



Calderdale Homelessness Strategy 2015 – 2020

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Vision

Our vision is to deliver excellent homelessness prevention services to anyone in the Calderdale District who is homeless or threatened with homelessness or who find themselves in a housing crisis. We are committed to delivering comprehensive housing advice, housing options and homelessness prevention services to help people access the right type of accommodation for their needs at a price they can afford.

We will continue to work with our partners to address wider needs, in particular health; employment and developing skill capacity for people to be independent. We will strive where possible to mitigate the impact of welfare reform on vulnerable households' ability to obtain or sustain affordable housing that meets their needs.

As a Local Authority we have a duty set out in the Homelessness Act 2002 to review homelessness trends in our area and formulate a homelessness strategy. This strategy provides an overview of homelessness trends over the past few years, describes some of the services and organisations that respond to homelessness and sets out what we will do to tackle homelessness over the five year period 2015 - 2020. It reflects both local and Government policy and its strategic direction in relation to homelessness, the new direction in policy on national welfare reforms; some implemented, some anticipated and finally it reflects the local experience and knowledge of local homelessness issues.

The National Context

2010 saw the end of a six year downward trend when the number of homeless households accepted by Local Authorities in England and the number of households in temporary accommodation once again started to increase. The increase is most marked however in London and the South East.

Chart 1

Homelessness Acceptances by English local authorities 1998 - 2014

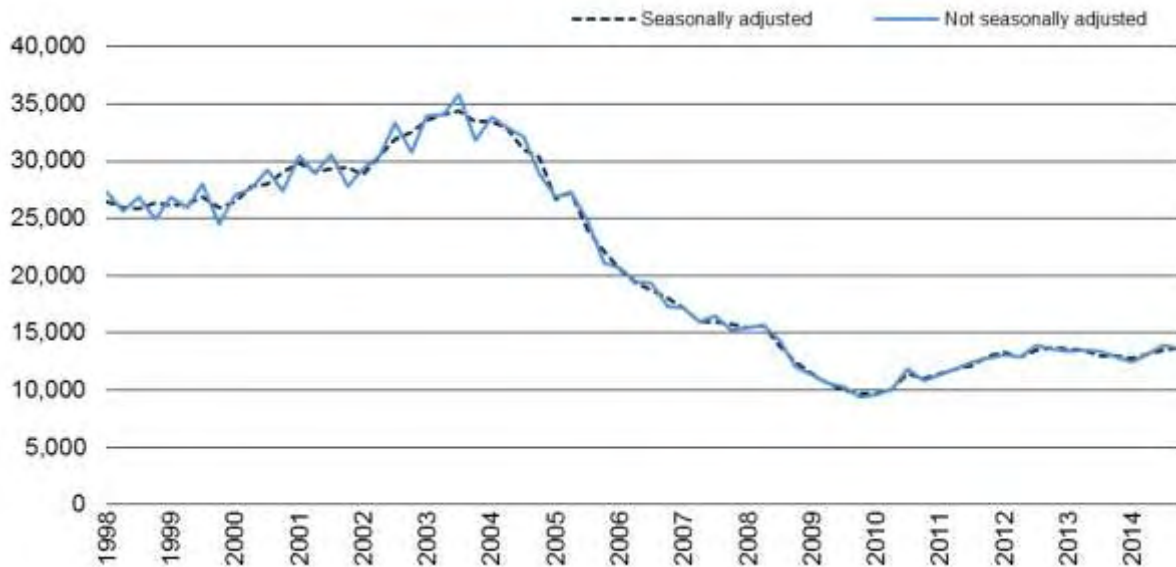
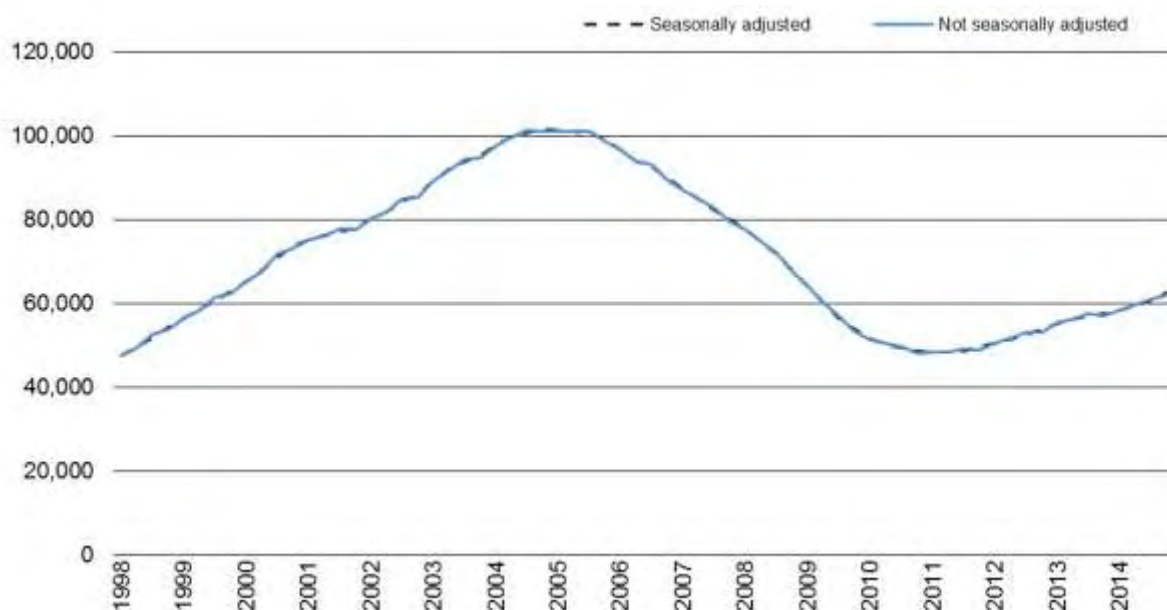


Chart 2

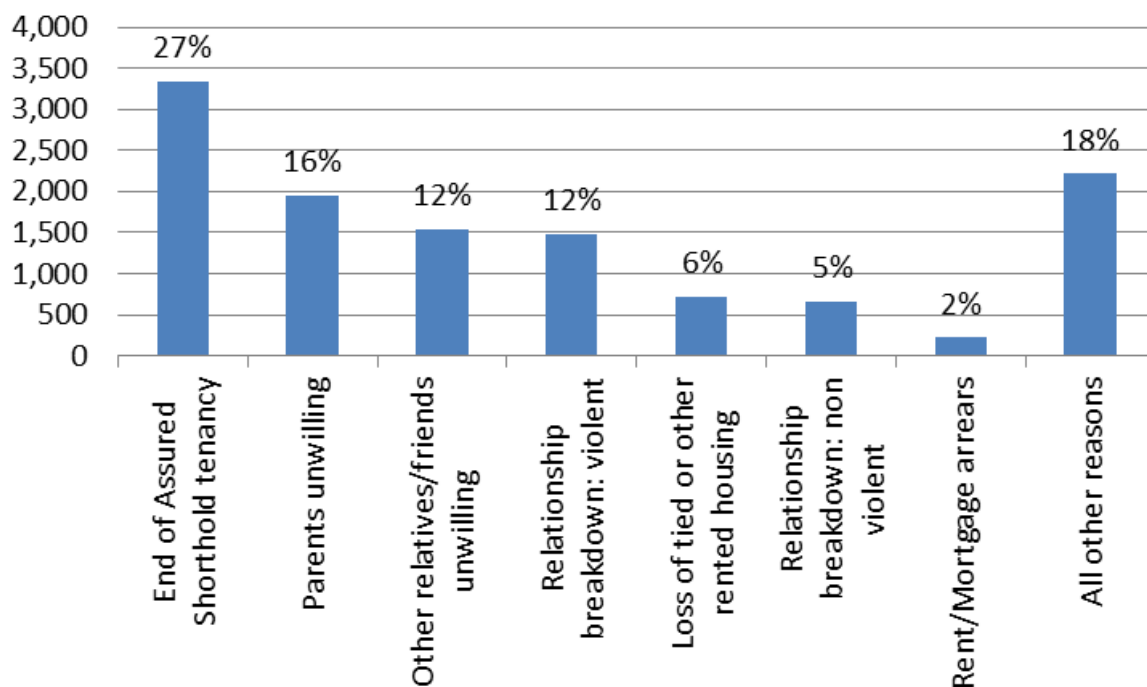
Number of households in temporary accommodation at the end of each quarter, Q1 1998 to Q4 2014, England



Nationally the main cause of homelessness is the termination of an assured short-hold tenancy. Chart 3 shows the prevalence of this and other causes of homelessness.

