

ShelterBox reach and impact report 2024

Comment from ShelterBox Chief Executive, Sanj Srikanthan

At ShelterBox, our mission is to ensure that no one is without shelter after disaster. Shelter is a human right, providing the foundation for survival, recovery, and dignity.

Since our founding in 2000, we have supported more than three million people in around 100 countries. This incredible achievement is thanks to you, our dedicated supporters, volunteers, and partners.

Despite shifting pressures around the world, the value of having a place to call home remains constant. Nearly all disasters and conflicts create homelessness, and as these threats grow, our mission has never been more critical.

In 2024, while there were fewer high-profile disasters in the media, we responded to support families enduring the impact of conflicts in regions like the Middle East, including Gaza and Lebanon. We have been working in Syria for 12 years and we are working in places like Cameroon and Chad, supporting people fleeing violence. Many of these crises are made more complex by the effects of our changing climate, as extreme weather events add to the challenges of survival in conflict zones.

Our work is more urgent than ever. According to the latest UN data, [120 million people](#) have been forced to flee their homes due to conflicts and extreme weather. This number has tripled since our founding nearly 25 years ago. Many of the crises we respond to are not covered well by the media, and there is little global recognition of the difficulties people face trying to survive. We call these disasters ‘forgotten crises.’

Whilst the urgency of work escalates, and disasters continue to be forgotten, you have been there for those affected communities, with your generosity in donations and time.

Together, we are a global network of 13 offices, and you are part of a movement of dedicated supporters, volunteers, Rotarians and staff worldwide. I want to thank everyone who made our work in 2024 possible. Your impact is clear, as together we continue to act to make a difference to so many lives – providing practical support in times of crisis.

Looking ahead, unpredictable weather and long-running conflicts will continue to challenge many millions of people. ShelterBox will be ready to respond – focused and prepared for new challenges.

Thank you for standing with us.

OVERVIEW OF 2024

Over three million people supported

This year, together with our amazing supporters and partners, ShelterBox has reached the milestone of supporting over 3 million people since we were founded in 2000. In our first 15 years, we supported one million people. Six years later, we had doubled our reach to two million people. Today, we have supported more than three million people.

When we were founded, the goal was to support eight to ten families across the world. We're proud of how our community of supporters, partners, staff and volunteers has enabled us to grow and evolve; to support people across the world.

Gaza

The complex geopolitical crisis in the Middle East became a huge humanitarian crisis and dominated our year. Responding to the conflict in Gaza continues to be one of ShelterBox's most challenging responses to date. As one of the most dangerous places on earth, with unpredictable airstrikes, strict regulations and border closures, providing lifesaving aid was extremely difficult. Almost everyone in Gaza has been displaced during the crisis, no one was allowed to leave and nowhere is safe, but we are persisting as our work has never been more urgent and essential.

Together with you and our partners [Medical Aid for Palestinians](#) (MAP), and [Palestinian Agricultural Relief Committees](#) (PARC), we have been able to supply tents, water carriers, blankets and other items to thousands of people in Gaza.

The situation worsened in September as the crisis grew in Lebanon, with more than 900,000 people forced to flee their homes. Many people were forced to sleep on the streets as collective centres quickly reached capacity. Partnering with local organisation, [Basmeh and Zeitooneh](#) (B&Z), supported thousands of people with blankets, hygiene kits, and household cleaning kits.

Then in October, Israeli airstrikes in Gaza targeted a safe zone where people were sheltering in our tents. A safe zone that was meant to provide refuge for people and families. We have spent months calling for a ceasefire and lasting peace, to a crisis where civilians are paying an unprecedented price.

We remain committed to supporting people in Gaza and with your support we will continue.

More conflicts around the world

People in Syria, Cameroon, and Sudan have faced another year of conflict. We have been responding to the Syrian crisis since 2012, this year supporting people to survive the winter with items like mattresses, blankets and children's winter clothing.

