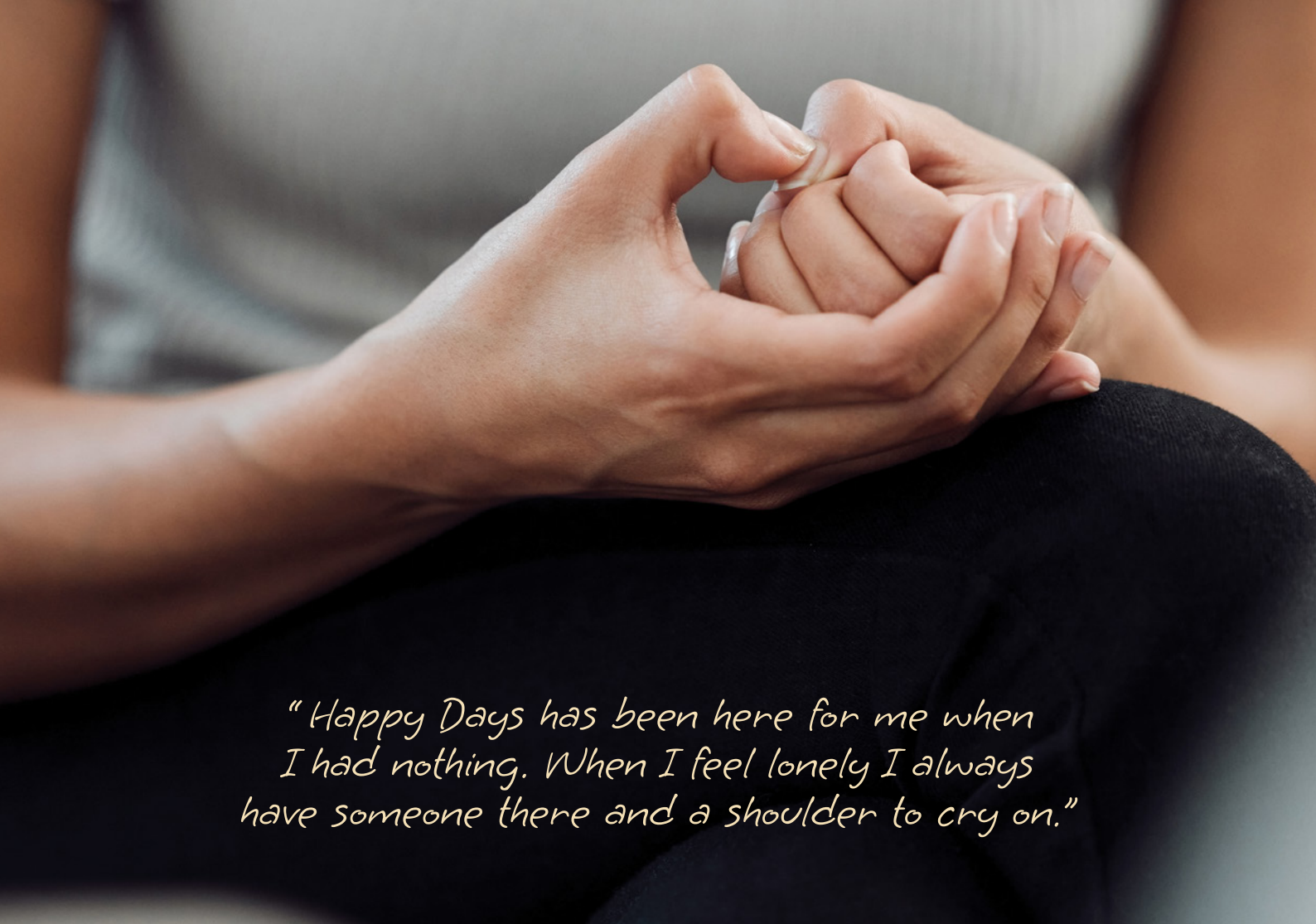
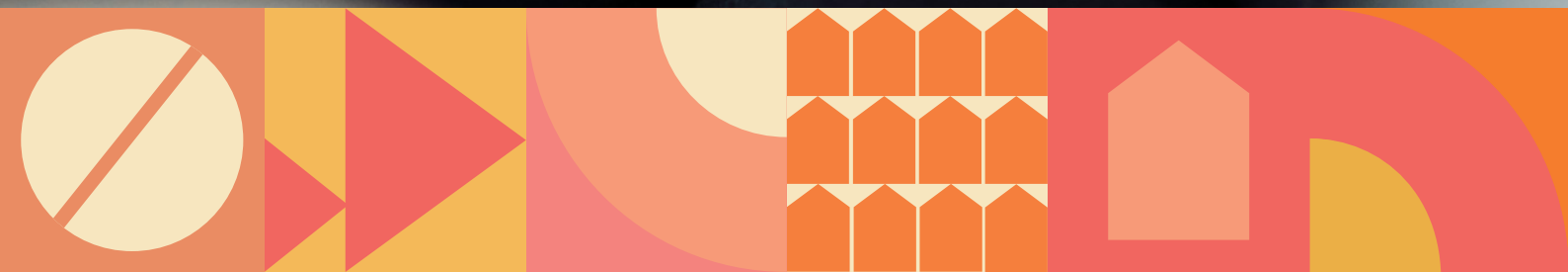




