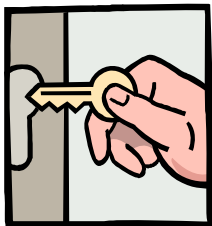




Calderdale Homelessness Forum

Calderdale Council

Homelessness Prevention Strategy 2008-2011 (Final Draft)



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Introduction

The 2008 –2011 Homelessness Strategy sets out what we will do to try and tackle homelessness in Calderdale over the next three years. It is the second such strategy to be developed in the Borough since the requirement to publish a homelessness strategy was introduced by the Homelessness Act 2002.

The strategy has been developed by Calderdale Council in partnership with the agencies that make up the Calderdale Homelessness Forum. This approach recognises the fact that the Council alone cannot resolve homelessness and that a range of multi-agency services, receiving a real commitment from a range of partners are necessary, if effective and lasting solutions are to be brokered. The strategy steering group consisted of representatives from a wide range of Homelessness Forum member organisations. The full membership of the Homelessness Forum is provided at Appendix 2.

The strategy contains four key objectives:

- To prevent homelessness by providing appropriate services and initiatives
- To provide appropriate support for people when they are vulnerable
- To tackle the wider causes and symptoms of homelessness
- To provide more settled homes

These objectives reflect those in the Government's own homelessness strategy

To develop the strategy the steering group undertook a review of homelessness in Calderdale. This involved analysing a range of data collected by the Council and other organisations as well as the steering group and key agencies working through a comprehensive Homelessness Strategy Health Check published by the Department of Communities and Local Government. The 'gap analysis' produced by this latter activity enabled the steering group to identify the areas where services need to be developed if Calderdale is to be effective in its attempts to prevent homelessness.

A first draft of the strategy was widely circulated and recipients were invited to a stakeholder event. The feedback received has been woven into the final version of the strategy. (The specific feedback received is set out in Appendix 3)

Users of homelessness prevention services were also asked to complete a short questionnaire about what could have prevented their homelessness, the factors that had contributed towards their homelessness and what support they would need to sustain a tenancy. Appendix 4 provides a summary of the responses received and once again these have influenced the final version of the strategy.

A Profile of Calderdale.

Calderdale is an area of many contrasts. The Borough was created in 1974, bringing together the towns of Brighouse, Elland, Halifax, Hebden Bridge, Sowerby Bridge and Todmorden, as well as the surrounding villages of the South Pennine uplands. The distinct identities of these diverse communities remain strong today. In 2004 the internal boundaries were altered to give 17 electoral wards. There are also town councils covering Hebden Bridge/Mytholmroyd (Hebden Royd) and Todmorden; and parish councils for Blackshaw, Erringden, Heptonstall, Ripponden and Wadsworth.

Population

Calderdale Council is the sixth largest of the 36 metropolitan authorities in terms of land area, yet the seventh smallest in terms of population. The population is 200,100 (2007 Mid-year Estimate). Almost half the residents live in Halifax. The latest government population projections (2006) suggest that if the trends of the last 5 years continue, numbers will rise by 10,000 over the next five years. The older population (65+) is projected to grow quite rapidly. There will be a sharp growth in numbers aged 65-74, whilst numbers in the 75-84 age-group will increase slightly and the 85+ group continues to grow steadily at about 2% per annum. The under 15's are projected to increase by 4% over the next 5 years.

The non-white ethnic population was 9.5% of the total in 2006, below the national average of 11%. The age profile is young, with 1 in 3 being under 16 years old (compared to 1 in 5 of the white population). Most non-white residents are of Pakistani/Kashmiri origin, living mainly in one area of Halifax, where they comprise more than half of the population, with small numbers living in Elland and Todmorden.

Economy

The district's traditional economic base was founded on textiles, engineering and other manufacturing industries. In recent years, service industries have overtaken manufacturing in terms of number of employees. Employment in the financial services has increased significantly (the Halifax Bank, HBOS, is the single biggest private sector employer) and tourism-related jobs have risen, supporting the equivalent of 3,300 full-time jobs. However, manufacturing continues to account for 19% of local employment, far above West Yorkshire and national levels.

Recent events of the credit crunch and consequential economic downturn are set to significantly impact on Calderdale's key sectors of employment – primarily finance and manufacturing jobs. The Oxford Economics Group, quoted in the Work Foundation report (2008) 'How can cities thrive in a mixed economy' has assessed Calderdale as one of ten local administrations most vulnerable to the effects of the credit crunch, with it being the sixth most affected. Part of the rationale is that cities and towns that are most reliant upon financial services as their main source of knowledge intensive employment are likely to be the most vulnerable. Additionally, cities or towns which generated jobs most recently may be the most likely to lose them now.

Whilst more men than women are in work, increasing numbers of both men and women work part time. Average pay is below national hourly rates but above West Yorkshire averages. Increasingly, the workforce is more mobile, with 28% of residents working outside the district and 24% of jobs in Calderdale being filled by people from other areas.

The overall unemployment rate is 3.1%, which is above both the regional average and that for the UK, and a rise of 0.5% over the last year. In Calderdale, one in eleven people who are out of work have been without jobs for longer than 12 months and just under one third are under 25 years old. From 2001 Census data, 17% of those in the minority ethnic population seeking work were unemployed, compared to 5% in the white population.

Social Profile

The social characteristics of the district are also varied. Some rural and semi-rural areas that are close to good communications are growing as a result of new housing developments, with people commuting typically to Leeds or Manchester for employment. In contrast, some residents of remote and scattered rural settlements lack access to the facilities available in the larger towns of the district.

Calderdale's diverse communities contain contrasts of affluence and poverty. The various Indices of Deprivation (2007) show that Calderdale ranks about 100th out of 354 districts in England and is the most prosperous West Yorkshire district. This is an overall improvement since 2004 but there are still significant gaps between different areas.

Areas with the highest levels of multiple deprivation are within the Halifax wards of Park, Ovenden, Illingworth & Mixenden and Town. Significant pockets of deprivation are also found in other wards. For those affected, particularly outside Halifax, difficulties with transport and access compound other aspects of social exclusion.

Within the urban areas in particular, characteristics associated with low incomes and poverty are present. There is a high proportion of households with no car relative to national figures. Lone parents comprise a relatively high proportion of households with children under 16 years old. In April 2008, one in five households received Council Tax Benefit. In two wards, the figure exceeded 30%. Altogether, 45% of all people claiming benefits administered by the Council are pensioners.

By contrast, in other parts of the urban areas, and in the rural areas, there are signs of increasing prosperity. In 5 wards, a quarter of all households in 2006 have annual incomes above £40,000, compared to the Calderdale average (median) of £25,000.

Housing

The housing stock reflects the era of rapid development in the late 19th century with 48% of private sector housing built before 1919. It is predominantly owner occupied and illustrates the area's social diversity, from the barn and mill conversions that house more affluent residents, to the rows of cramped terraces that need considerable investment and repair. The district has a relatively low proportion of detached or semi-detached houses and flats and a far higher proportion of terraced housing. Social housing accounts for 17% of the district's housing stock. Average household size, in common with other areas, is decreasing.

Despite the national fall in house prices, locally they have continued to rise over the past year although recent figures indicate this trend is changing. The average price of a house is now around £147,000, although there are wide variations between types of property and in different parts of the district. An annual average of 950 new or converted properties have been completed annually over the past five years, and 6,000 further dwellings have planning permission.

National/Regional Context

The national framework for homelessness is defined through the government policy document 'Sustainable Communities: Settled Homes, Changing Lives'. Official homelessness in the UK has been falling steadily over the past few years and national policy has moved on from the success of tackling the extreme manifestations of homelessness – e.g. rough sleeping and prolonged use of bed and breakfast, towards an agenda focused on preventing homelessness at source and reducing the use of temporary accommodation. There has also recently been an emphasis on tackling youth homelessness, with a new focus on ending the use of bed & breakfast accommodation for 16/17 year olds by 2010 and the establishment of a greater network of supported lodging and mediation services for young people.