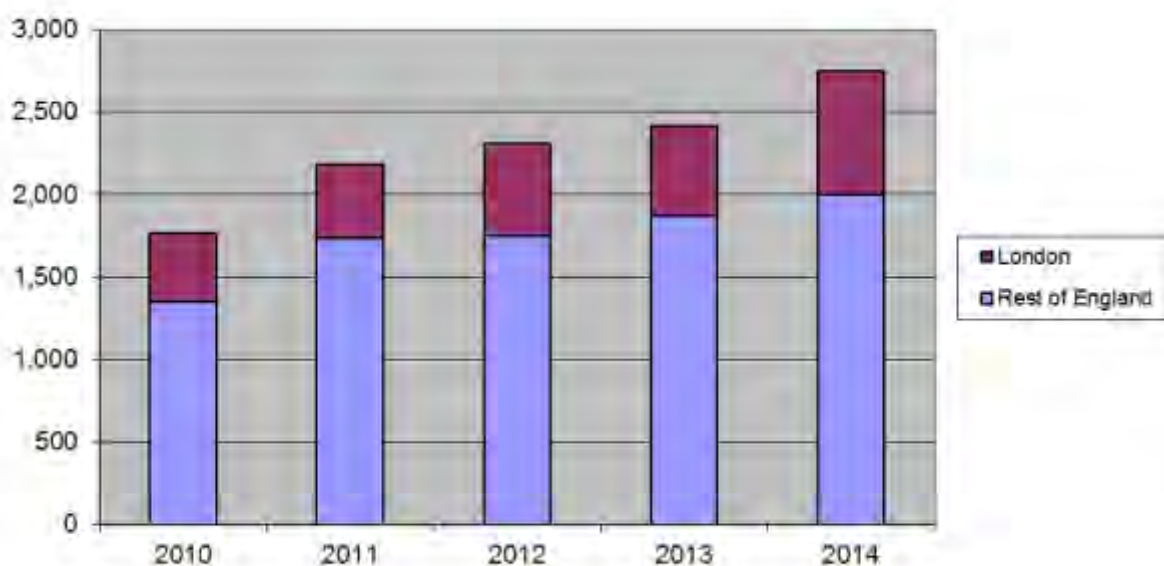
Chart 3

Homelessness acceptances by reason for loss of last settled home January – March 2014



Successive governments have made tackling homelessness a priority and have made additional funding available; the Homelessness Prevention Grant and Repossession Prevention Fund being two examples. Rough sleeping remains a significant problem in many areas; particularly in London and The previous Coalition Government placed a particular emphasis on addressing this issue making grant funding available to both the statutory and voluntary sectors to prevent and alleviate homelessness amongst single people.

Chart 4 People counted or estimated as sleeping rough in England on a single night



The previous coalition government thinking in relation to addressing homelessness is set out in its strategy documents 'Making every contact count', a joint approach to preventing homelessness' published in August 2012 and 'A vision to end rough sleeping published in 2011. These documents make it clear that for many people, becoming homeless is not the beginning of their problems, it is often the culmination of a whole serious of difficulties that have at some time or another brought that person into contact with a range of agencies. The document recognises that there have often been a series of missed opportunities and thus promotes effective joint working and a preventative approach.

The previous coalition government issued a set of ten challenges to Local Authorities:

1. Adopt a corporate commitment to prevent homelessness
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a housing options prevention service including written advice to all clients
4. Adopt a No second Night Out * model or effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support

6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually
9. Not place any young person aged 16 or 17 in Bed and breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency

Local Authorities who demonstrate that they have responded to the ten local challenges and who achieve a minimum score in a peer review can be recognised as delivering Gold Standard homelessness services.

- No Second Night Out is a model that ensures that no-one new to rough sleeping should have to spend a second night on the streets

Homelessness Trends in Calderdale 2008 -2015

Calderdale' Council's first Homelessness Strategy was published in 2003 and another in 2008. Throughout this period there has been a change in approach from one of responding to homelessness to the prevention of homelessness

Prevention of homelessness begins with working with households in the first instance to help them retain their current accommodation. Where this is not possible or suitable, the next stage is to help them find suitable alternative housing, usually social housing via the KeyChoice system but often also in the private rented sector. This approach often requires Housing Advisers to work at a more intensive level, sometimes with households whose risk of homelessness is not imminent, but it does offer more choice to families, reduces disruption and helps to reduce the use of temporary accommodation.

Since the publication of the Council's first Homelessness Strategy, the number of households provided with an intensive casework service has ranged between 1500 and 2000 per annum and applications for membership of KeyChoice have risen from around 5800 at scheme launch in 2007 to 10,389 as at 31st March 2015. Despite both these factors the number of annual 'homelessness acceptances' (those households for whom the Council has a statutory duty to provide long term temporary accommodation) has fallen from a peak of 551 in 2004/5 to between 50 and 75 during the past five years.

Table1. Homeless presentations and acceptances 2008-2014

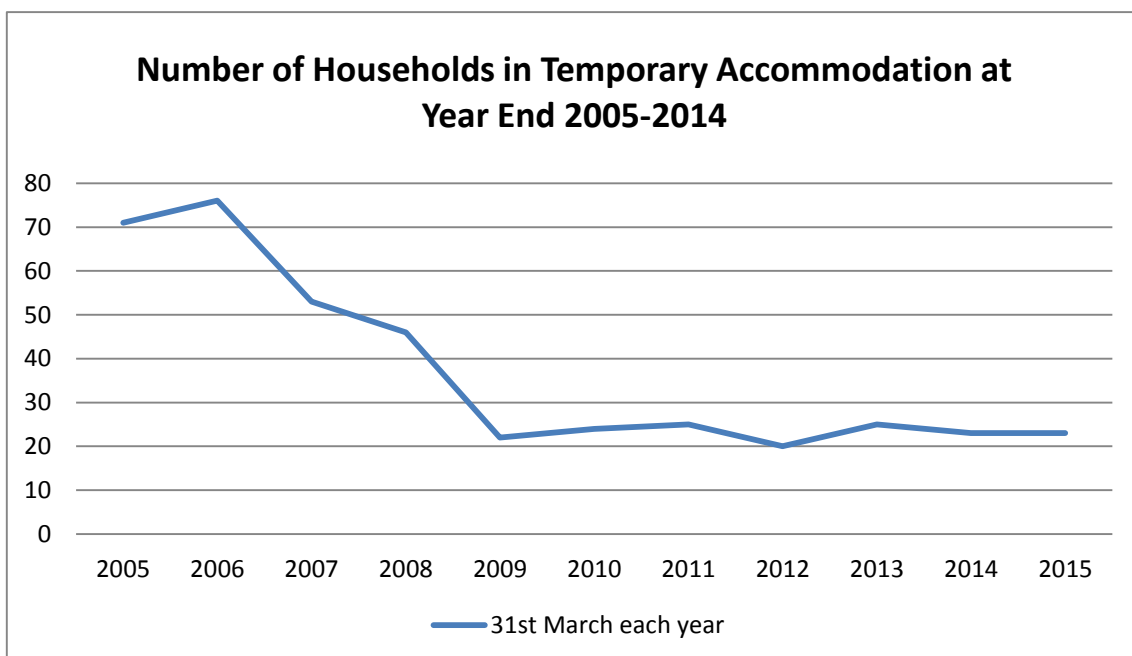
Year	Homelessness Presentations	Homelessness Acceptances
2008/09	98	68
2009/10	91	61
2010/11	104	60
2011/12	99	51
2012/13	146	60
2013/14	139	67
2014/15	135	74

Unfortunately homelessness is once again on the increase nationally and the signs are that trends in Calderdale reflect the national picture. Homelessness acceptances in the Borough have risen by 45% between 2011/12 and 2014/15.

Use of temporary accommodation

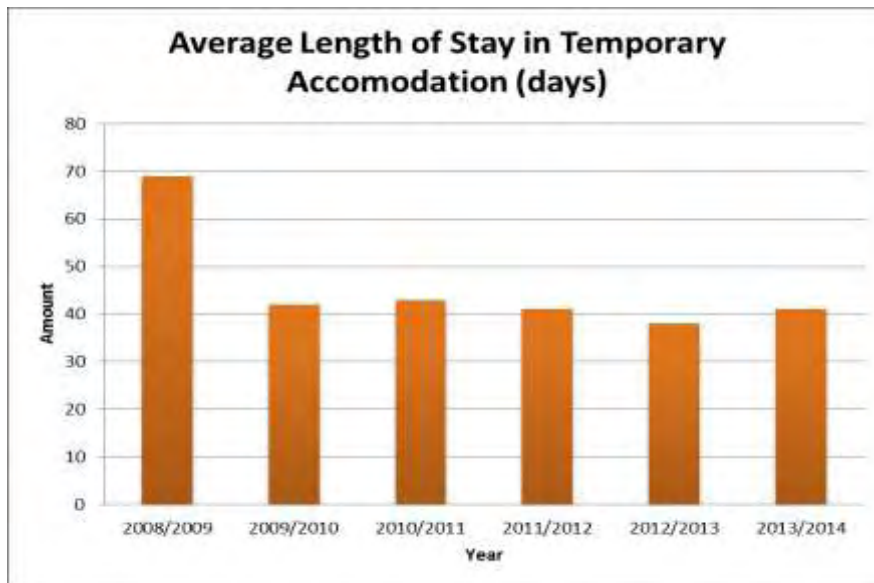
The change in focus from responding to homelessness to one of prevention has resulted in the fall in the number of people in temporary accommodation at any one time who are staying there under the provisions of a homelessness duty or power. In June 2005, 80 households were staying in temporary accommodation which included several families in bed and breakfast. By the end of 2008 this number had more than halved and during the past two years has never exceeded 25.

