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**IMPACT REPORT 2024/25**

METHODOLOGY AND APPENDICES

**AUGUST 2025**

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1. **METHODOLOGIES 3**
2. **APPENDICES**

* Appendix A: Table of full results reported **12**

in 2024/25 impact report, sources and

calculations

* Appendix B: Shelter Outcomes Survey 2024/25 **19** Questionnaire

**REPORT INTRODUCTION 00**

**1 – EXECUTIVE SUMMARY 00**

**2 – 2020: EMERGENCY RESPONSE 00**

* + How many people were on the streets in March 2020?
  + How did the Government initially respond to protect them?
  + Did this save lives?
  + Local response: did people fall through the net and why?
  + Winding down of ‘Everyone In’ – summer 2020
  + Shelter’s campaign for clear protections
  + Government Protect Programme – autumn 2020
  + High Court clarifies councils can accommodate (*Ncube*)

**3 – 2021: WHERE ARE THEY NOW? 00**

* How many people remain in emergency accommodation?
* What help was available to move on?
* How many people have been helped into a settled home?
* What are the barriers to moving on?
* What must happen next?

**4 – 2021: ROADMAP OUT OF HOMELESSNESS 00**

- Subheading

* Subheading

**5 – APPENDIX: METHOD NOTE 00**

EVERYONE IN: WHERE ARE THEY NOW?

Lucy Watkins

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IMPACT REPORT 2024/25: METHODOLOGIES AND APPENDICES

**METHODOLOGIES**

**METHODOLOGIES**

**01**

METHODOLOGIES

**Output Information**

**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.
* 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 2024/25**

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 5-6) 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 2024/25.

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.

It uses this framing to understand the impact its advisory and support work has achieved, as well as understanding whether the person’s overall housing situation has changed. For some of those achieving a positive change in their housing situation it also examines the how far the household’s housing situation has changed.

We commissioned the research agency, M·E·L Research, to conduct the Outcomes Survey with a sample of 2,014 of our clients in 2024 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 a year after case closure). Appendix B contains the full questionnaire.

The sample is broadly representative of our total client population, weighted to match the breakdowns of the total population of people we provided with advice/ support.

We weighed based on two characteristics

1. Type of service (worktype) received in the following categories:
2. Advice and advocacy
3. Challenge and court tribunal
4. Support and Practical Assistance
5. Helpline (advice and advocacy)
6. Broad geographical regions
7. North
8. South
9. Central

The worktype categories changed slightly from the previous year. In 2023/24 the categories were based on who did the work, and in 2024/25 the categories were based on the type of work undertaken. In 2023/24 Helpline Plus figures were included in the Helpline category. In 2024/25 Helpline Plus figures were distributed in the first three categories (Advice and advocacy; Challenge and court tribunal; Support and Practical Assistance) according to the work undertaken.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Group** | **2023/24** | **Total number of clients in 2023/24** | **2024/25** | **Total number of clients in 2024/25** |
| 1 | Helpline | 17069 | Helpline- advice and advocacy | 17,592 |
| 2 | Advice Support Guidance (ASG) | 10844 | Advice and advocacy | 12,975 |
| 3 | Legal | 5092 | Challenge and Court /Tribunal | 4,503 |
| 4 | Support (more intensive support) | 917 | Support and Practical Assistance | 2148 |

Soft quotas were monitored to match the interview sample broadly to the proportions of our total population on the characteristics of age, gender, ethnicity, the client’s goal and homelessness status. 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.

The satisfaction sub questions were updated in 2024/25 to ask respondents how much they agree or disagree with the following statements on a five-point scale as follows:

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

Sub questions in 2023/24 were as follows:

1. Shelter took the time to fully understand what mattered to you when you got in touch
2. Shelter were fully focused on providing the help that mattered to you throughout your contact with them
3. Shelter just got on with providing the help you wanted
4. Shelter kept in touch so that you knew what was going on
5. Shelter provided the help that reflected the reason why you came to them.
6. Problem’s 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 to indicate the problems people were facing; the incidence of issues was taken from responses in the survey, rather than management information Shelter holds from its services. ‘Don’t know’ responses are included in these calculations.
7. 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:

* 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.

