



LEEDS BECKETT UNIVERSITY
SCHOOL OF HEALTH

An Evaluation of the Calderdale Warm Spaces 2022/23 Provision

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Lay summary

Background

The cost-of-living crisis has led to many people across the UK struggling to pay for essentials such as heating or eating. For those who were already living in poverty, increasing costs have brought additional challenges. Calderdale Council recognised the added challenges local people are facing and implemented a number of initiatives to support them. One initiative funded Voluntary, Community and Social Enterprise (VCSE) organisations to provide Warm Spaces. Warm Spaces, or warm hubs, are safe and friendly places where someone can go to keep warm during the day, throughout the winter months.

Before funded Warm Spaces were introduced in Calderdale, there was not much information available to find out whether they were an effective way to support people during the winter months. The aim of this work was to evaluate the Warm Spaces in Calderdale and find out:

- What worked well (or could be better)
- Who used the Warm Spaces
- What kinds of activities took place in the Spaces
- The impact of attending a Warm Space on a person's health and wellbeing

Methods

The evaluation was carried out by Leeds Beckett University (LBU). People across Calderdale were invited to fill out a survey or attend a focus group to share their experiences of attending a Warm Space, or the reasons why they did not go to a Warm Space in winter 22/23. Calderdale Council and Warm Spaces staff members were interviewed to share their thoughts on the types of activities in the Warm Spaces and what worked well (or could work better) in the Spaces. LBU also looked at the data collected by Calderdale Council on the Warm Spaces to find out how many people attended each space, what the spaces offered, and where they were located.

Key findings

- In winter 22/23, there were 57 Warm Spaces across Calderdale. Of the 57 venues, 21% (n = 12) were libraries and 39% (n = 22) received money from the Cost-of-Living (CoL) fund with specific funding for Warm Spaces.
- In total, £74,577.63 from the Cost-of-Living fund was used to fund Warm Spaces in Calderdale (£65,554.53 provided from Calderdale Council and £9,023.10 from West Yorkshire Combined Authority [WYCA]).
- At least 9,344 beneficiaries attended a Warm Space funded by Calderdale Council (according to reports from 17 of the 22 funded Spaces. The figure for all 22 Spaces will be higher).
- The majority of the Warm Spaces were in libraries, community spaces and in religious buildings, and based in Central and East Calderdale.
- Funded Spaces were advertised on the Council's website, but almost half (47.8%) of the people who completed the survey were not aware of Spaces near their location.

- Almost all survey respondents (92.2%) believed that Warm Spaces should be located within local communities or in locations easy to access via public transport.
- Stigma was a significant barrier to attending a Warm Space. Stigma could potentially be countered by changing the name of the initiative and/or emphasising the activities/events on offer in the community hubs as a reason for being there.
- Applying the logic model, these were indications that warm spaces contributed to Calderdale Council's health and well-being goals: working aged people have good emotional health and wellbeing and fewer suicides; older people have strong social networks and live in vibrant communities.
- Most Warm spaces were open to everyone. However, the people who completed the survey thought they were mainly for people:
 - Aged over 65
 - who are homeless
 - with mental ill health
 - who live in deprived areas
- Reasons for not attending a Warm Space included not knowing what a Warm Space was or where they were; feelings of shame for needing to attend a Space; feeling unwelcome or thinking they were taking a space away from someone who needed it more; lack of transport; and worries about catching an illness.
- Calderdale Council's funding helped Warm Spaces to pay for:
 - Hot drinks and food
 - Wi-fi and access to device charging
 - Activities and resources (such as toys or books)
 - Practical support and advice (such as clothing vouchers or financial advice)
 - Warm Spaces to stay open for longer
 - Improvements to Warm Spaces (such as draught excluders)
 - Energy bills
- While Warm Spaces were set up to provide a safe space to stay warm (the impact of this was more apparent for people who were homeless or living in very poor-quality housing), people had other reasons to attend. Social connection (including attending a welcoming space with friendly people, making new friends, meeting existing friends, wanting to be around people or wanting to be part of a community), saving money and reducing energy used at home were important reasons for Warm Space attendance.
- Warm Spaces which had a high attendance had strong links with the community and had existing groups already using the Space. Offering activities and including people in planning what happened at the Space helped to increase attendance.
- Organisations faced challenges in running a Warm Space, such as: limited staffing, finding suitable buildings and locations, low attendance, and increased costs for the organisations. However, challenges were overcome by organisations working together, using social media and other networks to promote the Warm Spaces, and coordinating staff shifts and opening hours.
- Warm Spaces had a positive impact on physical and mental health. Being able to attend a warm and safe place provided physical benefits to attendees. In addition, Spaces encouraged social interaction and allowed attendees to share worries, which reduced feelings of loneliness.