National policy has also made linkages to the wider government policy framework and its impact on homelessness, including the provision of affordable housing, outcomes from the Supporting People programme, linkages to the health and social care agendas and initiatives aimed at tackling worklessness.

The Yorkshire and the Humber Regional Housing Strategy 2005 –2021 is focused around three themes:

Creating better places – this is about responding to the diversity of markets and improving neighbourhood infrastructure and facilities

Delivering better homes, choices and opportunity – this is about delivering choice and opportunity for people to meet their housing aspirations, and to improve housing conditions and services

Ensuring fair access to quality housing – this is about being sure the requirements and preferences of all parts of communities are met by sensitive and appropriate housing solutions and that obstacles faced by specific groups to accessing their housing choices are removed.

Homelessness has been a major concern for the Yorkshire and the Humber region, but the implementation of each Local Authority's 2003 Homelessness Strategy, together with an increased emphasis on prevention, and the support of a CLG Homelessness Specialist Adviser has seen the number of homelessness acceptances in the region being reduced from 16,200 in 2003/04 to 8200 in 2006/07 There has been a similar downward trend in the use of temporary accommodation for homeless people.

A Regional Homelessness Forum, co-ordinated by Government Office has been established to share ideas and best practice and the region also has two local authorities (currently Sheffield and Wakefield) that are deemed ' Homelessness Champions' who are able to provide advice and guidance to other Local Authorities in Yorkshire and the Humber.

Local Context

In 2002/2003, shortly before the publication of Calderdale's first homelessness strategy, the Council's Housing Advice Service had received 1300 presentations from households who believed themselves to be homeless or at imminent risk of homelessness. Of these, 400 were accepted as unintentionally homeless and in priority need and as a consequence the Council was under a duty to provide accommodation for them. Homelessness acceptances in Calderdale continued to rise the following year and peaked in 2004/05 when the Council accepted a duty to provide accommodation for 526 households.

As with other Local Authorities, the past three years has seen Calderdale's Housing Advice Service change from a culture of 'processing' which resulted in Advisers carrying out a homelessness investigation for virtually everyone approaching the Housing Advice Centre, to one of 'prevention', which focuses on the provision of comprehensive housing options information and homelessness prevention work.

A number of tools to prevent homelessness have been introduced; outreach housing advice sessions take place on a regular basis and each adviser has developed a homelessness prevention specialism. Since December 2004, the number of households accepted by Calderdale Council as homeless has reduced steadily year on year with a corresponding increase in the number of cases in which potential homelessness has been prevented. In 2007/08 the Housing Advice Service 'processed' just 199 homelessness presentations and accepted a duty to secure temporary accommodation for 117 households. This does not mean however that the Housing Advice Service is seeing fewer people through its doors than in 2003. On the contrary, Housing Advisers between them continue to deal with over 2000 households a year needing help with housing problems.

Calderdale Council has recently been selected by the Government to become one of twelve Enhanced Housing Options Extra Trailblazers. This project will see a move towards a one stop shop approach of personalised housing advice and stronger links to employment opportunities and training. Calderdale Council will also share its expertise with other local authorities and will mentor at least two to further develop their housing options services.

Achievements since 2003

Since the publication of the 2003 Homelessness Strategy there have been a number of key associated developments that have helped us to tackle homelessness in Calderdale and offer a better service to those who find themselves with no where to live. These include:

- The creation of a new Homelessness Facility at Ryburn House
- The introduction of an expanded floating housing support service for young people

- Improved multi-agency working to develop initiatives to tackle domestic violence and assist its victims. including the introduction of a Sanctuary Scheme
- A very successful Comprehensive Rent Deposit Scheme pilot took place for clients of the Drug Intervention Project. This subsequently fed into the inclusion of a stretch target in Calderdale's LAA linked to the re-housing of offenders as it has been demonstrated that lack of settled accommodation is a key factor in re-offending.
- The launch in September 2007 of the Choice Based Letting Scheme Keychoice, which includes initiatives aimed at helping vulnerable people who are homeless or in housing need to obtain a home with Pennine Housing 2000 and other Housing Associations.
- Partnership arrangements between The Council and the Primary Care Trust to help resolve the housing problems if clients of substance misuse services
- Outreach housing advice services being delivered at a range of venues.
- The introduction of rent deposit/rent in advance schemes

A review of the Homelessness Strategy 2003 Action Plan is given in Appendix 1

Objective 1: To prevent homelessness by providing appropriate services and initiatives

Drivers

The Government publication of 'More Than a Roof' in 2002 began a national refocus of homelessness services from one of processing homelessness applications to prevention of homelessness at source.

Calderdale has enthusiastically embraced this change in approach and in recent years, the emphasis of the Council's Housing Advice Service has been on the prevention of homelessness by the provision of comprehensive housing options information, together with the development of a range of tools to help people at risk of homelessness to find and keep a home. These include:

- The development by Supporting People of a wide range of floating support services aimed at prevention of homelessness.
- The introduction of a rent deposit/rent in advance scheme to help people using drug and alcohol treatment services, as well as offenders, to find a home in the privately rented sector.
- A mediation pilot to help prevent young people becoming homeless as a result of relationship breakdown in families.
- The launch of a Sanctuary Scheme for victims of domestic violence
- The delivery of practical sessions in schools (including work in Primary schools delivered by Calderdale Smartmove) aimed at raising awareness of the realities of homelessness
- The introduction of a landlord liaison role within the Housing Options Team
- The use of a flexible Homelessness Prevention Fund

Registered Social Landlords (RSLs) and other partners have also introduced new initiatives to reduce the risk of tenancy failure and subsequent homelessness. These include:

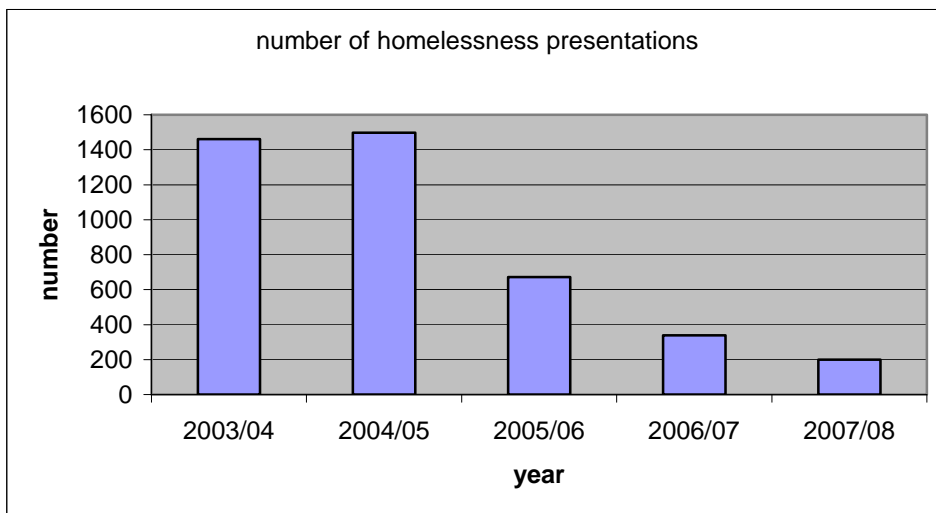
- Strengthened joint working between Pennine Housing and floating housing support providers.
- The Pennine Housing Supporting Vulnerable People policy and working practices that focus on strengthening the preventative and intervention approach to tenancy problems rather than a traditional enforcement approach.

