



Helping homeless people find accommodation in Calderdale



Annual Report

2016 – 2017



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Our mission

To inspire local disadvantaged people on their journey to independence by providing housing support and education tailored to their specific needs.

Core values

- To deliver a high quality customer focussed service
- To value and respect the rights and views of all stakeholders
- To ensure equal opportunities are key to all our activities
- To act with tolerance, integrity and consideration at all times
- To encourage innovation and creativity within the organisation

Chair's report

I have now been the Chair of the board for five years and I never lose enthusiasm for the work our staff team and volunteers undertake on behalf of vulnerable people across Calderdale.

Since 2010 it has been a really difficult time for all charities in the UK with many ceasing their operations. We believe in our mission to support those homeless or vulnerably housed so during the year our Board of Trustees and Chief Executive have revisited our strategic aims and agreed strong business plan that will take us to 2020.

Simply this means that whilst times are uncertain we can guarantee sustainability of services in the medium term. Where local people are deemed vulnerable and often have complex issues this give them the consistency that our big blue door will be opening and welcoming, helping them on their journey to independence.

Before writing my brief annual comment I have revisited the minutes of our Board of Trustees meetings over the financial year. One main thing stands out and that is the 'can do' attitude that the people of Calderdale has.

Stuart has said in his Report that homelessness is a growing problem and becoming even more visible on our streets. Therefore it is amazing how many local companies, local schools, private and corporate donors (cash and goods), volunteers and local community groups that have supported SmartMove throughout the year.

I wish I could name you all individually to show our gratitude but many wish to remain anonymous. Anyhow from the Board of Trustees a big thank you to you all!

Finally, if any reader would like to get involved with SmartMove in any way, shape or form please do get in touch with myself or Stuart. This could include 'corporate day to make a difference events', fundraising, helping at galas, volunteering, in fact, anything really.

The bottom line is that, over the financial year, together we have assisted approximately 350 local individuals and families to have the chance of improved circumstances and a better life!

On behalf of the Board of Trustees, staff, volunteers and supporters of SmartMove I would like again to thank you for contributing to so many individual success stories, benefiting the people and community of Calderdale.



Judith Wright, Chair

Annual review

We recently asked a number of clients who were new to our services to describe in just one word how they feel. The three words most commonly used were Scared, Isolated and Invisible. I believe these words to be so powerful and demonstrates what been homeless/vulnerably housed actually does to people, their emotions and wellbeing.

I am therefore so proud that in the last year in the vast majority of cases that when clients eventually leave our services they have confidence and motivation and are ready to grasp new improved life choice opportunities. Over the last 12 months we have witnessed greater number of our clients entering into more formal education, volunteering and employment.

One of the key national challenges is to tackle ever increasing number of homeless individuals and families. You only have to walk down any City street to see for yourself how the issue is spiralling and national and local media attention is becoming all to regular. With this regard I must complement our local Calderdale Metropolitan Borough Council. They have clearly recognised and acted on the issue and despite austerity and budget cuts increased their investment in our service allowing us to increase the number of people we can support at any one time. This now includes supporting local vulnerable people with mental health issues.

Over the last 12 months we supported 360 clients and yet again over 95% of them have managed to sustain their tenancy. We are a preventative service and this level of outcome demonstrates what can be achieved once structured individual support plans are in place.

I always talk about the social and economic value added by the Calderdale Wider Community. In a word it is staggering. We now have many local companies helping us whether it be by offering us volunteers, making monetary or goods in kind donations or nominating Calderdale SmartMove to be their Charity of the Year. Then there are our local schools who we have highlighted further on.

We have continued to undertake homelessness prevention talks in school and in turn they donate food and hygiene goods collected at their harvest festivals.

The goods collected have been used to give to clients when they often have nothing and find themselves in a crisis situation. Our local children are really learning about social issues and their help to support the vulnerable and to attempt to understand often complex social issues has just been fantastic.

In Social Care the positive or negative journey of a client is measured across ten major impact areas examples being improvement in mental/physical health, readiness for employment and improvement in personal finances. I am so pleased to report that during our financial year together with our staff, volunteers and many valuable partners we have supported our clients to achieve positive personal outcomes in every measure above national average benchmarks. Credit to you all. I can also report an outstanding Adult Health and Social Care inspection together with an Outstanding for our Accredited Learning Programmes.

At the time of writing we are in the Consultation Process for homelessness services across Calderdale with the nominated new services to commence 01/09/17. I am confident due to our client centred approach, the contribution of many partners across the wider community including the input of business that I will again this time next year have the privilege of again putting pen to paper.