Impact Report 2024



"Happy Days has been here for me when I had nothing. When I feel lonely I always have someone there and a shoulder to cry on."





Complex Lives Crisis Service

Our walk-in service has been developed to support the highest need people in Calderdale, who are socially vulnerable and in crisis.

poor physical and mental health, homelessness and the effects of addiction.

Our service is a safe space for those experiencing food poverty, financial hardship,

We advocate for the service user and build strong relationships and trust to enable real change.

Our clinics

- Calderdale Recovery Steps (drug and alcohol misuse)
- NHS sexual health
- NHS Wound Clinic
- DWP Social Justice
- Healthy Minds

Happy Days supports the highest need people in Calderdale, whose complex lives mean they have often burnt bridges with friends, family and service providers and have nowhere left to turn.

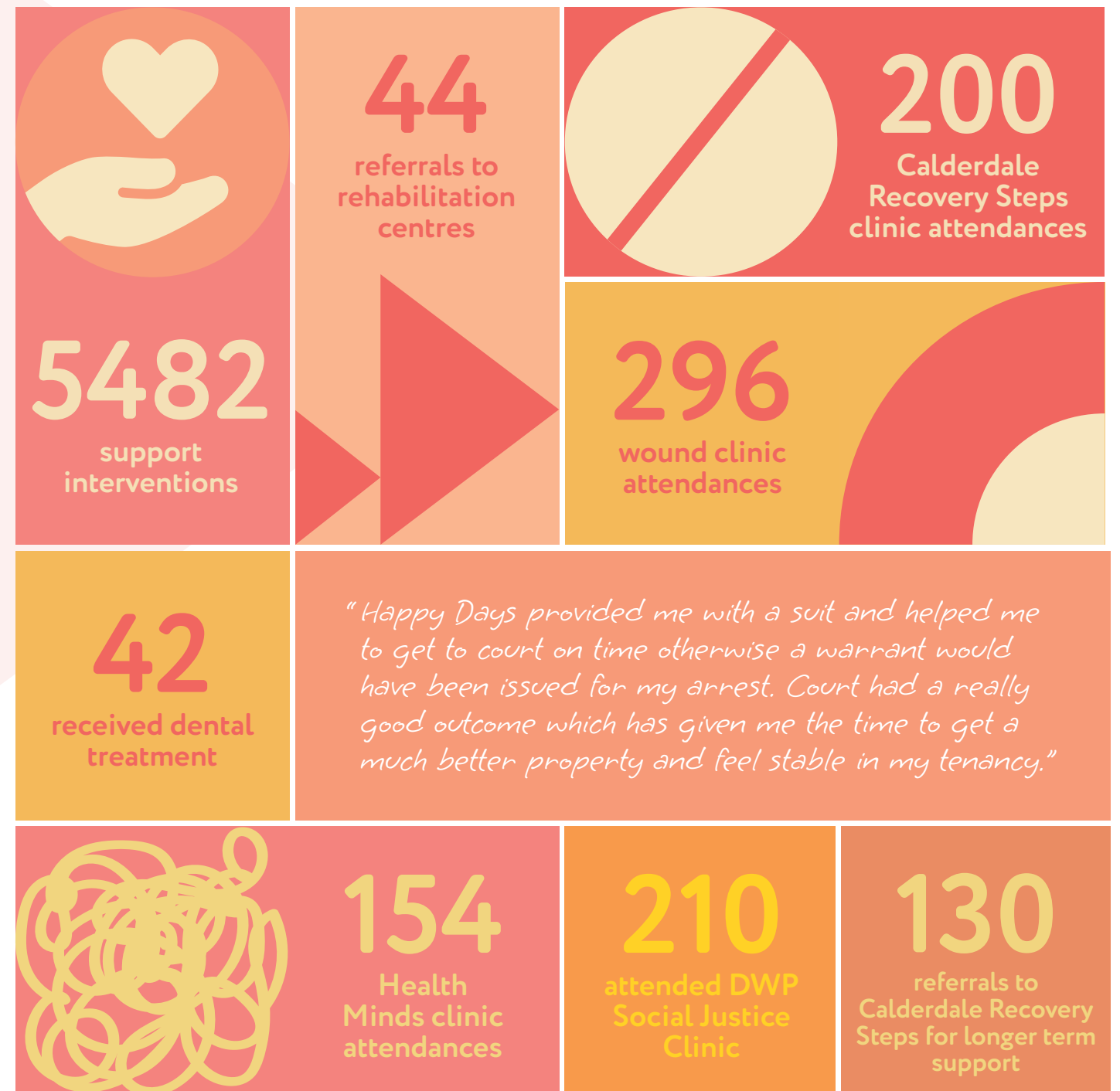
Our services are provided with no judgement or barrier to access. Everything we do is designed to offer hope, dignity and understanding so people can move forward from despair towards stability and independence.

