

SHELTER

IMPACT REPORT 2022/23

METHODOLOGY AND APPENDICES

JULY 2023



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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.

Impact Information

Brand Engagement Polling

As part of Shelter's campaign measurement, survey data is used to understand the impact high profile campaigns have on our brand metrics, and levels of awareness of our messaging or campaign themes. Belief in Cause data is taken from YouGov's Brand Index which collates daily surveys of GB adults on various brand metrics. The data included represents a three-week average to the end date of the campaign. Data on adults who have heard about Shelter talking about the cost-of-living crisis is from a bespoke brand and issues survey commissioned by Shelter and run by YouGov. This was a survey of 2,002 British adults (18+), was conducted online between 25th – 28th November 2022. All data is weighted to be representative of GB adults.

Outcomes Survey (Advisory and support work)

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 Services Year at a Glance (pages 6 and 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 2022/23.

The outcomes survey is designed based on a framing of Shelter's 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 2,004 of our clients in 2022/23 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 with a few exceptions that were 14 months 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) and geographical postcodes in the case of our Helpline. 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- 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.
- 2- 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.

- 3- 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.
- 4- 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 2022 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. 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- Not a positive outcome but the person thinks there is some kind of movement forward,

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

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 Shetler 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 used therefore vary throughout. Base sizes of less than 30 are excluded.

Research surveys (for national influencing)

Periodically Shelter will commission surveys to understand peoples housing situation. The surveys are conducted online, and figures are weighted to be representative.

NB 1: 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 [Accessed 15 October 2020]

NB 2 Correction to previous years Impact Report 2021/22

A statistic used in the Impact Report 21/22 may have created a misleading impression that the percentage of those achieving a positive change in their housing situation was all attributable to the work of Shelter. In fact, this figure represented all those achieving an overall positive change in their housing situation (either completely sorted out, most problems sorted, or problems not sorted but things are moving in the right direction) and so included households that may have resolved their problems without Shelter’s help.



APPENDICES

APPENDIX A: TABLE OF FULL RESULTS REPORTED IN 2022/23

IMPACT REPORT, SOURCES AND CALCULATIONS

Finding	Section and Page number	Source
Across our emergency helpline, 11 community hubs and our live webchat, we worked with over 45,400 people`	An introduction from Helen Baker, Chair of Trustees & Polly Neate, Shelter CEO p4.	Management information obtained by summing the number of people helped across our emergency helpline, 11 community hubs and our live webchat between the period of April 22 to March 23
15,555 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 2022/2023 between the period of April 22 to March 23 *each person represents a household
15,846 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 2022/2023 between the period of April 22 to March 23. * Each person represents a household **Nb. This could also include telephone advice at the hub location
Our legal advice services worked with 4,074 households	Our year at a glance p6.	Management information from our Legal Services in England.
Our professional advice services responded to 16,588 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: National Homelessness Advice Service (NHAS) and Specialist Debt Advice service (SDAS) between the period of April 22 to March 23. 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 3,453 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 22 to March 23.
6.2 million visits made to our online advice and services pages in England	Our year at a glance p6.	Management information based on website traffic between the period of April 22 to March 23.

14,026 conversations through our webchat service	Our year at a glance p6.	Management information based on the number of interactions advisers have between the period of April 22 to March 23. It is not possible to monitor multiple chats with the same person, as the service is anonymous.
Top 10 online advice pages	Our year at a glance p6.	Management information based on website traffic between the period of April 22 to March 23.
12,900 households (48%) saw a positive change in their housing situation due to support from Shelter.	Our year at a glance p7.	<p>Outcomes survey. Sample size n= 2,004. Total No of closed cases in England in 2022 = 37,7,724 Proportion with issue = 100% of clients asked this question (Q9) Attribution to Shelter = 100% of clients asked this question (Q10) Proportion issue improved/ resolved = 64% / 19,200 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>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>41% Excellent positive outcome: moved to either a social home or an affordable private rental.</p> <p>14% Partially positive outcome: moved to temporary accommodation with the assistance of the local authority that is suitable for 6 months or more.</p> <p>22% Unsatisfactory positive outcome</p> <p>13% Problematic positive outcome</p> <p>10% Not a positive outcome.</p>	Our year at a glance p7.	<p>Outcomes survey. Sample size 635 total.</p> <p>*We asked additional questions of those:</p> <ul style="list-style-type: none"> households who reported a positive outcome in their housing and attributable to Shelter's involvement to the following extents: completely largely or to some extent (n=817); and that had moved or decided they had to move but hadn't yet done so or were homeless when coming to Shelter. <p>This represented a smaller section of the 817 households reporting a positive change in their housing situation because of Shelter (635) and did not include those that, as part of their positive change involved staying where they were.</p> <p>Proportions taken from weighted sample results.</p> <p>See further information about the methodology set out in section 1 of this report. This explains who were asked and what each of the quality categories mean.</p>