- The appointment of money advice, financial inclusion and community initiatives workers that help tenants to maximise their incomes and avoid rent arrears and the threat of subsequent eviction.
- The introduction by Pennine Housing 2000 of a Family Support Officer post to work with tenants with complex needs who are at risk of losing their tenancy and becoming homeless.
- RSL officers working with the Prison Service to improve communication when a tenant is committed to custody as well as prior to release.

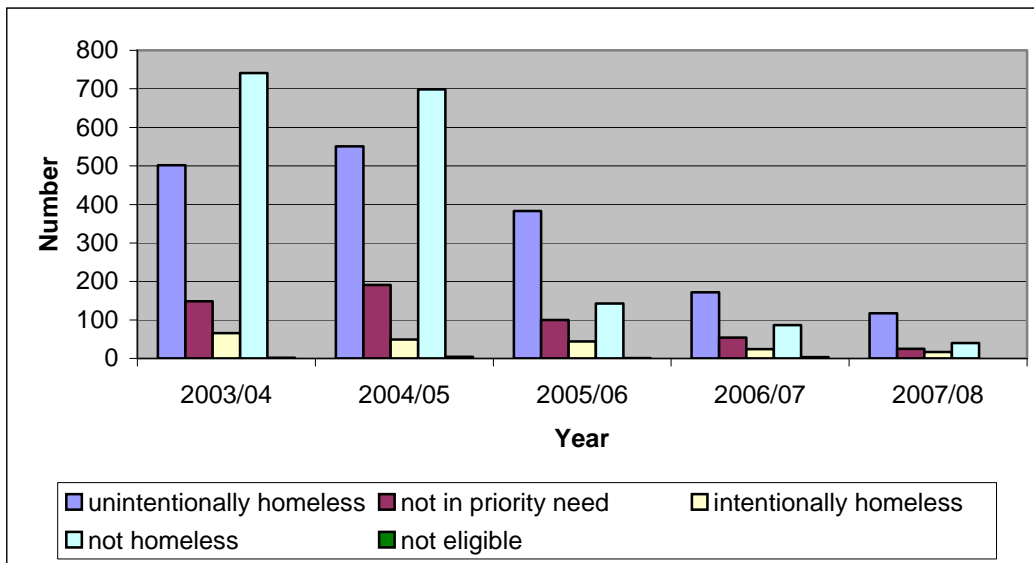
Success in prevention of homelessness was until recently measured by Government via Best Value Performance Indicator 213 (BV213). This indicator measured the number of households (per thousand households) who approached the Council's Housing Advice services believing themselves to be homeless, and for whom housing advice casework resolved their situation. In 2006/7 the Council reported 4.16 (equating to 330 households), this figure rose to 5.2 (427 households) in 2007/08 therefore indicating that the service had successfully increased prevention of homelessness during this period.

Homelessness presentations and acceptances

The change to a prevention approach has resulted in a significant reduction in the number of formal homelessness presentations and acceptances as is illustrated by the charts below.



Calderdale Council Analysis of Homelessness Decisions



The incidence of repeat homelessness (households accepted as homeless who had previously been accepted as homeless within the previous two years) has also reduced sharply in the past 4 years from 7.04% of homelessness acceptances in 2004/05 to 1.7% in 2007/08.

It is important not to be complacent about the reduction in the number of people being accepted as ‘statutorily’ homeless. Over 2300 households approached the Housing Advice Centre for help with housing problems in 2007/08 and it is anticipated that this figure will increase in the next few years. This is due in part to the fact that more people are forecast to face financial difficulty as a result of the ‘credit crunch’ and fixed rate mortgages coming to the end of their protected term. It is currently also extremely difficult for first time buyers to access home ownership because of difficulty in securing the deposit for a mortgage. Such households will increasingly be looking to move into a shared ownership home or find a privately rented property.

‘Official’ homelessness figures often omit people who have no settled home and ‘sofa – surf’ in that they stay a few nights here and there with friends and relatives, occasionally sleeping rough. This is because such households often do not approach Local Authorities for help or do not maintain contact when a ‘homelessness investigation’ is underway. A Rough Sleeper Count held in May 2008 found only one person to be sleeping rough and confirmed that rough sleeping is not a significant issue in Calderdale. However, recording systems need to be established to try and measure the extent of ‘sofa surfing’ in the Borough.

Causes of homelessness

The key causes of homelessness in Calderdale over the past five years have been; domestic violence; parents being no longer willing to accommodate their children and the loss of an assured shorthold tenancy. Youth homelessness in Calderdale, caused primarily by parental eviction is of particular concern. Although the number of young

people aged 16 or 17 accepted as being homeless (either unintentionally or intentionally so) has more than halved since 2005, this age group made up 26 % of all homelessness acceptances in 2007/08 against a national figure of around 10%. Whilst initiatives to tackle youth homelessness are included in this strategy, we also intend to develop a youth homelessness prevention strategy that will be published in 2009.

What we will do to prevent homelessness 2008 – 2011.

- Produce more information about how to resolve housing problems, and make it widely available
- Improve our ability to help people with debt and money problems including those with mortgage arrears.
- Participate in the Government's Mortgage Rescue schemes and if appropriate develop our own initiatives to help homeowners avoid re-possession.
- Establish a One Stop Housing Options Centre in Halifax Town Centre and improve access to Housing Options information at the Brighthouse and Todmorden Customer First Services
- Provide more self- help information about the housing options available in Calderdale and agencies that can help people with a housing related problem.
- Help people in housing need to obtain a privately rented home
- Develop initiatives to help prevent young people becoming homeless
- Take part in initiatives to help tackle domestic violence
- Further develop the homelessness prevention work done by different Calderdale Council services and Calderdale Smartmove in schools.
- Work with local hospitals to help prevent people becoming homeless when they are discharged from hospital
- Try to make sure that people leaving prison have somewhere to live
- Work with private landlords to help them resolve tenancy problems satisfactorily.
- Strengthen our ability to prevent illegal evictions.

Objective 2: To provide appropriate support for people when they are vulnerable

Drivers

For some people, the causes of homelessness are clear-cut, but for others they can be more complex and reflect the fact that tackling homelessness is not just a problem of finding people somewhere to live. Factors such as substance abuse, a history of offending, a chaotic lifestyle, being a refugee, mental health problems and having experienced domestic violence, as well as never having lived independently before, can also compound the difficulties that homeless households experience in trying to find and sustain a settled home.

It is unrealistic to expect that once the immediate need to find somewhere to live has been addressed, all homeless people will be able to sustain an independent tenancy. The availability of different accommodation pathways is vital, as is a range of housing support packages.

Supporting People funds a range of support services aimed at helping people who are homeless, have been homeless in the past, or who are at risk of homelessness to sustain a short or long term home. These include:

- Supported Lodgings services for single people aged 16 – 25
- Young person's and floating tenancy support services
- Floating and accommodation based tenancy support services for offenders
- Refuge based and floating support provision for women who have experienced domestic violence.
- Teenage parents floating tenancy support services.
- Pre – tenancy support for people who have never lived independently before or who have a history of tenancy failure

What we will do to extend the support we provide to vulnerable people who are homeless or at risk of homelessness 2008 -2011

- Make sure the joint working relationships between Council Services for young homeless people are fit for purpose and are implemented
- Develop accommodation pathways for young people and make sure that appropriate support is available.
- Develop day centre type provision for people with no settled accommodation
- Strengthen links to agencies supporting asylum seekers and refugees.

- Improve the quality of the Women's Refuge accommodation in Calderdale
- Investigate whether or not we need direct access accommodation in Calderdale
- Develop protocols with neighbouring Council areas to help people wanting to move away from homes where they are experiencing domestic violence, to move to different parts of West Yorkshire.

