



**We support and empower people
who are homeless or in crisis to live
independent and purposeful lives.**



Impact Report 2025

April 2024 - March 2025

Introduction



I am proud to present our 24/25 impact report.

This year you will read that we are supporting more people than ever who find themselves in the desperate situation of homelessness and/or in crisis. We do that via 4 service pillars; food, health, living and giving.

Our approach to continuous project development is rooted in ongoing dialogue with service members. By truly listening and adapting to their needs, we gain a deep understanding of the challenges they face, allowing us to provide the right support to foster meaningful change. Help today isn't enough, we need to provide tools to give hope for tomorrow.

A significant number of our service members have endured childhood trauma, and many have been through the care system. As adults, they carry the lasting effects of these experiences—consequences of situations that were beyond their control as children. We are committed to walking alongside them and supporting their journey toward healing and growth. By listening and adapting, we can develop a very clear understanding of the challenges service members are facing and how we can provide the right support to bring about real change.

We hope you will feel inspired reading about what is possible when we come together as a community. It takes a village to create sustainable change, and we are eternally grateful to our staff team, volunteer team, our generous supporters, our fantastic partners and our dedicated Board of Trustees. Without you, we would not be able to present these outstanding outcomes.

A heartfelt thank you to you all

Ellen

Ellen Boothe CEO

Volunteering



I'm really proud of our volunteer team and all the work they've put in this year. Their time, energy, and commitment make a huge difference every single day—and none of what we do would be possible without them.

Over the past year, volunteers contributed an incredible 13,073 hours across all areas of the organisation—working in the café, supermarket, reception, as donation drivers, in the winter shelter, and more. We also started offering placements this year and were glad to welcome four placement volunteers—one nurse and three students in health and social care. On top of that, we've been lucky to have a number of businesses choose to spend their corporate volunteering days with us. It's been a big year, and we're so grateful to everyone who's been part of it.

Natasha Schofield, Volunteer and Activity Manager

13,073
Volunteer hours

61
Current volunteers

4
Placements

19
Corporate
volunteer days

Complex Lives Walk-In Support Service



Our Complex Lives Walk-In Support Service offers those who find accessing services and support difficult the chance to do that all in one place. Service members can access support, opticians, wound clinic, nurse prescribers, mental health support, and the DWP – and this is not an exhaustive list. We pride ourselves on working with people who are from a background of multiple disadvantages and fiercely advocate for our community members who may be experiencing extreme hardship, homelessness, mental health issues, dependency issues and social isolation. Our service continues to develop and change to meet the needs of our community members, and by establishing strong ties with our partner agencies who hold clinics within the service, we can really bring about sustainable and positive change.

As the Service Manager, I am so proud of what the staff, volunteers, partner agencies and community members have achieved together. We all seek to achieve high standards of professionalism, but it is the love, kindness and compassion that we see daily from everyone which underpins our work, and makes everything worthwhile.

Sarah Hanson - Support Service Manager - Complex Lives Walk-In

Staff have made
6,059
interventions
Help for today - hope
for tomorrow

204
mental health and
ongoing support
interventions

94
dental
appointments
attended

839
service members
are registered
with our complex
lives service

393
attendances
at on-site wound
clinic

729
housing related
interventions –
to reduce risk of
homelessness

434
cost of living
interventions

175
drug and alcohol
interventions to
reduce harm

Pat's Journey from Crisis to Stability



Background:

Pat, approaching retirement and living with long-term mental health issues, had spent years moving between towns and periods of street homelessness. After the death of his partner—whom he cared for full-time—and the subsequent loss of his dog, Pat was left feeling hopeless and expressed suicidal thoughts to our Complex Lives Coordinators.

Initial Needs:

When Pat first engaged with our service, he had walked from Bradford to Halifax with severe sores on his feet, requiring hospital treatment. He reported recent self-harm and ongoing suicidal ideation, describing feelings of worthlessness and despair.