Recommendations for policy and practice

- Build on existing community assets and provision that people already know and trust (e.g. extend hours, offer new activities).
- Stigma around attending a Warm Space could potentially be countered by changing the name of the initiative and/or highlighting the activities/events on offer. Have a focus beyond a place that is warm: offer activities, access to technology, learning, social groups.
- Work in partnership to reach the people that can benefit the most, who really need support – this helps to support people holistically and reduce unnecessary duplication. Peer support meetings for recipients of funding can help to build these links.
- Promote through networks and partnerships – support new Warm Spaces to publicise their offer and work with other organisations.
- Involve people in the design (and delivery) – the where, what and how. The council/VCSE organisations do not always know what people want and the community's need changes.
- Social isolation was found to be a bigger issue than cold homes and this is a need throughout the year (possibly worse in winter) – year-round provision could help to counter isolation and also build relationships so tailored support can be provided to meet needs in the winter months.
- Consistent funding supports sustainability as opposed to one-off grants, particularly for a year-round offer. Consistency is key to building a sense of community; it helps to build trust, which further aids better connection.

Introduction

Since 2021, households across the United Kingdom (UK) have been negatively affected by the cost-of-living crisis (Harari et al., 2024). The cost-of-living crisis (where the cost of essentials such as energy bills or groceries increases faster than household income) has led to households feeling burdened by increasing costs, forcing people to choose between buying food or heating their home during winter months (Allard, 2022). It has also led to an increase in social isolation, with people unable to afford to travel to see others (Allard, 2022). For those who were already living in poverty, increasing costs have brought additional challenges.

In response to the cost-of-living crisis, Voluntary, Community and Social Enterprise (VCSE) organisations and local authorities have started initiatives to support people to stay warm and safe. Warm Spaces, also known as warm hubs, warm rooms or warming centres, aim to be safe and inclusive places or rooms where a person can go to keep warm throughout the winter months (Warm Welcome Campaign, 2023). Warm Spaces have been designed to be accessed by those that can benefit the most (such as those experiencing homelessness or unable to afford to heat their home), however, they are open to all. Warm Spaces are free to access (however, some may operate on a donation/pay as you like basis if refreshments are provided by the organisation running the space) and typically found in community hubs (such as libraries, religious buildings, and community centres). While the main focus of a Warm Space is to provide a short-term space to keep a person warm and safe, they are often also intended to encourage community building and social connections with those accessing the space.

Although Warm Spaces have been implemented in other countries (Young & Manion, 2017; Health Providers Against Poverty, 2018), they are a recent development in the UK. Driven by the cost-of-living crisis, the number of Warm Spaces across the UK has increased dramatically; it has been estimated that as of 2023, there were over 7,000 Warm Spaces situated in the UK which were accessed approximately 2.4 million times throughout winter 2022/23 (Warm Welcome Campaign, 2023).

The impact of high energy costs and overall inflation continue to make life difficult for many and household income is projected to be below pre-pandemic levels until at least 2027/28 (Brewer et al., 2023). Therefore, people across the UK may still be in a precarious position of choosing between heating and eating for the foreseeable future, leading to more people needing to be supported by Warm Spaces. Although there have been preliminary case studies evaluating Warm Spaces from a small number of organisations in the UK in specific regions (e.g., Norfolk Community Foundation, 2023), they did not implement a logic model or framework.

