

**Calderdale IHM
Service Description**

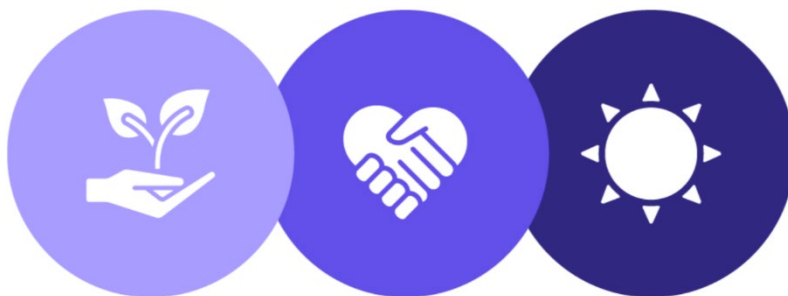
A Guide to the Service and How to Access it

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Be Supportive

Be Respectful

Be Bold

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Introduction

Welcome to Calderdale IHM. We are part of Horton Housing. This Guide explains our service, how to access it, what to expect from us and how you can be involved.

The IHM service provides short to medium-term accommodation to help people prepare to move towards independent longer-term accommodation.

We offer housing for people who can manage a tenancy with some support. You can apply for an IHM tenancy if you're already receiving support or are willing to work with a support service. We house people aged 16+ in the Calderdale district.

The length of stay depends on what each person requires to move on successfully.

Our accommodation consists of:

- Trinity Place - A block of 12 self-contained, one bedroom, fully furnished flats, with an on-site office.
- Craven Mount - A block of 8 self-contained, one bedroom, fully furnished flats, with an on-site office.
- School House – A block of 16 self-contained, one bedroom, fully furnished flats with an on-site office.
- Next Steps – 17 self-contained one and two bedroom houses in the community.
- Trafalgar House – 17 self contained one and two bedrooms, with an on-site office.
- Dispersed – 24 self contained one and two bedroom, fully furnished houses in the community.
- Rosemary Close – 19 self-contained one bedroom, fully furnished flat with an on-site office.

One of our properties is an accessible bungalow.

If you apply for the service, we can explain more about the housing, its location, local facilities, bus routes and so on.

How does the service work?

The IHM Team is available throughout the day (Monday-Friday 9am-5pm). The team will help you to manage your tenancy. While living in IHM accommodation, engaging with support is a requirement of your stay.

As a Horton tenant, you will be fully involved in and central to managing your tenancy, planning your support, and moving towards independent living. You and your worker will work together to find the solutions that you want. You can also include other relevant people or agencies. We call this '**co-production**'.

The service uses a '**strengths-based approach**', working flexibly with each person to find out what they want and how they want to achieve it. This means that we help you to recognise

and build on your existing strengths and abilities, and encourage you to find the solutions that will work best for you.

Your worker will meet with you to discuss your goals and areas you would like to improve in your life. They will then work alongside you to help you to achieve these goals.

Your worker will arrange contact with you on a regular basis. The frequency and length of these contacts may vary, depending on your situation, goals and preference at the time. You can also choose the type of contact, such as a face-to-face meeting, phone call or video call. Meetings can be at home or another agreed place.

Together, you and your worker will create a plan to record your goals and the steps to make them happen. This will help you work towards achieving them and see the progress that you make. It will also help you to manage any difficulties or safety concerns that you may be experiencing. During your meetings, you may think of some new goals you would like to achieve, or you may change your mind about something. You can update or review your plan at any time.

You can involve other professionals, family members or anyone you wish in your support planning.

We can support you to become 'tenancy ready', meaning that you will leave the service with the knowledge and skills to manage your own tenancy independently and successfully.

We liaise with local housing departments, other housing associations and private landlords to help you to move on in a planned way from a temporary home to a more independent, long-term home.

We will explain all this to you, and more, when you access our service.

Is there a cost for the service?

We will explain the rent and service charges to you before you move in. We can support you to budget, claim welfare benefits and make payments. There is no charge for support.

How can you access the service?

Who can apply?

You can apply for our service if you:

- a. Aged 18 + (or aged 16/17 for School House accommodation) ;
- b. Single, a couple, a family with one or two children;
- c. Homeless or vulnerably housed (for example, living in temporary accommodation, under threat of eviction or living in inadequate accommodation);
- d. Able to manage a tenancy with support;
- e. Able to afford the weekly rent charges;

- f. Not a risk to other people including staff, other tenants and visitors;
- g. Willing to engage with support in order to become tenancy ready.