1. Overall housing outcome attributable to Shelter The survey then asks an overall question about whether the person’s overall housing situation has changed based on a five-point scale from positive to negative. And goes on to ask if, and the extent to which, this change is due to the advice/ support received from Shelter. This latter information is used in this year’s impact report. This is the only place in which we try to directly assess attribution of the outcome to the advice and support provided by Shelter.
2. 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 2 and 3 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 2024 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 6 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 those reporting an issue were asked if it improved. Base sizes of less than 30 are excluded.

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.

How much progress this smaller group made was organised under 5 quality categories. This enables us to talk more about what we mean by a positive change in housing situation, and to allows the reader to understand that a positive change in housing situation does not mean a household’s housing challenges have been completely resolved but may have only progressed incrementally.

The five categories are:

1. **Moved to a social home or affordable private rental**
   * Meaning 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**
   * Meaning 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**
   * Where the household has moved to:
     1. unsuitable temporary accommodation, or
     2. a private rental that is not affordable and/or is unsuitable
4. **Didn’t move but some positive steps achieved** 
   * Covers the following scenarios where the household hasn’t yet managed to move, and they are:
     1. 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.
     2. 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. **Other/ Cannot Categorise**
   * This category includes households who consider their situation to be better than before engaging with Shelter, but whose outcomes could not be clearly classified.

It comprises two subgroups:

1. Not a positive outcome, but some indication of improvement  
   This subgroup includes households who:
2. Have moved, but not into a private rental, social housing, or temporary accommodation, and whose outcomes could not be categorised.
3. 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.
4. Cannot categorise  
   This subgroup includes responses that could not be classified elsewhere. It covers households who are
   1. 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
   2. 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; or (2) moved during their “housing journey” or (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.

These categories have been updated from those used last year to descriptive categories; this is to better explain who is included in each category.

Equivalent categories from last year are as follows:

|  |  |
| --- | --- |
| **2023/24 category** | **2024/2025 category** |
| Excellent positive outcome | Moved to a social home or affordable private rental |
| Partially positive outcome | Moved to suitable temporary accommodation |
| Problematic positive | Moved house but unsuitable and/or unaffordable |
| Unsatisfactory positive outcome | Didn't move house but some positive steps achieved |
| Other | * Other/Cannot categorise * Not a positive outcome but mentioned improvement |

**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.

**Research: Survey of Private Renters**

Shelter/YouGov survey of 2,002 private renters in England. Fieldwork was carried out online between 29th February - 19th March 2024. The figures have been weighted and are representative of Private Renters in England aged 18+, based on English Housing Survey data. Population calculations have been carried out independently by Shelter using census data. Shelter/YouGov polling, March 2024

**Research: The Economic Impact of Building Social Housing.**

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.

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*](https://neweconomics.org/)*[Accessed 21 Aug. 2025].*