Chart 5. Households in temporary accommodation 2008 – 2015



Reducing the number of people in temporary accommodation at any one time means that support workers are better able to help identify move-on options. As a consequence the average length of time people are staying has fallen to around 40 days as is indicated in Chart 6.

Chart 6. Length of stay in temporary accommodation 2008 - 2014



The fall in the number of households in temporary accommodation also created an opportunity to establish a Foyer for young people and the opportunity to provide more support to households once they had moved on and into settled housing. People who have experienced homelessness usually have a number of issues that increase the risk of them becoming homeless again in the future. Continuing support for around six months following move on has significantly reduced level of repeat homelessness from a peak of 18 to between zero and one households a year.

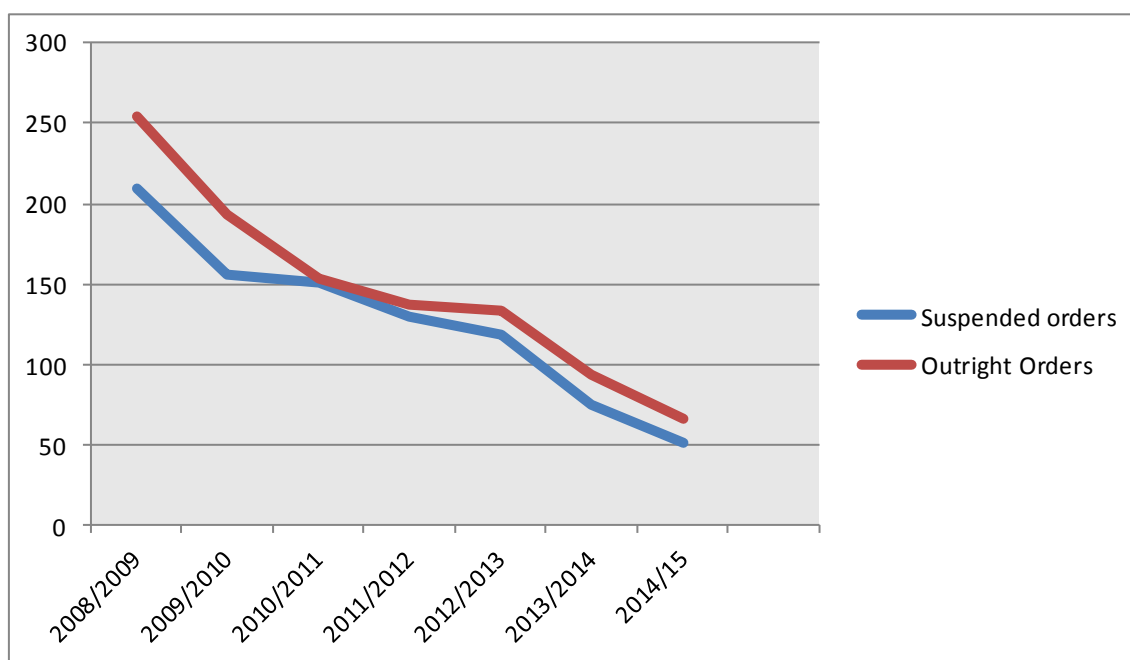
Causes of homelessness

People become homeless for variety of reasons and the table below indicates the main causes of homelessness in the Borough over the past five years. By far the most common cause of statutory homelessness in Calderdale is domestic abuse with loss of a private tenancy and family and friends being no longer willing to accommodate the second.

Mortgage repossessions

The difficult economic climate over the past few years could lead to an assumption that there would be an increase in the number of people losing their homes, but as can be seen in Chart 7, the number of possession orders granted in the Calderdale area has fallen steadily since 2008.

Chart 7. Possession orders granted in the Calderdale area 2008 - 2014



There are a number of reasons for the drop in the numbers of homes re-possessed; Central Government and Calderdale Council alike have increased the resources available to help people in arrears with their mortgage. The Government introduced a nationwide mortgage rescue scheme which enabled home-owners with mortgage arrears to continue living in their homes as tenants of a Registered Social Landlord. This scheme (now ended) was complemented by the Breathing Space initiative in Yorkshire and the Humber which provides interest free secured loans where there is

Table 2. reasons for loss of last settled home 2008 - 2015

	1st	2nd	3rd
2008/09	Violent breakdown of relationship (40%)	Parents no longer willing to accommodate (16%)	Friends/relatives no longer willing (16%)
2009/10	Violent breakdown of relationship (23%)	Loss of NASS accommodation (16%)	Parents no longer willing to accommodate (13%)
2010/11	Loss of NASS accommodation (27%)	Violent breakdown of relationship (15%)	Parents no longer willing to accommodate (15%)
2011/12	Violent breakdown of relationship (35%)	Loss of NASS accommodation (20%)	Friends/relatives no longer willing to accommodate (10%)
2012/13	Violent breakdown of relationship (33%)	Loss of private tenancy (12%)	Non violent relationship breakdown (12%)
2013/14	Violent breakdown of relationship (31%)	Loss of NASS accommodation (16%)	Loss of private tenancy (15%)
2014/15	Violent breakdown of relationship (42%)	Parents no longer willing to accommodate (13.5)	(Friends/relatives no longer willing to accommodate (12%)

sufficient equity in a property and gives a household with arrears the time to find work or make a planned move.

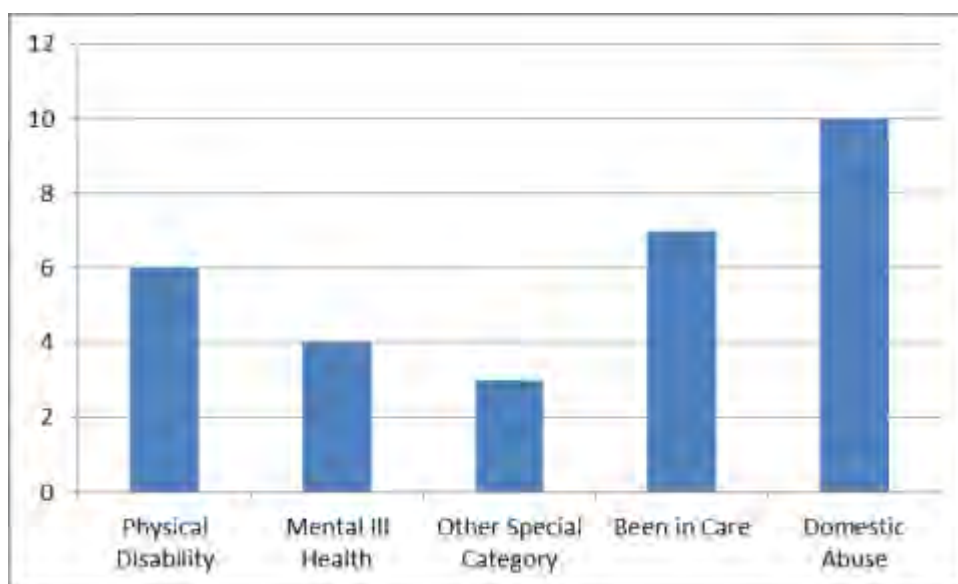
Together these schemes have enabled 29 local families to avoid repossession and stay in their homes. The Government also strengthened the duty advice desk system at County Courts so that people defending their claim could have on the day representation at possession hearings. Locally, Calderdale Council through its Economic Task Force increased the funding available for debt advice services and financial resilience work. This has proved to be money well spent as good debt advice and improved money management skills can stave off very many threatened mortgage repossession actions.

Type of households accepted as homeless

There is often a misconception that all households accepted as homeless are families with children. This is however, not the case and in recent years at least 49% of Calderdale homelessness acceptances are single people, couples without children or adult siblings. Calderdale accepts a higher proportion of single person households than the national or regional average. This is likely to be because there are no voluntary sector accommodation based support services in Calderdale for single people other than women's refuges, supported lodgings or the Foyer. It is likely that in areas where direct access or other hostels and supported housing schemes exist, some clients who may be owed a statutory duty are provided with hostel type accommodation and therefore do not need to make a homelessness application.

