three months after their case had closed; consequently, the survey is referred to as the 2025-26 Outcomes Survey.

Appendix B contains the full questionnaire.

The sample is broadly representative of our total client population, and was weighted to match the characteristics of all clients who received advice or support.

We weighted the data based on two characteristics:

- 1) Type of service (worktype) received in the following categories:
 - a) Advice and advocacy
 - b) Challenge and Court/ Tribunal
 - c) Support and Practical Assistance
 - d) Helpline (advice and advocacy)
- 2) Broad geographical regions
 - a) North
 - b) South
 - c) Central

The type of service is based on the type of work undertaken, rather than who carried out the work. Helpline Plus figures are distributed across the first three categories (according to the nature of the work undertaken, rather than being grouped under the emergency helpline. Weighting¹ was conducted after completion of the survey.

Soft quotas were monitored to ensure the interview sample broadly reflected the proportions of our client population by age, gender, ethnicity, client goal, homelessness status, and experience of domestic abuse. Each client represents a household, which can contain multiple occupants.

We analysed and interpreted the survey data in several ways.

- 1- Satisfaction. The survey asks whether the person was satisfied with the service they received from Shelter on a five-point scale. They are then asked a series of satisfaction sub questions.

¹ [Survey Weighting Explained: Achieving Representative Data — Analytical by Stephen Tracy](#)

2- Problems people come to Shelter with. 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 use percentages from survey responses to indicate the problems people were facing, rather than management information Shelter holds on services. This is because clients may approach Shelter with multiple housing issues. Survey responses allow us to capture and assess the resolution of all relevant issues reported by clients, whereas management information is used to identify a primary presenting problem when setting survey quotas. 'Don't know' responses are included in these calculations

3- Specific outcomes. Survey questions that measure the outcomes are based on the following framing of the outcomes we seek to achieve with the people we work with:

Keep a home

- Financial situation improved completely or partially.
- Able to remain in their home after being faced with eviction or repossession.
- Coping or managing better on a day-to-day basis.

Find a home

- Found somewhere new or different to live – previously homeless.
- Found somewhere new or different to live – not previously homeless.

Improve a home

- Issues with poor conditions in their home improved.
- Problems with lack of safety or wellbeing in their home or local area improved.
- Issues with landlord/ letting agent/ tenancy improved.

4- Overall housing outcome attributable to Shelter The survey asks respondents whether their overall housing situation has changed, using a five-point scale ranging from positive to negative. It then asks whether, and to what extent, any change is attributable to the advice and support received from Shelter. This attribution measure is used in this year's impact report and is the only point in the survey where we seek to directly assess Shelter's contribution to outcomes achieved.

5- Quality of positive change. Finally, we ask a series of questions of those that achieved a positive change in their housing situation because of Shelter to assess the quality of the positive change achieved (discussed in more detail below).

For all of the outcome information listed at 3 and 4 above, we use both percentages and whole numbers to show people who achieved certain outcomes. The absolute numbers of people 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 2025 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 (on page 7 of the Impact Report) are based on those people who state the improvement in their housing situation was because of Shelter either completely, largely or to some extent.

Percentages of people achieving a certain outcome exclude those who said, 'Don't know' or 'Too early to say'. Base sizes used therefore vary throughout due to this exclusion and because only those reporting an issue were asked if it improved. Base sizes of less than 30 are excluded from any reporting.

For outcome information discussed at point 4 above, to understand more about the nature of the positive changes in housing situation attributable to Shelter, we asked those who had a positive change in their housing situation (completely, partially or situation moving in the right direction) which was attributable to Shelter (completely largely or to some extent) some additional questions. From these we were able to understand how much progress households had made in improving their housing situation but only for those that were homeless when coming to Shelter or during their housing journey had either moved or needed to move. We were not able to do this for those households who, during their housing journey, felt that they did not need to move.

The progress made by this group of clients with a Shelter-attributable positive housing outcome who had moved or needed to move was organised into five quality categories. This enables us to explain in more detail what we mean by a positive change in housing situation, and helps the reader understand that a positive change in housing situation does not necessarily mean that a household's housing challenges have been fully resolved but may have only progressed incrementally.

The five categories are:

1- Moved to a social home or affordable and suitable private rental

- The household moved to either a social home, or a private rental that the client feels is affordable and suitable (fully or partially).

2- Moved to suitable temporary accommodation

- The household moved to temporary accommodation with the assistance of the local authority that the client feels is suitable to live in for 6 months or more.

3- Moved but unsuitable and/or unaffordable

- The household is in unsuitable temporary accommodation or unsuitable / unaffordable private rental but see this as an improvement on their situation before receiving support from Shelter. For example, this includes people who were street homeless who then moved into Temporary Accommodation.

4- Some positive steps achieved but didn't move

- Covers the following scenarios where the household hasn't yet managed to move, and they are:
 - i) stuck in challenging social housing or still homeless but either they
 - 1. have a solicitor (legal support) to challenge the relevant local authority.
 - 2. are waiting for the relevant local authority to make a decision.
 - 3. know their rights and know what to do next to find somewhere new to live.
 - ii) stuck in a challenging private rented tenancy but know their rights and are confident they know what to do next to find somewhere new to live.