Objective 3: To tackle the wider causes and symptoms of homelessness

Drivers

Homelessness is often a result of a number of factors that lead people to be less able to address their housing needs. Homelessness also often compounds difficulties that individuals are already experiencing. The wider causes and symptoms of homelessness include poor health, substance misuse, domestic violence, anti-social behaviour, unemployment and debt. Homelessness services are thus delivered to some of the most disadvantaged people in Calderdale.

Housing and homelessness organisations in Calderdale are already working in partnership with Probation Services, the Police, The Primary Care Trust and the Women's Centre to deliver multi-agency initiatives that address offending behaviour, drug and alcohol misuse, anti-social behaviour and domestic violence. Examples of such partnership working include the Firm Foundations initiative that helps offenders and clients of substance misuse services to find and keep a home and the MAZE Project that works with adults facing chronic exclusion where domestic violence is a key factor.

Other sections of this strategy have indicated the need to strengthen capacity in the Borough to help people with debt problems. We recognise however that work still needs to be done to link initiatives to tackle homelessness and worklessness and to ensure that those with no settled accommodation are able to access local health services. Much of this work will be delivered under the umbrella of the Housing Options Trailblazer initiative, which will bring much needed additional funding to expand such services.

Homeless young people are a particularly vulnerable group. They have often experienced family disruption, violence at home, mental health problems or substance misuse issues. A high proportion of homeless young people are not in education, employment or training. Work is already underway to develop and deliver integrated and targeted youth services in Calderdale. This will help address many of the causes and symptoms of youth homelessness, but it is felt that to tackle the issue in a co-ordinated and effective way, a Youth Homelessness Prevention Strategy is required.

What we will do to tackle the wider causes and symptoms of homelessness 2008 - 2011.

- Find out whether people with no settled accommodation experience difficulty in accessing local health services. If they do we will work with the PCT to improve access to services.
- Develop initiatives within the Trailblazer project to enable people who at risk of homelessness or who have experienced homelessness to enter the jobs market or access employment related training.
- Host a JobPoint computer and Job Seeker Direct phonenumber at a new One Stop Housing Options Centre

- Help homeless people to engage in work experience and volunteering opportunities.
- Strengthen the capacity within the Borough to offer debt advice
- Develop a Youth Homelessness Prevention strategy.
- Continue and expand the excellent partnership working in Calderdale.

Objective 4: To provide more settled homes

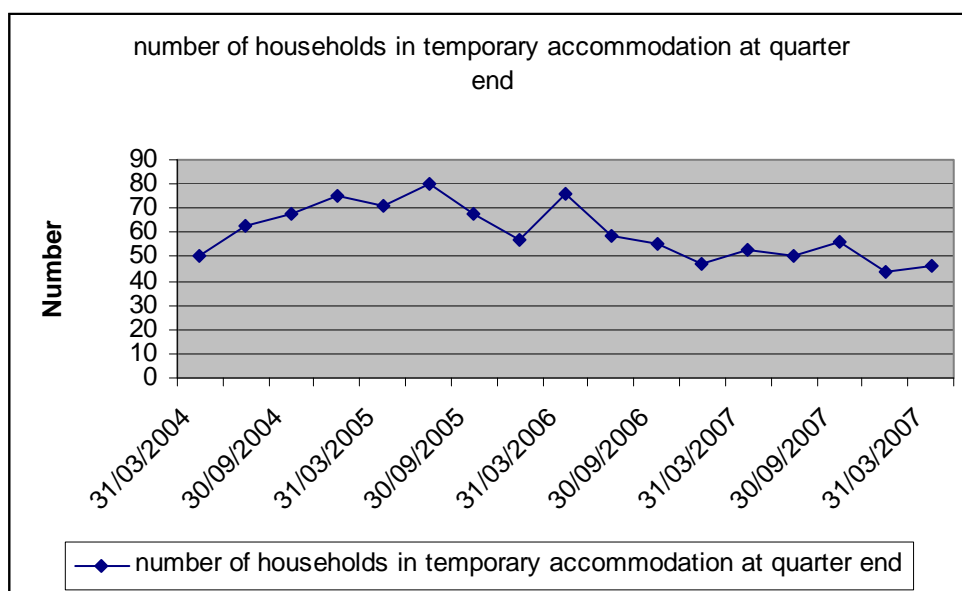
Drivers

Use of temporary accommodation

In December 2004 the number of homeless households living in temporary accommodation nationally, reached an all time high and the Government set all local authorities a target to halve the number of households in temporary accommodation by March 31st 2010.

For Calderdale this means that we are working to a target of no more than 31 households in temporary accommodation by April 2010.

The graph below illustrates that although the numbers in temporary accommodation have fallen steadily following a peak in June 2005, there is still some way to go if we are to meet the target.



In March 2006, the Council closed its hostel for homeless families in Todmorden and opened a new homelessness facility incorporating 23 self - contained flats near to central Halifax. These properties are supplemented by a number of other self-contained flats and houses dispersed across Calderdale and provide good quality interim and temporary accommodation to those who need it. Bed & Breakfast accommodation is now only used for families in an emergency when accommodation may be needed outside working hours and the homelessness facility is full. In such circumstances the families are always moved on to self-contained accommodation within a few days (most being moved on the next working day). A recently introduced Government target requires the Council to cease the use of B&B accommodation for 16/17 year olds except in an emergency situation by 2010.

In 2007/08, people leaving temporary accommodation had lived there on average for 9 weeks. There is however a considerable range for the length of stay from less than a day, to in one case well over a year. The households who are still living in temporary accommodation more than three months after receiving a homelessness decision but without being made an offer of accommodation are usually those for

whom there are issues other than homelessness. Generally these are in relation to former tenancy arrears, anti social behaviour in former tenancies, inability at the time to sustain a tenancy, substance misuse, or a need for a specific supported housing solution that is oversubscribed or simply does not exist at present in Calderdale.