Calderdale Council only has a duty to provide long term temporary accommodation to households in limited circumstances . These include young people aged 16 or 17 and households that include dependent children or a pregnant women. Single people aged 18 and over and childless couples will only be provided with accommodation if someone in the household is considered to be vulnerable. Chart 8 shows the reasons why such households were considered to be vulnerable in 2014/15

Chart 8. Reasons for Vulnerability 2014/15



Once again domestic violence is the major reason that single people age 18 and over are considered to be vulnerable under homelessness legislation.

Homelessness disproportionately affects the young and each year around 60% of the households accepted as homeless are under the age of 30. This probably reflects the greater availability of alternative accommodation for older people threatened with homelessness, rather than a lack of demand. Given the changes which will occur due to welfare reform and changes to Local Housing Allowance which have already taken place, the proportion of younger people seeking help due to a real risk of homelessness is likely to increase.

Domestic Abuse

The most common cause of homelessness in Calderdale is domestic abuse and this is the case whether the household consists of a lone parent with children or a single person. Whilst most victims are female, each year there are a number of male victims too; the age of victims range from 16 to 70 plus.

Domestic Incidents (April 2014 to March 2015)

- From April 2014 to March 2015 the Police recorded 3472 domestic incidents in Calderdale. This was broken down into; 42.7 % verbal disputes, 32% violence, 10%) breach of peace, 4.7%) criminal damage.
- The victim repeat rate was 36.1%
- The suspect repeat rate was 19.9
- 9 % of the total incidents involved alcohol and 1.4% incidents involved drugs. 39.2% of the incidents took place where children were present.

Domestic Incidents Victim Profile (April 2014 to March 2015)

- From April 2014 to March 2015 the number of victims the Police recorded in domestic incidents was 3143. Of those 78.2% were female, 19.7% were male, and 2.1% were unknown.
- The victim age breakdown was; 2.1% (under 16), 8.5% (16-19), 33.1% (20-29), 26% (30-39), 18.5% (40-49), 8.1% (50-59), 2.3% (60-69) and 1.4% (70+).
- The victim officer defined ethnicity breakdown was; 75.2% (White), 5.2% (Asian), 0.7% (Black), and 11.7% were unknown.

Housing Advisers participate in the Multi-Agency Risk Assessment Conference (MARAC) process. MARAC is regular local meeting where information about high risk domestic abuse victims (those at risk of murder or serious harm) is shared between local agencies. In 2014/15 230 cases were discussed which included 33 repeat referrals and the households involved included 351 children. Two of the victims discussed in the year were male.

In March 2013 the definition of domestic abuse was expanded to cover more victims and young people aged 16 to 17 and coercive control (a pattern of controlling behaviour) are now included.

The Housing Options Service works closely with Calderdale WomenCentre and Stonham Housing to offer a high quality service to victims of domestic abuse. Advisers carry out interviews at the WomenCentre on a weekly basis and also regularly visit the Women's Refuge.

Not all victims of domestic violence wish to move home and Calderdale Council operate a Sanctuary Scheme which provides security measures at a victim's home to enable them to remain there. Such measures range from the fitting of new door and window locks to the creation of a safe room within the property. In 2014/15 there were 69 referrals to the Sanctuary Scheme and target hardening work was carried out to 61 homes at an average cost of £100 per property.

Homelessness and Reducing Offending

West Yorkshire Community Rehabilitation Company (CRC) supervises offenders who are at medium and low risk of harm in Calderdale. The total caseload for May 2015 in Calderdale was 515. An analysis of the assessments for the caseload showed that 23.7% of offenders had housing needs that were linked to their offending. For those individuals assessed at high risk of offending the housing need linked to their re-offending increased to 30.1%. In terms of where individuals live, those residing in HX1 postcode district, 28.9% have a housing need linked to their re-offending.

In response to prolific offending (that is those offenders who frequently commit crime and are at high risk of re-offending) CRC staff work closely with colleagues from the Integrated Offender Management (IOM) team, of WY Police Service in Calderdale to discourage and prevent re-offending. A quarter of the individuals concerned are homeless and there are challenges in working with them to address factors contributing to their offending behaviour . These factors include drug and alcohol misuse and poor decision making with limited family support. Since May 2014 the IOM team has been co-located at the local Probation Service offices.

The threat for not addressing homelessness with prolific offenders is that it increases the risk of re-offending, opportunistic crime and behaviours such as begging, anti social behaviour and substance misuse Together, with local housing providers it is important to continue to reduce crime and strengthen the safety of the community through addressing housing issues for offenders especially those with complex needs who are at high risk of re-offending. Discussions are taking place to offer intensive support to individuals to help them move away from crime through support with housing issues

Substance Misuse and Housing

Extensive research by Addaction (2005) found that 83% of substance misusers felt that stable housing was one of the most important support services required to help them stay clean and is one of the three crucial factors supporting the substance misuse recovery process (the other two being stable relationships and positive activities). In particular evidence shows that those leaving drug treatment without their housing needs being assessed and addressed are more likely to relapse.

A survey carried out as part of the Calderdale Drug and Alcohol Needs Assessment 2013 found that in 2012/13, 7.7% of clients in drug treatment services in Calderdale had an urgent housing problem (most likely they were sofa surfing or sleeping rough) and 15.8% had a housing problem of some sort. 9% of those in alcohol treatment (particularly those considered to be heavy drinkers) reported housing problems. Interviewees described a lack of accommodation in the Borough for those who are continuing to drink and need care and support.

People who are Ineligible for Homelessness Assistance

To qualify for help as a homeless person from Calderdale Council a household must be eligible for assistance. Those ineligible for assistance include failed asylum seekers, people who have leave to remain in the UK but without recourse to public funds and EU migrant workers who have never actually been in employment in the UK. In the past the latter group could sometimes obtain Housing Benefit and subsequently find accommodation in the private rented sector. Due to changes in Benefit regulations introduced in April 2014 newly arriving EU migrants not in work

will not be able to claim Job Seekers Allowance until they are deemed to be habitually Resident in the UK and will not be able to claim Housing Benefit until they have found work. These changes are likely to increase the number of such migrants who become destitute and are at risk of having to sleep rough. Of particular concern to many agencies in Calderdale is the predicament of women from the EU who are ineligible for welfare benefits but are experiencing domestic abuse.

There is no accurate data about the numbers of those ineligible for assistance who are homeless at any one time, but each year the St Augustine’s Centre works with approximately 99 destitute failed asylum seekers and at any one time may be trying to support up to 40. The Central Halifax Initiative spend considerable time each week trying to help EU migrants at risk of destitution to resolve benefit claims.

Housing Advice Services

The Council’s housing advice services are mainly delivered by the Housing Options Team working out of Halifax Customer First. A wide range of housing enquiries are dealt with including advice about disrepair problems, finding a home, obtaining adaptations necessary to accommodate a disability, obtaining assistance with minor repairs ,energy advice , mortgage rescue and immediate or future homelessness. Each year Advisers are providing an intensive casework service to more than 2000 clients.

Other sources of housing advice include the Citizens Advice Bureau, Age UK and smaller voluntary sector projects. Legal Services Commission contracts for assistance with housing issues are held by and Switalski’s Solicitors who also operate the duty desk at Halifax County Court.

Support for Homeless People

Calderdale Council fund a number of non statutory agencies to support clients who are homeless, at risk of homelessness or who need general tenancy support. These are set out in Table 3.

Table 3. Housing support services in Calderdale

Organisation	Name /type of service	Target client group	Service capacity
Foundation Housing	Offender Support Service	Adult offenders and those at risk of offending	60
Home Group (Stonham)	Calderdale Domestic Abuse Service	Women who are homeless as a result of domestic abuse	21

Home Group (Stonham)	Supported Lodgings	Homeless Young people	20
Calderdale Smartmove	Bond guarantee and tenancy support scheme	Adults who are homeless or at risk of homelessness and need support to sustain a tenancy.	111
Horton Housing	Young People's Service	Young people age 16 -19 who need support to find and sustain a tenancy and mediation to help prevent family breakdown and homelessness	80. (70 floating support 10 mediation)
DISC Recovery steps	Bond guarantee and tenancy support scheme	People engaging in substance misuse treatment services	
Fusion Housing	Intensive support to secure accommodation and enter into education, training or employment	Single people aged 18 -24 who are homeless and NEET	61

All voluntary sector services have seen an increase in referrals over the past three years and in some services demand is considerably outstripping supply. This is resulting in longer waiting times for a service and increased inability of organisations to accept referrals made.

The voluntary sector also report that they are seeing an increase in domestic abuse, relationship breakdown and substance misuse issues amongst their client groups. Emerging issues include the increasing shortage of accommodation for younger clients and the number of clients facing sanctions with regard to Jobseeker Allowance payments.