5- Not a positive change, but household said there had been some improvement

- This subgroup includes households who:
 - i) have moved, but not into a private rental, social housing, or temporary accommodation, and whose outcomes could not be categorised.
 - ii) have not yet moved, and whose current situation does not fit into the categories outlined in Group 4, but who nonetheless perceive their position as improved since engaging with Shelter.

6- Cannot Categorise

- This subgroup includes responses that could not be classified elsewhere. It covers households who are
 - i) living in a private rental and, when asked if their housing was suitable and affordable, responded don't know/ prefer not to say to both questions, or responded that it was suitable or affordable but responded with 'don't know/ prefer not to say' to the other criterion
 - ii) living in temporary accommodation and, when asked if their housing was suitable, responded don't know/ prefer not to say/ not applicable

This differs from Category 3, 'Moved but unsuitable and/or unaffordable', where households explicitly stated that the property was either unsuitable or unaffordable but may have answered don't know to the other criterion.

To reiterate, we have only been able to create these categories for those people who had a positive change in their housing situation attributable to Shelter who either:

(1) were homeless;

(2) moved during their "housing journey"

(3) concluded on their "housing journey", that they needed to move from where they were living but had not yet achieved this.

For those whose solution involved staying where they were living when the problem arose, we were unable to develop a quality index.

Published research conducted, commissioned or jointly commissioned by Shelter

Shelter commissions and conducts research in order to provide evidence for campaigns, strategic insight and influencing for change.

The Economic Impact of Building Social Housing. Cebr (February 2024)

Shelter and the National Housing Federation (NHF) commissioned the Centre for Economics and Business Research (Cebr) to assess the economic and social impacts of building 90,000 social homes – i.e. the level of delivery needed annually for a ten year period.

The report includes a comprehensive long-term assessment of how building social housing benefits the economy, the government, the people who will live in social homes and society at large. The specific scenario modelled within the report is the construction of 90,000 new social homes. This is intended to demonstrate the impact of one singular year of a scheme, which would be expected to continue over multiple years. Cebr, February 2024.

Available at:

https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing

More than Bricks. Interim Report (September 2025)

Shelter is carrying out a longitudinal research project, funded by IKEA, looking at the impact of moving into a social rent home. Shelter commissioned HACT (Housing Associations' Charitable Trust) to deliver the project. The report firstly includes emerging findings from the longitudinal research project looking at the human impact of moving into a social rent home. This shows the short-term benefits tenants experience within three months of moving into their new home. Secondly the report presents new findings on the economic impact of inaction. This shows that there are significant costs to the government and wider public services if the government does not ramp up to deliver 90,000 social rent homes per year over 10 years.

Available at:

https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/more_than_bricks_interim_report

My Colour Speaks Before Me: How Racism and Discrimination Affect Black and Black Mixed Heritage People's Access to Social Homes in England (July 2025)

This research was driven by 16 Peer Researchers who identify as Black or Black Mixed heritage. The Peer Researchers took photographs and interviewed 46 people with similar lived experiences about trying to access a social home. Peer Researchers also

co-produced the policy solutions recommended in the report. In this research with Black and Black Mixed Heritage social housing applicants, people reported discrimination and barriers to accessing a safe and secure social home. The report also highlights historic barriers and systemic racism embedded within the housing sector.

Available at:

https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/my_colour_speaks_before_me

NB 1: **Definitions**

Outputs –Outputs are a quantitative summary of an activity. For example, the number of youth work sessions delivered or the number of elderly people attending a luncheon club are outputs. An output tells you an activity has taken place, but it does not tell you what changes as a result.

Outcomes – An outcome is the meaningful and valued impact or change that occurs as a result of a particular activity or set of activities. For example improved confidence of participants.

Penny, J. and Slay, J., 2014. Commissioning for outcomes and co-production: A practical guide for local authorities. London: New Economics Foundation. Available at: <https://neweconomics.org/2014/06/commissioning-outcomes-co-production> [Accessed 23 July 2026].



APPENDICES

APPENDIX A: TABLE OF FULL RESULTS REPORTED IN 2025/26 IMPACT REPORT, SOURCES AND CALCULATIONS

<i>Finding</i>	<i>Section and Page number</i>	<i>Source</i>
Every three minutes, a household becomes homeless.	Intro from Sarah Elliot, p4-5	Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness
Every twelve minutes, a family becomes homeless.	Intro from Sarah Elliot, p4-5	Every 12 minutes a family in England becomes homeless based on the number of families presenting as homeless to the council. Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness
Today, more than 135,000 households are living in temporary accommodation, including over 177,000 children, which is the highest number since records began	Intro from Sarah Elliot, p4-5	There are 135,580 households living in temporary accommodation. There are 177,530 children living in temporary accommodation; this is the highest since records began in 2004. Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness
more than 1.3 million households are waiting for a social home	Intro from Sarah Elliot, p4-5	There were 1.34 million households on social housing waiting lists as at end of March 2025. Households can contain multiple people. Ministry of Housing, Communities and Local Government (MHCLG) . Live tables on rents, lettings and tenancies. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies Table 600.
Despite new homes being built, too many continue to be lost through sales, demolitions and tenure changes	Intro from Sarah Elliot, p4-5	In the year ending 31 March 2025 there was a net loss of 3,834 social homes Ministry of Housing, Communities and Local Government (MHCLG), Net supply of social housing for rent. Available at: https://www.gov.uk/government/statistics/social-housing-sales-and-demolitions-2024-25-england/social-housing-sales-and-demolitions-2024-25-net-supply-of-social-housing-for-rent#net-supply-of-social-housing-for-rent
Our Build Social Housing Campaign	Intro from Sarah Elliot, p4-5	Details of this campaign can be found at https://england.shelter.org.uk/support-us/campaigns/social_housing/lets_build_social_housing