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**APPENDICES**

IMPACT REPORT 2024/25: METHODOLOGY AND APPENDICES

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**APPENDICES**

**00**

APPENDIX A: TABLE OF FULL RESULTS REPORTED IN 2024/25 IMPACT REPORT, SOURCES AND CALCULATIONS

|  |  |  |
| --- | --- | --- |
| *Finding* | *Section and Page number* | *Source* |
| The new government made firm commitments to tackle the housing emergency, with a manifesto pledge to deliver “the biggest boost to social housing in a generation”. | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | Press release of government pledge, published March 2025.  <https://www.gov.uk/government/news/2-billion-new-investment-to-support-biggest-boost-in-social-and-affordable-housebuilding-in-a-generation> |
| the thousands of people forced to sleep rough on the streets | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | Over 4,500 (4,667) people sleep rough on a given night in England.  Data for January to March 2025 (Published June 2025)  <https://www.gov.uk/government/collections/homelessness-statistics#rough-sleeping> |
| the hundreds of thousands of people trapped in unstable temporary accommodation including over 169,000 children. This is the highest since records began | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | It is estimated that 322,910 people live in households accommodated in local authority arranged temporary accommodation under homelessness legislation. This is calculated using the detailed household type information in table TA2 of the Temporary Accommodation tables, from Ministry of Housing Communities and Local Government (MHCLG) official statutory homelessness statistics. ‘Other’ household types are assumed to contain an average of two people. Data is from Q2 2024. MHCLG, Statutory homelessness live tables: <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness#statutory-homelessness-live-tables.UK>, Detailed local authority level tables, Table TA1 and TA2. In addition, 3,556 people (adults and children) live in temporary accommodation arranged by Social Services under section 17 of the Children’s Act. This is estimated using an FOI sent to all county and unitary authorities in England, asking for this data. Many councils do not hold or are unable to access this data easily, meaning that this figure is an underestimate.  There are over 169,000 (169,050) children who are homeless in temporary accommodation. This is the highest since records began in 2004. MHCLG, Statutory homelessness statistics:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> |
| After more than 2 years of campaigning, Norwich Council announced the purchase of Anglia Square and their ambition to build 50% social housing on the site. | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | Published on Bowthorpe Labour campaigning material and reported in the Norwich Evening News:  <https://www.eveningnews24.co.uk/news/25077294.norwich-councils-affordable-homes-target-anglia-square/> |
| Government’s announcement of their£39 billion investment into social and affordable housing | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | Cited in government press release, June 2025  <https://www.gov.uk/government/news/over-500000-homes-to-be-built-through-new-national-housing-bank> |
| 11 million people in private rented accommodation across England | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | There are more than 11 million private renters living in England. (English Housing Survey 2017/18)  Figure used by government in Renters Rights Bill guide Jan 2025  <https://www.gov.uk/government/publications/guide-to-the-renters-rights-bill/guide-to-the-renters-rights-bill#:~:text=The%20Renters'%20Rights%20Bill%20delivers,2.3%20million%20landlords%20in%20England>. |
| At her first Budget as Chancellor, Rachel Reeves cited Shelter when announcing limits to the Right-to-Buy Scheme | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | Transcript of Rachel Reeves budget speech, October 2024.  <https://www.gov.uk/government/speeches/autumn-budget-2024-speech> |
| Over the past year, we’ve seen record high numbers of children in temporary accommodation | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | There are over 169,000 (169,050) children who are homeless in temporary accommodation. This is the highest since records began in 2004. MHCLG, Statutory homelessness statistics:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> |
| the building of social homes is yet to increase from historically low levels. | Introduction from Tim Gutteridge and Helen Macnamara, p3 and 4 | In the last 10 years we have lost over 200,000 social homes.  MHCLG, Live tables on social housing sales:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-social-housing-sales#social-housing-sales>  Table 678 and 684  DLUHC, Live tables on affordable housing supply: <https://www.gov.uk/government/statistical-data-sets/live-tables-on-affordable-housing-supply>  Table 1006C. |
| 16,721 households received advice from our emergency helpline | Our year at a glance, p5 and 6. | Management information based on the number of people\* who called our helpline and had a case opened in 2024/2025 between the period of April 24 to March 25  \*Each person represents a household |
| 13,130 households came to our local hubs in England for advice and support | Our year at a glance, p5 and 6. | Management information based on the number of people\* who came to one of our face-to-face locations\*\* and had a case opened in 2024/2025 between the period of April 24 to March 25.  \* Each person represents a household  \*\*Nb. This could also include telephone advice at the hub location |
| Our legal advice services worked with 4,950 households. | Our year at a glance, p5 and 6. | Management information from our Legal Services in England based on the number of people\* who received legal support and had a case opened in 2024/2025 between the period of April 24 to March 25*.*  \* Each person represents a household |
