

# Impact Report

## Methodology and appendices

October 2020

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# METHODOLOGY

1. Data provided throughout the Impact Report was gathered from a number of services that collect routine information on **outputs** and **outcomes** for clients throughout their service use.

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## Definitions

**Outputs** – A quantitative summary of an activity. For example, the activity is ‘we provide training’ and the output is ‘we trained 50 people to NVQ level 3’. An output tells you an activity has taken place.

**Outcomes** – The change that occurs as a result of an activity (e.g. improved well-being of training participants)

Source: NEF (no date) Outputs, outcomes and indicators. Available online at: [https://www.kent.gov.uk/\\_data/assets/pdf\\_file/0009/41499/Community-Mental-Health-and-Wellbeing-Service-Market-Engagement-event-Julia-Slay-presentation.pdf](https://www.kent.gov.uk/_data/assets/pdf_file/0009/41499/Community-Mental-Health-and-Wellbeing-Service-Market-Engagement-event-Julia-Slay-presentation.pdf) [Accessed 15 October 2020]

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Outputs and outcome data for the following services is included in the report:

### England

- DIY skills advisers;
- our family support services in Hackney, Newham and Sheffield;
- the GROW trainee programme;
- the Manchester entrenched rough sleepers service;
- our offender services;
- the National Homelessness Advice Service (NHAS) (Appendix C provides additional information on the survey used with professionals);
- and the Specialist Debt Advice service (SDAS);

### Scotland

- Our Journey Home;
- Rights Awareness Workshops;
- Scottish Welfare Reform Advisory Service (ScotWRAS);
- and The Scottish Empty Homes Partnership (SEHP)

The table in Appendix E sets out clearly the source for each of these figures and how the figures for services were calculated.

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2. Internal management information provides the figures on how many people we help each year through our helpline, digital (webchat and online advice pages) and face to face services in our hubs across England and Scotland.

In some cases, specific services gather their own data on outputs and outcomes. This is also referred to as management information in this report.

3. A third-party social media management tool called Conversocial is used to internally monitor conversations on Shelter's social channels, including advice queries received.

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## **APPENDIX A: SOCIAL MEDIA QUERIES**

We handled 2,661 advice queries through social media. The top five reasons people sought help through social media during 2019/20 were as follows:

<b>Top 5 query topics</b>	<b>Number of queries on that topic</b>
Eviction	553
Homelessness	374
Disrepair	281
General housing options – not homeless	214
Coronavirus-related issues	158

## APPENDIX B: DIY SKILLS ADVISERS JOBS COMPLETED 2019/20

Type of DIYSA work	No. jobs completed 19/20	Percentage share of total jobs completed 19/20
Decorating	280	34%
Removals / deliveries / disposal	118	14%
Curtains & blinds	104	13%
Gardening	72	9%
Safety & security (child safety & door locks)	64	8%
Shelving & storage	63	8%
miscellaneous	60	7%
Flat pack assembly	28	3%
Fencing & gates	9	1%
Plumbing	9	1%
Flooring	8	1%
Tiling	0	0%

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## **APPENDIX C: NHAS SURVEYS**

### **NHAS Consultancy Line User Feedback Survey**

*[The survey contains 14 questions in total. We have only included the questions where the answers have been analysed and included in the Impact Report]*

#### **Q9. Following advice provided by the Consultancy Line we now feel:**

Answer options:

- More confident in dealing with our current case.
- More confident in dealing with our current case and similar cases in the future.
- That you have confirmed our existing knowledge of the subject.
- Confused and/or given too much information to progress the case
- That the Consultancy Line was unable to assist with my enquiry.

#### **Q12. Overall were you satisfied with the service you received?**

Answer options:

- Yes
- No

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# **APPENDIX D: HACKNEY FAMILY SUPPORT SERVICE CLIENT QUESTIONNAIRE**

Clients are asked the following five questions at the end of working with the service.