Social housing boosts the economy, and provides stability, opportunity and security. It helps children to thrive, supports good health and strengthens communities.	Intro from Sarah Elliot, p4-5	Shelter and the National Housing Federation (NHF) commissioned the Centre for Economics and Business Research (Cebr) to assess the economic and social impacts of building 90,000 social homes – i.e. the level of delivery needed annually for a ten year period. Our report includes a comprehensive long-term assessment of how building social housing benefits the economy, the government, the people who will live in social homes and society at large. The specific scenario modelled within this report is the construction of 90,000 new social homes once. This is intended to demonstrate the impact of one singular year of a scheme, which would be expected to continue over multiple years. Research report: The economic impact of building social housing. Published February 2024. https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing Shelter is carrying out a longitudinal research project, funded by IKEA, looking at the impact of moving into a social rent home. Shelter commissioned HACT (Housing Associations' Charitable Trust) to deliver the project. This shows the short-term benefits social rent home tenants experience within three months of moving into their new home. Secondly the report presents new findings on the economic impact of inaction. This shows that there are significant costs to the government and wider public services if the government does not ramp up to deliver 90,000 social rent homes per year over 10 years. Research report: More than Bricks. Published September 2025. https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/more_than_bricks_interim_report
We welcomed the Government's £39 billion commitment to social and affordable housing as an important step forward	Intro from Sarah Elliot, p4-5	Government policy paper 'Delivering a decade of renewal for social and affordable housing'. Updated January 2026. Available at https://www.gov.uk/government/publications/delivering-a-decade-of-renewal-for-social-and-affordable-housing/delivering-a-decade-of-renewal-for-social-and-affordable-housing
England needs at least 90,000 social rent homes built a year, for 10 years.	Intro from Sarah Elliot, p4-5	Shelter and the National Housing Federation (NHF) commissioned the Centre for Economics and Business Research (Cebr) to assess the economic and social impacts of building 90,000 social homes – i.e. the level of delivery needed annually for a ten year period. Our report includes a comprehensive long-term assessment of how building social housing benefits the economy, the government, the people who will live in social homes and society at large. The specific scenario modelled within this report is the construction of 90,000 new social homes once. This is intended to demonstrate the impact of one singular year of a scheme, which would be expected to continue over multiple years. Research report: The economic impact of building social housing. Published February 2024. https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing

This year, tens of thousands of households from across England accessed vital support through our emergency helpline, webchat, local hubs, and legal services	Intro from Sarah Elliot, p4-5	Management information based on the number of people* who had a case opened between the period of April 25 to March 26 shows that: 12,672 households received advice from our emergency helpline 11,373 households came to our local hubs in England for advice and support Shelter England's Legal services helped 4,346 households 24,647 conversations were had on our webchat England service *Each person represents a household
12,672 households received advice from our emergency helpline	Our year at a glance, p6-7	Management information based on the number of people* who called our helpline and had a case opened between the period of April 25 to March 26 *Each person represents a household
11,373 households came to our local hubs in England for advice and support	Our year at a glance, p6-7	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened between the period of April 25 to March 26. * Each person represents a household **Nb. This could also include telephone advice at the hub location
Shelter England's legal advice services helped 4,346 households	Our year at a glance, p6-7	Management information from our Legal Services in England based on the number of people* who received legal support and had a case opened between the period of April 25 to March 26. * Each person represents a household
Our professional advice services responded to 17,201 queries from other organisations needing our housing expertise	Our year at a glance, p6-7	Management information based on the number of queries handled by advisers across the following services for professionals: Expert Housing Advice Services and Specialist Debt Advice service between the period of April 25 to March 26. Professional advice workers will often use the service several times for different people they are dealing with in their own service
Our justice services assisted 7,309 cases with people in custody and in the community.	Our year at a glance, p6-7	Monitoring information from our Justice Services team in England for the period April 25 to March 26
6.2 million visits to our Shelter England online advice and services pages	Our year at a glance, p6-7	Management information based on website traffic between the period of April 25 to March 26