The Recovery Community

The Basement Recovery Project is an independent self-help organisation, based in Halifax that offers support and inspiration to those people who are involved with alcohol and / or substance misuse and the opportunity of a new sustained abstinent lifestyle.

Recognising the role that stable accommodation plays in the recovery process, the project purchased a number of properties on the outskirts of Halifax Town centre

collectively known as 'Freedom House', which provide a comfortable home for up to twelve individuals at a time (including 2 women). Freedom House operates along the lines of a therapeutic community, offering a person-centred approach and individual treatment plans within an evidence-based structured programme. The people moving into Freedom House have usually experienced homelessness or had been living in insecure environments (often sofa-surfing) that did not support their efforts to recover from substance misuse.

In 2014, Freedom House provided accommodation for 13 people, eight of whom have moved on successfully and all are at the time of writing abstinent from substances and alcohol. Of the eight who completed the recovery programme at Freedom House, three are in full time employment, four are completing voluntary work and four establishing contact with their children.

The Basement Recovery Project has secured funding from Calderdale Clinical Commissioning Group to deliver a community-based, peer led detoxification support service. This provides safe, secure and staffed accommodation to those clients who have mild to moderate needs, who would ordinarily require home detoxification if they had appropriate support.

Lifeline operates two services in Calderdale which work with service users to address substance misuse problems. Branching Out works with young people aged 10 -21 and Directions with adults.

The Faith Community

The faith community in Calderdale run a number of projects that address homelessness and issues related to homelessness. These include:

- **Alpha House** which provides accommodation and support to men who have become drug or alcohol free during prison or a residential detoxification programme, but who need support to continue to live drug free lives in the community. In 2014/15 the project was able to provide accommodation for thirty eight residents.
- **An Inn Churches Project** which has operated in the winter months for the past two years. The project uses premises in central Halifax and offers a warm welcome, a hot meal, social activity, a bed for the night and a cooked breakfast to homeless people. In 2015 the project operated every night between 5th January and the end of March and played host to 43 people (some of whom came from neighbouring Boroughs).
- **Food and Support Drop In.** This project is based at the New Ebenezer Centre in Halifax and distributes over 140 food parcels every Saturday morning. The project which is supported by around 50 volunteers also provides warm clothing and some bedding as well as informal support. The

Food and Support Drop in is well utilised by homeless people and those who are sofa-surfing.

- **Noah's Ark Centre** which is located in North Halifax and offers a money advice service which has frequently helped people with housing related debts avoid homelessness. In addition the Noah's Ark Centre offers counselling services for adults and young people.
- **Project Colt** based in Elland aims to assist men and women with addiction problems to recover and live happy and profitable lives. The project runs a number of training and group work sessions and also operates a social enterprise which restores second hand furniture for sale. The social enterprise provides an opportunity for work placements to those attending the training courses. Project Colt is frequently used by formerly homeless people to obtain good quality secondhand furniture at an affordable price for them. Many people who have experienced homelessness have also attended Project Colt training and group work.
- **St Augustine's** located in Park Ward works with some of the most vulnerable and isolated people in the community, predominantly asylum seekers and refugees. A key part of their work is focused on alleviating destitution and creatively finding solutions to support people through difficult times, especially when they are unable to access mainstream support. St Augustine's is a valuable resource for homeless people without recourse to public funds .

Affordable housing in Calderdale

Social Housing

14 Housing Associations operating in Calderdale own a total of 14100 properties and each year between 1100 and 1500 properties become available for letting. Most general needs housing is let via the KeyChoice scheme. This scheme has been operating for seven years and incorporates the Council's housing register and nominations functions. Households wanting to apply for social housing have to apply for membership of KeyChoice . If the application is accepted a priority band is awarded that reflects the degree of assessed housing need (with Gold being the highest level of assessed need). The priority banding was reviewed in April 2013 to incorporate new statutory requirements and to mitigate the impact of welfare reform.

Table 4.shows the number of active KeyChoice members at 20/5/2015 in each priority band

Table 4. KeyChoice membership at 20/5/2015

Priority Band	Number of Members
Gold	38
Silver	3311
Bronze	7160
Total	10509

In 2014/15 1313 homes were let via KeyChoice and table 5 shows the breakdown by property type and size.

Table 5 Properties advertised and let April 14 – March 15								
Property Type	No. Bedrooms							Total
	0	1	2	3	4	5	6	
Bedsit	7							7
Bungalow		123	9					132
Low Rise Flat		465	124	2				591
High Rise Flat		94	30	1				125
Maisonette		1	29	13	1			44
House			175	216	19	1	3	414
Total	7	683	367	232	20	1	3	1313

As can be clearly seen, there were far more available flats and bungalows than family houses reflecting the fact that more than half of the social housing stock in Calderdale is apartments.

Most households accepted as statutorily homeless by Calderdale Council are awarded Gold Band priority and subsequently move on into social housing. Some however are unable to do so due to unpaid rent arrears that accrued in a former social housing tenancy or anti-social behaviour. Others need to obtain a large property in an area where there is no such social housing stock. In order to move on from temporary accommodation these households need to secure privately rented accommodation. Calderdale Council will be using the power to end 'The main housing duty' in the private rented sector which was introduced in the Localism Act 2011.

The Private Rented Sector

As Table 6 demonstrates, the number of households living in the private rented sector now exceeds those in social housing. This growth appears to have arisen as a

result of a shift from owner occupation with a mortgage, to private renting and is almost certainly a direct consequence of the credit crunch and generally difficult economic conditions prevailing since 2008.

Table 6 Dwelling Stock by tenure (2011 Census)

Tenure	2001		2011	
	number	%	number	%
owned outright	24725	31	27671	31.2
owned with a mortgage or loan	32831	40.6	31310	35.3
shared ownership	352	0.4	397	0.4
rented from a social landlord	13664	16.9	13494	15.2
rented privately	6594	8.2	14545	16.4
other	2771	3.4	1204	0.01
Total	80937		88621	

Households who would once have looked primarily to the social rented sector to meet their housing needs are now having to consider renting privately. However demand in this sector has also been fuelled by newly forming households who in the past would have looked to buy their first home but who have in recent years experienced difficulty in obtaining a mortgage due to the requirement by most lenders for a sizeable deposit.

There is a lack of information about the nature of the privately rented market or the actual rents being paid by tenants. Table 9 shows the advertised rents of properties being advertised in May 2013. The rents charged in May 2013 were broadly similar to those charged twelve months earlier

Table7. Rents of advertised properties (privately rented)

Area (Housing Market Areas)	1 Bed	2 Bed	3 bed	4 bed+	All properties (average)
Calderdale	89.82	111.16	135.71	199.75	120.68
Hebden Bridge and Rural North West	101.54	134.69	165.92	334.62	153.93
Todmorden	103.85	118.56	118.32	186.00	125.45
Mytholmroyd and Sowerby Bridge	96.15	110.50	110.85	156.54	116.47
Ripponden and Rishworth	101.31	109.36	138.85	285.58	130.45
Elland Greetland Holywell Green Stainland	88.02	113.81	140.15	209.13	133.48
Northowram and Shelf	87.88	113.65	206.31	225.00	133.33
Halifax Town Centre and south	87.19	98.78	123.23	229.62	102.37
Brighouse Southowram Hipperholme	87.47	112.90	138.04	175.77	111.65
West Central and North Halifax	81.08	97.33	115.03	160.38	104.81

Most homeless people are reliant on obtaining Housing Benefit to fund all or part of their rent payments. The maximum amount of a household can be awarded is determined by their age, household size and the ages of their children (if applicable). This maximum amount is known as the Local Housing Allowance and is set annually by the Valuation Office Agency. If the rent charged exceeds the Local Housing Allowance rate then unemployed would-be tenants have to find the difference from their other income.

Table 8. Rates of Local Housing Allowance for 2014/15

	Weekly £	Monthly £
shared	64.00	277.33
One bedroom	80.77	350.00
Two bedroom	98.08	425.01
Three bedroom	115.38	499.98
Four bedroom	150.00	650.00

Across most of Calderdale the advertised rents are higher than Local Housing Allowance rates, which means that homeless people often experience severe difficulty in finding privately rented accommodation that is affordable for them. It is particularly difficult for single people aged 34 and under as they only qualify for the shared room rate.

Future Challenges – key issues

Welfare Reform.