In Cameroon, alongside our partner, Public Concern, we supported over 49,000 people with different combinations of support. From different types of shelter to materials to fix roofs damaged in bad weather, to community tool kits containing items like a wheelbarrow, hammers and other tools to aid in shelter construction. We also supplied essential household items like kitchen sets and water carrier to people who had fled their homes with few possessions.

In Chad where people have been forced to flee from conflict in neighbouring Sudan, we are working with Help Tchad to supply emergency shelter for newly displaced people and build transitional shelters for people who know they will not be able to return home any time soon. The conflict in Sudan is deepening and was recently claimed to one of the biggest of our time with [11.5 million people](#) displaced. We are assessing how else we can help people affected.

Supporting communities to survive extreme weather

Again, this year we've seen extreme weather events affect developing nations.

Multiple powerful tropical storms have hit the Philippines, with six storms hitting the country in just four weeks during October and November. These back-to-back storms overwhelm communities who cannot recover before the next one hits. When Storm Trami swept through in October, our team permanently based in Cebu supported people with items like tarpaulins, tools, nails, and rope, stored in country to help repair damaged homes. By doing this we hope people's homes will be less damaged by future storms.

Prepositioning aid in hubs around the world means we are more prepared to respond. Like in Mawali, where ShelterBox aid is stored following Cyclone Freddy in 2023. When severe flooding affected tens of thousands of people we could respond quickly, working with CARE Malawi to support around 7,400 people with tarpaulins, tools, water filters, solar lights, and other essential items.

When Hurricane Beryl displaced thousands of people in the Caribbean in July, we had aid stored in Panama allowing us to reach people in Grenada with emergency shelter and essential items. Working with local communities as well as volunteers from Rotary, LDSC and the local authority NaDMA, we were able to reach around 3,000 people. We've also supported Rotary in getting aid to people affected by Hurricane Milton and Helene in the US.

With our partner [Uttaran](#), a local organisation in Bangladesh, we managed to respond twice in the country this year. Similarly to in the Philippines, due to the regularity of flooding in Bangladesh, our aim is to support people to build and repair damaged homes to be more resilient, rather than offer emergency equipment. We supported over 6000 people affected by Cyclone Remal in the southwest.

Ongoing crises, supporting people affected by forgotten disasters

In Burkina Faso, Ethiopia, Mozambique, Somalia and Yemen, people face multiple and complex crises, like conflict, political instability and cycles of extreme drought and flooding. Sometimes called 'forgotten crisis', they are often overlooked by the media and don't receive the funding they need. But we are there, thanks to you, our supporters, and partners, offering lifesaving support.

Working with [Benevolence Coalition for Humanitarian Relief](#) (BCHR) in Yemen, we offered 9,000 people long-term shelter solutions. In Somalia, together with [Juba Foundation](#), we offered around 16,000 people different types of shelter and essential aid. In Mozambique, with support from [CARE Mozambique](#), essential items like solar lights, blankets and mosquito nets have been distributed.

Working with [IOM](#) (UN International Organization for Migration) in Ethiopia, you have helped us to support 38,500 people with emergency shelter and items like mosquito nets to protect people from the spread of diseases like malaria, sleeping mats so people can have a better night sleep, and kitchen sets so people can cook with their families.

OUR IMPACT

At the end of 2024, we hit the milestone of **supporting 3 million people** since we first started to provide emergency shelter to people after disaster in 2000.

In 2024, we supported **over 270,000 people** with emergency shelter and other essential aid.

We have been **working in 17 countries**: Bangladesh, Burkina Faso, Cameroon, Grenada, Chad, Ethiopia, Lebanon, Malawi, Mozambique, Pakistan, the Philippines, Somalia, Syria, Gaza, Ukraine, US, and Yemen.

We've supported people after conflict, flooding, tropical storms, drought and tropical storms.