A massive thank you to our committed clients and all contributors to another successful year socially, economically and financially. Our collective aim is that no one should feel Scared, Isolated or Invisible.

**Stuart Rumney,
Chief Executive**



Where we work, who we work with and what we do



Calderdale SmartMove is a registered charity that assists homeless and vulnerably housed people to find and maintain accommodation in Calderdale.

Calderdale has a higher proportion of single and childless couples at risk of homelessness partially resulting from the lack of hostels in the area. Homelessness also disproportionately affects young people locally with 60% of presentation acceptances being under the age of 30. There is estimated to be around 4000 homeless or vulnerably housed individuals in the Calderdale area. Each year a number of migrants from the European Union approach Calderdale for help because they are at risk of homelessness. Many are helped into alternative accommodation, but a small but growing number are ineligible for homelessness assistance or social housing and are also not able to receive Housing Benefit. The risk of rough sleeping is therefore inevitably very high.

«I have benefitted immensely from the support offered to me. The work you do and support you offer is second to none!» Smartmove client

Calderdale Smartmove has a team of highly skilled and motivated staff and volunteers provide help and support before, during and beyond securing a home. We provide clients with a bond guarantee, assistance with the set-up of homes, such as the provision of essential appliances, help with moving costs, food, clothing, access to leisure facilities and assistance with travel costs, our education and skills courses, employment support individual health and wellbeing support sessions.

We aim to empower clients to reach a point where they no longer need us. Clients are also encouraged to take up training opportunities and course.

«Yeah, they are great! Brought me useful things when I didn't have very much money and easy to talk to. Really helpful, couldn't have done this all on my own. Thank you guys so much for helping me.» Smartmove client

«If I had any problems I've got the help and support I needed.» Smartmove client

We also have an agreement to provide Mental Health Housing support until September 2017 and a contract with Calderdale Adult Learning. Our annual Adult Health and Social Care audit has been very positive with our service judged to be excellent. Our accredited adult learning offer was considered to be 'outstanding' by Calderdale Adult Learning Services.

We estimate 400-500 clients will use our combined services each year.

«I just think its brilliant. My support worker was fantastic, very helpful.» Smartmove client



Housing services

At SmartMove we assist both families and individuals into accommodation with social housing providers and private landlords. Sometimes our clients have problems accessing social housing because of past problems such as indebtedness or inability to maintain a tenancy. There are occasions when private rented accommodation is the last opportunity for some clients to find a home. The provision of housing locally has shifted so that households who would once have looked to the social rented sector now have to consider renting privately. This indicates an ongoing trend of upward pressure on rents and a diminishing supply of affordable housing.

We work closely with the Local Authority, social housing providers and 155 private landlords to develop strong, trusting relationships that help protect our supply of properties and ensure a good match between landlord and tenant, providing a Bond Guarantee Scheme to support the tenancies. We are always open to working with new landlords and provide signposting and guidance to relevant documentation and legal requirements.

We offer a broad range of services to our landlords, which are tailored to meet the specific needs of individual property owners including:

- advice and information on housing benefits at the start of the tenancy
- ongoing assistance with housing benefit problems during the tenancy
- mediation between landlords and tenants where there is a dispute



- ongoing support for tenants from a team of dedicated support workers.

We also work with local businesses and schools to provide homelessness prevention awareness workshops.

«Don't know what I would have done without the support I've had from Smartmove. I am in such a great place in my life now. The support worker is truly amazing. I can't thank you enough.» Smartmove client

We would like to thank on behalf of our clients all those Landlords who have worked with us during the past year, supporting our vulnerable client groups.

«You have been every positive influence in my life since leaving prison. Thank you so much for all you have done for me.» Smartmove client

**Khalad Hussain,
Landlord Liaison Officer**



Smartskills



Having moved into our new premises, we now have a spacious and up graded training room. This enables our clients to engage in learning essential

life skills to help them to become independent.

In September 2016 SmartSkills welcomed a new tutor Sally Deith who jointly works to promote and deliver the courses.

We provide the following courses throughout the year:

- Finding and Maintaining a Successful Tenancy
- Money management/Financial Skills
- Health & Well Being
- Job Club including C.V. Building and job search
- I.T. confidence for beginners
- Art & Craft
- Basic Reading and Writing
- One-to-one supporting clients whose first language isn't English.

«SmartSkills are helping me to find worthwhile work, maybe part time work... I have done 'Computer Confidence' sessions which have helped me. I have dyslexia so I have need extra help with this.» Smartmove client



Clients also say they wouldn't know where they would be without having made the positive social interactions on creative sessions such as Arts & Crafts and being involved with the Allotment and Cook & Eat sessions.