**Q1. Have the family been able to access, keep or improve their home?**

Answer options:

- Yes
- No

**Q2. Has the family's health and wellbeing improved?**

Answer options:

- Yes
- No

**Q3. Have the family's educational and employment outcomes improved?**

Answer options:

- Yes
- No

**Q4. Has the family's ASB/ offending reduced?**

Answer options:

- Yes
- No

**Q5. Has family functioning improved?**

Answer options:

- Yes
- No



## **APPENDIX E: TABLE OF FULL RESULTS REPORTED IN 2019/20 IMPACT REPORT, SOURCES AND CALCULATIONS**

Finding	Section and Page number	Source
6.8 million visits to our online advice and services pages in England and Scotland	The year at a glance p.8	Management information based on website traffic.  Figure is a combined total for England and Scotland. England only: 5.7m Scotland only: 1.1m
34,051 households received advice from our helplines	The year at a glance p.8; We support people who are struggling p.13	Management information based on the number of people* who called our helpline and had a case opened in 2019/20. * Each person represents a household  Figure is a combined total for England and Scotland. England only: 26,844 Scotland only: 7,207
25,380 households were seen by our hubs' face-to-face services	The year at a glance p.8; We support people who are struggling p.13	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2019/2020. * Each person represents a household **Nb. This could also include telephone advice at the hub location  Figure is a combined total for England and Scotland. England only: 22,833 Scotland only: 2,547

37,179 conversations on our webchat service	The year at a glance p.8; We support people who are struggling p.13	<p>Management information based on the number of interactions advisers have. It is not possible to monitor multiple chats with the same person, as the service is anonymous.</p> <p>Figure is a combined total for England and Scotland.  England only: 27,372  Scotland only: 9,807</p>
6,057 households in England and Scotland worked with our legal advice service	The year at a glance p.8	Management information from our legal services in England and Scotland.
15,601 queries were responded to by our professional advice services	The year at a glance p.8	<p>Management information based on the number of queries handled by advisers across the following services for professionals: National Homelessness Advice Service (NHAS) (in England), Specialist Debt Advice service (SDAS) (in England), and the Scottish Welfare Reform Advisory Service (in Scotland).</p> <p>Professional advice workers will often use the service several times for different people they are dealing with in their own service.</p>
14,121 people were helped by our offender services	The year at a glance p.9	Management information from our offender services in England. Based on the number of unique prison numbers in our database.
2,661 advice queries were handled through social media	The year at a glance p.9	Management information based on third-party social media management tool which monitors conversations on social channels, including advice queries received. England only.

<p>B&amp;Q DIY Skills Advisers (DIYSA): 422 households were helped 924 jobs were completed</p> <p>This included 280 decorating jobs, 118 removals and deliveries, 104 jobs assisting with clients' curtains and blinds, and 72 gardening jobs.</p> <p>Over 70 (72) emergency activities were undertaken by the end of March 2020.</p>	<p>We support people who are struggling p.14</p>	<p>Management information collected in the following local hub areas where DIYSAs offer support: Birmingham, Bristol, Dorset, London, Manchester, Merseyside, Newcastle and Sheffield.</p> <p>See Appendix B for a more detailed breakdown of the jobs completed in 19/20.</p>
<p>Getting Real Opportunities for Work (GROW): Since the GROW programme began in 2015, 52 people have been enrolled. The current cohort consists of six, and 44 have graduated onto further employment.</p>	<p>We support people who are struggling p.15</p>	<p>Management information provides enrolment figures.</p>
<p>National Homelessness Advice Service (NHAS): Housing advice line: 10,336 cases were opened following enquiries from local authority, public authority and advice agency staff</p> <p>99.9% of users who responded to feedback surveys were satisfied with the service</p> <p>92% of users were more confident in dealing with similar cases</p> <p>Training: 658 training sessions were delivered to over 7,000 (7,098) delegates</p>	<p>We help others to tackle the housing emergency p.17</p>	<p>Management information provides the number of cases opened (service in England).</p> <p>Follow-up survey with professional advice workers using an online survey ('NHAS Consultancy Line User Feedback Survey'). Sample size: n=1031. Survey responses from July 2019 – March 2020.</p>