Our commitments

In 2024, we continued to work towards our strategy to:

DO MORE Scale up to meet humanitarian need

DO IT WELL Innovate to improve the quality of shelter assistance

DO IT TOGETHER Address power imbalances in the global shelter system

How we DID MORE in Bangladesh

This year we have responded twice in Bangladesh. We were quick to response to both disasters having carried out preparedness work and partner scoping prior to the events. For both responses, we have partnered with Uttaran who are based in Bangladesh.

In May, Cyclone Remal left a trail of destruction across southwest of Bangladesh. More than 173,000 homes were damaged and over 40,000 homes were destroyed. 3.75 million people were affected.

After speaking with people affected by the storm, we learnt that people wanted to stay in their local area and not have to relocate to larger cities. Alongside Uttaran, we supported people whose homes had been destroyed with shelter kits containing corrugated iron sheeting, bamboo, wood and fixings.

The storm destroyed livelihoods overnight too, so we offered cash assistance to support people in paying for building materials and hiring local tradesmen. Technical training on shelter construction and maintenance was delivered by Uttaran engineers.

Bangladesh impact summary

Our Cyclone Remal response in partnership with Uttaran ended in November 2024. We supported over 5,800 people with shelter kits and cash, and with support from local tradesmen and Uttaran engineers, 1,400 shelters were constructed.

- 96% of people reported their newly built shelter provided sufficient dignity and privacy.
- 100% of people said the sleeping conditions were same/similar or better than before the cyclone hit.
- 99% of people said their shelter allowed them to carry on their daily activities – resting, learning, cooking and livelihood activities.
- 99% of people felt their new shelter provided enough protection from the weather.
- 93% of people felt confident in the training provided by Uttaran on shelter construction and maintenance.

In August, Bangladesh was hit with another disaster when heavy rainfall paired with overflowing water systems caused severe flooding across several districts. More than 5.8 million people were affected and over 330,000 homes were damaged or destroyed.

Homes in the region are built largely of organic materials and not built to withstand events like flooding. Lots of homes were washed away. We called upon our established partnership with Uttaran to allow us to respond for the second time in Bangladesh.

We are supporting people to rebuild homes that would better withstand future flooding event.



[Browse 11/24 - Saleha | Asset Bank](#)

Saleh's story

Saleha's home was damaged during the flooding in August when the mud plinth surrounding her home was eroded by the water. She also lost her livelihood, and her family required support.

"The plinth is not so good now. I fear they will have an accident or injury due to the eroded plinth and water in the yards."

So far, alongside Uttaran, we have supported 2,400 people, like Saleha, with reinforced plinths to make homes more robust, as well as cash so people can purchase any items they need. This project will be running until March 2025, and we aim to support around 3,700 people.

Places like Bangladesh are disproportionately affected by the effects of the climate crisis and are hit with many disasters every year.

How we DID IT WELL in Pakistan – Ali's story

In 2022 Pakistan was hit with severe monsoon rains and flooding, affected around 33 million people across the country. We partnered with local organisation Islamic Relief Pakistan (IRP) to support thousands of people with tents, tarpaulins, essential items and cash assistance. This was an emergency phase response to meet people's immediate shelter needs.

This year, our programme in Pakistan supported people in the Sindh Province in their long-term recovery from the 2022 flooding. We worked with IRP again, this time evolving our shelter solutions to offer more resilient, durable homes.

Over 4,000 people received materials to construct a more durable shelter – locally known as a pakka house - and separate latrine.

Pakka houses are one-room buildings made of materials like concrete and brick. It's more durable than traditional homes in Pakistan and the concrete bases provide more protection from flooding. These were a new feature for shelters in Pakistan this year as we continue to evolve the types of shelter we offer to better suit communities and needs.

People were also supported with cash to hire local skilled tradesmen and labourers to lead the construction.

“When the word home comes in my mind, I think of my family, my parents and my children. Working to support them and give them a happy life.” - Ali, from Pakistan.