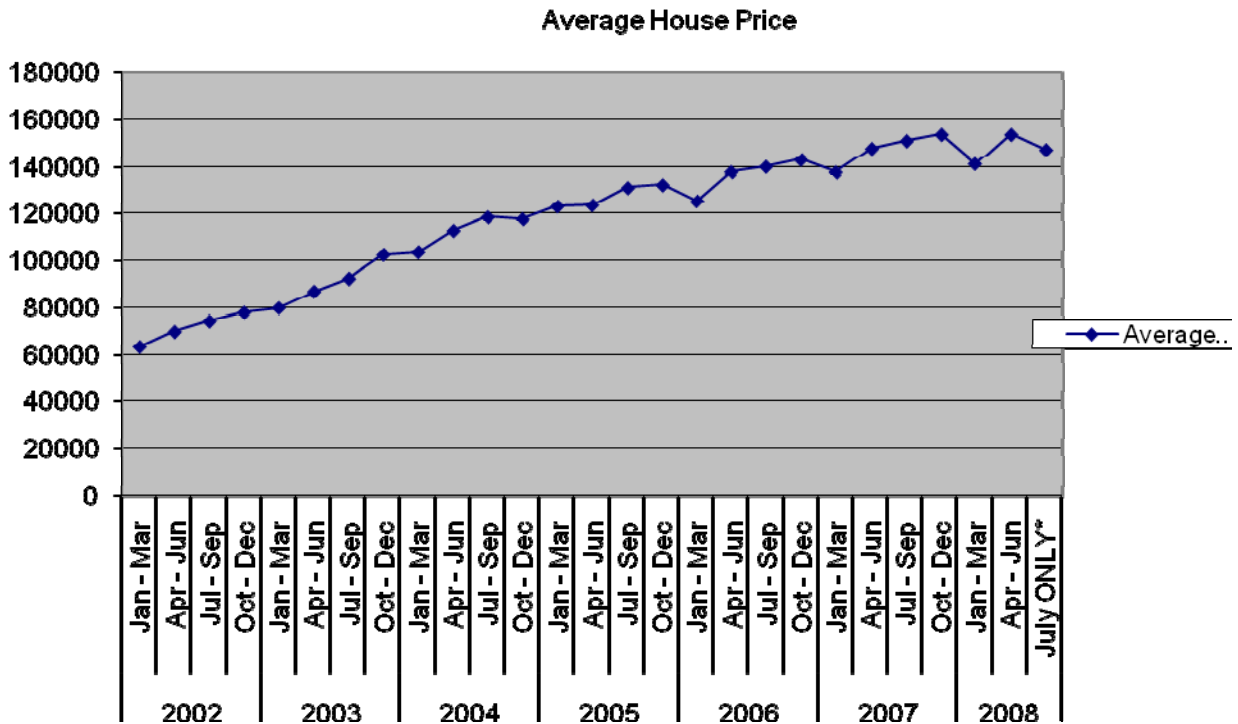
Whilst the number of homeless households in temporary accommodation waiting to move to more settled accommodation has fallen, this situation can only continue if sufficient settled housing becomes available. Historically the only settled accommodation that was considered appropriate to discharge the Council's homelessness duties was an offer of an assured tenancy from a Registered Social Landlord. In recent years though, the shortage of such accommodation in Calderdale has led to more homeless households being prepared to move to privately rented accommodation. The Council has assisted a number of families to do this by providing an interest free loan to pay the rent in advance often required or a rent deposit. An officer based at the Housing Advice Centre inspects the privately rented properties for which it is making a loan and acts in a landlord liaison role both pre and post tenancy commencement.

In addition to those helped to move into privately rented accommodation, the Council is also exploring ways that some households who have been in a temporary accommodation property for some time will be able to remain there on a settled basis.

Demand for social rented housing

On 31st March 2008, there were around 6200 households registered as members of KeyChoice, the main letting system for social rented housing in Calderdale and this number is rising on a daily basis. Of these, around 1400 households were considered to be in housing need and had been awarded 'reasonable or additional preference' for re-housing (Gold, Silver Plus or Silver Band priority). As on average, 20 – 30 rented properties become available for letting each week, including at most, only 5-6 houses, it is clear that most of those in housing need face a long wait before they will be made an offer of accommodation. Many will therefore need to consider options other than rented social housing.

Housing affordability



The graph above illustrates the rise in average house prices in Calderdale over the past five years to a figure of around £147,076. It is now much more difficult for first time buyers to get onto the property ladder than it was in 2003, when the first homelessness strategy was published. An annual income of around £40,000 is now necessary to buy an 'entry level' property costing £105,000.

Calderdale Council works with Registered Social Landlords to help them build new affordable rented and shared ownership homes using Social Housing Grant. The Council also makes full use of its powers to ensure that affordable housing is included on all residential developments of 15 units or more. A total of 140 new affordable homes were built in 2006/07 and 171 in 2007/08. Unfortunately as a result of the 'credit crunch' many developers have stopped work on partially built homes and have 'moth balled' a number of anticipated future developments. This means that there will be far fewer affordable houses built as a result of Section 106 agreements than anticipated.

Young people

In 2007/08, the Housing Advice Service was visited on over 400 occasions by young people aged 16 –19, for help with accommodation problems. A number of these young people were not at that time ready to live in their own tenancy even with floating support. For such young people, the only current supported housing scheme is Supported Lodgings. However this model of provision does not suit everyone and we intend to develop alternative settled accommodation solutions for this age group. Young people who are ready and able to live independently, face real problems

around the affordability of privately rented accommodation and are usually reliant on an offer of social housing. There is however a severe shortage of available social housing for this age group.

What we will do to provide more settled homes 2008-2010

- Maximise the supply of new affordable housing.
- Help more people to access good quality privately rented accommodation.
- Make it easier for Pennine Housing and Housing Association tenants to carry out a mutual exchange.
- Make sure that we take full advantage of the right to make nominations to Housing Associations.
- Develop ‘temporary to settled’ initiatives for homeless people in temporary accommodation.
- Develop a Foyer for young people

Calderdale Homelessness Prevention Strategy 2008- 2011

Action Plan

Objective 1: To prevent homelessness by providing appropriate services and initiatives.		Lead Officer/Agency: Calderdale Council			
Indicator/Measure		2007/08 result	Targets		
Ref	Description		2008/09	2009/10	2010/11
BV213	Number of households per (1000 households) for whom homelessness was prevented	5.02	5.5	6	6.5
HA SIP 1	Number of households accepted as unintentionally homeless and in priority need	117	102	90	81
	Number of offenders helped to access and sustain a settled home	51	74	77	77
Actions		Timescales		Responsible Officer/Agency	
Improve local internet and paper based housing advice provision.		By 30/6/2009		Calderdale Council	
Calderdale Council to develop the capacity to prosecute in cases of harassment and illegal eviction.		By 31/3/2011		Calderdale Council	
Further develop the capacity in the Borough to prevent homelessness resulting from mortgage repossession by the provision of debt & money advice.		By 30/6/2009		Calderdale Council and the Homelessness Forum	
Develop initiatives and protocols to prevent social housing tenants from becoming homeless		By 31/3/2010		Calderdale Council/ RSLs	
Develop recording mechanisms to establish the numbers of people not in settled accommodation in the Borough.		By 31/12/09		Calderdale Homelessness Forum	
Expand the rent deposit/rent guarantee schemes in place in Calderdale, including the scheme operated by Calderdale Smartmove		By 30/9/2009		Calderdale Council	

Actions	Timescales	Responsible Officer/Agency
Evaluate the pilot mediation service currently in operation in and subsequently, if appropriate, commission a family mediation service.	By 30/6/2009	Calderdale Council Housing Options Team/ SP team
Participate in the Government's Mortgage Rescue schemes and develop complementary initiatives	By 31/3/2009	Calderdale Council and nominated RSL partner
Develop services to support the parents of young people who are at risk of homelessness due to family exclusion.	By 31/10/2010	Calderdale Council Children & Young People's Services
Develop a Crashpad scheme to help prevent homelessness amongst young people.	By 31/12/2008	Calderdale Council Housing Options Team/Temp team
Explore the need for and if necessary develop a Nightstop Scheme to help prevent homelessness amongst young people.	By 31/12/2009	Calderdale Homelessness Forum
Further develop the homelessness prevention work undertaken in schools, (including the work undertaken by Calderdale Smartmove) and extend the pilot undertaken by Smartmove in primary schools	By 31/3/2009	Calderdale Council & Smartmove
Undertake research into the housing needs and requirements of young people and if appropriate commission an accommodation based supported housing scheme for young people.	By 31/12/2009	Calderdale Council
Continue to develop services to prevent homelessness due to domestic abuse	Ongoing	Calderdale Women's Centre
Develop protocol with Hospitals regarding discharge of patients and those attending A&E departments who may be homeless.	By 31/12/2009	Calderdale Council Housing Options Team
Ensure that the monitoring and outcomes situation gathered from floating support services is cascaded to inform local decision-making.	Ongoing	Calderdale Council Supporting People Team

Actions	Timescales	Responsible Officer/Agency
Ensure that the West Yorkshire Offender Housing Protocol is implemented.	Ongoing	West Yorkshire Probation Service
Provide information for private landlords about tenancy support services available and referral processes – in line with information provided to landlords by Calderdale Smartmove	By 30/06/2009	Calderdale Council
Update the directory of services for homeless people and ensure that it is widely distributed.	By 30/9/2009	Calderdale Homelessness Forum