The Government's Welfare Reform programme aims to cut the increasing expenditure on benefits, reduce benefit dependency, provide incentives for people to work and reduce under-occupation of social rented accommodation. Some changes have already been introduced and others will be rolled out until the end of 2019/20. A summary of these changes and the impact locally is given in the table 9

Table 9 Welfare Reform changes 2011 - 2020

Date	Description	Local Impact
April 2011	Local Housing Allowance (LHA is fixed at 30th percentile and the £15 excess income provision removed	More than 1200 customers in Calderdale lost an average of £35 per week Housing Benefit
April 2012	increase in non- dependant deductions for tenants receiving Housing Benefit	Tenants with non- dependent deductions are now required to pay more towards their rent.
January 2012	Age threshold for LHA shared accommodation rate raised from 25 to 35	Around 400 existing private rented sector tenants were affected and probably had to move to more affordable accommodation. The lack of shared housing and bedsit accommodation in Calderdale is making it increasingly difficult for younger single people to find affordable independent accommodation.
April 2012	LHA rates set annually and indexed to CPI	This change has not had a significant impact locally
April 2013	Social Housing Size Criteria rules (commonly known as the 'Bedroom Tax')mean that most people of working age who are under-occupying their property by one bedroom or more will have their housing benefit reduced by 14% if they are considered to have one spare bedroom and 25% if they have two	Around 1500 tenants were affected including more than 200 who were under-occupying by two or more bedrooms. On average tenants who are considered to have one spare bedroom are having to pay £12 per week and those with two, £22.
April 2013	Benefit cap imposed which will with some exceptions limit the amount of benefits paid to single people to £350 per week and couples /lone parents to £500 per week.	The Benefit cap was applied to 81 households in 2013/14 and a number have received DHP to assist them with their housing costs for a short time

	Initially the only benefit that can be reduced to meet the cap will be Housing Benefit.	
April 2013	The national Council Tax Benefit Scheme is replaced with Local Council Tax Support schemes	Calderdale Council decided to fund the scheme on the previous basis in year one. From 1 st April 2014 however all working age households have been required to pay at least 19% of their Council Tax. The Council has established a Hardship Fund.
April 2013	The Community Care Grant and Crisis Loan schemes formerly administered by DWP ended and were replaced by Localised Welfare Assistance	Emergency Living Support and Community Living Support schemes were introduced in April 2013. In 2013/14 a total of 450 awards had been made resulting in a total spend of £63,265
June 2013	Personal Independence Payment (PIP) has replaced Disability Living Allowance (DLA) for new working age claimants. PIP was rolled out to existing DLA working age recipients from October 2013 onwards	
October 2013 onwards	Universal Credit (UC) is starting to replace all means-tested benefits for working age people. UC will be phased in over a four year period.	It is anticipated that the changes will have a significant impact on many Calderdale residents as a result in changes to the method of application and frequency and mechanism of payment.
April 2015	Universal Credit is introduced into Calderdale for all new single job seekers aged 18 and over	It is too early to assess the local impact of this change.
April 2016	Living wage introduced nationally	The majority of local people will benefit from this
April 2016	Working Age benefits frozen	13,160 working age households currently receive Housing Benefit or Council Tax Reduction
April 2016	Maximum period for backdating of Housing benefit claims reduced from 6 months to 4 weeks	During 2014/15, 159 households received backdated Housing benefit for a period in excess of 4 weeks.

April 2016	Family premium removed from new Housing Benefit Claims	During 2014/15 there was a total of 460 new Housing Benefit awards for families
April 2017	Removal of Housing Benefit for under 21s	There are currently 162 single people under 21 receiving Housing Benefit
April 2017	Welfare support limited to 2 children (HB, UC and tax credits)	There are currently 1,338 households receiving Housing Benefit in Calderdale with 3 or more children
April 2017	Employment Support Allowance (ESA) applicants judged fit for work activity to be paid at JSA rates	Impact not known at this time as DWP data not yet available
Implementation date to be announced	£20,000 annual benefits cap for families, £13,400 for single people	Data suggests that a further 1,338 benefits claimants will be affected

The Welfare Reform Changes as a whole are estimated to result in a loss of £66 million to the Calderdale economy. The reduced spending power in the most deprived communities may well lead to local small businesses struggling, forcing redundancies and ultimately leading to further rises in unemployment.

Most tenants of social landlords who are eligible for Housing Benefit currently have this benefit paid directly to their landlord as do many tenants in the private rented sector who are considered to be vulnerable. When Universal Credit is fully rolled out, recipients will be paid monthly in arrears and the payment will include an element for housing costs. The current practice of paying the housing element directly to landlords will in most cases not be possible. All landlords are understandably very concerned about this proposal.

In 2013, the CAB nationally conducted a six month 'Managing Migration' Pilot that worked with three bureaux to understand the level and nature of support CAB clients will need in making the transition to Universal Credit. The final report published in December 2013 suggests that a high proportion (90%) of CAB clients who are likely to be migrated to Universal Credit will need support to make the transition and many will need support for multiple areas (budgeting, banking, staying informed about the changes and getting on line). 70% of the clients in the project said that they would be unable to keep track of their money if they were paid on a monthly basis and were also unable to manage any changes in the money they received.

The transition to single household payments made monthly in arrears, together with a requirement to pay some Council Tax and make rent payments themselves is likely to present considerable difficulty for many tenants who for years have received fortnightly payments and are used to all their rent being paid directly to their landlord. Rent arrears are predicted to increase and tenants who are unable to

quickly develop budgeting and money management skills could face re-possession proceedings with a resulting rise in homelessness presentations.

As well as the challenges being faced by individuals, the introduction of Universal Credit also poses a challenge to Local Authorities such as Calderdale who are landlords of temporary or supported accommodation. At present most residents can receive Housing Benefit to cover the full rent charged for their accommodation. Under Universal Credit however a fixed amount will be included for these costs and in Calderdale this will be significantly less than the charges currently levied. The financial viability of this accommodation is thus in jeopardy as a result of these changes.

Adults with Multiple and Complex Needs

The most difficult group to help find and keep settled accommodation are those with multiple and complex needs. Typically this includes adults who have experienced three or more of the following issues:

- Homelessness
- Substance misuse
- Mental health problems
- Offending behaviour.

Such adults have frequently held at least one social housing tenancy in the past but are now unable to access social housing because of outstanding tenancy debts unresolved anti-social behaviour issues or both. As a result the only housing option is in the private rented sector. Unfortunately however a number of people have now been helped at some time by all the bond guarantee schemes operating in Calderdale and whilst they may have had a tenancy for a short time, this has not been sustained and inevitably there has been property damage and rent due at tenancy termination. This obviously makes it extremely difficult for those concerned to secure similar accommodation when they once again find themselves to be homeless. As a result they often enter a pattern of sofa surfing amongst different hosts with the occasional night spent sleeping rough or in a hostel in a neighbouring local authority district.

Settled accommodation is essential in preventing re-offending as well as ensuring that drug and alcohol treatment or recovery programmes are sustained; mental health is also likely to deteriorate without a proper home. The absence of suitable accommodation inevitably means that the Police, Probation, substance misuse workers and mental health staff spend increasing amounts of time and resources trying to maintain the engagement of their clients.

The Big Lottery Fulfilling Lives Programme is seeking to help people with complex needs to better manage their lives by ensuring that the services they use are more tailored and better connected to each other. DISC was successful in a bid to participate and has received £9.8 million for a six year programme across West Yorkshire known as Wy –Fi (West Yorkshire Finding Independence).

The delivery partner for the Wy-Fi programme in Calderdale is Foundation who since 2014 have had capacity to work intensively and flexibly with up to eighteen clients at any one time with multiple and complex needs. Gradually such individuals already known and newly presenting to services are being referred into the scheme and the results of enhanced support and closer working with others services is becoming evident.

Research carried out as part of the Fulfilling Lives bidding process has estimated that there are around 46 adults in Calderdale experiencing multiple and complex needs. It is likely that between 35 and 40 of these are homeless.

Youth Homelessness

The number of young people age 16 & 17 approaching Calderdale Council Housing Options Service for help with housing issues has generally fallen and the number spending time in the Council’s temporary accommodation massively so since publication of the last strategy (in 2006/07, 101 young people aged 16 or 17 spent some time in temporary accommodation) . Youth homelessness still however presents a considerable challenge locally and presentations and admissions to temporary accommodation from this age group have been rising during the past three years. Outcomes for homeless 16 and 17 year olds are generally considered by most of the agencies working with them to be less than satisfactory.