Working in Partnership

The strong relationships we have built with our partner agencies help us connect service users who are hard to reach with the specific support they need.

“Working in partnership has worked really well. We are reaching people who have complex lives and are historically more difficult to engage. This lends itself to dual diagnosis working and we can work with more people who may otherwise fall through gaps in services.”

Healthy Minds





Wraparound support for Mark's complex needs

Mark (not his real name) has severe epilepsy and although this is medicated, he needs support to manage. He suffers with tonic-clonic seizures brought on by stress, autism, ADHD and suicidal ideations.

Mark spent lockdown in a tent before complaints were made and he was forced to leave. He came to us suicidal, self-harming and disengaged with mental health services. His complex needs meant no social housing providers would give him a tenancy.

We built trust with Mark and listened to him. He shared details about his life, past trauma and childhood rejection. He didn't do well in shared accommodation so he moved into one of our individual properties with a care package in place through social services.

Every month we meet with social services, caregivers, Happy Days and an NHS Community Matron to make sure Mark's complex needs are being met and he is getting the support he needs to live a stable and independent life.



Jo's story: A safe place after years of sexual exploitation

Jo (not her real name) has complex needs. This trauma led to substance misuse and locked her in a vicious cycle. She lost tenancies due to sexual exploitation and her children were taken into care.

Jo's prostitution and substance use have led to mental health problems, physical and sexual abuse, poor physical health and sexual health risks, including sexually transmitted infections and HIV transmission. She suffers malnutrition, cellulitis and DVT.

Staff have accompanied her to hospital for emergency admission on several occasions.

Due to her deteriorating health and plea for help we intervened and took her into our winter shelter. She now has a warm space, somewhere to sleep and day to day support addressing her care needs. A non-funded bed has been provided with 24/7 support, providing her with a basic human need – safety.

"They offer life changing support, with hope for the future. They are the number one on my gratitude list."