| Our professional advice services responded to 16, 796 queries from other organisations needing our housing expertise. | Our year at a glance, p5 and 6. | 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 24 to March 25.  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 4,974 cases with people in custody and in the community. | Our year at a glance, p5 and 6. | Monitoring information from our Justice Services team in England for the period April 24 to March 25 |
| 7.4 million visits to our Shelter England online advice and services pages | Our year at a glance, p5 and 6. | Management information based on website traffic between the period of April 24 to March 25 |
| 18,043 conversations were had on our webchat service | Our year at a glance, p5 and 6. | Management information based on the number of interactions advisers have between the period of April 24 to March 25. 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, p5 and 6. | Number of visits per page:  1. Emergency housing from the council: 218,898  2. Emergency grants loans and money help: 217,759  3. Eviction section 21 eviction: 169,879  4. Check if your home is overcrowded by law: 165,878  5. Section 21 eviction: How to check a section 21 notice is valid: 155,540  6. Damp and mould in rented homes: 145,385  7. How to find landlords who accept benefits: 142,556  8. Get help from the council: 137,861  9. Section 21 eviction: How long a section 21 eviction takes: 131,586  10. Section 21 eviction: Staying after a section 21 notice: 119,964  Management information based on website traffic between the period of April 23 to March 24. |
| 13,700 households (48%) saw a positive change in their housing situation  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:  39% Moved to a social home or affordable private rental  16% Moved to suitable temporary accommodation.  14% Moved but unsuitable &/or unaffordable  14% Didn’t move but some positive steps achieved  16% Other / cannot categorise.  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 698 households reporting a positive change in their housing situation because of Shelter (519) and did not include those that, as part of their positive change involved staying where they were. | Our year at a glance, p5 and 6. | Shelter’s Outcomes Survey for England 2024/25  Outcomes survey. Sample size n= 2,014.  Total No of closed cases in England in 2024 =35,700  Proportion with issue = 100% of clients asked this question (Q9)  Attribution to Shelter = 100% of clients asked this question (Q10)  Proportion issue improved/ resolved = 65% / 21,500 households  Proportion attributable to Shelter = 48% /13,700 households  Proportions taken from weighted sample results.  Percentages are rounded (total 99%).  Percentages to three decimal places (total 100%):  38.949% Moved to a social home or affordable private rental  16.123% Moved to suitable temporary accommodation.  14.312% Moved but unsuitable &/or unaffordable  14.312% Didn’t move but some positive steps achieved  16.304% 0ther / cannot categorise. This is comprised of two subcategories (i) Not a positive outcome, but some indication of improvement (11.232%) and (ii) Cannot categorise (5.072%)  See Methodologies section for detailed information on methodology.  See Appendix B for sample questionnaire. |
| Over the past decade social housing building has been at its lowest levels since the 1940’s. | Belinda’s Story, p7-9. | In the 1960s, 1.24 million social homes were built compared to 150,000 in the 2010s. In 1969, we built more social rent homes than we have built in the last 13 years combined.  Chart: <https://england.shelter.org.uk/support_us/campaigns/social_housing/loss_of_social_housing>  Source: MHCLG:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-affordable-housing-supply>  Table 1000 and ONS, housebuilding: <https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/ukhousebuildingpermanentdwellingsstartedandcompleted> |
| With over a million people on the waiting list for social homes | Belinda’s Story, p7-9. | There were 1.33 million households on social housing waiting lists as at end of March 2024. Households can contain multiple people.  MHCLG. Live tables on rents, lettings and tenancies. <https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies>  Table 600. |
| skyrocketing private rents | Belinda’s Story, p7-9. | Private rents increased by 6.7% in England in the last year.  ONS: <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/privaterentandhousepricesuk/july2025> |
| Housing now has a prominent place  in the national conversation, due to  record levels of homelessness | Changing the Housing System, p10-12 | There are over 169,000 (169,050) children who are homeless in temporary accommodation. This is the highest since records began in 2004. MHCLG, Statutory homelessness statistics:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> |
| thousands of people across the country struggling with soaring rents and unsuitable conditions | Changing the Housing System, p10-12 | Private rents increased by 6.7% in England in the last year.  ONS: <https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/privaterentandhousepricesuk/july2025> |
| England's 11 million renters | Changing the Housing System, p10-12 | There are more than 11 million private renters living in England. (English Housing Survey 2017/18)  Figure used by government in Renters Rights Bill guide Jan 2025  <https://www.gov.uk/government/publications/guide-to-the-renters-rights-bill/guide-to-the-renters-rights-bill#:~:text=The%20Renters'%20Rights%20Bill%20delivers,2.3%20million%20landlords%20in%20England>. |
| More than 100,000 supporters | Changing the Housing System, p10-12 | Management supporter information showed over 100,00 supporters taking an action towards the renting campaign which was between 2021 and 2024 inclusive. |
