

SHELTER

**IMPACT
REPORT
2023/24**

METHODOLOGY AND APPENDICES

AUGUST 2024



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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, digital (webchat and online advice pages) and Face-to-Face services in our hubs across England.
- how many local community campaigns we have helped to facilitate and energise using our community organising model.
- how many organisations and people we have reached with our rights awareness raising work.
- 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 2023/24

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 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 2023/24.

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, BMG Research, to conduct the Outcomes Survey with a sample of 2,002 of our clients in 2023/24 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 the following characteristics: type of service received Advice Support Guidance (ASG), Support (more intensive support), Legal, Helpline; and broad geographical regions (North, South and Central). Soft quotas were monitored to match the interview sample broadly to the proportions of our total population on the characteristics of age, gender, 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 which are also asked on a five-point scale.
- 2- 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.
- 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:
 - 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.
- 4- 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.

- 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 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 2023 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 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- Excellent positive outcome
 - Meaning the household moved to either a social home or an affordable private rental.

2- Partially positive outcome

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

3- Problematic positive outcome

- Covers the following scenarios where the household has moved to:
 - i. unsuitable temporary accommodation (having previously been homeless or living in a private rental), or
 - ii. a private rental that is not affordable and/or is unsuitable (having previously been in a private rental).

4- Unsatisfactory positive outcome

- 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- Other- but the household considers the position is better than before they came to Shelter.

- Applies where none of the other categories are relevant to the household.

* The bar graph in the impact report is ordered in percentage size frequency rather than the level of categories outlined above (apart from the other category). A bar graph ordered in the level of categories outlined above can be provided on request.

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.

Percentages of people achieving each category of quality outcome exclude those who said 'Don't know', 'Did not answer' or 'Prefer not to say'. Base sizes of less than 30 are excluded.

Changes to Shelter's Outcomes Survey from 2022-23

In 2022/23 only respondents who had said they had had a positive outcome due to Shelter were asked if they were living in temporary accommodation (Q25B). This year this question was asked of all respondents in order to ensure those living in temporary accommodation were included in questions asked only of those who were homeless and that all people living in temporary accommodation were included as homeless. Those living in temporary accommodation answering last years survey may not have known that this counts as homeless; this may have meant they did not answer yes to the question as to whether they were homeless, so these numbers may have been lower than the true figure.

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.

Cost of living tracker

This was a survey of 2,002 British Adults (18+) living in private rented accommodation. It was conducted online between 29th February- 19th March 2024, commissioned by Shelter, funded by Nationwide and run by YouGov. The figures have been weighted and are representative of all adult private renters in England.

Research: The Economic Impact of Building Social Housing (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. A link to the full report including methodology can be found in appendix A.

Research: The impact of housing problems on mental health (2017)

Shelter in partnership with the research agency, ComRes, explored the relationship between housing and mental health through a two-stage research project in early 2017. A link to the full report and methodology can be found in appendix A.

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 well-being of participants.

Source: NEF (no date) Commissioning for outcomes and co-production (Glossary
https://neweconomics.org/uploads/files/974bfd0fd635a9ffcd_j2m6b04bs.pdf
Accessed 15 August 2024



APPENDICES

APPENDIX A: TABLE OF FULL RESULTS REPORTED IN 2032/24 IMPACT REPORT, SOURCES AND CALCULATIONS

<i>Finding</i>	<i>Section and Page number</i>	<i>Source</i>
We know the solution to the housing emergency, and together with our supporters we can fight for people's housing rights on the ground, and secure the delivery of 90,000 social homes a year for ten years in England.	Introduction from Helen Baker, & Polly Neate CBE, p4 and 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 Report: The economic impact of building social housing. Published February 2024. Available here: https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing
Last year we directly supported 34,084 people across our emergency helpline and webchat, as well as our 11 community hubs in London, Manchester, Liverpool, Blackburn, Norwich, Bournemouth, Plymouth, Newcastle, Bristol, Birmingham and Sheffield.	Introduction from Helen Baker, & Polly Neate CBE, p4 and 5	Management information obtained by summing the number of households helped across our emergency helpline, 11 community hubs and our live webchat between the period of April 23 to March 24
Nearly 1.3 million households are on social housing waiting lists	Introduction from Helen Baker, & Polly Neate CBE, p4 and 5	Government statistics on Rents, Letting and Agencies (Live Table 600) shows there were 1.29 million households on social housing waiting lists as of 31st March 2023. Last updated 27 June 2024. Available here: https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies#full-publication-update-history
Over 112,000 households are homeless in temporary accommodation – the highest number ever	Introduction from Helen Baker, & Polly Neate CBE, p4 and 5	Government statistics on Statutory homelessness in England: October to December 2023. Published 30 April 2024. Available here: https://www.gov.uk/government/statistics/statutory-homelessness-in-england-october-to-december-2023
15,975 households received advice from our emergency helpline	Our year at a glance, p6.	Management information based on the number of people* who called our helpline and has a case opened in 2023/2024 between the period of April 23 to March 24 *each person represents a household