Support Provided:

- Multiple safeguarding alerts raised with Adult Social Care
- Persistent advocacy with Housing Options in both Calderdale and Bradford
- Coordination with health services to reassess housing status using medical evidence
- Referrals to mental health services and MDT forums
- Daily hot meals, warm clothing, and hygiene facilities
- Daytime bed access and essential supplies through NEST
- GP registration and support to attend appointments
- Referral to Calderdale Recovery Steps and Stepping Stones for addiction and mental health support

Thanks to coordinated, persistent support, Pat is now in private rented accommodation with ongoing assistance from our Complex Lives Walk-In Support Service and external agencies. His case remains open with secondary mental health services to ensure long-term stability and care.

Pat's story is a powerful reminder of how tailored, compassionate intervention can turn a life around.

Winter Shelter

For six months of the year, our Winter Shelter gives people a safe, private space to stay where they would otherwise be sleeping on the streets. I am incredibly proud of all we've accomplished together throughout the 2024/2025 Winter Shelter. Over the six months, we offered a safe haven and vital support to 43 residents—some for just one night, others for up to 162 nights. Our dedicated team of 18 staff, many balancing multiple roles, have worked tirelessly to provide comprehensive care, from three meals a day to crucial support for substance use, mental health, and physical health.

This achievement would not have been possible without the steadfast commitment of our partner agencies.

The Winter Shelter journey is, at times, a challenging project but I am really proud of the positive outcomes the team have delivered. We have made a real difference to people's lives.

Lisa Hemingway - Senior Operations Manager



Transforming Lives Through Partnership: Joe's Journey

Before coming to the Winter Shelter, Joe visited A&E over 21 times in three months due to mental health crises. Homeless and without support, A&E was his only escape from self-harm. With no priority for housing, he sofa-surfed and slept rough—until Jenny Dyson, Matron for High-Intensity Use at Calderdale and Huddersfield NHS Foundation Trust, referred him to Happy Days.

From the moment Joe entered the shelter, he didn't return to A&E once.

Joe had a tough past—asked to leave home at 14, then caught in a cycle of addiction, homelessness, and isolation. At the shelter, he found holistic, person-centred support that began to turn his life around.

Support provided (10 Dec 2024 – 14 Jan 2025):

- Medical care, addiction support, and medication management
- Help accessing benefits, a GP, and daily routines
- Peer support, mutual aid, and volunteering opportunities
- Social connection, creative activities, and a support network
- Referred to Reflections House for long-term recovery

Joe left with dignity—not a bin bag, but a suitcase, his journal, colouring books, and heartfelt messages from staff. Just 12 days later, he called to say he was clean, had joined a gym, made friends, bought a phone—and felt “happy and grateful.”

Putting Health at the Heart of What We Do

This year, we made healthcare a key priority – and the impact speaks for itself.

With **504** interventions delivered at our Winter Shelter (**an average of 20 every week**), we've helped more people access the vital physical and mental health support they need to move forward.

Check out the infographic below for more of this year's key Winter Shelter numbers and milestones.



43

Winter shelter residents

504

Healthcare interventions

+

23

Residents registered with a GP

829

Non-residents presented overnight for food and shelter (this is an average of 5 per night)

31

Calls to 999/111 (11 to 999 ambulance 20 to 111 for advice)

137

Medical appointments booked for residents

11

Residents registered with dental partnership

62

Attendances at recovery meetings on site

46

Referrals to recovery services - from harm reduction to rehab

277

Participations in social activities

Food Services



Our food services now provide a clear pathway for service members from crisis support to sustainable independence. Those facing immediate hardship can access free meals in our community café alongside weekly crisis parcels to bridge the gap until their next income date. When they regain stability, they transition to membership of our community supermarket, where they choose their own heavily subsidised, nutritious food—mirroring a village grocer setting rather than a food bank.

Dignity is at the heart of everything we do. Our cosy, welcoming shop ensures that people feel like shoppers, not recipients of charity. Individuals in receipt of crisis parcels also select their own items from the supermarket rather than receiving pre-packed bags, maintaining autonomy. Finally, our newly installed zero-waste unit allows low-income households to shop sustainably—an option usually only accessible to those who can afford it.

Each stage of our support system is designed to empower, ensuring that no one is left behind while maintaining choice, respect, and sustainability.

Joanna Henderson, Food Services Manager

Happy Days is the living embodiment of a major shift taking place in the role, functions, and characteristics of community food provision across the UK.