Ali and his family's home was destroyed in the flooding in 2022, and they were left with nowhere to live. Alongside Islamic Relief, ShelterBox supported Ali with building materials and cash so he could rebuild his home.



[Browse 07/24 - Ali | Asset Bank](#)

“After a survey from Islamic Relief, they provided us with all the materials for a home and latrine that included, bricks, cement, steel girders, doors, and windows. We hired a mason to build the house, and we also worked with him as a labourer.

“After that we received a cash grant from Islamic Relief and ShelterBox. We paid the mason and labor for the work they did and the rest of the work I did by myself along with my wife.”

We visited Ali and his family a year. Later. We wanted to know if the support we offered had helped Ali, and the thousands of other people who received ShelterBox support in Pakistan.

Ali told us that before they had a home, he was saving all his money to pay for one. After receiving ShelterBox support, he could put the money towards his children and their medical expenses.

Without having to worry about a home, Ali looked to the future.

“The plan is to work in Karachi, save some money, support the needs of my family and start a business here once some amount is saved for a better future. Having some amount as a saving will help us at times of emergencies and needs, so that we do not have to ask anyone else for help.”

Pakistan impact summary

During our programme in Pakistan, which ran between May 2023 and June 2024, we supported over 4,000 people with durable shelters, and essential items. With support from IRP, we supported the construction of over 700 homes in Sindh Province.

- 100% of people supported were satisfied with how the response was run.
- 100% of people felt safe in their newly constructed homes.
- 100% of people with a new home felt protected from rain and sun.
- 93% of the people said the shelter design and size was appropriate for their family.

How we DID IT TOGETHER

1. Cameroon ethical story telling

At ShelterBox, we are driven to amplify the voices of the people we support. Ethical story telling is a core part of this.

In Cameroon this year we launched a first [co-creation storytelling project](#) with eight volunteers living in Minawao Refugee Camp.

Over a six-month period, we have worked closely with our partner Public Concern to run storytelling workshops, covering things like camera skills and writing techniques, for eight volunteers who wanted to tell their stories.

Co-creation is a process of story production that shares the power with the owners of the story. It's about sharing decision making with the people we support, asking questions like: what story do you want to tell? How should we tell it? Which images or words would you like to highlight?

Through this process, the images, videos and stories will naturally be a more honest representation of people's lived experiences.

The stories the eight volunteers in Cameroon wanted to share followed these three themes: Extreme weather and its effects, shelter providing protection and hope, and stories of resilience.

The volunteers produced insightful and impactful stories in their own voices. These were shared with ShelterBox supporters via email - an opportunity for our supporters to hear directly from the people we support.

This project was spotlighted as an example to model and learn from within an ethical storytelling working group ShelterBox is part of with other humanitarian organisations.

Ishaku, co-creation ethical storytelling volunteer.



“This project gave me the opportunity to have the technique and method of telling a story, because I love writing, and I consider myself a writer. I did it without any real technique, but I learned to improve and take photos that tell a story.”

We have been supporting people displaced in Cameroon since 2015. The drivers of displacement in the country are complex, from conflict, to flooding and the ongoing Lake Chad Basin crisis, and people have differing shelter needs.

Our latest programme which finished in September, supported over 55,700 people. Along with Public Concern we focused on supporting people affected by the Chad Basin Crisis with shelter, community toolkits and essential items like kitchen sets and water carriers.

2. How we improved our work with our strategic partner – Rotary International in Ethiopia

Our partnership with Rotary has provided vital support again this year. With Rotary we can work more effectively and reach more communities around the world. Where Rotary is active within a disaster affected area, local Rotary clubs can offer vital support, providing us with first-hand local knowledge; helping us to make key contacts on the ground; providing logistical and

operational assistance, and offering vital links into communities that we might otherwise not reach.

The organisation has been invaluable in several responses this year including supporting getting aid into Gaza, assisting with visa entry into Bangladesh, and in Ethiopia where Rotaract members have been part of aid distributions.