Objective 2: To provide appropriate support for people when they are vulnerable.			Lead Officer/Agency:		
Indicator/Measure		2007/08 result	Targets		
Ref	Description		2008/09	2009/10	2010/11
HA SIP	Number of 16/17 year olds accepted as homeless (intentional and unintentional)	23	20	17	14
	The proportion of young people age 16-19 accessing Supporting people funded services who maintain accommodation until the point of departure from service	49	50	52	54
	The proportion of people age 20+ accessing Supporting people funded short term services who maintain accommodation until the point of departure from service	77	78	80	83
	The proportion of 19 year old care leavers in suitable accommodation (N147)	68%	75%	80%	90%
Actions		Timescales		Responsible Officer/Agency	
Review the joint protocol for homeless 16 & 17 year olds to incorporate the CAF process where appropriate and ensure that it is rolled out and implemented across all relevant agencies.		By 31/12/2009		Calderdale Council Housing Options Team and C&YPS	
As part of the development of a Youth Homelessness Prevention Strategy, map services available to young people at risk of homelessness and identify gaps.		By 30/6/2009		Calderdale YOT Accommodation Officer	
As part of a Youth Homelessness Prevention Strategy, develop appropriate accommodation pathways for homeless young people.		By 31/3/2011		Calderdale Council SP team, Housing Options Team and CYPS	
Develop protocols with neighbouring authorities to provide interim/temporary accommodation for young offenders who have bail conditions that prevent them from residing in Calderdale.		By 31/12/2009		Calderdale Council Housing options Team and YOT	
Develop day centre type provision for people who are sleeping rough or who have no fixed abode (to include access to health services and skills training).		By 21/12/2009		The Basement Project	

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Actions	Timescales	Responsible Officer/Agency
Ensure that housing support and homelessness prevention services meet the needs of Black & Minority Ethnic (B&ME) communities.	ongoing	Calderdale Council SP Team and Housing Options Team
Ensure that housing support and homelessness prevention services meet the needs of Lesbian, Gay, Bisexual and Transgender (LGBT) communities.	ongoing	Calderdale Council SP Team and Housing Options Team
Develop services to support home owners in financial difficulty to sustain owner occupation	By 30/6/09	Calderdale Council SP Team and Housing Options Team
Develop links with organisations supporting refugees re the delivery of housing advice and access to sustainable accommodation.	By 31/12/09	Calderdale Council Housing Options Team
Develop sub regional protocol for re-housing cases on a reciprocal basis where victims of domestic abuse wish to remain in the sub region, but not in the immediate Local Authority area.	By 31/12/09	Calderdale Council & Calderdale Women's Centre
Research the need for provision of a direct access hostel.	31/12/2009	Calderdale Homelessness Forum/Calderdale Council
Stonham HA to develop replacement refuge accommodation for women who have experienced domestic abuse which incorporates self contained accommodation.	31/3/2011	Home Housing Group

Objective 3: To tackle the wider causes and symptoms of homelessness.			Lead Officer/Agency:		
Indicator/Measure		2007/08 result	Targets		
Ref	Description		2008/09	2009/10	2010/11
	Number of people assisted to access employment or employment related training as part of the Trailblazer initiative	NA	Baseline year	Baseline +25%	Baseline + 50%
	Number of people completing pre-tenancy training	0	5	10	15
	Number/proportion of YOT clients aged 16-19 that are not in employment , education or training at year end	Not available	Baseline year	Baseline -5%	Baseline - 5%
Actions		Timescales		Responsible Officer/Agency	
Carry out a snapshot survey to establish the ability of people who are sofa surfing or of 'No Fixed Abode' to access primary health services.		By 30/9/2009		Calderdale Homelessness Forum	
As part of the Trailblazer Project, co-ordinate the delivery of Employment Advice & Guidance services to people at risk of homelessness or who have recently experienced homelessness.		30/6/2009		Calderdale Council Trailblazer Project Manager	
Develop work experience and volunteering programmes for homeless people.		31/03/2010		Calderdale Council Trailblazer Project Manager	
Research the need for Family Intervention Services for families with complex needs.		31/12/2009		Calderdale Council SP Team	
Roll out pre-tenancy training to clients who need such support to access and sustain a tenancy and expand the service to include the capacity to offer training to existing tenants who may need or request it.		By 31/12/2009		Foundation Housing	
Develop a Youth Homelessness Prevention Strategy.		By 31/12/2009		Calderdale Council	

Objective 4: To provide more settled homes.			Lead Officer/Agency: Calderdale Council		
Indicator/Measure		2007/08 result	Targets		
Ref	Description		2008/09	2009/10	2010/11
N155	Number of affordable homes delivered	171	120	120	155
	Number of temporary accommodation units becoming settled accommodation (including the Foyer provision)	1	10	12	14
	Number of clients of the Housing Advice Service assisted to access privately rented accommodation.	56	85	100	115
Actions		Timescales		Responsible Officer/Agency	
Maximise the supply of new affordable housing via the National Affordable Housing Programme and S106 Agreements.		Ongoing		Calderdale Council Housing Strategy & Enabling Team	
Work with private landlords to widen access to privately rented homes.		Ongoing		Calderdale Council	
Enable more temporary accommodation to become a settled home.		Ongoing		Calderdale Council	
Develop a Foyer provision using existing temporary accommodation.		By 31/03/2009		Calderdale Council	
Develop KeyChoice to incorporate mutual exchanges, low cost home ownership properties and privately rented homes.		By 31/12/2009		Pennine Housing 2000	
Encourage all RSLs in Calderdale to advertise available homes on KeyChoice and participate in mutual exchange initiatives.		Ongoing		Calderdale Council/ Pennine Housing 2000	
Encourage the development of a wide range of home ownership options.		Ongoing		Calderdale Council Housing Strategy & Enabling Team	

Homelessness Strategy 2003 -2008

Summary of Achievements

Calderdale MBC Homeless Strategy 2003: Review of key action points

Social Inclusion – Safety Net Services

Action	Comments / Achieved / Not Achieved
Housing Advice Centre to meet statutory requirement to complete homelessness assessments within 33 days.	Although this is no longer a statutory requirement, the majority of homeless assessments are now completed within 33 days.
Provide a replacement for the Homeless Families Unit, in order to comply with statutory requirements in relation to reducing use of Bed & Breakfast accommodation. Ensure that the new facility is suitable for people with disabilities	New Homeless Facility now up and running. It comprises self-contained accommodation with one unit being fully adapted for use by disabled people.
Ensure that each household in temporary accommodation has a support plan,	Each household placed in temporary accommodation now has an assessment of support needs within 1 week of placement
Stonham Housing Association to develop an action plan to improve access to emergency rooms at Range Lane Hostel. The Association to work with the H.A.C. to facilitate an integrated approach to homeless assessment and support.	This service was de-commissioned in 2007 and has been replaced by a floating support service for young people.
Stonham Housing Association to look at options for improving the standard of accommodation refuge accommodation.	Stonham have developed plans to build a new refuge that will consist of self-contained units. Application for funding has been made to the Housing Corporation
Research into needs /options for improved direct access accommodation for single and young people.	This research has not as yet been carried out. And has been included in the 2008-11 Homelessness Strategy action plan

Social Inclusion – Preventative Services – Supported Housing

Action	Comments / Achieved / Not Achieved
Horton Housing Association to prioritise support to homeless households moving out of temporary accommodation.	TASS can now support households moving out of temporary accommodation for a period of 6 months.
Supporting People to focus on providing quicker access to existing schemes.	Supporting People reviews of all services completed in March 2006. Access issues included in Service Reviews
Undertake assessment of options for direct access accommodation for single people.	SP review of services for young people resulted in the re-commissioning of a floating support service for young people. Actions included in 2008-11 strategy .
Supporting People to analyse options for people with complex / challenging needs.	Supporting people team have developed a number of schemes for people with complex /challenging needs
Develop a clear guide to all the services in the area, that detail access arrangements and referral criteria.	Handbook in place that does this, but now requires updating

