THE FIGHT FOR HOME STARTS HERE
SUPPORT SERVICES

**HOMELESS PREVENTION AND RESETTLEMENT SUPPORT**
For clients that are at risk of homelessness or resettling after a period of homelessness

**DOMESTIC ABUSE NAVIGATION**
Navigation and signposting support to clients with a housing need in relation to domestic abuse

**DRUG/ALCOHOL PREVENTION AND RESETTLEMENT SUPPORT**
For clients that are at risk of homelessness or resettling after a period of homelessness and who also have a drug and/or alcohol needs

**DIY SKILLS ADVICE**
Additional support for clients who need help making a house a home

**CHILDREN AND FAMILIES SUPPORT**
Additional support for families with a housing need

**ETEL**
Additional support for clients to enable them to access education, training, employment and leisure
### ADVICE AND LEGAL

<table>
<thead>
<tr>
<th>DIRECT ADVICE</th>
<th>DA SAFE ACCOMMODATION</th>
<th>CHILDREN AND FAMILIES</th>
<th>LOCAL TRAINING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Delivering housing advice from our offices and in community settings</td>
<td>Delivering housing advice in safe accommodation settings</td>
<td>Delivering housing advice in family service settings</td>
<td>Delivering awareness sessions to professionals on housing, homelessness, disrepair and general housing rights.</td>
</tr>
<tr>
<td>LEGAL HELP</td>
<td>LEGAL AID</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivering legal advice &amp; representation where the client is eligible for, and the matter is in scope for legal help</td>
<td>Delivering legal advice &amp; representation where the client is eligible for, and the matter is in scope for legal aid. Also includes the Court duty desk in Doncaster County Court</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
How you can refer to our services

Referrals to our advice or support services can be made by professionals such as yourselves by:

- **Email**: Sheffield_Hub@shelter.org.uk
- **Calling**: 0344 515 1297 or 0344 515 1776 (where your client has a legal matter and/or requires local representation)

If you are unsure whether our services are appropriate for your client, give us a call on 0344 515 1297 and we can discuss it.
How your clients can access our local services:

If your client has **not spoken to Shelter Sheffield before**, they will need to contact our **Helpline** in the first instance on 0808 800 4444.

If your client is an **existing client** of Shelter Sheffield, they can contact their adviser or support worker:

- **By calling:** 0344 515 1297
- **By emailing:** Sheffield_Hub@shelter.org.uk
- **In person:** 33–37 Hereford Street, Sheffield, S1 4PP

Where your client has a legal matter and/or requires local representation, they can contact us:

- **By calling:** 0344 515 1776
- **By emailing:** Sheffield_Hub@shelter.org.uk
- **In person:** 33–37 Hereford Street, Sheffield, S1 4PP
OUR PRIORITIES

Priority 1

• Enabling Women, Children & Families to access services which meet their specific needs and enable them to maintain independence

Priority 2

• Enabling people experiencing multiple disadvantage to access services which meet their specific needs and enable them to maintain independence

Priority 3

• Enabling Under-resourced communities to have increased capacity to address housing need

Offering direct advice, signposting or support to clients to resolve their housing issue
Offering other professionals advice and training so that they can assist their clients to resolve their housing issue
Identifying systems barriers that affect our clients and attempting to tackle these
SHELTER FOR THOSE SEEKING SANCTUARY

ARRIVAL
AWAITING DECISION
NEGATIVE DECISION
IMMIGRATION ADVICE
How we can work together:

Generally:

– Don’t signpost if they are having issues with Home Office accommodation. **We can only help the journey for those seeking sanctuary once they have Refugee status.**

– Provide self-help advice to a client if they have not yet made a homeless application, applied for a council home and priorities, reported disrepair etc **and** then refer to us if there any problems with this or you think there is a legal challenge.

At Drop In:

– Tell us immediately if a client is street homeless that night so we can prioritise them in the queue

– Volunteers attending Drop-in can come sit with us to learn more about what we do and housing advice generally.
SHELTER - ENGLAND
SHELTER – NATIONAL SERVICES FOR CLIENTS

NATIONAL HELPLINE
Our free emergency helpline is open 365 days a year to advise on housing issues or homelessness.

MEDIA
We work with the media to make sure the voices of those affected by the housing emergency are heard.

WEBCHAT
On our website, find expert information or clients can speak to an adviser over webchat.

CAMPAIGNS
We run national campaigns to fight for change at the top.

ADVICE PAGES
Our national website provides advice, sample letters and self-help guides on housing related topics.

LEGAL
Our national legal team provides legal advice, advocacy and strategic litigation for those with housing issues and homelessness.
NATIONAL SERVICES FOR YOUR CLIENTS

WEBCHAT: https://england.shelter.org.uk/get_help/webchat
Open Mon-Fri - 9.00am - 5.00pm

SHELTER’S HELPLINE: 0808 800 4444
Open Mon-Fri 8.00am - 8.00pm
Sat & Sun 9.00am - 5.00pm

Advice pages:
https://england.shelter.org.uk/get_help
SHELTER - FOR PROFESSIONALS
SHELTER - NATIONAL SERVICES FOR PROFESSIONALS

SHELTER LEGAL
The essential online guide to law for housing professionals

EXPERT ADVICE LINE
NHAS service for professionals for consultancy advice

EXPERT ADVICE WEBCHAT
NHAS service for professionals for consultancy advice

NHAS FREE TRAINING
Training for individuals or groups on housing issues

DEBT ADVICE
Specialist debt advice for professionals across England and Wales

TRAINING PROGRAMS
Paid-for training courses which are more in depth and generally over 1-2 days
NOW LET’S FIGHT FOR HOME*

*BUT FIRST ANY QUESTIONS*