Over the period of 12 months client's attendance has been amazing with 530 sessions attended by 76 clients. Attending these courses really do change our clients lives. Whether it is by gaining qualifications, securing work or by being fulfilled through volunteering. The feedback is tremendous!

«When I first came to SmartMove, I was open minded but completely unaware of the help & support that was on offer. Without them I wouldn't have flat & furniture I now have plus the personal & ongoing support inc home visits which has been invaluable.

When I first signed for my flat, my only possessions were a couple of suitcases of clothes. Within days, I was fully equipped with all the furniture I needed inc cleaning products, toiletries, bedding & food to set me up. SmartMove has given me a much better quality of life throughout my addiction to which I am extremely grateful.



SmartSkills is giving me inspiration & self-belief in myself towards looking at a new career by realising that previous skills can be incorporated into something new. We are currently researching further education. Without this support, I would not have had the confidence to go ahead or even know where to begin.

Voluntary work within SmartMove & out in the community is something I hope & want to

do in the very near future. Being part of SmartMove & rest of the clients, makes me feel hopeful, excited, positive, worthwhile & very happy to be part of such a great support group.» Smartmove client



**Judith Crampton,
SmartSkills Co-ordinator**

Volunteers



Our dedicated team of volunteers have donated many hours of their valuable time, skills and passion to support SmartMove throughout the year.

We have received overwhelming support from our volunteers at numerous fundraising events including charity galas, stalls, raffles, bag packs and fundraising nights helping to raise much needed vital funds.

Volunteer contribution has been hugely beneficial in collecting and distributing essential home starter packs, food parcels to our vulnerable clients.

Our volunteers are also involved in befriending customers:

- Helping with practical tenancy related issues.
- Helping clients to resettle into new communities.
- Encouraging clients to become involved in training or volunteering opportunities.
- Helping to overcome social isolation.



We are very grateful to our volunteers for all the administrative roles they undertake in key areas and for supporting on our site teachers providing help in both group and 1-1 sessions assisting those with learning disabilities, providing emotional support, helping with literacy and confidence building being the friendly face to have a cuppa and chat with.

Volunteers take on a variety of administrative roles in all areas and provide a much needed helping hand.

Our diverse team of volunteers have made a truly valuable contribution to our success over the last year.



Much gratitude and a heartfelt thank you,
Cathrine Holden,
Volunteer Co-ordinator.

Financial statements

Statement of Financial Activities for the Year Ended 31 March 2017

	Unrestrict- ed funds	Restricted funds	Total funds 31.3.17	Total funds 31.3.16
	£	£	£	£
INCOME AND ENDOWMENTS FROM				
Donations and legacies	23,767	1	23,768	27,596
Bond scheme	-	10,000	10,000	10,000
Adult Health and Social Care	329,579	-	329,579	304,971
Education	-	27,508	27,508	29,602
Volunteer Co-ordinator	-	18,400	18,400	18,350
Lloyds-relationship	-	23,333	23,333	14,901
Investment income	27	-	27	25
Total	353,373	79,242	432,615	405,445
EXPENDITURE ON				
Raising funds	13,697	27,449	41,146	44,568
Charitable activities				
Bond scheme	-	3,031	3,031	5,748
Adult Health and Social Care	325,569	-	325,569	331,092
Education	-	12,398	12,398	14,304
Volunteer Co-ordinator	-	13,802	13,802	14,872
Total	339,266	56,680	395,946	410,584
NET INCOME (EXPENDITURE)	14,107	22,562	36,669	(5139)
RECONCILIATION OF FUNDS				
Total funds brought forward	141,616	73,779	215,395	220,534
TOTAL FUNDS CARRIED FORWARD	155,723	96,341	252,064	215,395

Balance Sheet as at 31 March 2017

	Unrestrict- ed funds	Restricted funds	Total funds 31.3.17	Total funds 31.3.16
	£	£	£	£
FIXED ASSETS				
Tangible assets	122,242	-	122,242	108,934
CURRENT ASSETS				
Debtors	23,953	-	23,953	34,076
Cash at bank and in hand	71,379	113,841	185,220	132,796
	95,332	113,841	209,173	166,872
CREDITORS: Amounts falling due within one year	(61,851)	(17,500)	(79,351)	(60,411)
NET CURRENT ASSETS	33,481	96,341	129,822	106,461
TOTAL ASSETS LESS CURRENT LIABILITIES	155,723	96,341	252,064	215,395
NET ASSETS	155,723	96,341	252,064	215,395
FUNDS				
Unrestricted funds			155,723	141,616
Restricted funds			96,341	73,779
TOTAL FUNDS			252,064	215,395

Our supporters

We would like to thank you everyone who supported Smartmove during the year and helps us to continue in our mission to make the community a great place to live.