Social Inclusion – Preventative Services – Housing Advice / Other Advice Services

Action	Comments / Achieved / Not Achieved
The Housing Advice Centre needs to plan and develop its role as the main provider of specialist housing advice	Housing Advice now has staff trained to advise on a range of housing related issues. Each Adviser specialises in one particular area of work e.g. domestic violence.
Housing Advice to develop accessible local housing advice at local venues, linking into Customer First Initiatives and community services	Housing Advice services now provided at outlook, SMS, CUF Breakfast Club and the Salvation Army Community lunch
Recognise quality of the advice given at the Housing Advice Centre by obtaining the Community Legal Services (CLS) Quality Mark.	Although the work required was undertaken, CLS have stopped assessing new applications,
Investigate options for a tenant advocacy service linked to the prevention of harassment and illegal eviction,	The Housing Advice Centre now has an officer specialising in this area.

Relocate the Housing Advice Centre to provide better reception facilities, private interview rooms and toilet facilities	Although no building has yet been identified this remains a priority. Plans have been drawn up to carry out some improvement work at the HAC
Improve sources of information on housing issues available to people, including advice leaflets and web based advice,	HAC now have some leaflets with more being developed. There is also basic advice available on the WEB.
Ensure Housing Advice service is accessible for people whose first language is not English. Commission Language Line	Language Line Commissioned.

Social Inclusion – Preventative Services – Complementary Services

Action	Comments / Achieved / Not Achieved
Health visitors to be informed of children resident in local authority temporary accommodation. The health and support needs of children in temporary accommodation be addressed.	Health visitor now based at new Temporary Accommodation Facility.
Support Plans in Local Authority temporary accommodation to address health, and training and educational needs.	All clients in temporary accommodation have an assessment of support needs undertaken and where appropriate referrals to likes of Progress to Work are undertaken
Specialist Young Persons Advisor to develop links with Connexions and Career Services	Connexions funding was provider to employ two Personal Advisers for Young People. This funding was time limited and has now been withdrawn.
PCT to review services for homeless people to ensure that they meet the needs of and are accessible to homeless people	Health visitor now based at new Temporary Accommodation Facility
Mental Health and Drugs Services to address the needs of homeless people in their plans and strategies.	Strong links between Substance Misuse Services and Housing Services now. Additionally Housing Support working with those with Mental Health issues based within HAC,.

Social Inclusion – Access to Accommodation

Action	Comments / Achieved / Not Achieved
Monitor time spent in temporary accommodation before re-housing.	On average clients are receiving a provisional offer of accommodation within 6 weeks of receipt of a homelessness decision
Maximise accommodation options by implementing and monitoring new nominations arrangements,	HAC now has an officer who works closely with Pennine Housing 2000 and other RSLs to maximise clients access to housing,
Maximise supply of accommodation through affordable housing and planning systems.	Maximum use made of 106 agreements to ensure that affordable housing provided with the majority of developments in Calderdale.
Consult and review homeless people in review of allocations scheme.	New KeyChoice scheme launched in September 2007 following extensive consultation
Monitoring of exclusions and refused nominations.	This is now undertaken on a routine basis
Ensure information is available on housing options in a number of forms.	Leaflets have now been developed and plans are in place to include information on the Council website
Ensure that housing providers are aware of the housing related support services available,	Supported People produced a directory but more work is needed to ensure that housing providers refer clients to support services in a timely fashion
Improve advice on private sector issues for both landlords and tenants,	Housing Advice have produced a leaflet that explains the basic rights of an Assured Shorthold tenant. Further information for landlords and tenants is to be developed.
Investigate need for, and feasibility of a bond bank for families.	HAC currently pays deposits for families who are homeless or threatened with homelessness.
Analyse impact of age restrictions in relation to needs of applicants on housing register,	Age restrictions in Pennine Housing 2000 properties was reviewed as part of the development of KeyChoice,
Assess options to improve re-housing options prospects of young people	Pre- tenancy training is now being delivered
Housing Benefits to develop action plan to improve	Fully evidenced claims are dealt with by the 13 th day.

efficiency – a Performance Improvement Plan is now in place.	
Promote Responsible lettings and introduce an Accredited Landlord Scheme.	Accredited Landlord Scheme now in place although there has to date been limited success in getting landlords signed up,
Develop a mechanism to assisting excluded households to access social housing and successfully maintain a tenancy.	Housing Services are working with Safe Haven to pilot a temporary to settled scheme for those currently in temp and unable due to ASB issues or rent arrears to access main stream housing.

Social Inclusion – Minimising Homelessness

Action	Comments / Achieved / Not Achieved
Improve systems for recording of information on all elements of homelessness, including repeat homelessness, and the needs of BME groups – develop information requirement prior to review of Homelessness Strategy.	Housing Advice now have a ‘caseworks’ system up and running,
Ensure Link is made between homelessness and other key strategies.	Homelessness strategy links to the 2006 Housing strategy and other key strategies.
Homelessness Forum to develop terms and conditions and to promote membership and information sharing between members.	Homelessness Forum now well established
Develop mechanisms to improve the involvement and consultation of homeless people and use to inform service planning.	TASS & other services providing support to homeless people carry out regular customer feedback exercises. TASS holds regular residents’ meetings where issues linked to service planning are discussed.
Improve joint working between Social Services / housing/ housing / housing providers by formation of joint group to: Plan housing / support issues of young people.	Joint Protocol written and work commenced on implementation. Young Peoples Accommodation Group meet regularly.

Assess also needs of children in excluded families Develop joint assessment and protocol	Housing Services to fund a post in the CMAS team.
Social Services to develop strategy to deal with housing and support needs of care leavers and relevant children	Care Services working with Housing Advice to develop a strategy.
Working group to be established to look at the need for direct access accommodation either through re-configuration of existing services, or planning new developments.	This action has been carried forward to the 2008 Homelessness Strategy
Improve information available to homeless people through websites etc	A number of websites hosted by national organisations carry comprehensive information for homeless people. Leaflets are being developed to advise homeless people about their options in Calderdale
Develop a guide to agencies involved in homelessness, setting out services. Develop referral procedures.	Guide produced by the Homelessness Forum, but now requires updating.

Appendix 2**Calderdale Homelessness Forum: Membership as at 1st January 2009.**

Action For Children	Foundation Housing Association
Calderdale Council	GALYIC
Calderdale Community Forum	Horton Housing
Calderdale Women's Centre	KeyHouse
Calderdale Primary Care Trust	Pennine Housing 2000
Calderdale Smartmove	Sanctuary Housing Association
CALM Mediation	The Basement Project
CHAS Kirklees	West Yorkshire Probation Service
Connect Housing	

Members of the Homelessness Prevention Strategy Steering Group

Name	Position	Organisation
Barry Kennedy	Commissioning & Projects Manager	Calderdale Council
Bernadette Mazurke	Temporary Accommodation and Support Team Deputy Manager	Calderdale Council
Cathy Appleby	Project Manager	Action For Children
Dennis Hullock	Homelessness Prevention Co-ordinator	Calderdale Council
Deryck Hillas	Senior Probation Officer	West Yorkshire Probation Service
Gillian West	Housing Options Manager	Calderdale Council
Fiona Thaxter	Team leader Substance Misuse Services /Drug Intervention Programme	Calderdale PCT
Jane Floweth	Director	Calderdale Smartmove
John Hill	Area Manager	Foundation Housing
Michelle Foster	Project Co-ordinator	The Basement Project
Rebecca Holmes	Team Manager- Domestic Violence Support Team	Calderdale Women's Centre
Sarah Dudley	KeyChoice Senior Housing Officer	Pennine Housing 2000
Shirley Dyer	Accommodation Officer – Youth Offending Team	Calderdale Council
Wendy Banks	Housing Services Manager	Sanctuary Housing Association