Complex Needs

Our team supported residents with the following complexities:

- Modern slavery
- Rape
- Sexual abuse
- Life threatening health conditions
- Domestic violence
- Mental health conditions including paranoid schizophrenia, anxiety, depression
- Drug and alcohol misuse
- Prostitution
- Financial abuse
- Self neglect

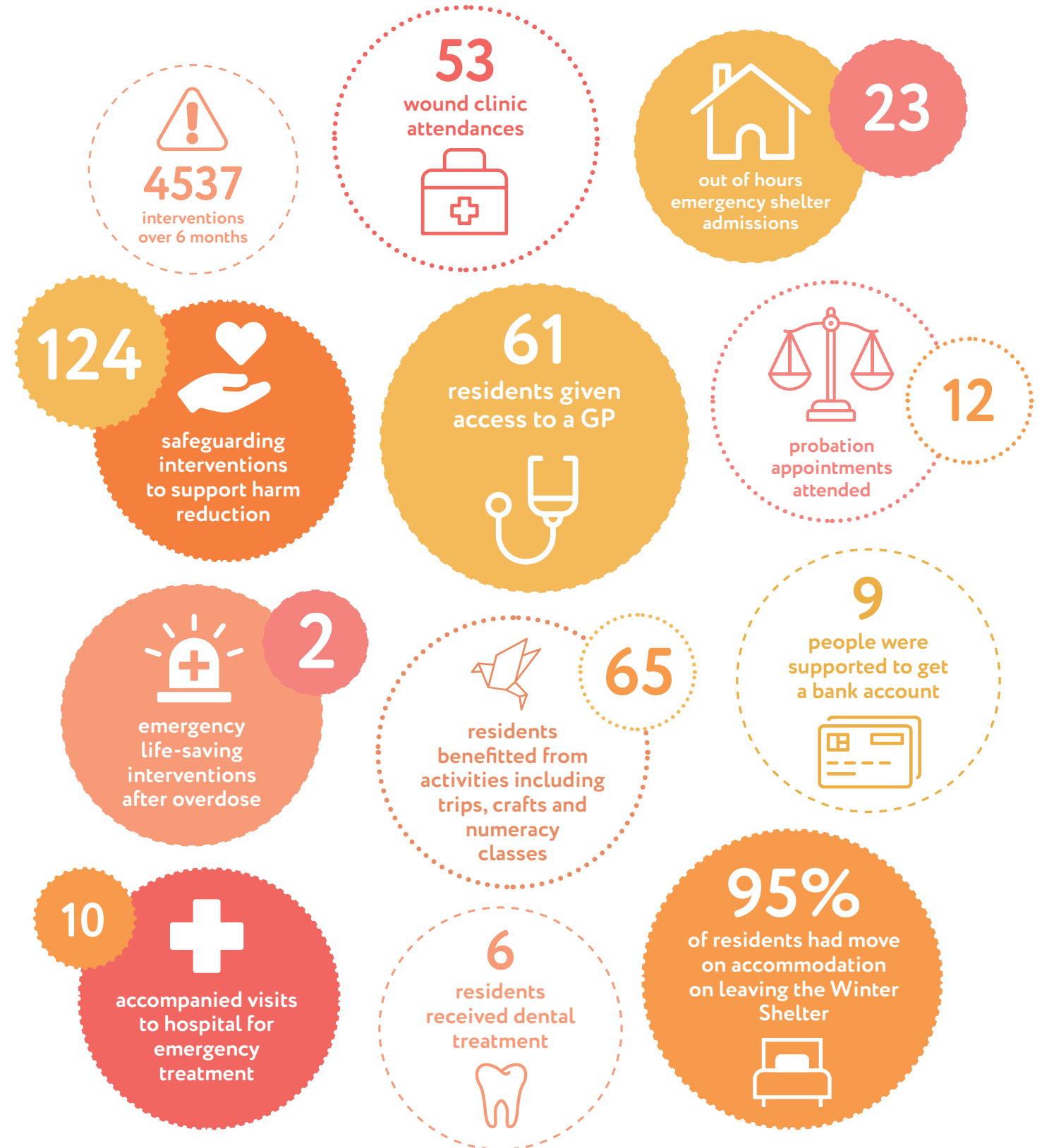
The Winter Shelter

We operate Calderdale's only Winter Shelter with 56 bed spaces per week for 6 of the coldest months of the year.

care in our winter shelter is unique and is positioned to prevent future homelessness and reduce criminal activity.