Rotaract is the youth programme of Rotary International aimed at people aged between 18-35. Like Rotary, it promotes positive change in local communities and around the world.

ShelterBox has been supporting displaced people with emergency shelter in Ethiopia since 2018 in partnership with the UNs International Organisation for Migration (IOM). To date, ShelterBox has reached nearly 150,000 people across Somali, Tigray, Oromia, Afar and Gambela regions in Ethiopia.

Our latest project has supported 38,500 people who have been displaced by severe drought and conflict. During ShelterBox distributions in August we were joined by a group of Rotaract volunteers.

Seven Rotaract volunteers joined our response in Afar, Ethiopia. Following training with ShelterBox, the volunteers supported distributions, making sure the correct aid reached the right people and hand delivered aid to people who were unable to make it to the distribution site.

Ezra is a member of the Rotaract Club of Abugida in Ethiopia who gave up their time to support the distribution.



[Details of the image asset Ethiopia - Project 6 Distributions | Asset Bank](#)

Ezra and Programme Manager at ShelterBox, Abi, during distributions in Ethiopia.

“I was taking part in packing the ShelterBox kits, and I was doing it with an elderly man and both of us were exhausted and sweating a lot. But he kept going, and I didn’t want to quit on him, and I kept going as well. That was the best experience I’ve ever had.

Today has made me realise how grateful I should be for my life, as the people I’ve met today face such challenges and stayed resilient.

I would like to thank the ShelterBox for engaging me in such an adventurous and new perspective activity that I take part in. And I would like to recommend other Rotaractors to volunteer for ShelterBox as well.”

We value our Rotary partnership and the impact we achieve together.

Impact summary

Working alongside our partner International Organisation for Migration, our sixth project in Ethiopia has supported around 38,500 people with emergency shelter and essential items like sleeping mats, mosquito nets and solar lights.

This data will be available in December.

SUPPORTER STORIES

We wouldn't be able to have this level of reach and impact without our supporters. Our work is funded entirely by public donations so it's people who dedicate their time and energy into taking on challenges, raising vital awareness and offering generous donations that make our work possible.

Wendy Perry

When Wendy Perry lost her daughter Hannah in the Boxing Day tsunami in Thailand in 2004, she wanted to do something meaningful in her memory. For two decades, Wendy opened her garden to members of the public to sell her prize-winning hellebores. Hellebore Day became a well-known event in any horticultural calendar. This year was Wendy's last time hosting the event. She has made an incredible impact, raising over £20,000 for ShelterBox.



Mawgan Porth

The community of Mawgan Porth have been longtime supporters of ShelterBox raising vital funds for us every year through various village events that bring people together. This year it hosted a beach BBQ, sandcastle competition and a community brunch raising a huge £3,400.

Member of the community, Daphne, says: “ShelterBox provides support that makes a tangible difference and can be a glimmer of hope for people in such dire situations. Mawgan Porth is a longtime supporter of the charity; it’s such a worthy cause.”

Volunteers

ShelterBox volunteers are vital in enabling us to reach communities around the world affected by disaster. We have a vast network across the world who give us their time to support and spread awareness in many different ways.



One of our long-standing volunteers is Sue Nelson. Sue has been a ShelterBox volunteer since 2012. Starting off as a ShelterBox Response Team (SRT) volunteer, Sue has deployed several times, supporting people affected by events like floods, typhoons, earthquakes.

In the early days when we were based in Helston and shipping aid in boxes, Sue volunteered to stand in a cold warehouse and pack the boxes of emergency aid. She’s spent time supporting the Learning and Development team, spoken at events and worked on stalls at festivals to raise vital awareness of the issues people are facing and the work we do.

After 12 years, Sue is still a very active volunteer, and every Monday supports the Supporter Care team opening mail and processing donations. The impact Sue has made for ShelterBox is immeasurable.

A huge thank you to Sue, and all our incredible volunteers, for their ongoing support.