61% households in temporary accommodation have been there for longer than a year. This increases to 68% when looking at families with children.	Our year at a glance p7.	Government statistics on Statutory homelessness in England: financial year 2021-22 published Sept 22 available here: Statutory homelessness in England: financial year 2021-22 - GOV.UK (www.gov.uk)
48% of renters had no savings before the cost-of-living crisis	Campaigning for housing support measures during the cost-of-living crisis p8.	Government statistics in English Housing Survey 2021 to 2022: headline report (published 15 December 2022 at Section 1 Annex table 1.19 link: https://www.gov.uk/government/statistics/english-housing-survey-2021-to-2022-headline-report)
1.1 million private renters in England had their rent increased.	Campaigning for housing support measures during the cost-of-living crisis p8.	YouGov survey for Shelter of 2,031 Private Renters in England. Funded by Nationwide. Fieldwork was undertaken between 29 July and 17 August 2022. The survey was carried out online. The figures have been weighted and are representative of all private renting adults in England (aged 16+). Population figures have been calculated by Shelter using English Housing Survey data.
Low-income renters were falling short of their rent by £1812 a year.	Campaigning for housing support measures during the cost-of-living crisis p8	Figures provided by the Department for Work and Pensions as a result of a Freedom of Information request. Data is from February 2022
54% of private renters claiming housing benefit had to make up a shortfall to cover their rent of £151 a month.	Campaigning for housing support measures during the cost of living crisis p8.	Figures provided by the Department for Work and Pensions as a result of a Freedom of Information request. Data is from February 2022
<ul style="list-style-type: none"> - 35% of renters were spending at least half of their income on rent - 31% of those who have seen their rent increase have had an increase of £100 per month. - 70% say that if they were evicted they would struggle to find somewhere suitable to live in their area - 31% of people with a mortgage have seen their mortgage increase - £177 a month was the mean rise in mortgages 	Campaigning for housing support measures during the cost of living crisis p9.	<p>Shelter/Nationwide Building Society Cost-of-Living Tracker survey conducted between 8th – 30th June 2023 (private renters) and 8th – 26th June 2023 (home owners)</p> <p>N = 2,003 private renting adults (18+) in England</p> <p>N = 2,119 home owning (with a mortgage) adults (18+) in England</p> <p>Note corrections:</p> <ol style="list-style-type: none"> 1. The text on page 9 may inadvertently suggest these figures relate to the year covered by the impact report, when in fact they are relevant to June 2023 2. The statistic used in the written version that says, “31% of renters have had their rent increased by £100 a month” should in fact read,

		31% of those who have seen their rent increase have had an increase of £100 per month.
3000 people have used the Shelter online tool to help people check if they could get help from the council with homelessness.	Campaigning for housing support measures during the cost of living crisis p9.	Management information based on website traffic between the period of 22 nd June 2023 and 31 st July 2023.
3% more adults believed in our cause during Shelters cost of living hacks campaign and by 17% of those adults under 45.	Campaigning for housing support measures during the cost of living crisis p10.	Brand Engagement Polling conducted by YouGov. Belief in Cause data is taken from YouGov's Brand Index which collates daily surveys of GB adults on various brand metrics. The data included represents a three-week average to the end date of the campaign.
After the campaign, 14% of adults had heard Shelter talking about the cost-of-living crisis in the previous month.	Campaigning for housing support measures during the cost of living crisis p10	Shelter commissioned a brand and issues survey run by YouGov, conducted online between 25 th – 28 th November 2022. N= 2,002 British adults (18+)
1 in 5 parents, nearly 300,000 families in England, have been unable to rent somewhere they wanted in the last five years because they have children.	Shaking up the system p12.	Shelter commissioned a YouGov survey of 2019 private renters in England aged 18+, 627 of whom had children in the household. The survey was conducted online between 6th April – 12th May 2022 and was weighted to be representative of private renters in England. The number of families affected by this – which is 289,506 – has been calculated by Shelter using data from the English Housing Survey.
340 people shared stories of the housing emergency	Shaking up the system p14	Shelter project monitoring data for the period Jan 2020 to March 2021.
3,361 people and 22 organisations signed the manifesto and over 70 people attended the Birmingham 'Fight for Home' festival	Mobilising local communities p15.	Shelter project monitoring data for the period April 2021 to date.
<ul style="list-style-type: none"> 4 community-inspired and community-led campaigns up and running across our 11 hubs. 6 community-inspired and community-led campaigns in development across our 11 hubs Of our active campaigns: <ul style="list-style-type: none"> 2 are advocating for more social housing. 3 are calling for action on improving conditions and/or affordability in the private rented sector. 	Mobilising local communities p15.	Shelter project monitoring data for the period April 22 to June 23.
Last year with support from Shelter's community services team:	Fighting for housing rights p19.	Shelter project monitoring data for the period April 22 to March 23.