Ours is a high tolerance model with harm reduction strategies in place. The wrap around

"When everyone gave up on me, Happy Days were there."





A life off the streets for Paula thanks to the Winter Shelter

Paula (not her real name) came to the Winter Shelter after fleeing domestic violence, living on the streets and slipping into drug misuse.

She did not have a local doctor and was not engaging with drug services. She looked tired and said that she was extremely depressed. She said that she felt like there was no point to anything and she could not see a way out of this lifestyle. Like she had no hope.

Since staying at the Winter Shelter she has gone from strength to strength. She has registered with a local GP and is now on the medication she so needed. She was supported to do a WhatsApp video call with her Mum and children as she did not have a smart phone of her own.

She is engaging well with Calderdale Recovery Steps and has drastically cut down on her drug use. She meets with her probation worker every week and has had 4 successful appointments. Prior to being in the Winter Shelter, this relationship was not going well.

She has come a long way from the person that she was when she first arrived. She gets on well with the other residents and is helpful and respectful with all staff and is quick to let us know that she is grateful for all the support that she has received so far. Her sleep patterns and physical appearance have improved. She is now looking forward to reducing her drug use further and securing a bed space in a rehab facility so that she can move a step closer to independent living.



Food Services

Our community supermarket provides a social care model to provide dignity and empower people who are experiencing food poverty. Our customers pay £6 and can choose 15 items from our supermarket including fresh fruit and veg. This promotes independence by allowing customers to choose their own shopping rather than relying on a food parcel. It also encourages budgeting and money management. £1 of the £6 goes into a credit union savings account to promote longer term positive financial outcomes.

"For the first time I can make my own choices about the food I eat."

Community Champions

We have 35 Community Champions including schools, local businesses and community groups who collect food donations to support our Social Supermarket and Community Cafe.

"The pupils have been really enthusiastic about donating items, on occasion I've seen them checking the bin to see how full it is! It's great to be able to support people in our community by donating like this."

Felicity Haigh, Community Champion
Barkisland Primary School

Tom's birthday present

Tom (not his real name) always makes himself scarce when the Community Café is in full flow. The number of people in the building at peak times makes him anxious.

Our kitchen team noticed he was standing outside at mealtimes and started setting aside a portion of food for him to enjoy when everything quiets down. This means he gets the nutrition he needs to support the positive steps he is taking in other areas of his life.

In conversation with Tom, we discovered that his favourite food is trifle.