24,647 conversations were had on our webchat England service	Our year at a glance, p6-7	Management information based on the number of interactions advisers have between the period of April 25 to March 26. It is not possible to monitor multiple chats with the same person, as the service is anonymous
Top 10 Online Advice Pages	Our year at a glance, p6-7	Number of visits per page: 1. Renters Rights Act Changes for Private Renters- 236,901 2. Emergency Grants, Loans and Money Help- 151,439 3. Section 21 Eviction- 149,715 4. Emergency Housing from the Council- 112,555 5. Check If Your Home is Overcrowded by Law- 98,999 6. Section 21 Eviction - How to Check a Section 21 Notice is Valid- 95,701 7. Homelessness - Get Help from the Council- 94,120 8. Private Renting - Rent Increases- 81,024 9. Section 21 Eviction - How Long a Section 21 Eviction Takes- 80,829 10. Benefits - Moving from ESA to Universal Credit -77,540 Management information based on website traffic between the period of April 25 to March 26.
After receiving support from Shelter 28% of people reported that their physical health had improved and 41% reported that their mental wellbeing had improved.	Our year at a glance, p6-7	Shelter's Outcomes Survey for England 2025/26 Outcomes survey. Sample size n= 1,576 Total No of closed cases in England in 2024 =30,084 Proportion with issue = 100% of clients asked this question (Q9) Attribution to Shelter = 100% of clients asked this question (Q10) Proportion issue improved/ resolved = 66% / 18,400 households Proportion attributable to Shelter = 48% /11,500 households Proportions taken from weighted sample results.
11,500 households- representing 48% of those who received advice from the hubs or emergency helpline- saw a positive change in their housing situation and directly attributed this to the support they received	Our year at a glance, p6-7	* We asked households who reported a positive outcome in their housing due to our involvement and had either moved, decided they had to move but hadn't yet done so, or were homeless when coming to Shelter. This represented a smaller section of the 546 households reporting a positive change in their housing situation because of Shelter (398) and did not include those that, as part of their positive change involved staying where they were.
Out of the 48% of households reporting a positive change in their housing situation due to our involvement, the segment we asked* achieved the following: 43% Moved to a social home or affordable private rental	Our year at a glance, p6-7	See Methodologies section for detailed information on methodology. See Appendix B for sample questionnaire.

17% Moved to suitable temporary accommodation. 13% Moved but unsuitable &/or unaffordable 15% Some positive steps achieved but didn't move 9% Not a positive change but household said there had been some improvement 3% Cannot categorise.		
With a household in England becoming homeless every three minutes,	Campaigning for Change, p11-13.	Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness
and homelessness now being almost twice as high as it was just ten years ago	Campaigning for Change, p11-13.	Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness
People of Colour, particularly Black communities, are disproportionately affected by the housing emergency.	Campaigning for Change, p11-13.	Shelter produced interactive charts of government homelessness data highlighting that black-led households are significantly more likely to be homeless in temporary accommodation compared to other groups. They make up just 4% of the general population but 23% of households in temporary accommodation and are 13 times more likely to be in temporary accommodation than White led- households. Published December 2025. Available at: https://england.shelter.org.uk/what_we_do/updates_insights_and_impact/inequalities_temporary_accommodation Based on Ministry of Housing, Communities and Local Government (MHCLG) data. Available at: https://www.gov.uk/government/collections/homelessness-statistics#statutory-homelessness
In July 2025 we published groundbreaking research into the impacts of racism on people trying to access to a social home: 'My colour speaks before me': How racism and discrimination affect Black and Black Mixed heritage people's access to social homes in England.	Campaigning for Change, p11-13.	Shelter Report: My colour speaks before me: How racism and discrimination affect Black and Black Mixed heritage people's access to social homes in England. Published July 2025. Available at: https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/my_colour_speaks_before_me

Black-led households face the highest rates of homelessness, and are almost 13 times more likely to be stuck in temporary accommodation than White-led households	Campaigning for Change, p11-13.	Shelter produced interactive charts of government homelessness data highlighting that black-led households are significantly more likely to be homeless in temporary accommodation compared to other groups. They make up just 4% of the general population but a huge 23% of households in temporary accommodation and are 13 times more likely to be in temporary accommodation than White led- households.. Published December 2025. Available at: https://england.shelter.org.uk/what_we_do/updates_insights_and_impact/inequalities_temporary_accommodation Based on Ministry of Housing, Communities and Local Government (MHCLG) Statutory homelessness statistics. Available at: https://www.gov.uk/government/collections/homelessness-statistics#statutory-homelessness
Across both private and social renting, a third (32%) of Black people with experience of homelessness reported discrimination from their landlord in a 2023 survey.	Campaigning for Change, p11-13.	A report from Bramley et al (2022) published by Heriot Watt University, found that amongst Black people with experience of homelessness, one third (32%) report discrimination from a social or private landlord. Report: Homelessness Amongst Black and Minoritised Ethnic Communities in the UK. Published November 2022. Available at: https://www.hw.ac.uk/news/2022/black-people-are-over-three-times-more-likely-to-experience-homelessness-1
Our campaign calls for anti-racism to be a key feature of the new Competence and Conduct Standard	Campaigning for Change, p11-13.	Shelter briefing 'A Fairer Housing System: Why race discrimination in access to social housing must be tackled via the new Competence and Conduct Standard for social housing'. Published July 2025. Available at: https://assets.ctfassets.net/6sxvmndnnp0s/5aNGnxcfo077cp6BTacw8n/88a063442803af23aa989cc25001aaf6/2025-07-Anti-Racism-Policy-Briefing-FINAL.pdf
We held a parliamentary launch event where Peer Researchers spoke passionately about their experiences and research,	Campaigning for Change, p11-13.	Inquiry launch event and attendee list detail available at: https://committees.parliament.uk/work/9451/black-homelessness/
...published analysis and generated media coverage showing that Black-led households are much more likely to spend extremely long periods in temporary accommodation than White-led households	Campaigning for Change, p11-13.	Shelter produced interactive charts of government homelessness data highlighting that black-led households are significantly more likely to be homeless in temporary accommodation compared to other groups. They make up just 4% of the general population but a huge 23% of households in temporary accommodation and are 13 times more likely to be in temporary accommodation than White led- households.. Published December 2025. Available at: https://england.shelter.org.uk/what_we_do/updates_insights_and_impact/inequalities_temporary_accommodation Based on Ministry of Housing, Communities and Local Government (MHCLG) data. Available at: https://www.gov.uk/government/collections/homelessness-statistics#statutory-homelessness Media coverage example-: https://www.insidehousing.co.uk/news/black-led-households-highly-overrepresented-in-temporary-housing-mp-led-inquiry-hears-94990