<ul style="list-style-type: none"> • 783 people took part in Shelter's housing rights awareness work • 63 community organisations received housing rights awareness support. • 3000 households with housing questions or issues were reached by those community organisations support 		<p>The estimate of the reach of the housing rights awareness sessions is based only on community organisations involved in the housing rights awareness support. This estimation was arrived at by multiplying the number of community organisation members that took part in our housing rights awareness sessions by a factor of 10. The assumption is that each community organisation member is likely to go on to support a minimum of 10 households with housing issues during a year. This assumption is based on previous enquiries the project conducted with a number of community organisations that had already received housing rights awareness support. The project asked previous attendees about the number of people they went onto support/ provide services to or otherwise interface with using what they had learned from the session. The project arrived at an average figure of ten households per community organisation member.</p>
Last year 237 pledges were received from people who wish to leave a gift to Shelter in their will.	Looking ahead p21.	Shelter internal management information for the period April 2020 to March 2023.
£1.75m raised in sales over the last three years	Looking ahead p22.	Shelter internal management information for the period April 2020 to March 2023.
79,840 households faced homelessness in England between January and March 2023 -- the highest number on record.	Looking ahead p22.	<p>This figure is the number of households owed a prevention or relief duty by local authorities in England between January and March 2023. These figures are available at DLUHC, Statutory Homelessness Live tables, Table A1. https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</p> <p>This is the highest number in a single quarter on record. Records began in 2018 when statutory homelessness duties changed.</p>
172 families are served a section 21 eviction notice every day	Looking ahead p22.	<p>This figure is the number of households owed a prevention or relief duty by local authorities in England between January and March 2023. These figures are available at DLUHC, Statutory Homelessness Live tables, Table A1. https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</p> <p>This is the highest number in a single quarter on record. Records began in 2018 when statutory homelessness duties changed.</p> <p>Based on a YouGov survey for Shelter of 1,910 Private Renters in England, including 489 private renters with dependent children under 18 in the household. Fieldwork was undertaken between 22nd – 30th June 2023. The survey was carried out online. The figures have been weighted and</p>

are representative of all GB adults (aged 18+). Population figures have been calculated using English Housing Survey data.

The number of private renters with children who have been served with a Section 21 notice per day is based on the following question:

When was the last time, if at all, you received a section 21 notice that you would need to leave your home?

Based on the response to this question, 12% of private renters with children were aware that they have received a Section 21 notice within the past 3 years. Shelter calculations using the number of families living in the private rented sector derived from the English Housing Survey demonstrates this is equivalent to 188,000 families. This is equivalent to 172 families served with a Section 21 notice per day, or one every 8 minutes.

APPENDIX B: SHELTER OUTCOMES SURVEY 2022/23 QUESTIONNAIRE

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 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		

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

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

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 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		
2	Largely		
3	To some extent		
4	Not at all		
5	Too early to say		
6	There is no change in your 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 NOT Q4=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: All who are homeless (Q9=1-3 AND Q10=1-3 AND Q4=1)

SINGLE RESPONSE

Q25B. When you came to Shelter, were you in temporary or emergency accommodation organised by the local authority?

Please select one only

CATI: DO NOT READ OUT

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		
96	Prefer not to say		

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

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 that started with you coming to Shelter for help.

Please select one only

CATI: DO NOT READ OUT

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 ~~yet~~ managed to move **yet**?

When we say problems with your housing, we mean the problems that started with you coming to Shelter for help.

Please select one only

CATI: DO NOT READ OUT

Code	Answer list	Scripting notes	Routing
1	Yes		
2	No		

Base: Q25B = 2 or 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 am in 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

CATI: DO NOT READ OUT

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 or Q25B=1 or Q25=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: Q28=3 or Q25b=1 or Q25=3

SINGLE RESPONSE

Q33. How long have you been in temporary or emergency accommodation? *If you came to Shelter and were already in temporary or emergency accommodation, please talk about the full amount of time you have been there*

Please select one only

CATI: READ OUT

Code	Answer list	Scripting notes	Routing
1	Less than 3 months		
2	Between 3 and 8 months		
3	Between 9 and 12 months		
4	Over 12 months		
97	Don't know		

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		

Base: All respondents

OPEN RESPONSE

P2. Were there any questions you found difficult to answer? IF YES: Which question was this and why?

Please type your response in the box below

[_____]

No

Base: All respondents

OPEN RESPONSE

P3. Were there any words/phrases or terminology you did not understand? IF YES: Which ones?

Please type your response in the box below

[_____]

No

**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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