12,203 households came to our local hubs in England for advice and support	Our year at a glance, p6.	Management information based on the number of people* who came to one of our face-to-face locations** and had a case opened in 2023/2024 between the period of April 23 to March 24. * Each person represents a household **Nb. This could also include telephone advice at the hub location
Our legal advice services worked with 4673 households.	Our year at a glance, p6.	Management information from our Legal Services in England.
Our professional advice services responded to 16, 293 queries from other organisations needing our housing expertise.	Our year at a glance, p6.	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 23 to March 24. 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 3,971 cases with people in custody and in the community.	Our year at a glance, p6.	Monitoring information from our Justice Services team in England for the period April 23 to March 24
7.1 million visits to our Shelter England online advice and services pages	Our year at a glance, p6.	Management information based on website traffic between the period of April 23 to March 24
15,577 conversations were had on our webchat service	Our year at a glance, p6.	Management information based on the number of interactions advisers have between the period of April 23 to March 24. It is not possible to monitor multiple chats with the same person, as the service is anonymous
Top 10 Housing Advice Pages 1. Private_renting: 2,952,668 2. Homelessness: 2,553,957 3. Eviction: 1,752,038 4.Repairs: 1,451,903 5. Benefits:1,240,634 6. Council_housing_association: 942,181 7. Tenancy_deposits: 894,714 8. Repossessions: 125,942	Our year at a glance, p6.	Management information based on website traffic between the period of April 23 to March 24

<p>9. Downloads_and_tools:101,540 10. Homeownership:35,454</p>		
<p>12,900 households (48%) saw a positive change in their housing situation</p> <p>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:</p> <p>40% Excellent positive outcome: moved to either a social home or an affordable private rental. 19% Partially positive outcome: moved to temporary accommodation with the assistance of the local authority that is suitable for 6 months or more. 8% Problematic positive outcome 18% Unsatisfactory positive outcome 15% Not a positive outcome.</p> <p>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 717 households reporting a positive change in their housing situation because of Shelter (530) and did not include those that, as part of their positive change involved staying where they were.</p>	<p>Our year at a glance, p7.</p>	<p>Shelter's Outcomes Survey for England 2023/24</p> <p>Outcomes survey. Sample size n= 2,002. Total No of closed cases in England in 2023 =33,050 Proportion with issue = 100% of clients asked this question (Q9) Attribution to Shelter = 100% of clients asked this question (Q10) Proportion issue improved/ resolved = 61% / 18,800 households Proportion attributable to Shelter = 48% / 12,900 households Proportions taken from weighted sample results.</p> <p>See Methodologies section for detailed information on methodology. See Appendix B for sample questionnaire.</p>

<p>However, we know that in 2022/23, over half (57%) of households in temporary accommodation have been there for longer than a year. This increases to over 6 in 10 (63%) when looking at families with children.</p>	<p>Our year at a glance, p7.</p>	<p>Government statistics on Statutory homelessness in England: financial year 2022-23. Published Oct 23. Available here: https://www.gov.uk/government/statistics/statutory-homelessness-in-england-financial-year-2022-23</p>
<p>West Howe in Bournemouth is among the 10% most deprived neighbourhoods in the UK</p>	<p>Empowering local communities, p8-10.</p>	<p>Government statistics on Index of Multiple Deprivation (2019).Published September 2019. Available here: https://www.gov.uk/government/statistics/english-indices-of-deprivation-2019</p> <p>West Howe data can be found using the government mapping tool, available here: https://www.gov.uk/guidance/english-indices-of-deprivation-2019-mapping-resources This shows that West Howe is in the Bournemouth 005C LSOA neighbourhood, which is ranked 2,320 out of 32,844 LSOA's in England and amongst the 10% most deprived neighbourhoods in the country.</p>
<ul style="list-style-type: none"> • 268 housing rights awareness workshops were delivered. • 1,876 attendees were members of the public • 1,578 were from other organisations • 552 were from statutory organisations 	<p>Empowering local communities, p8-10.</p>	<p>Shelter project monitoring data for the period April 23 to March 24.</p>
<p>With the urgent shortage of social homes across the country, there are extremely long waiting lists for people who are entitled to social housing</p>	<p>Campaigning with families on local housing allowance, p11-13.</p>	<p>Government statistics on Rents, Letting and Agencies (Live Table 600) shows there were 1.29 million households on social housing waiting lists as of 31st March 2023, last updated June 2024. Available here: https://www.gov.uk/government/statistical-data-sets/live-tables-on-rents-lettings-and-tenancies#full-publication-update-history</p>
<p>1.8 million private renting households (roughly 4 in 10) now rely on housing benefit to afford a home</p>	<p>Campaigning with families on local housing allowance, p11-13.</p>	<p>Approximately 1.8m private renting households claim Housing Benefit (including the housing element of Universal Credit). Source: DWP Housing Benefit and Universal Credit datasets, via Stat-Xplore, https://stat-xplore.dwp.gov.uk/, as at November 2023</p>