Table 10. Homelessness activity 16/17 year olds

Year	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
Number approaching the Housing Options service	177	199	167	125	92	99	87
Homelessness presentations	18	31	19	13	17	24	30
Accepted as unintentionally homeless	15	11	11	4	3	10	16
Considered to be intentionally homeless	3	6	3	2	2	3	1
Admitted to temporary accommodation	39	42	37	21	23	24	40

Most 16/17 year olds who become homeless do so because their parents are no longer willing or able to accommodate them. The reasons for asking a son or daughter to leave home are many and varied but often include factors such as:

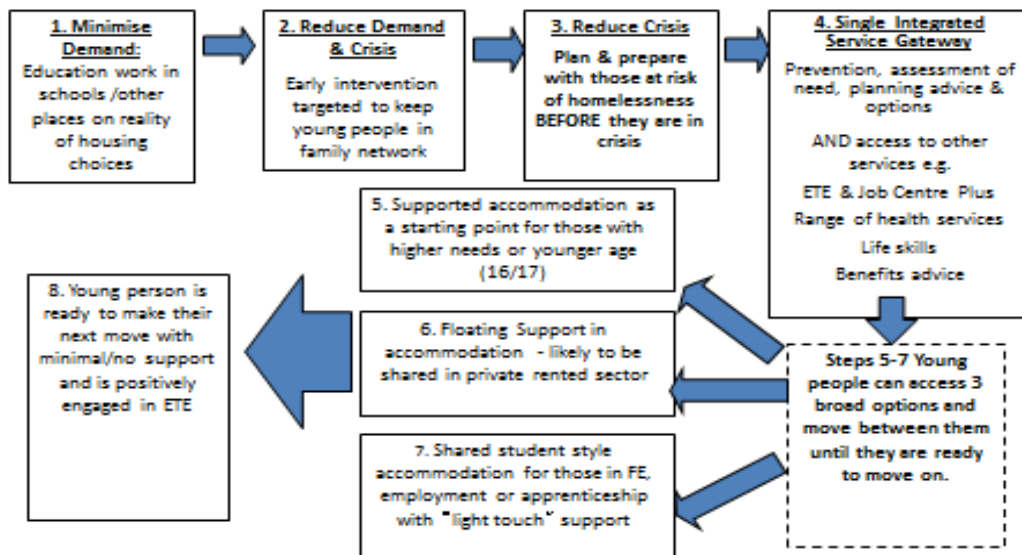
frequently staying out too late or all night, stealing from parents, drug and alcohol use, violence from the young person towards their parents or siblings, criminal activity, being unable to afford to keep them any longer and poor relationships with their step parents. In reality some young people have never had a settled home, but for others their parents tell us they are simply at the end of their tether and can't cope with their son or daughter living at home any longer.

Recognising the challenges posed in addressing youth homelessness the government for several years funded two Specialist Advisers whose remit was to work nationally with statutory and voluntary agencies to develop and disseminate good practice. One model put forward is known as the Positive Pathway and incorporates the following elements:

- Prevention of youth homelessness in the first place
and
- Recovery and independence for those young people who are not able to stay within the family network

Diagram 1

The Positive Pathway for young people



The Council’s Housing Options Services and Children’s Social Care Service both have duties towards homeless sixteen and seventeen year olds and over the past few years a number of relevant services in Calderdale have been re-configured or created. This has resulted in an increased amount of early intervention work with young people at risk of homelessness and the implementation of some parts of the Positive Pathway.

The Supporting People Contract for homeless young people was tendered with a strong emphasis on prevention work including family mediation service and provision of a crash pad; the successful contractor also undertakes work in schools. In addition Calderdale Council’s Children and Young People’s service has significantly increased its capacity for early Intervention work with children and young people and their families across the Borough.

In 2014 our Children and Young People’s Service made a successful bid to the Department of Education Innovations Project and secured sufficient funding to introduce a ‘Right Home’ project. This project is enabling the expansion of Calderdale Foyer (supported accommodation for young people who have experienced homelessness and who are engaged in employment education or training) as well as the creation of a six bed supported accommodation facility that will be staffed twenty four hours a day and will cater for young people with higher level needs. In addition a ‘Staying Close Flat’ facility is being created that will enable

young people who are living in the Council's children's homes to be supported to try out independent living before they leave the Council's care.

In 2015 the Housing Access Service hopes to change the way that it works with homeless sixteen and seventeen year olds and intends to introduce a single service gateway and a holistic assessment that will incorporate the relevant elements from the homelessness assessment and Child in Need assessment. This will result in an individual plan and housing pathway for each homeless young person and lead to better outcomes overall for this client group .

Older People

A number of agencies have expressed concern that they are seeing increasing numbers of older people who have become homeless or are at risk of homelessness. In 2014/15, Housing Advisers provided a housing options casework service to 118 clients over the age of 60. Of these three went on to make a homelessness application and two were accepted as statutorily homeless (with the third being considered to have become homeless intentionally). In the first two months of 2015/16 two more older person have made homelessness presentations. Relationship breakdown appears to be the main cause of the formal homelessness presentations from older people. Domestic abuse was a factor in some presentations but the Housing Options service also receives a number of requests for help with accommodation for older people in hospital who do not have a home to return to because they have no legal right to occupy it and a former partner cannot cope with the caring demands.

Services are also starting to see older people at real risk of homelessness because of their substance misuse (usually alcohol). In the past older people needing accommodation have been relatively easy to assist in the social housing sector, however services are now seeing more older people with a history of unpaid rent arrears and anti-social behaviour which is making the task of securing settled accommodation much more difficult.

Strategic Objectives

A review of homelessness trends in Calderdale was circulated to a wide range of partners in the winter of 2013 and in February 2014 a very well attended stakeholder event focussed on the key issues emerging. The four key objectives identified are:

1. Mitigate the impact of welfare reform
2. Develop appropriate services and an accommodation pathway to prevent youth homelessness
3. Improve outcomes for homeless people with chaotic lifestyles
4. Identify the risk of homelessness amongst older people and the potential for developing preventative actions

Homelessness Strategy Action Plan 2015 -2020

The Action Plan shows what we will do to address homelessness over the next five years. The actions are structured around the four key strategic objectives. The plan will be reviewed annually

Objective 1. Mitigate the impact of welfare reform			
Action	Milestones /key activity	Lead Agency	Progress at Annual Review
Increase the amount and range of affordable accommodation available for single people aged 34 and under	Removal of age restrictions in social housing tenancies	Calderdale Council	
Develop a small loans scheme for people unable to access a payment via localised welfare assistance	Credit Union scheme established	Welfare Reform Strategic Partnership	
Work with the third sector to identify ways of securing additional resources to support individuals in need	New schemes in place	Calderdale Council	
Work with Housing providers and other Council services to facilitate the designation of CMBC temporary accommodation and the Foyer as 'Specified Accommodation'	Mechanism that will enable suitable designation is identified and agreed	Calderdale Council	
Work with partners to develop a protocol for women from the European Union who are experiencing domestic abuse and who are ineligible for welfare benefits	Protocol produced and funding sources identified	Calderdale Council	

Objective 2. Develop Appropriate Services and an Accommodation Pathway to Prevent and Address Youth Homelessness			
Action	Milestones /key activity	Lead Agency	Progress at Annual Review
Undertake prevention work in schools and colleges that includes peer mentoring and a contact point for pupils who feel they are at risk of homelessness	New Young Person's Housing Support Contract to provide for this area of activity	Horton Housing CMBC Children and Young People's Service	
Introduce better ways of working between relevant services to manage the crisis when young people become homeless	Single gateway, holistic assessment and joint planning introduced	CMBC Housing and Children and Young People's Services	
Increase the number of young people at risk of homelessness referred to the Early Intervention Service	Identify baseline position in 2015/16 and monitor referral levels from 2016/16 onwards	All agencies working with young people	
Develop a small supported housing project for young people with higher level support needs	Project launched	CMBC Housing & Children's Social care service. Sanctuary Housing Association	
Explore the possibility of developing a Snugbug type shared accommodation scheme in Calderdale	Shared accommodation scheme launched in Calderdale	Together Housing Group	
Take advantage of additional funding opportunities across all sectors made available by Government for both revenue and capital projects	Successful bid submitted for Fair Chance Funding in September 2014. Fair Chance project operational from 1 st January 2015	All partners	
Monitor the number of young people from EU Accession states that are at risk of homelessness but who are likely to be ineligible for assistance	Data recorded	Calderdale Council	

Objective 3. Improve outcomes for homeless people with chaotic lifestyles			
Action	Milestones /key activity	Lead Agency	Progress at Annual Review
Take forward recommendations emanating from the Wi – Fi project	Publication of Wi-Fi research and project evaluation	All partners	
Explore the opportunities for developing a small number of units of accommodation offering intensive support	New units will have been established	Calderdale Council	
Identify pots of money that the voluntary sector can access to provide chaotic homeless people with personal budgets	Details of funding included in the Homelessness directory	Homelessness Forum	
Develop a regular multi-agency panel to discuss individuals who have chaotic lifestyles and are difficult to accommodate	Wi –Fi Multi Agency review Board established	Foundation and DISC	
Launch No second Night out in Calderdale	Funding secured and service commissioned	Calderdale Council	
Support the voluntary sector to develop wrap around provision and meaningful activities for vulnerable and chaotic people some of whom will be homeless	Christians Together supported to obtain suitable premises. Single Homelessness Funding Bid successful	Calderdale Council	
Support an Inn Churches Project until the introduction of No Second Night Out	Inn Churches open in winter s 2014/15 and 2015/16	Calderdale Council	

Objective Identify the risk of homelessness amongst older people and the potential for developing preventative outcomes			
Action	Milestones /key activity	Lead Agency	Progress at Annual Review
Identify level and causes of homelessness amongst older people in 2015/16 and use results to develop an action plan	Analysis completed and findings produced	Calderdale Council	

Case Studies

The following case studies illustrate the variety of issues that homeless people present with and the help they have received from the support services in Calderdale. **All names have been changed**

Raheeda (age 30)

Raheeda and her two children had lived with her husband in a property that he owned. She left and went to stay with her brother as a result of domestic violence. Raheeda subsequently approached the Housing Options Team at Doorways for assistance as she was unable to stay with her brother for more than a few days. During the initial interview it became clear that Raheeda had suffered many years of abuse from her husband but as she was disabled and had relied on him quite heavily for her care, she had felt unable to leave him before. Raheeda was advised about her rights in the matrimonial home and about the action she could take to keep her husband away from the property; she was also offered temporary accommodation. A referral was also made to the WomenCentre for additional support. Following a number of conversations with the Housing Adviser over the next week or so, Raheeda moved into temporary accommodation.