The flats are available for single people, couples or family's. The houses are available for single people, couples or family's.

Our team does not provide services such as bathing, cleaning, shopping, administering medication or other tasks generally referred to as personal or health-related care. However, we are happy to help you get in touch with other services that provide this type of care.

Each person is considered on an individual basis and there are no unreasonable exclusions from our services.

When allocating places, we consider each person's current situation. Where spaces are limited, priority is given to the person whose circumstances are most pressing at the time. If situations are assessed as comparable, the place will be offered to the person who has been waiting the longest since their initial referral.

How can you apply?

If you would like to access our service, please get in touch, using the contact details above.

- You can contact us yourself; or
- A representative can refer you. For example, this could be a health worker, family member or any other person involved in supporting you.

If you are homeless and have nowhere to sleep, outside of office hours please phone 01422 288000.

What happens next?

Once we have your contact details, we will ring you to gather some more information.

What will we ask you about?

- A few details about you, so we can make sure the service is a good fit
- What you would like help with and what your goals are
- Any risks or safety concerns you are aware of in respect to yourself or others

This information will help us work out the best service to help you. We keep your personal information safe and only use it to help provide our service—like checking if the service is right for you, arranging support, and keeping in touch about your application. We follow our Data Protection Policy (just ask if you would like a copy).

If your situation meets the criteria above, we will move to the next stage and arrange to meet with you.

Our first meeting

Our first meeting will be a conversation about your priorities.

- The meeting can take place in your own home, at our office, in our temporary housing or at a mutually agreed venue.
- This is a friendly conversation between you and one of our team (sometimes two).
- You are welcome to have a person of your choice with you for support or to help you with the discussion.
- The meeting usually takes about an hour, but this is flexible, depending on what you wish to share with us.
- If you are applying for a housing service, you will be able to visit the service, meet our team and have a look around.
- You can ask us questions to find out more about the service and support we offer. We will explain everything you need to know about being part of the service.
- We will need to ask you some questions and make a few notes.
- It is a chance for you to tell us in more detail what your wishes and goals are, and to see if we can help you to achieve them.
- It is also an opportunity for you to think about whether you feel the service is suitable for you. The discussions we have together and the notes we make help to start your support-planning journey.

Outcome of our meeting

After our discussion together, we will be able to decide whether we think we can help you, and check if you think the service feels right for you.

- If the housing service is suitable, and a space is available, we will introduce you to your worker and arrange a move-in date with you, and support you with the move.
- If no space is available, we will offer you a place on the waiting list. We regularly review the waiting list. When we have a space, we will contact you again to check that you still require the service. If so, we will introduce you to your worker and arrange a move in date with you.
- Occasionally, an emergency referral will take priority over the waiting list.
- Sometimes, if you are waiting for a housing space, we can offer you floating support in the meantime.
- If we feel the service is not the right fit to support you, we will explain why. If you agree, we can help you find a more suitable service and support you with the application.

If you are ever unhappy with a decision we have made, you can appeal. We have an Appeals Procedure and will guide you through it if needed.

If you would prefer support from someone outside Horton, you can also get help from independent organisations such as:

- Citizens Advice
- Housing advice services
- Welfare rights organisations
- A friend or family member

We have a list of advice and advocacy agencies that may be able to help. Just ask the service or contact Head Office for a copy.

What can you choose to have support with?

Once you are in the service, everything we do together will be personalised to you. You tell us what you want to achieve, and we will support you to get there.

The IHM Team offers a range of tenancy management related support, such as helping you to:

- Apply for Housing Benefit
- Pay your rent or service charges
- Reduce arrears
- Understand your occupancy agreement
- Identify and report repairs and maintenance issues
- Keep your home clean and tidy
- Deal with nuisance issues
- Feel safe and secure in your home

The support available to you from your support or move-on worker is much broader. It is entirely up to you which aspects of your life you choose to have support with. Here are some examples of things that people often choose to look at with us, to give you an idea, but you are not limited to this:

Managing your:

- Home
- Money
- Safety
- Health and well-being

Accessing:

- A new home
- Welfare benefits
- Healthcare (for example, doctor, dentist, optician)
- Specialist support services
- Equipment, aids and adaptations
- Education, training, employment and volunteering opportunities

Exploring

- Social or community activities
- Religious or cultural customs
- Interests and hobbies
- Positive lifestyle choices

Developing:

- Independence and life skills
- Positive relationships with others
- Confidence, resilience and self-esteem

All choices and decisions about your support and life are yours to make. We will make sure you have access to information and understand the options available.