Since January 2020, the average rent in England has increased by 23%.	Campaigning with families on local housing allowance, p11-13.	Office for National Statistics figures on private rent and house prices. Published 17 July 2024. Available here: https://www.ons.gov.uk/economy/inflationandpriceindices/bulletins/privaterentandhousepricesuk/july2024
Research conducted by Shelter in 2024 showed that a third (34%) of private renters spend at least half their monthly household income on rent.	Campaigning with families on local housing allowance, p11-13.	Cost of living tracker: Shelter/Nationwide YouGov survey of 2,002 private renters in England, conducted online between 29 th February – 19 th March 2024. The figures have been weighted and are representative of all adult private renters in England.
The freeze to LHA forces many to live in substandard properties.	Campaigning with families on local housing allowance, p11-13	The Institute for Fiscal Studies conducted research into the housing quality and affordability for lower income households and found that the Local Housing Allowance freeze reduced the number of affordable properties available, leading to households needing to rent substandard properties. Report: 'Housing quality and affordability for lower-income households.' Published June 2023. Available here: https://ifs.org.uk/publications/housing-quality-and-affordability-lower-income-households
Poor housing can significantly damage peoples' physical and mental health	Campaigning with families on local housing allowance, p11-13	Shelter/ ComRes research agency report: 'The impact of housing problems on mental health'. Published April 2017. Available here: https://assets.ctfassets.net/6sxvmndnnp0s/59MBno13nAzVDGZeSjiJkX/3c2b8e75becb0e3f10057f696c95c284/Housing_and_mental_health_-_detailed_report.pdf
Open letter re LHA: The letter gained over 31,000 supporter signatures, all demanding an end to the freeze. At the same time our campaigns team mobilised 10,000 people to write to their MP's outlining the urgency of the freeze and why it needed to end.	Campaigning with families on local housing allowance, p11-13	Management supporter information showed 31,180 supporters signed a letter asking for an end to the local housing freeze and 10,286 supporters emailed their MP between 24 th October and 22 November 2023
We also ran the #TryToRent social media challenge, encouraging people to search for "affordable" LHA homes in their local area and post screenshots of the results online. The results showed a shocking 0 affordable LHA properties, highlighting how	Campaigning with families on local housing allowance, p11-13	Shelter published a blog on 22 nd August 2023, to launch the challenge. Available here: https://blog.shelter.org.uk/take-the-trytorent-challenge/ Various posts were published on x.com to promote the challenge with the final post on 7 th September 2023, available here: (https://x.com/Shelter/status/1699732398026494323). During 22 August 2023 and 7 September 2023 all posts on the twitter feed showed 0 affordable LHA properties.

<p>unrealistically low the LHA rates are for anyone looking for a home.</p>		
<p>Building 90,000 social rent homes a year for the next 10 years could add £51.2 billion to the economy through our research project with the National Housing Federation</p>	<p>Looking ahead, p14-16</p>	<p>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 Report: The economic impact of building social housing. Published February 2024. Available here: https://england.shelter.org.uk/professional_resources/policy_and_research/policy_library/economic_impact_social_housing</p>
<p>145,800 children were homeless in temporary accommodation with their families at the end of 2023. This is a 15% increase in just one year.</p>	<p>Looking ahead, p14-16</p>	<p>Government statistics on Statutory homelessness in England from October to December 2023. Published April 2024. Available here: https://www.gov.uk/government/statistics/statutory-homelessness-in-england-october-to-december-2023/statutory-homelessness-in-england-october-to-december-2023#:~:text=In%20October%20to%20December%202023%2C%2011%2C180%20households%20had%20their%20main,the%20same%20quarter%20last%20year.</p>

APPENDIX B: SHELTER OUTCOMES SURVEY 2023/24 QUESTIONNAIRE

CATI Introduction

Good morning/afternoon/evening, my name is from BMG 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. BMG abides by the Market Research Society Code of Conduct and data protection laws at all times.

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.bmgresearch.co.uk/privacy) 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 support you received. To help with this, an independent research company BMG 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. BMG abides by the Market Research Society Code of Conduct and data protection laws at all times.

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.bmgresearch.co.uk/privacy

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 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		
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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	On-going work over the phone with a Shelter advisor		
4	On-going work face-to-face with a Shelter advisor or support worker		
5	E-mails from Shelter (inc. confirmation email or emails with a Shelter advisor or support worker)		
6	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 also 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 came to 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?

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 home 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 or infestation		
3	Problems with unsafe house or unsafe local area		
99	None		
97	Don't know	FIX, EXCLUSIVE	

Base: Q7=2

SINGLE RESPONSE

Q8A. Did the poor conditions in your home improve?

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?

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 your unsafe house or unsafe local area get resolved?

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	Temporary accommodation organised by the local authority		
4	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	Affordable social housing that is suitable for my households needs		
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)		
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		

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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