| An average of 500 renters being served Section 21 “no-fault” eviction notices every day | Changing the Housing System, p10-12 | Shelter/YouGov survey of 2,002 private renters in England. Fieldwork was carried out online between 29th February - 19th March 2024. The figures have been weighted and are representative of Private Renters in England aged 18+, based on English Housing Survey data. Population calculations have been carried out independently by Shelter using census data. Shelter/YouGov polling, March 2024. |
| rent hikes far exceeding inflation | Changing the Housing System, p10-12 | Property Wire: <https://www.propertywire.com/buy-to-let/rents-rising-faster-than-inflation/> |
| people forced to live in dangerous conditions for fear of retaliatory evictions | Changing the Housing System, p10-12 | A quarter (25%) of private renters do not ask for repairs due to fear of eviction.  YouGov survey for Shelter of 2,006 private renting adults (aged 16+). The survey was carried out online between 24th February and 14th March 2023, and results were weighted to be representative of private renters. Number of private renters have been calculated by Shelter using data from the English Housing Survey. <https://england.shelter.org.uk/media/press_release/private_renters_who_complain_about_disrepair_more_than_twice_as_likely_to_be_slapped_with_an_eviction_notice> |
| Despite the UK being one of the richest countries in the world, | Changing the Housing System, p10-12 | The UK is the 6th most wealthy country in the world based on GDP  IMF (2025) <https://www.imf.org/external/datamapper/NGDPD@WEO/OEMDC/ADVEC/WEOWORLD> |
| the housing emergency continues to drive record numbers of homelessness. The number of households in England living in temporary accommodation has more than doubled since 2010, from 48,000 to 120,000. | Changing the Housing System, p10-12 | The figures are available at: MHCLG, Live tables on homelessness, Statutory Homelessness Live Tables:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness>  Table TA1 |
| At the same time, the wait for family-size social housing has  risen to more than 100 years in parts of England | Changing the Housing System, p10-12 | Ending homelessness and delivering lasting change.  Crisis, National Housing Federation and Shelter.  <https://www.housing.org.uk/globalassets/files/supply/ending-homelessness-joint-paper-1-1.pdf> |
| Over 160,000 children are homeless, living in temporary accommodation. | Changing the Housing System, p10-12 | There are over 169,000 (169,050) children who are homeless in temporary accommodation. This is the highest since records began in 2004. MHCLG, Statutory homelessness statistics:  <https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness> |
| People living in temporary accommodation often live with rampant issues of disrepair, damp and mould, and no cooking or laundry facilities. Residents are frequently moved on short notice, often away from their home area, schools, workplaces and support networks. | Changing the Housing System, p10-12 | England’s Homeless Children: The crisis in temporary accommodation,  Housing, Communities and Local Government Committee, April 2025.  [https://publications.parliament.uk/pa/cm5901/cmselect/cmcomloc/338/report.html#](https://publications.parliament.uk/pa/cm5901/cmselect/cmcomloc/338/report.html) |
| Their report\* includes rigorous analyses of how the economy is damaged by the housing emergency and strengthened by building social housing. | Changing the Housing System, p10-12 | 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 Economic Impact of Building Social Housing. Cebr, February 2024.  <https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing> |
| We also sent an open letter to the Chancellor of the Exchequer Rachel Reeves, signed by more than 20,000 supporters, urging her to commit to social housing investment. | Changing the Housing System, p10-12 | Management supporter information showed 21257 supporters signing the open letter to the Chancellor of the Exchequer Rachel Reeves between 1 Jan 25-30 June 25. |
| In June, Rachel Reeves announced a £39 billion investment over 10 years for social and affordable housing, a significant and positive step for people who are struggling with their housing. In July, we heard that at least 60% of the homes being built using this investment will be social rent homes | Changing the Housing System, p10-12 | Delivering a decade of renewal for social and affordable housing  MHCLG, July 2025.  <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#:~:text=To%20deliver%20the%20scale%20of,affordable%20housing%20in%20recent%20memory>. |

APPENDIX B: SHELTER OUTCOMES SURVEY 2024/25 QUESTIONNAIRE

**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 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 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 | **fix** |  |

**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 | **fix** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 interactions with Shelter (Write in) | **FIX** |  |
| 95 | Something else (Write in) | **FIX** |  |
| 97 | Don’t know | **Fix** |  |

**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 | **fix** |  |

|  |  |  |  |
| --- | --- | --- | --- |
| **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 |  |  |

**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 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 |  |  |
| 3 | Problems of feeling safe in your home, anti-social behaviour, or unsafe local area |  |  |
| 4 | Other (write in) |  |  |
| 99 | None |  |  |
| 97 | Don’t know | **fix, exclusive** |  |

**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 related to feeling safe in your home, anti-social behaviour, or unsafe 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 it weren’t for Shelter…

***Please type your response in the box below***

[\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_]

**NOTE: All new questions ie Q25 to Q33 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**

**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. 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?

***Please select one only***

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

Text

Description automatically generated