We handed in an open letter, penned by our Peer Researchers and signed by over 10,000 people, to the Government, calling for them to direct the Regulator to embed antiracism a key feature of the new standard.	Campaigning for Change, p11-13.	The letter was signed by over 10,000 people and sent to the Ministry of Housing, Communities and Local Government. 10319 people signed the open letter via Impact Stack (digital campaigning platform) between July 2025 – October 2025
And when the Regulator recently consulted on how it would implement the new requirements, over 700 Shelter supporters sent in consultation responses.	Campaigning for Change, p11-13.	Over 700 Shelter supporters submitted consultation responses to the Regulator. 701 people submitted a consultation response to the Regulator via Impact Stack between February 2026 – April 2026
Our billboard campaign helped to raise awareness of racism in the housing system, and over 100 people shared their own experiences or reasons for supporting our campaign	Campaigning for Change, p11-13.	Our billboard campaign raised awareness, with over 100 people sharing their experiences or reasons for supporting the campaign. 115 people shared their stories or reasons for supporting the campaign with us via Impact Stack between July 2025 – May 2026.
By October 2025, the government directed the Regulator of Social Housing on the new Competence and Conduct Standard. They confirmed that equality, diversity and inclusion (EDI), alongside awareness of a range of needs and vulnerabilities (such as disabilities), will be included in the qualification's course content	Campaigning for Change, p11-13.	Equality, diversity and inclusion is included in the Competence and Conduct Standard. Available at: https://assets.publishing.service.gov.uk/media/68d3f762b6c608ff9421b2a0/Competence_and_conduct_standard_-_policy_statement.pdf
Over the past year, we have helped thousands of households facing homelessness with our frontline services,	Looking ahead, p14-16	Management information based on the number of people* who had a case opened between the period of April 25 to March 26 shows that: 12,672 households received advice from our emergency helpline 11,373 households came to our local hubs in England for advice and support Shelter England's Legal services helped 4,346 households 24,647 conversations were had on our webchat England service

		*Each person represents a household
seen landmark progress on renters' rights,	Looking ahead, p14-16	From 1 May 2026, the Renters' Rights Act 2025 gave tenants new rights and introduce new rules for private landlords. For details about the Renters Rights Act see: https://england.shelter.org.uk/housing_advice/private_renting/renters_rights_act_changes_for_private_renters
strengthened the case for investment in social housing		Shelter briefing A Council Housing Revolution: Roadmap to the Future of Council Homes. Published April 2026. Available at: https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/briefing_roadmap_to_the_future_of_council_homes
and continued to amplify the voices of people with lived experience	Looking ahead, p14-16	Example available at: Shelter Report: My colour speaks before me: How racism and discrimination affect Black and Black Mixed heritage people's access to social homes in England. Published July 2025. Available at: https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/my_colour_speaks_before_me
These are huge achievements, but they exist within the context of a housing emergency that continues to affect millions of people across England.	Looking ahead, p14-16	Evidence for the scale of England's housing emergency: * Social housing waiting lists (over 1.3 million households). Ministry of Housing, Communities and Local Government (MHCLG) statistics on rents, lettings and tenancies. Available at: https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies *Homelessness estimates (approximately 382,000 people), Shelter analysis from MHCLG and Homeless Link data. Available at: https://england.shelter.org.uk/media/press_release/at_least_382000_people_are_homeless_in_england_today_ *The prevalence of non-decent housing among renting households (1.44 million households). Local authority waiting list statistics; homelessness statistics; English Housing Survey 2024/25, Perceptions and impacts of housing quality, Annex Table 1.1). Available at : https://www.gov.uk/government/statistics/english-housing-survey-2024-to-2025-perceptions-and-impacts-of-housing-quality

APPENDIX B: SHELTER OUTCOMES SURVEY 2025/26 QUESTIONNAIRE

Shelter Outcome Survey

2025/26

CATI Introduction

Good morning/afternoon/evening, my name is from M.E.L Research, an independent research agency.

