

Shelter Cymru's Impact

This year

Our impact report shows definitively the difference that Shelter Cymru makes in Wales. Through our face-to-face advice sessions, email and telephone advice service, we help people across the country struggling with bad housing and homelessness.

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Shelter Cymru gave me the information and support I desperately needed, to not only understand and start to cope with my housing situation, but to explain my situation to others in order to access help.

A person who used our services.



19,808

people helped through our face-to-face advice sessions and the Shelter Cymru Live service



32%

increase in the number of people using our services since our current strategy began in 2014.

How we helped



Universal Credit was an issue in 19% of our face to face cases.



we received **430,000** unique visits to our advice online pages.



24,269 individual housing problems dealt with.



6,348 dependent children in households helped.

83%

of households felt better equipped to deal with their affairs in the future.

96%

of people were very satisfied or satisfied with our face to face advice services.

With your support



We fought to end **'no fault'** evictions and secured a minimum of one year's security for private renters.



We got letting fees banned in Wales, saving renters hundreds of pounds every year.



We ensured most councils spent all of their Discretionary Housing Payments funds to help people with their rent.

Volunteers have given us over **1,000 hours** of their time.

Helping us run our services, training and fundraising events!



www.sheltercymru.org.uk

Registered charity number: 515902

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