<p>Specialist Debt Advice Service: In 2019/20 we dealt with 3,846 complex debt enquiries from local citizens advice, local authority, housing association and other advice agency staff.</p> <p>We asked advisers about how confident they felt after accessing our advice service. 84% of users felt more confident in dealing with their current case, and 87% more confident in dealing with similar cases in future</p>	<p>We help others to tackle the housing emergency p.17</p>	<p>Management information (service in England) provides the number of enquiries dealt with by the service.</p> <p>Survey responses from July 2019 – August 2019 only. Sample size: n = 115</p>
<p>Shelter Scotland: Rights Awareness Workshops: 12 rights awareness sessions were delivered across Glasgow and Edinburgh.</p> <p>Glasgow Hub regularly receive referrals from 15 statutory and third sector colleagues across the city.</p>	<p>We help others to tackle the housing emergency p.18</p>	<p>Management information provides information on outputs.</p>
<p>The Scottish Empty Homes Partnership (SEHP): A record number of properties have once again become homes (1,412), 17% of which added to local affordable housing supply.</p>	<p>We help others to tackle the housing emergency p.18</p>	<p>Based on data generated from an annual survey sent to Scottish local authorities in March 2020. 31 surveys were sent out in total and 21 responses were received (six partially completed).</p> <p>The full annual report can be found here: <a href="https://1uqnv612hw1j3a0l32274f7k-wpengine.netdna-ssl.com/wp-content/uploads/2020/06/2020-Scottish-Empty-Homes-Partnership-Annual-Report-Web.pdf">https://1uqnv612hw1j3a0l32274f7k-wpengine.netdna-ssl.com/wp-content/uploads/2020/06/2020-Scottish-Empty-Homes-Partnership-Annual-Report-Web.pdf</a></p>
<p>Scottish Welfare Reform Advisory Service (ScotWRAS): Last year, thanks to the Scottish Welfare Reform Advisory Service: 1,418 advice enquiries were handled</p>	<p>We help others to tackle the housing emergency p.19</p>	<p>Management information provides the numbers of enquiries handled.</p>
<p>Newham Family Service: Since Newham Family Action was set up in April 2019 it has helped 238 adults and 441 children with issues including housing suitability, conditions and problems with landlords.</p>	<p>We help families to have a settled home p.21</p>	<p>Management information provides the numbers helped by the service.</p>