Grants

- Big Lottery Fund
- The Bearders Charity
- The Brelms Trust
- The Bridging Fund
- Calderdale Metropolitan Borough Council
- Community Foundation for Calderdale
- Calderdale Adult Learning Fund
- The Deposit Protection Services
- The Henry Smith Charity
- Lloyds Bank Foundation
- Newground Together Grant
- Sir Jules Thorne Trust
- Souter Trust Grant
- Trusthouse Charitable Foundation
- Together Housing Group
- West Yorkshire Police

Businesses



- Aquaspersions Limited
- ABS Foundation
- Calder Valley Search and Rescue
- Calder Screenprint Ltd
- Covea Insurance
- ENGIE
- Harveys
- Lloyds Bank
- Morrisons
- Nationwide Window Cleaning Ltd
- Rotary Club of Halifax
- Sainsbury
- Swinton Insurance
- Tesco
- West Yorkshire Fire and Rescue

Schools



- Ash Green Community Primary School
- Bailiffe Bridge Junior and Infant School
- Bowling Green Primary School
- Calder High School
- Calder Primary School
- Central Street Infant and Junior School
- Christ Church Pellon CofE (VC) Primary School
- Cliffe Hill Community Primary School
- Copley Primary School
- Heathfield School
- Highbury School (Brighouse)
- Hipperholme Grammar Junior School
- Ling Bob Primary School
- Luddendenfoot Academy
- Midgley School
- Mount Pellon Academy
- Old Town Primary School
- Ravenscliffe High School and Sports College
- Ripponden Junior and Infant School
- Rishworth School
- Riverside Junior School
- Salterhebble Junior and Infant School
- Salterlee Primary School
- Shelf Junior and Infant School
- Sowerby New Road Primary School
- Sowerby Village CE (VC) Primary School
- St Andrews CE (VA) Junior School (Brighouse)
- St Josephs Catholic Primary School (Brighouse)
- St Marys Catholic Primary School
- Stubbings Infant School
- Woodhouse Primary School

People

- Peter Naylor family for Legacy Donation
- Everyone who supported us through localgiving.com



Our client's poetry

Invisible

I feel invisible,
 Nobody seems to see me.
 I try and shout at the top of my voice
 But no one seems to hear me.

I am trying to draw attention
 But nobody seems to care
 Even when I am on my knees
 Nobody seems to know I'm there.

I try and blend in with people,
 I try to conjure up a smile
 Though only I know this to be false
 And refrain from running a mile.

I am now becoming reclusive
 Trying so hard not to cry.
 I really don't wish to talk to people,
 I just want to curl up and die.

I really need to sort myself out,
 I know there's something wrong with me.
 No longer do I wish to be invisible
 I just want my mind set free.



Motivation

I lie here still and comfortable
 Though there are so many things to do.
 My mind is working overtime,
 But my body doesn't want to move.

I feel so completely drawn,
 I want to curl up with my thoughts.
 I need to stop dwelling on memories past,
 And focus on the future.

You deserve much better than this,
 So do something about it.
 Get up, get dressed and wear a genuine smile.
 Put yourself first for once.

Don't stress on the negative.
 Think positive for a change,
 You deserve so much more.
 Think positive, because you are special.

Management committee

Mrs Judith Wright	<i>Chair</i>
Mr Alan Bewsher	<i>Treasurer</i>
Mr David Webster	
Mrs Diane Adams	
Mrs Kathy Beevers	
Mr Christopher Walker	

Staff

Stuart Rumney	<i>Chief Executive</i>
Arifa Grebennikova	<i>Finance Officer</i>
Ken Lockett	<i>Senior Manager</i>
Craig George	<i>Relationship Manager</i>
Khalad Hussain	<i>Landlord Liaison Officer</i>
Cathrine Holden	<i>Volunteers Co-ordinator</i>
Judith Crampton	<i>Smartskills Teacher</i>
Sally Deith	<i>Smartskills Teacher</i>
Julie Charalambous	<i>Support Worker Co-ordinator</i>
Maria Bibi	<i>Support Worker</i>
Belinda Rhodes	<i>Support Worker</i>
Michelle Martina	<i>Support Worker</i>
Neil Wallace	<i>Support Worker</i>
Amanda Kennedy	<i>Support Worker</i>
Catherine Kennedy	<i>Support Worker</i>

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