Feeding Britain

As Calderdale residents continue to be impacted by cost of living challenges it has been fantastic to partner with Happy Days and their social supermarket.



Citizens Advice Bureau

It's a lifeline – I would struggle so badly without it, and it gets me out the house.

Service Member

We have saved

16
tons of surplus food
from landfill

There have been

2,381
total shops

We have issued

1,067
crisis parcels

Our customers
have saved

£1,732
through our Credit
Union Scheme

Matthew's Story: Dignity Through Care



Photograph: Chef Gavin

Matthew, 18, came to the Winter Shelter within its first month of opening. From the outset, the team noticed he was dealing with frequent enuresis and stomach pain, alongside disordered eating habits—long periods of not eating, bingeing on junk food, and drinking only milk.

Matthew also struggled with social anxiety, which made it hard for him to join communal meals, despite efforts from the shelter and food services team to gently encourage healthier routines.

With support from the team, Matthew attended a GP appointment, where it was discovered that he was having just one bowel movement a week, which was likely contributing to both his stomach pain and enuresis.

Within a week, Matthew's symptoms significantly improved.

Working together, Chef Gavin and Volunteer Manager Natasha created a tailored plan:

- High-fibre snacks like dried fruit during their regular chess games with Matthew
- A personal water bottle to encourage hydration
- Veg-packed meals with a focus on digestive health

Within a week, Matthew's symptoms significantly improved, with more regular digestion and fewer enuresis episodes.

Matthew has since moved on from the Winter Shelter, but we stay in touch—and he knows we're always here for support whenever he needs it.

We have used
6,000
litres of milk

We have used
4,000
loaves of bread

We have served
14,814
meals



Our Corporate & Community Partners

We're proud to work alongside a network of committed corporate and community partners who help us deliver meaningful support to those in crisis. Whether through funding, collaboration, or professional expertise, your partnership plays a vital role in the work we do — and we're incredibly grateful.

Our Community Partners

Your professional expertise and collaborative working make a lasting difference to the people we support.



Our Foundation Club corporate supporters



Your funding and in-kind support help us reach further and respond faster — thank you for backing our mission.



Income Generation

As the Income Generation Team, we are incredibly proud of the generosity and commitment shown by our supporters and donors. From attending and sponsoring events to becoming Foundation Club members, your involvement makes everything we do possible. With heartfelt thanks and the continued support of our Chair of Trustees, Gareth, we—myself as Corporate Relationship Manager and Laura, Head of Events and Community—are excited to keep building strong, meaningful relationships in the year ahead.

Sharon Robins, Corporate Relationship Manager

As a community you have helped raise...

£183,853.00

**A heartfelt thank you to everyone who supported us between 01/04/24 and 31/03/25
— every contribution has made a real difference.**

The donors listed below gave generously with donations of over £1,000 during this time.

Clive and Virginia Lloyd

Mr Murphy

Katie Ambrose

Martin Macdonald

Amanda & Owen Pedder

Gareth & Rachel Henderson

The Calypso Browning Trust

Household Support Fund

CFFC Donors' Winter Shelter Contribution

The WO Street Charitable Foundation



The Charles & Elsie Sykes Trust





Over the past 12 months, we've seen the powerful impact of the hard work that went into the reorganisation of Happy Days and development of a strategy to evolve our services in response to the growing and changing needs of those we support.

It's incredibly rewarding to witness the collaborative effort from everyone involved in shaping Happy Days—working together, hand-in-hand with partner agencies, all united by a shared mission: to change lives and meet people's urgent needs, offering hope and support when they need it most.

I would like to recognise and thank all those who have supported us, particularly those who have joined us for fundraising events and all the businesses who have backed us through sponsorship and by joining our Foundation Club.

With such a strong base to build on, I'm excited about the next phase of our journey. The upcoming stage of our strategic plan will take us even further, as we work towards an even greater impact through our capital appeal. We look forward to sharing more details of this in the months ahead.

Gareth Henderson
Chair of Trustees



Contact Us:

Phone: 01422 381316

Email: admin@happydaysuk.org

www.happydaysuk.org

1 St James Road,
Halifax,
HX1 1YS

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**to see our journey
throughout the year**