<p>Hackney Family Service:</p> <p>67 households have received a programme of bespoke, long-term support from Hackney Family Service since April 2019.</p> <p>Of these families:</p> <p>74% receiving long-term support reported positive changes to their health and wellbeing</p> <p>55% improved either their educational or employment outcomes</p> <p>64% reported a reduction in ASB or offending behaviour</p> <p>88% with complex needs were able to keep their home, found somewhere new to live or saw their living environment improved</p> <p>70% saw a notable improvement in how well they function as a unit thanks to their support programmes</p> <p>65% receiving intensive support at Hackney Family Service were from people from Black, Asian and Minority Ethnic (BAME) backgrounds, which reflects corresponding high levels of homelessness among these groups across the borough</p>	<p>We help families to have a settled home p.21</p>	<p>Management information provides the numbers helped by the service.</p> <p>The project's outcomes are measured using a client survey. See Appendix D for details on the specific questions asked of Hackney Family Service's support clients at the end of working with the service and the response rate. Questions were asked of all clients, regardless of whether they were experiencing an issue in that specific area (e.g. health and wellbeing) at the beginning of working with the client.</p> <p>Of 54 closed cases in 19/20, answers were obtained 93% of the time for each question (except for Q3 on educational/employment outcomes which had a response rate of 91%). Blank responses have been excluded.</p> <p>Health and wellbeing sample size: n=50  Educational/employment sample size: n=49  ASB sample size: n=50  Keep, find, improve sample size: n=50  Family functioning sample size: n=50</p> <p>Local authority level homelessness statistics show that between April 2019 and March 2020, 74% of main homeless applicants (people applying for help who were found to be homeless or threatened with homelessness) were from BAME backgrounds. Source: MHCLG, Live tables on homelessness, Detailed local authority level tables, financial year 2019-20 (Table A8)  <a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a></p> <p>This compares with 41% as the proportion of Hackney's population who are BAME. This is based on 2011 Census Data refers to the proportion of households in Hackney whose Household Reference Person (HRP) is from a BAME background.  <a href="https://www.nomisweb.co.uk/census/2011/dc1201ew">https://www.nomisweb.co.uk/census/2011/dc1201ew</a></p>
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<p>Sheffield Intensive Family Support Service (SIFSS): Since September 2017, a total of 66 adults and 165 children were helped by SIFSS. The following outcomes were achieved by children and young people helped by SIFSS:</p> <ul style="list-style-type: none"> <li>• 126 children and young people needed help finding a better home and, by the end of working with the service, 90% of these children and young people had started to experience progress or seen significant progress in this area.</li> <li>• 107 children and young people needed help feeling better about school or education and, by the end of working with the service, 86% of these children and young people had started to experience progress or seen significant progress in this area.</li> <li>• 104 children and young people needed help feeling better able to cope and stay safe and, by the end of working with the service, 89% had started to experience progress or seen significant progress in this area.</li> </ul>	<p>We help families to have a settled home p.24</p>	<p>Management information provides the numbers helped by the service.</p> <p>Outcomes are measured using a scoring assessment tool. Children and young people (up to age 19) are given a score by their support worker at the start and end of the intervention in each outcome area based on observations, feedback from school, self-assessment by the young person and feedback from parents. N/A responses, given when progress in a specific outcome area is not needed or no score has been obtained, have been removed from the calculations.</p> <p>Better home outcome: Sample size n=126; Response rate: 97% Education outcome: Sample size: n=107; Response rate: 82% Better able to cope outcome sample size: n=104; Response rate: 80%</p>
<p>Shelter Scotland: Our Journey Home The model is now established in Glasgow and engaged with 85 individuals from project inception in October until the end of March 2020.</p>	<p>We support people who are struggling P.24</p>	<p>Management information from the client record management system.</p>
<p>Entrenched Rough Sleepers Service: Since the service began in January 2018: 182 people have found housing 139 people have maintained their accommodation for at least 12 months 64 have engaged with mental health support 60 are sustaining drug and alcohol treatments</p>	<p>We help people with complex needs p.27</p>	<p>Management information provides information on numbers worked with and outcomes achieved related to clients' tenancy sustainment.</p>

<p>Our work in the criminal justice sector: In total, we worked with over 14,100 people in custody and the community, and delivered over 11,800 interventions to these individuals.</p> <p>Among the 5,740 clients who received support with their accommodation (where outcomes are known):</p> <ul style="list-style-type: none"> <li>• Over 2,200 people leaving prison or serving their community sentence received help finding somewhere to live. This includes: <ul style="list-style-type: none"> <li>• 597 people moved into settled or more permanent housing</li> <li>• 301 people moved back into the family home</li> <li>• 1,162 accessed emergency, temporary or supported accommodation</li> </ul> </li> <li>• Over 2,400 people leaving prison or serving their community sentence were better able to keep their home after working with our offender resettlement services to retain their tenancies and prevent eviction.</li> </ul>	<p>We help people with complex needs p.30</p>	<p>Management information provides the numbers helped.</p> <p>Outcomes information looks specifically at clients who were given an accommodation-based intervention. Each client can achieve up to three outcomes by the end of working with the service.</p>
<p>Social Housing - The Housing Emergency Response Operation (HEROs) network: Candidates in more than 95% of England's constituencies heard our call from their constituents.</p> <p>With over a third of our HEROs being people with experience of homelessness, we succeeded in not only developing a rapid response campaigning network, but were also able to secure them interviews in local, regional and major national media outlets.</p>	<p>We help effect systemic change p.36</p>	<p>MPs in 95% of constituencies: This was established from the analytics of our campaigning tool which identifies when emails sent to parliamentarians and prospective parliamentarians have been opened.</p> <p>Over a third of HEROs had experience of homelessness: This was a qualitative survey run in January 2020.</p> <p>Survey responses from January 4<sup>th</sup> – 18<sup>th</sup> only. Sample size: n = 196</p>
<p>Legal advice service and strategic litigation: Last year, our legal advice service worked with 5,648 households in England and 409 households in Scotland.</p>	<p>We help effect systemic change p.37</p>	<p>Management information from our legal services.</p>

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help.

We're here so no one has to fight bad housing or homelessness on their own.

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