May I speak to (INSERT NAME FROM DATABASE).

We are conducting a survey on behalf of Shelter with people who've recently had help from a Shelter service. Shelter wants to understand how their situation has changed. Your views are really important. They will help Shelter to understand how effective its work is and enable them to continue to provide and improve the services it offers to others with housing problems.

The survey will only take around 10 minutes to complete depending on your answers.

The results of this survey will be available on Shelter's website in the future.

INTERVIEWER CHECK – Are you happy to continue?

IF NO Thank and Close

IF YES CONTINUE

Just to confirm, your responses will be treated in the strictest confidence. M.E.L Research abides by the Market Research Society Code of Conduct and data protection laws at all times. The answers you give us will be anonymous when reported back to Shelter. They will not know it is you who has said them.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is on our website.

I can give you the website address (www.melresearch.co.uk/privacy-policy/) now over the phone or by email.

RECORD EMAIL SENT YES/NO

Please note that this call may be monitored or recorded for training purposes.

ASK Can I confirm that you are happy to participate in the survey?

Record on script 'YES'

CAWI Introduction

Shelter is a national housing charity, providing advice and support for those with housing issues. It is running a survey with those who have received help from Shelter to understand the changes that have happened in their lives since using Shelter's service. This feedback helps it to continue to provide and improve the services it offers to others with housing problems.

Shelter would like to understand what changes happened to you following the advice and/or support you received. To help with this, an independent research company M.E.L Research has been commissioned to run this short 10 minute survey.

It would be greatly appreciated if you could take the time to share your experiences and views.

Just to confirm, your responses will be treated in the strictest confidence. M.E.L Research abides by the Market Research Society Code of Conduct and data protection laws at all times. The answers you give us will be anonymous when reported back to Shelter. They will not know it is you who has said them.

You can find out more information about our surveys and what we do with the information we collect in our Privacy Notice which is here www.melresearch.co.uk/privacy-policy

Click NEXT to begin the survey

By clicking the button you agree to participate in the survey.

Section 1: Your time with Shelter

Base: All respondents

SINGLE RESPONSE

Q21. Sometimes Shelter helps people with a variety of issues over a 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 to 18 months.

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

Please select only one

CATI: READ OUT

Column Code	Column list	Scripting notes	Routing
1	Very satisfied		
2	Somewhat satisfied		
3	Neither satisfied nor dissatisfied		
4	Somewhat dissatisfied		
5	Very dissatisfied		
97	Don't know		

Base: All who are not very satisfied (Q21=2-5)

OPEN RESPONSE

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

Please type your response in the box below

[_____]

Base: All respondents

GRID, SINGLE RESPONSE PER ROW, RANDOMISE ROWS

Q20. Thinking about your overall experience with Shelter, how much do you agree or disagree with the below statements?

Please select one only

Column Code	Column list	Scripting notes	Routing
1	Strongly agree		
2	Agree		
3	Neither agree nor disagree		
4	Disagree		
5	Strongly disagree		
97	Don't know		

Row Code	Row list	Scripting notes	Routing
1	Shelter staff listened to me and took account of my views and opinions		
2	Shelter staff explained information/advice clearly		
3	Shelter did things when it said it would		
4	Shelter kept in touch so that I knew what was going on		

Base: All respondents

MULTIPLE RESPONSE

Q1. Which of the following have you used to help you with a housing problem?

Please select all that apply

CATI: READ OUT

Column Code	Column list	Scripting notes	Routing
1	Shelter's website		
2	Shelter's helpline		
3	Shelter's webchat		
4	Work over the phone with a Shelter advisor		
5	Work face-to-face with a Shelter advisor or support worker		
6	E-mails from Shelter (inc. confirmation email or emails with a Shelter advisor or support worker)		
7	Other – with Shelter (write in)		
95	Something else (Write in)		
97	Don't know		

Base: All respondents

GRID, SINGLE RESPONSE PER ROW, RANDOMISE ROWS

Q2. Shelter helps some people to stay in their home. Please tell me if you approached Shelter with any of the following problems.

Please select one per row

CATI: READ OUT

Column Code	Column list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Row Code	Row list	Scripting notes	Routing
1	Because of any financial difficulties you were experiencing, for example difficulties paying rent or mortgage, debt and arrears, or problems with benefits		
2	Because you were being evicted; having your home repossessed or being threatened with eviction or repossession		
3	Because you were struggling to cope or manage life on a day-to-day basis, and this was affecting, or you were worried it might affect, your housing situation.		