Appendix 3

Feedback Received From Consultation on the Draft Strategy

Name of Individual/Organisation	Feedback Received	Response
Councillor Amanda Byrne - Cabinet Member Calderdale Council	Are we confident that we have adequately reflected the impact of the current economic situation and resultant challenges?	The strategy recognises the impact of the 'credit crunch' in terms of the likelihood of reduced house building activity and increasing numbers of mortgage re-possession. The strategy recognises the need to strengthen the money advice provision in Calderdale and to develop mortgage rescue schemes. Separate initiatives are in hand to ensure that the anticipated number of affordable homes will be delivered
Councillor Bob Metcalfe - Calderdale Council	I agree that the four key objectives embrace homelessness priorities in Calderdale	noted
	I would hope that the March 2011 timescale for Calderdale Council developing the capacity to prosecute could be improved	It is unlikely that this action could be achieved before March 2011 as there is likely to be a need to provide specific training for key staff and establish new procedures.
	Maximising the supply of affordable housing is the key priority.	Noted. Calderdale Council has incorporated targets relating to the development of affordable housing in the Local Area Agreement.
	Pleased to see the inclusion of plans to develop a Foyer as they have produced good results in other parts of the Country	Noted
	Overall a comprehensive action plan	Noted

<p>Connexions Halifax</p>	<p>The Halifax Connexions Service is pleased to read of the plans to develop a Youth Homelessness Prevention Strategy and further services aimed at tackling youth homelessness.</p>	<p>Noted</p>
	<p>Further work is needed in schools to raise awareness about the reality of homelessness and lack of available accommodation. Also focus on known families to prevent younger siblings becoming homeless, when a young person has been required to leave the family home.</p>	<p>Will be addressed during the development of the Youth Homelessness Prevention Strategy</p>
	<p>Address the needs of the young LGBT community who are significantly more likely to be required to leave the family home.</p>	<p>Will be addressed during the development of the Youth Homelessness Prevention Strategy</p>
	<p>Increase the housing options available for young people wishing to live in the Calder Valley/Todmorden areas</p>	<p>Will be addressed during the development of the Youth Homelessness Prevention Strategy</p>
	<p>We are pleased to learn of the development of a Foyer but disappointed that the 8 places will not be in addition to those currently available.</p>	<p>The creation of the Foyer will enable 8 units of temporary accommodation to become settled housing. The strategy focuses on increasing prevention activity so that fewer temporary accommodation units will be required for young people</p>
<p>GALYIC</p>	<p>There is a need for a Lesbian, Gay, Bisexual and Transgender (LGBT) Youth Homelessness Prevention Strategy</p>	<p>The needs of the LGBT community will be addressed during the development of the Youth Homelessness Prevention Strategy</p>
<p>Nashayman Housing Association</p>	<p>How does Calderdale intend to tackle homelessness resulting from domestic Violence for those people who have no recourse to public funds?</p>	<p>A joint protocol already exists between the Council, the Police, Stonham Housing and Nashayman Housing Association to assist women fleeing violence who have no recourse to public funds. This protocol has been used on a</p>

		number of occasions and works well
	There is a need to work more closely with the Housing Benefit service to assess Housing benefit applications and resolve problems more quickly in order to prevent homelessness	The strategy does not aim to address specific operational issues affecting individual organisations. The Council's Housing options team will address this issue in their Service Development Plan
	How does the strategy address those households with multiple needs such as severe overcrowding and serious disrepair as this can lead to homelessness?	The strategy does not explicitly discuss overcrowding and disrepair as these issues were addressed in to 2005 – 2010 Housing Strategy. Households living in overcrowded households or in properties in poor repair are awarded reasonable preference in the Council's Housing Allocation Scheme. Initiatives also exist to tackle disrepair. Operational procedures already in place facilitate links between staff working to prevent homelessness, and those that can assist in organising property repairs and improvements as well as with staff in the KeyChoice team.
	There is a need to have robust partnership working with private developers to ensure that properties secured via S106 agreements remain affordable	Noted

Appendix 4 Responses to Service User Questionnaire

Tell us **one thing** we could have done to prevent you becoming homeless.

Temporary accommodation hostel in Halifax would be good.
More help when coming out of prison.
More help from PH2K – they were not interested.
I had to wait 5 months to be allocated a flat.
Understand each and every individual person's needs.
Provided more information as to where to go (eg. Smartmove was not mentioned).
Increased the amount of housing benefit to cover the full amount of rent and backdated HB further.
More awareness that you are there and can help.
Giving more to do and build more council houses and hostels.
Support with managing tenancy.
More affordable homes.
More immediate support for people in imminent need. Better variety of adequate housing.
Advice and help with filling in forms.
Help with looking for a flat/house.
Give more advice and listen to people.
Lower rent.
More help at Pennine with bidding.
I do not have access to a PC to bid.
Spending more time with the client.

Most people who are homeless have other problems as well as just not having a place to live. Tell us one thing not connected to housing that in your opinion was a factor in your being homeless.

Not having a contract of employment whilst working at a fairground – lost job and accommodation without notice.
Unemployed.
Breakdown in relationship with mother.
Relationship breakdown.
Gambling.
Difficulty with language (respondent was from Iran)
There was nothing that was not 'connected'.
Alcohol.
Losing job (with accommodation) through redundancy.
Being single, having a do and no dependents.
Failure of business.
Depression.
Drugs – when I came out of care I was left on my own and needed more guidance.
Neighbour disputes.
Bureaucracy.
Mental health problems.
Benefits stopped.

Lack of support from 'the system'; healthcare, in particular.
I was not given enough advice and felt neglected.
Having no friends or family in the area.
Landlord selling property.
Stress.
Domestic violence.
As an adviser of young people, the main issues with homelessness are unemployment/cannot pay their way, pregnancy or drink and alcohol issues. Also, it is often a pattern – ie. Older siblings thrown out when benefit is no longer payable.

As well as building new houses, what one thing can we do to provide more settled homes in Calderdale?

I have no furniture.
Improve initiatives to reduce resident problems such as anti-social behaviour. Promote bonding between residents through social gatherings.
More support.
Hostel in Calderdale.
Pay more attention to individual needs.
Make areas more appealing to live in.
Refurbishment or redevelopment of existing structured housing.
More choice.
Give people somewhere to go for a talk and a cup of tea.
More apartments.
Put more money in to get them.
Deal effectively with disputes and repairs.
More support for people with mental health problems.
Provide bonds.
Improve schools.
Improve community policing.
Buy more places.
Reduce crime and drug areas.
Do up the old house for better turnaround.
Be more efficient with complaints.
Earlier intervention/advocacy; especially in households where there is a pattern of young people being thrown out.
Personal development/enrichment schemes for those in receipt of housing benefit to increase motivation in hope of claiming benefit for a shorter period.

What one thing do you need support with to help you keep your new home?

Getting furniture.
Help with managing money/debt management.
Help with energy bills.
Things to keep my busy?
An English course in Halifax – it costs too much to get to Rochdale.
Smartmove – I hope you can keep working in unison. In my opinion, you have

worked together so well.
Council Tax not paid.
Help getting furniture out of storage.
More contact with my support worker.
A bond.
Young people – issues around independent living (eg. cooking).