We will listen to your choices and work alongside you so that you can make decisions confidently and get the outcomes you want. If you hear us talk about **empowerment**, this is what we mean.

What can you expect from us?

Your rights

We are committed to treating you fairly and with dignity throughout your time with us. You have the right to:

- Be treated fairly
- Be free from harassment or discrimination
- Be consulted about the way services are delivered, bring ideas and challenge us
- Complain if you are unhappy about our service

When you apply for or take part in our services, we need to collect and keep personal information about you. This information is kept secure either on our secure computer systems or in locked filing cabinets. You have the right to privacy, and we will explain how we protect, record, store, use and share your personal information, and your right to access or change it. You can find more information about this in the 'Privacy and Cookie Statement' on our website.

We will give you a Handbook and Service Agreement. They provide more information about all your rights, and some helpful advice. If you live in a Horton Housing home, we will also give you an occupancy agreement and explain everything in it. In self-contained homes we offer assured shorthold tenancy agreements. In supported housing with shared facilities we offer licence agreements. People who live in our homes have their own keys and we respect their privacy.

Our well-trained, knowledgeable, professional team will support you. They will provide a personalised service and you will be safe in their care.

You have the right to see any of our policies and procedures. We regularly review them to make sure that our services are safe, work within the law, and are of a high standard.

Our quality standards



We have signed up to the **Together with Tenants Charter**. This means we want to make sure that:

- You are safe and listened to
- You can help shape our services if you want to
- The homes we provide are good quality and safe
- When things go wrong, it is easy for you to tell us or make a complaint and we will sort it out quickly

Our commitment applies to everyone we work with, whether they live in our homes or are accessing any other Horton service.

Horton Housing is committed to equality, diversity and inclusion, and providing services that are inclusive and accessible for everyone.

We aim to provide excellent services. To do this, we measure our performance against local and national standards.

Our website has more information about our commitments and standards. You can find it in the 'About Us' section.

How can you contribute?

We want your experience with our service to be positive and successful. This is how you can help with this:

- Meet with your worker as agreed
- Be active in maintaining your home and developing your plan
- Identify what you wish to achieve
- Agree the actions or steps that you need to take to achieve your goals
- Work in a positive way towards completing the actions to achieve your goals
- Always communicate honestly about how you feel your support is progressing
- Join in with one of our Scrutiny Group or local involvement activities and help shape how we do things – or just share your thoughts with your worker.

Everyone has their own skills and abilities to make progress in achieving their goals. We will work with you in the way that helps you to feel comfortable, to ensure you have the best possible chance of success. We always make the process as friendly and welcoming as possible.

If you live in our housing, you will have some responsibilities within your occupancy agreement. We will explain these to you when you move in.

We ask you to treat us with the same respect and courtesy that we show towards you.

People accessing and working at our services have the right to feel safe and protected at all times. For this reason we do not tolerate threatening, intimidating, aggressive or violent behaviour.

If you need us to communicate with you in a different language or format—whether for written information or day-to-day conversations—just let us know and we will do our best to help.

How will we communicate with you?

We will communicate with you via your preferred method such as telephone call, text message or email. We will also follow up formally in writing.

We can keep other people informed if you ask us to.

If you would like this document in a different language or an accessible format, please contact our Communications Team:

Email: communications@hortonhousing.co.uk

Phone: 01274 370 689

How to have your say

We want all our services to be good quality. We always welcome your comments, compliments or complaints. So please get in touch if there is something you would like to tell us. Our contact details are on the front page.

Horton Housing's Scrutiny Group invites all who access our services to come along and have their say on the services and homes we offer. Join in with one of our Scrutiny Group or local get-togethers and help shape our services for everyone. We welcome all voices and your worker can give you more details. Or simply pass on any thoughts you have, whenever they come up.

Alternatively, our Head Office is:

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Chartford House
54 Little Horton Lane
Bradford
BD5 0BS

Phone: 01274 370 689

Email: headoffice@hortonhousing.co.uk

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Horton Housing Association is charitable and is registered society under the Co-operative and Community Benefits Societies Act 2014, registration number 25057R.