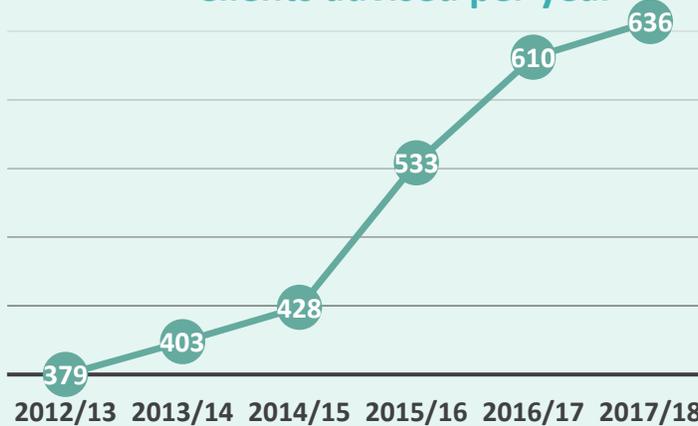


Achievements and performance

Last year CHAS received our highest number of enquiries, with 636 clients advised; almost double the figure before the cuts to legal aid

Clients advised per year



636
Clients
advised

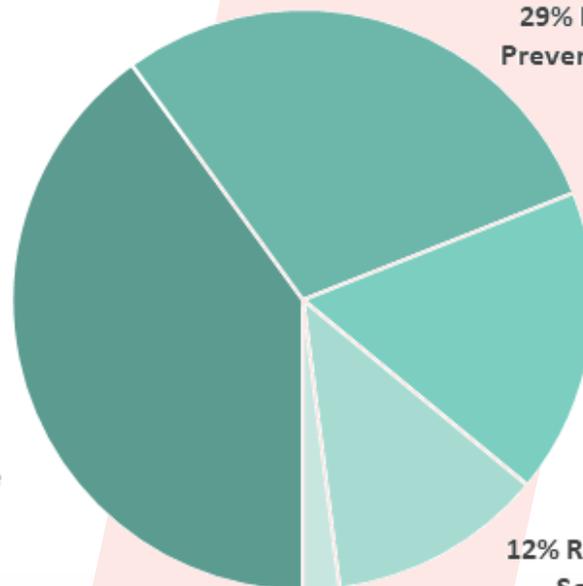
121 new
cases

Of the 636 households supported, we provided one-off information and advice to 471 people who called with new enquiries and took on 121 new cases (clients needing intensive or sustained support) involving 388 'presenting problems'. We also continued to help 44 clients from the previous year. Homelessness, the threat of homelessness or street homelessness was a presenting problem in 45% of cases, and the primary problem in 25% of all cases

We aim to help provide a solution to every client's housing crisis. To obtain and sustain a **safe, appropriate and permanent home** is a positive housing outcome that gives people the chance become settled within in a community, bringing with it the opportunity to find work, for a stable education and ultimately to achieve improved health and wellbeing for entire families.

Outcomes 2017/18

40% Clients
Empowered
to Resolve
Housing Issue



29% Homelessness
Prevented/Rehoused

17% Housing
Conditions
Improved

12% Referred to
Solicitor

2% Situation
Unchanged



Client profile and presenting issues

49% BAME
(Black, Asian
minority ethnic)

**60% clients
with
disability**

**38% case
involved
families**

**41%
aged
35-49**

**31%
Private
rented**

**20% experiencing
poor housing
conditions and
disrepair**

**Homelessness
was a presenting
problem in 45% of
cases**

**26% facing
landlord and
tenant issues**

**Overcrowding
a presenting
problem in
14% of cases**

**16% were
victims of
domestic
violence**

**7% were victims
of antisocial
behaviour and
harassment**



Client stories

Finding suitable housing

Last year 34% of our clients sought help due to poor housing conditions or overcrowding and 31% of tenancies were privately rented. We supported Claudia, a disabled single parent, who was living in poor housing conditions in private rented accommodation. CHAS supported her to find alternative accommodation that meets her disability needs.

“Thanks very much for your show of love and care...thank you for always being there.”

Finding a place of safety

Last year, 22.3% of our clients sought help due to anti-social behaviour, domestic violence or racial harassment. We supported Helen, a single mum with three children, who was living in severe overcrowding after fleeing her home due to harassment. In January 2018, as a result of our advocacy and support, she was rehoused long term by the Council.

“Thank you so much for all your help... I now have the confidence to speak up to my new landlord and I know more about my rights. It's so nice and quiet in my new house, we are so happy here.”

Welcoming into the Community

Aretta, a pregnant woman from West Africa, fleeing severe domestic violence, came to the UK seeking urgent refuge. CHAS advocated on her behalf to secure funding for emergency accommodation through the Red Cross. CHAS then continued to provide support and advice to ensure Aretta was safe and could progress her asylum application before the birth of her baby. CHAS's role in offering discrimination-free care and support, aiding individuals like Aretta to rebuild their lives in the UK is well recognised, with almost 10% of referrals coming directly from refugee charities.

I would not have got through the last 6 months without your help, support and guidance... I will be forever grateful for everything you have done. You should be very proud of the changes you make.

