

Shelter

Shelter Services England

Every day Shelter's innovative front line services, located up and down the country, help people affected by all kinds of housing problems. It's this day-to-day experience which directly informs our campaigning and sector-leading research and policy work.

Our philosophy is prevention – stopping people spiraling into homelessness in the first place – and helping those who are hit by housing problems get back on their feet; back into work and back into a home as quickly and compassionately as possible.

- We help over 4 million people a year through our helpline, advice web pages and face-to-face services - including people in your constituency.
- Often people self-refer to our services; but others are made aware of us through MPs' case work or local organisations.

Shelter services are innovative and responsive to the current environment.

- Our services vary across the country, from one-on-one support for homeless families with children in Bristol, to helping hospital patients in Cornwall find a home. We also provide specialist prisoner rehabilitation programmes and dedicated energy poverty support, along with our national helpline based in Sheffield.
- Shelter is paving the way in cross-sector working. For example, our family support workers coordinate with specialist services in mental health issues, substance abuse, domestic abuse, anti-social behaviour and family breakdown.

The best way to understand how essential Shelter services are to preventing homelessness and supporting those who are homeless is to visit one of our hubs. These are based in London, Birmingham, Manchester, Merseyside, Newcastle, Sheffield and Bristol. We work across the country offering unique opportunities to shadow specific innovative work. We can tailor visits to your interests and if you have any questions get in touch with our Public Affairs team.

Advice Session Shadowing

Our London hub in Hackney is one of the places we offer legal and practical advice. This centre also displays our integrated approach to tackling homelessness. A visit would give you the opportunity to talk to service users about their experiences and meet and shadow members of our advice team.

Advice Line

Our Sheffield hub houses the free Shelter helpline. We are open 365 days a year and receive over 3,400 calls every week. Our expert advisors help anyone struggling with housing and homelessness issues – no matter what their situation. Visiting would give the opportunity to listen in on calls as our advisors give expert housing advice.

Court Desk Duty

Shelter run 30 court duty schemes across the country. Last year our legal team helped 3,016 people facing possession and eviction at their local courts. You can shadow our legal team for a fast paced day as they provide on the spot advice to people in court and work to keep them in their home. Court duty supplements the legal aid work we also do.

Prison Service

We run education and support programmes in 20 prisons across the north. Our team offers prisoners housing, finance and debt advice. Shelter volunteers and prison peers also use their first-hand experience to provide housing and resettlement support. If you are specifically interested in our prison services we can arrange shadowing.

Until there's a home for everyone

Shelter, the National Campaign for Homeless People Limited

Registered address:
88 Old Street, London EC1V 9HU
Registered in England and Wales
Company number 1038133
Registered VAT number 626 5556 24
Registered charity in England and Wales (263710) and in Scotland (SC002327)

What can Shelter help with?

Shelter offer expert housing advice to anyone. We can help people take action if they are:

- Living in run-down, dangerous or overcrowded housing
- Homeless or worried they will soon be homeless
- Involved in a dispute or other problem with their landlord
- Facing eviction or repossession
- Having difficulties paying their rent or mortgage
- Experiencing issues with neighbours
- Unsure of their housing rights
- Living in temporary accommodation
- Thinking of leaving their current accommodation
- Unsure of the welfare benefits they are entitled to
- Having difficulty with debt or bankruptcy



Case Study

Kate lost her job and received a repossession notice when the company she worked for became bankrupt. Her mortgage company recommended she contact Shelter for help.

“She [the advisor] went through the whole circumstances and told me what I could and couldn’t afford and she told me things I could apply for that I didn’t even know existed.

“Because of Shelter’s advice I was able to put my points across very confidently and clearly in court and the judge and the lawyer for the bank accepted all that I said.

“I really would have been in a different place if it were not for the help and advice from Shelter.

“I am truly grateful for the help – and wherever possible I recommend Shelter to others. Shelter has helped us keep a roof over our heads which is what everyone deserves.”

93% of people who call our helpline are better able to deal with their situation after talking through their problems with one of our advisors and 90% of those using our new web chat service have been satisfied. Within our more targeted services, our Hospital Discharge Service in Cornwall has helped over 200 homeless patients find a home in the last year.

If you encounter constituents who need help with any of these issues then a referral to your local Shelter service is the first step in solving their problem.

Unfortunately we can’t currently offer in-person services that are easily accessible for the whole country. In these circumstances we recommend your constituent calls our helpline **0808 800 4444** or accesses our online support.

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