Local context

Calderdale is a metropolitan district located in West Yorkshire. Calderdale's population is approximately 207,700, with 19.4% of the population aged under 16 and 19.0% aged 65 and over. Up to a quarter of Calderdale's residents live in rural areas, and the area's population density is just 581 people per square kilometre. 18.3% of residents are classed as disabled under the Equality Act (2010) with their day-to-day activities being limited a little or a lot. 2.1% of households in Calderdale have no central heating. Using the low energy efficiency (LILEE) measure, 17.1% of households are in fuel

poverty, compared to 13.1% of households in England (Office for Health Improvement and Disparities, 2023).

Calderdale Council realised the additional challenge local people faced due to the cost-of-living crisis and implemented a number of initiatives to support them. One initiative funded VCSE organisations to provide Warm Spaces, known locally as funded Warm Spaces (n = 22). While funding was available for Warm Spaces, there were several spaces in Calderdale that did not apply for additional funding (n = 35). When made aware of these unfunded spaces, Calderdale council contacted these spaces to invite them to be listed on the local authority's online Warm Spaces directory and promoted to local people.

Before funded Warm Spaces were introduced throughout Calderdale, the evidence base on Warm Spaces was searched to support development (in August 2022). No peer reviewed studies were retrieved during this time, but case studies were located and used as guidance. Additionally, a call was placed via the Office for Health Improvement and Disparities (OHID) to explore whether other teams or authorities in England were researching or evaluating Warm Spaces, but no results were generated.

Aims and objectives

This study aimed to evaluate the Warm Space provision in Calderdale, applying a logic framework to evaluate the:

- Implementation and delivery process
- (potential for) impact on the health and wellbeing (including social determinants of health) of the population
- (potential for) impact on health inequalities

The objectives of this evaluation were to:

1. Describe the provision of Warm Spaces in winter 2022/23 (to include warm spaces directly funded through cost-of-living fund; not directly funded through this fund; libraries).
2. Evaluate the implementation and delivery of Warm Spaces (including barriers and facilitators to inform future delivery) and establish whether this is different for the different types of Warm Spaces.
3. Establish who used the spaces by:
 - a. Assessing the routinely collected monitoring data on footfall and activities taking place in Warm Spaces in winter 2022/23.
 - b. Interviewing managers and staff providing and working in the spaces for their perceptions on who was using and not using the spaces and whether these were as expected.
4. Conduct an analysis of data and interviews about activities (formal and informal) that took place in the Warm Spaces.
5. Describe the (potential) impact on social determinants of health by assessing the activities offered (such as benefits advice, employment skills).
6. Describe the (potential) impact on health and wellbeing by assessing outcomes such as social connections and the impact of staying warm on health for people using the space.

7. Describe the (potential) impact on health inequalities by assessing the impact on vulnerable groups using the spaces.
8. Establish people's motivations, experiences and perceptions of using Warm Spaces (if possible).

Research questions

1. What was the provision of Warm Spaces in winter 2022/23 in Calderdale, funded by Calderdale Council and others?
2. How were Warm Spaces in Calderdale provided? Was this different for the different types of Warm Spaces?
3. Who used the Warm Spaces?
4. What happened in the Warm Spaces?
5. What was the (potential) impact of Warm Spaces on social determinants of health?
6. What was the (potential) impact of Warm Spaces on health and wellbeing?
7. What was the (potential) impact of Warm Spaces on health inequalities?
8. What were people's motivations, experiences and perceptions of using Warm Spaces?