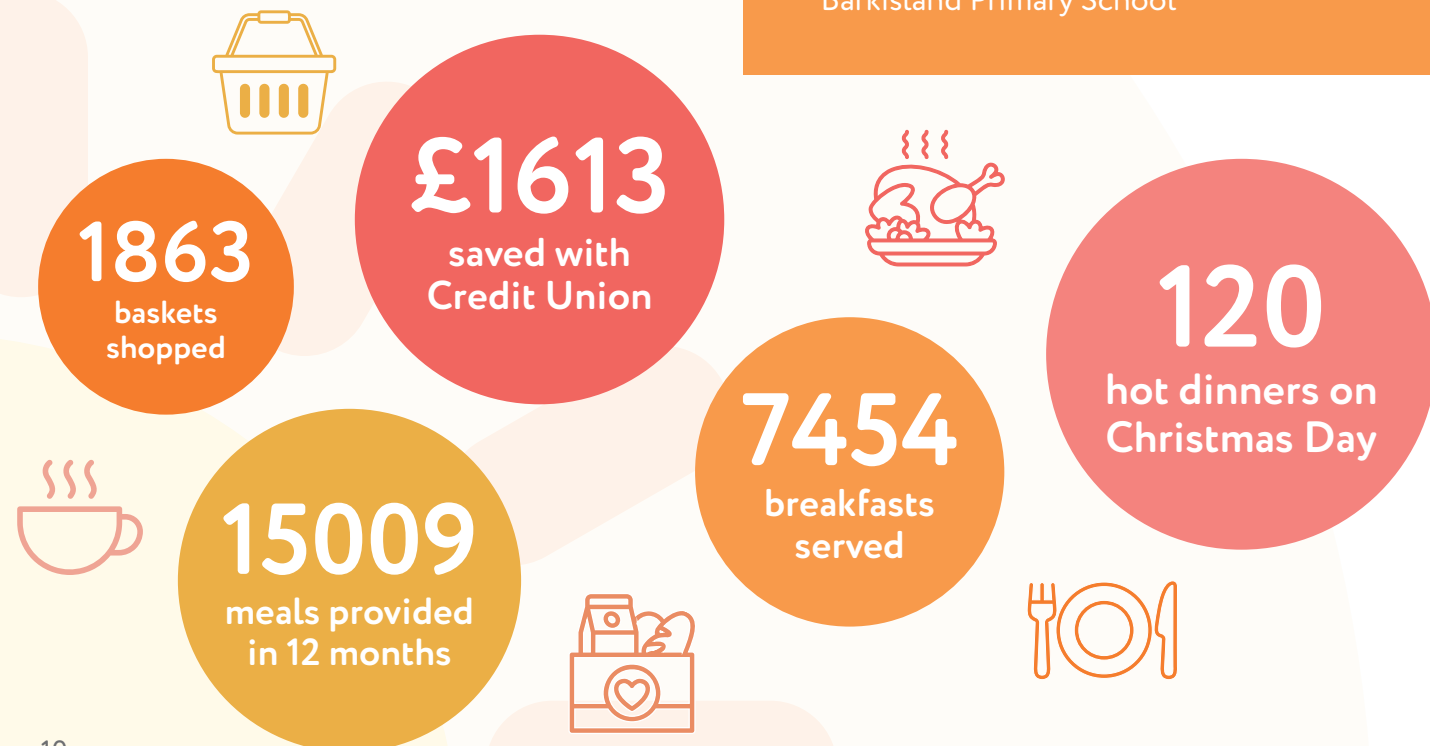
This isn't always easy to make from the donated ingredients we receive but we made sure we had it on the menu for his birthday. On the big day, Tom didn't turn up for dinner.

We were delighted when he made an appearance later in the day. We decked the trifle with candles and brought it out to him, with all the staff, volunteers and service users singing happy birthday. Tom was so happy to be treated like he mattered and later told us this had been the first birthday present he had received since he was 15 years old.

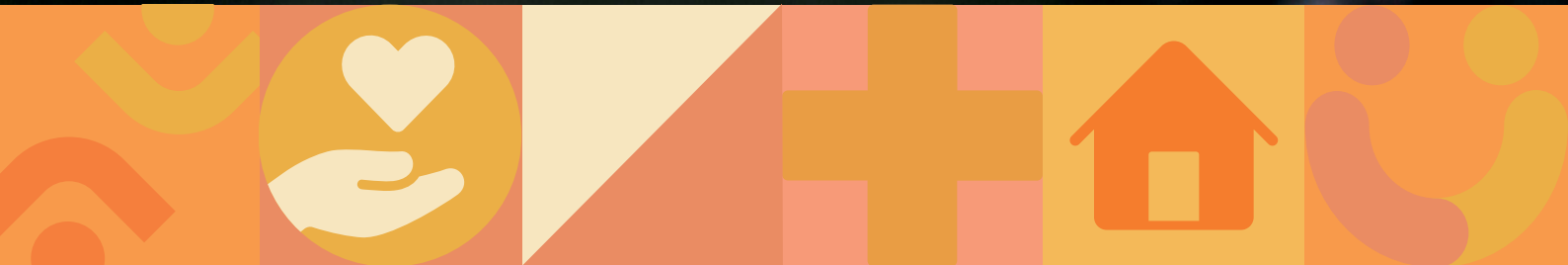
Community Cafe

The Happy Days Community Café is open to all and provides a hot meal and a dessert to those who otherwise might not be able to feed themselves. All the food is freshly cooked on site.

"The food is really good at the community cafe, they're amazing at what they do, they're always grafting like mad in the kitchen."



*"These people are my family,
they make me feel so welcome."*



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