Raheeda was accepted as statutorily homeless, but shortly afterwards felt she was reconciled with her husband and returned to live with him.

About a month later, Raheeda was placed in temporary accommodation following an out of hours referral from the Emergency Duty Team resulting from further incidences of violence from her husband. Once in temporary accommodation Raheeda disclosed that her husband had also been abusive to their children and so a referral was made to Children Social Care and in due course both Children were made the subject of Child Protection Plans. Raheeda was once again accepted as statutorily homeless and was supported to obtain and move into a house that could be adapted to accommodate her disability. Sanctuary measures were subsequently fitted in the property in case Raheeda's husband tried to find her and gain entry.

Julie (age 16)

Julie was referred to the Way Forward project (delivered by the WomenCentre) in September 2013 by her school. Julie was attending her first day in the sixth form and disclosed that she was homeless following a recent incident with her father with whom she had lived since the age of twelve. It soon became apparent that Julie had been enduring a demanding relationship with her father and that her father had been physically assaulting her. Julie had had no contact with her mother for several years.

A week earlier Julie had attended Doorways and was advised that due to her age a referral would also be made to Children's Social Care. Julie did not at this stage disclose violence and so in accordance with the usual procedure she was advised that the service would contact her father to see if she could return home. In fear of

repercussions, Julie refused to give any further details and left the premises. Around the same time Julie also contacted YouthWorks who re-iterated the likely need for a referral to Children's Social Care. Once again Julie was reluctant for this to happen. She was subsequently provided with accommodation for a few nights by someone who worked at a project where she volunteered and to whom she had also disclosed the behaviour from her father

The worker from the Way Forward Project spent a lot of time with Julie to unravel the difficult situation she had been enduring. Following a great deal of re-assurance from the worker, Julie agreed to a referral being made to Children's Social Care. She was also helped to re-present at Doorways where she was offered and provided with temporary accommodation.

Following her admission to temporary accommodation Julie was supported by a Housing Support Worker and also continued to engage with the Way Forward Worker. A social worker was also allocated to undertake an initial assessment. The provision of temporary accommodation enabled a full package of support to be provided as well as giving the opportunity for Julie to consider her longer term accommodation options. Unfortunately there had been a delay of a week between the need for accommodation arising and its provision.

Elizabeth (age 45)

Elizabeth, her partner and their three teenage or adult children were evicted from their Housing Association tenancy in the Summer of 2013 as a result of rent arrears in excess of £3500. Temporary accommodation was provided to the family as one of the children was still of school age. A homelessness investigation was undertaken which concluded that Elizabeth was intentionally homeless as her rent arrears had been avoidable. Elizabeth asked for a review of this decision, but the original decision was upheld on review and Elizabeth was required to vacate the temporary accommodation.

Whilst in temporary accommodation Elizabeth was allocated a support worker and in view of the fact that due to her rent arrears she would not be able access social housing, she was also referred to the Smartmove Family Bond scheme. Between them the two support services helped Elizabeth to sort out her benefits claims and Smartmove were able to identify a privately rented property for Elizabeth to move into on the date she was required to move out of the temporary accommodation.

Smartmove continued to support Elizabeth and helped to ensure that she did not once again accrue rent arrears which would otherwise put her at risk of losing her new home.

Tom (age 56)

Tom was referred to Horton Housing following his acceptance of a tenancy with Pennine Housing as he had previously been sofa surfing with friends for several months following the breakdown of a long term relationship and needed support to ensure that the tenancy was sustainable. As Tom had no furniture or household items, he was supported by Horton to apply for a Community Care Grant and also to apply for Housing Benefit. Horton continued to provide support for around eleven months and during this time Tom settled into his new home and was able to manage his weekly income so that he did not incur debt and was also able to save for small 'luxury' items.

Steven (age 35)

Steven contacted Horton Housing in May 2011 requesting help to maintain his recovery from substance abuse. At the time he was staying in Freedom House and fully engaged with the Basement Recovery Project. He was referred by The Basement Recovery Project with a view to continuing his recovery and securing accommodation for when he left Freedom House. Steven was subsequently provided with accommodation by the Horton Housing STARS project.

Steven has a history of heroin addiction and alcohol abuse but at the time of his referral to Horton he was drug free. Since accessing the service however he has had a few relapses with regard to alcohol. Steven struggled to sustain his recovery once he moved to the STARS property and asked to return to Freedom House which he subsequently did. Unfortunately Steven then stopped engaging with the recovery services on offer and was asked to leave the house. He subsequently began sofa-surfing and once again approached Horton for help with finding accommodation.

Steven was subsequently accepted by the Horton Private Rented Sector Access scheme but whilst a number of potential properties were subsequently identified, Steven decided that these were not suitable. In recent months Steven's engagement with any support service has been sporadic and he does not act on any advice given. He continues to sofa surf and quite often with people who are known to misuse substances.

An extract from Smartmove 'Our Stories'

Testimony

Before Smartmove I was relying on friends' kindness for a roof over my head. I was feeling stressed because I was feeling like I was using my friends, which made me feel like curling up and hiding. Sometimes I would have mood swings which hurt the people who were helping me.

I suffered from depression which was caused by splitting up from my ex-girlfriend. It was made worse by the evil things she said about our unborn baby. She had a miscarriage which was one of the most painful and disturbing times of my life.

When I first came to Smartmove I was so scared and nervous about what they would say, but when I was in the interview the person put me at ease and made me feel relaxed, calm and comfortable. They helped me find the flat I'm still in now and it has been about 2 years. Smartmove offered me a starter pack which had in it pans, food etc. They got me a mattress, chairs, everything I needed at the time to feel safe.

They (Smartmove) offer training courses on food preparation, successful tenancy courses, help with Maths, English and IT. All these courses made me more confident which helped me make friends and keep my flat in good order.

Having a secure tenancy makes me feel safe, I have my own space and I do not need to rely on my friends anymore. I have attended Healthy Lifestyle, Successful tenancy, Christmas Sparkles, Arts and Crafts, basically every course which I was allowed to do at Smartmove.

They have eased me into the mind set of Further education and I would love to go back to college to study. It is very easy to become a volunteer at Smartmove as they love clients to help out. I am currently unemployed. I feel good now and can maintain a happy lifestyle.

I would just tell clients to listen to their support worker and everything will turn out fine because they are excellent at their job. I would eventually love to get into employment, get married and start a family.

Members of the Homelessness Strategy Steering Group

Angela Everson	Calderdale and Kirklees WomenCentre
Barry Kennedy	Calderdale Council Adult Health and Social Care
Dave Fawcett	Christians Together
Derek Benn	West Yorkshire Police
Fran Nowell	Christians Together and Alpha House
Gillian West	Calderdale Council Housing Access Service
Gudrun Haskins- Carlisle	Horton Housing
Jayne Leech	North Bank Forum
Libby Smith	Calderdale Council Well- Being and Social Care
Lyndsey Cassidy	Sanctuary Housing Association
Lynn Walsh	Calderdale and Kirklees WomenCentre
Mark Patterson	Pennine Housing 2000
Michelle Foster	The Basement Recovery Project
Nancy Moyo	Foundation UK
Nasim Akhter	Calderdale Community Rehabilitation Company
Niamh Cullen	Calderdale Council Public Health
Rachael Rothery	Jephson Housing Association
Sarah Battle	Home Housing Group
Sharon Field	Calderdale Council Family Intervention Team
Shirley Dyer	Calderdale Youth Offending Team
Stuart Rumney	Smartmove
Vicky Bogg	Foundation Housing