Base: Q2_1=1

SINGLE RESPONSE

Q3A. Did your financial situation or confidence in your financial situation improve after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	Partially		
3	No		
4	Too early to say		
97	Don't know		

Base: Q2_2=1

SINGLE RESPONSE

Q3B. Did you manage to stay in your home and feel more secure from eviction or repossession after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Too early to say		
97	Don't know		

Base: Q2_3=1

SINGLE RESPONSE

Q3C. Are you coping or managing better on a day-to-day basis after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	Partially		
3	No		
4	Too early to say		
97	Don't know		

Base: All respondents

SINGLE RESPONSE

Q25B. When you contacted Shelter, were you in temporary or emergency accommodation organised by the local authority? This may have been a hostel, hotel, B&B, Airbnb, etc.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: Those who say No or Don't know to Q25b

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		

Base: IF Q4=1 OR Q25B=1 OR Q5=1

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
3	Too early to say		
97	Don't know		

Base: All respondents

MULTI RESPONSE

Q7. Shelter also helps people who need to improve their housing situation or need improvements to their living conditions. Did you approach Shelter with any of the following problems?

Please select all that apply

CATI: I am going to read out some options, READ OUT

Code	Answer list	Scripting notes	Routing
1	Problems with your landlord, letting agency or related to your tenancy		
2	Problems with poor conditions in your home, such as damp, mould or infestation, or repairs not being made		
3	Problems with lack of safety or wellbeing in your own home or local area, including anti-social behaviour in your neighbourhood		
4	Other (write in)		
99	None		
97	Don't know		

Base: Q7=2

SINGLE RESPONSE

Q8A. Did the poor conditions in your home improve after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	Partially		
3	No		
4	Too early to say		
97	Don't know		

Base: Q7=1

SINGLE RESPONSE

Q8B. Did the problems with your landlord, letting agency or related to your tenancy get sorted after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	Partially		
3	No		
4	Too early to say		
97	Don't know		

Base: Q7=3

SINGLE RESPONSE

Q8C. Did the problems with lack of safety or wellbeing in your own home or local area get resolved after approaching Shelter?

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	Partially		
3	No		
4	Too early to say		
97	Don't know		

Base: All respondents

SINGLE RESPONSE

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

Please select one only

Code	Answer list	Scripting notes	Routing
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		
97	Don't know		

Base: All respondents

SINGLE RESPONSE

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 ...

Please select one only

Code	Answer list	Scripting notes	Routing
1	Completely down to Shelter		
2	Largely down to Shelter		
3	To some extent		
4	Not at all down to Shelter		
5	Too early to say		
6	There is no change in the situation		
97	Don't know		

Base: All respondents

OPEN RESPONSE

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.

If I had not worked with Shelter on my housing situation then...

Please type your response in the box below

[_____]

NOTE: All new questions ie Q25 to Q32 only asked of those who have said Q9 1 to 3 and Q10 1 to 3

INTRO TEXT

You said that [IF Q9=3 AND Q10=1-3 = your housing problems are moving in the right direction / IF Q9=2 AND Q10=1-3 = most of your housing problems are sorted out / IF Q9=1 AND Q10=1-3 = your housing problems are completely sorted out] because of the help you received from Shelter. We're going to ask you a few questions to understand more about the change you have experienced.

Base: All who are not homeless (Q9=1-3 AND Q10=1-3 AND Q4 IS NOT 1 OR Q25B IS NOT 1)

SINGLE RESPONSE

Q25. When you came to Shelter, what type of housing were you living in?

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	Private rented property		
2	Socially rented property (i.e. owned by the council or a housing association)		
3	Other		
96	Prefer not to say		

Base: Q25=1-4, 96 or Q25B = 1

SINGLE RESPONSE

Q26. Did you at any point, while you had housing problems, move from where you were living to somewhere new?

When we say problems with your housing, we mean the problems you came to Shelter to get help with.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: Q26=2

SINGLE RESPONSE

Q27. Did you at any point while you had housing problems, decide you **needed** to move from where you were living to somewhere new, but have not managed to move **yet**?

When we say problems with your housing, we mean the problems you came to Shelter to get help with.

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: Q26 = 1 OR Q4=1

SINGLE RESPONSE

Q28. Which statement best describes the housing outcome you achieved with Shelter's help?

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	Socially rented property (i.e. owned by the council or a housing association)		
2	A private rental tenancy (for six months or longer)		
3	I am dealing with the local authority about my housing situation and I have moved into new temporary or emergency accommodation organised by them		
99	None of the above		

Base: Q27=1 OR Q4=1 and Q28= is not 1 to 3

SINGLE RESPONSE

Q29. Which statement best describes the housing outcome you achieved with Shelter's help?

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	I have a legally aided solicitor to act for me to challenge the local authority on their housing duties to me and my household		
2	The local authority is looking into my housing situation, and I am waiting for a decision on their duty to help me move		
3	I know my rights and am confident about what I need to do to find somewhere new to live		
99	None of the above		

Base: Q28=2

SINGLE RESPONSE

Q30. Would you describe your tenancy as affordable?

By this we mean that if you claim housing benefits, then it should cover your rent. If you do not claim housing benefits, then your rent costs a third or less of your total monthly income before tax

Please select one only

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
97	Don't know		
96	Prefer not to say		

Base: Q28=2

SINGLE RESPONSE

Q31. Would you describe your tenancy as suitable for your household needs? *By this we mean is it suitable based on things like the size, location and state of the repair of the property.*

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	Fully suitable		
2	Partially suitable		

3	Mostly unsuitable		
97	Don't know		
96	Prefer not to say		

Base: Q28=3

SINGLE RESPONSE

Q32. Would you describe your temporary or emergency accommodation as suitable for your household needs? *By this we mean is it suitable based on things like the size, location, facilities and state of the repair of the property.*

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	Suitable for my household to manage in the long-term (over 12 months)		
2	Suitable for my household to manage on a temporary basis (up to 6 months)		
3	Suitable for my household to manage for a short period (1 or 2 weeks)		
4	Not suitable for my household needs under any circumstances (not even for a short time)		
97	Don't know		
96	Prefer not to say		
99	Not applicable		

Base: All respondents

MULTI RESPONSE

Q33. Which, if any, of the following have you or your family experienced while working on your housing problems with Shelter? **[[multi, randomise, required]]**

Please select all that apply

CATI: READ OUT MAIN ANSWER OPTIONS. READ OUT EXAMPLES ONLY IF RESPONDENT HESITATES OR STRUGGLES TO ANSWER

[[All answer options referencing children need to be shown only if Household Type in contacts database = Couple - dependants/pregnant OR Single person - dependants/pregnant OR Multi-adult family/household - dependants/pregnant. Otherwise, please mask answer option]]

- My physical health has improved (e.g. fewer physical symptoms experienced in body, better access to healthcare, improved nutrition, better sleep)
- My mental wellbeing has improved (e.g. feeling less stressed, less anxious, feeling more stable, safer, more confident, happier)

- My children's physical health has improved (e.g. fewer physical symptoms experienced in body, better access to healthcare, improved nutrition, better sleep)
- My children's mental wellbeing has improved (e.g. feeling less stressed, less anxious, feeling more stable, safer, more confident, happier)
- My job situation or prospects have improved (e.g. found a job, accessed training, increased hours)
- My children's education, school experience or job prospects have improved (e.g. better attendance, better behaviour at school, more engaged, making better progress at school or work)
- My life satisfaction has improved (e.g. ability to have time to myself, taken up an interest or something that makes life enjoyable/satisfying)
- Other, please specify **[[open]]**
- None of the above **[[exclusive]]**

Base: Ask to those who have experienced a wider-life benefit while working with Shelter at Q33, so if Q33=1-8

OPEN RESPONSE

Q34. Would you like to tell us more about this? **[[text, not required]]**

Please type your response in the box below

[_____]

Base: All respondents

MULTIPLE RESPONSE

Q35. Shelter aim to provide an equal service to all who seek their support, regardless of their identity or background. Do you feel that any aspect of your identity or background negatively affected the quality of service you received from Shelter?

Please select all that apply

- No, I do not feel any aspect of my background or identity affected the service I received **[[exclusive]] [[anchor at top]]**
- Yes, my race or ethnicity
- Yes, my sexual orientation or gender identity
- Yes, my disability status
- Yes, my neurodivergence
- Yes, my age
- Yes, my religion or belief
- Yes, my family's background
- Yes, another aspect of my identity or background, please specify **[[other]]**
- Prefer not to say **[[exclusive]]**

Base: All who said that an aspect of their identity or background negatively affected the quality of service they received from Shelter, so if Q35=2-9

OPEN RESPONSE

Q36. You told us that one or more aspects of your identity or background negatively affected the quality of service you received from Shelter. Please tell us more about your experience.

Please provide specific examples or situations, if possible. **[[text, not required]]**

Please type your response in the box below

Base: All respondents

SINGLE RESPONSE

QCONTACT. 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. This means that Shelter will know what you have said in this survey and can link this to information they already know about you and your housing situation, but they will not know your name or contact details. However, this can only be done with your permission.

If you would like to see how Shelter processes data, please click here: [Our privacy policy - Shelter England](#)

[[CATI survey]] If you would like to see how Shelter processes data, I can give you the website: https://england.shelter.org.uk/contact_us/privacy or I can email it to you instead.

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? q11

Please select one only

Column Code	Column list	Scripting notes	Routing
1	Yes – pass to Shelter		
2	No – keep confidential		

Base: All respondents who have given permission for answers to be linked and passed back to Shelter, so if QCONTACT=1

SINGLE RESPONSE

QCONTACT2. Shelter may want to contact you in the future to discuss some of your answers in more detail. This may be to better understand your experience so they can improve their services, or to share your story to help others understand how Shelter supports people in similar situations. This would mean that Shelter would know your name and contact details. Please note that not everyone will be contacted again and that you can change your mind about this if Shelter do contact you.

If you would like to see how Shelter processes data, please click here:

https://england.shelter.org.uk/contact_us/privacy

[[CATI survey]] If you would like to see how Shelter processes data, I can give you the website: https://england.shelter.org.uk/contact_us/privacy or I can email it to you instead.

Would you be happy for Shelter to contact you for this purpose? **[[single, required]]**

Please select one only

- Yes – I am happy to be contacted by Shelter for this purpose
- No – I do not want to be contacted by Shelter for this purpose

**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

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