Methods

This evaluation employs a mixed-methods design, utilising both retrospective and cross-sectional elements. A mixed-methods design was chosen for this evaluation, allowing us to collect rich data to evaluate the Calderdale warm spaces initiative, recognising the limitations of collecting information retrospectively for winter 2022/23. The study comprised the following components:

- Interviews with council officers involved in warm spaces and organisations providing them
- Retrospective review of routinely collected data on footfall and activities in warm spaces
- Interviews with warm space managers and staff members
- Focus groups with warm space service users and potential service users
- Survey of warm space users and potential users
- Synthesis of case studies collected by Calderdale council

Logic framework

A logic framework is a matrix (or a table) that documents a project's goal(s), activities and potential outcomes. A logic framework (Appendix 1) was developed to evaluate the Calderdale Council Warm Spaces initiative on health and well-being outcomes, and impacts. In addition to this logic framework, the UK Health Security Agency's (UKHSA) evaluation framework for warm spaces (UKHSA, 2023) was also followed when designing data collections tools.

Setting and recruitment

Participants were recruited in the following ways.

Interview recruitment

Interview recruitment was conducted by members of the study team based in Calderdale Council (KH, LF). Relevant staff and managers of warm spaces were sent the participant information sheet (PIS) via their organisational email address. If a prospective participant wished to take part, they were required to contact the study team directly using contact details supplied in the PIS. Warm Space staff and managers were given a £20 grocery voucher for their organisation as a thank you for their time.

Survey and focus group recruitment

Prospective survey and focus group participants were invited to take part via an email mailing list held by Calderdale Council and Calderdale libraries. This invite included providing a PIS. Participants could access the survey by clicking on a weblink included in the invitation email, or by picking up a paper copy from the warm spaces. The weblink also directed them to further information on the evaluation and its consent form. Prospective participants could register their interest in taking part in a focus group by contacting the warm space manager hosting the focus group. Focus group participants were given a £20 grocery voucher as a thank you for their time.

Sample size

The sample size for the qualitative elements was estimated to the point where we expect saturation of data. For part one, up to five council officers and providers at Calderdale Council were recruited to take part in an interview. For part two, we aimed to recruit 7-10 managers and staff of warm spaces,

and up to 15 actual and potential service users to the planned focus groups (no more than eight per group).

As the survey is exploratory and retrospective, and inferential statistics would therefore not be conducted on the collected data, a power sample calculation was not needed. We aimed for at least 100 survey respondents.

Data collection methods

The semi-structured interviews were conducted by three experienced and trained researchers (DV, SC, AMB). As the evaluation explores the experiences of those involved in the delivery of warm spaces, or accessing warm spaces, bespoke semi-structured topic guides were developed for the interviews and focus groups for each population of interest (e.g., managers, service users). Interviews were conducted by telephone or online using Microsoft Teams and, if feasible, focus groups were planned to be held in a face-to-face setting (in reality, one focus group of 13 participants was held in a community setting and one with 6 participants was held online). The duration of each interview was scheduled for 30-45 minutes and focus group duration for 60 minutes. Interviews and focus groups were audio-recorded and transcribed verbatim.

The survey was predominantly completed online (via the Qualtrics platform). The survey consisted of bespoke questions developed by the study team, based on existing evaluations such as the Warm Welcome Campaign (2023), and agreed with Calderdale Council lead officers to determine the experiences and uses of warm spaces across Calderdale (Appendix 2). Both closed- and open-ended questions were included in the survey to allow for free-text responses and descriptive analyses to be conducted. Demographic data on age group, gender, ethnicity and postcode were also collected. The survey was piloted with a small group of local residents before being shared more widely. A paper version of the survey was also available for completion for accessibility reasons. The survey was live from 13th November 2023 to 11th December 2023 and sent to the following organisations to promote service users to complete:

- Existing Warm Spaces
- Voluntary, Community and Social Enterprise (VCSE) organisations (via the VSI Alliance)
- Calderdale libraries
- The affordable warmth sub-group
- The energy advice network
- The faith sector (via the interfaith network)
- The integrated care board (including GP practices)

Calderdale council provided relevant documentation on the usage and activities held at warm spaces throughout the area and the case studies to be synthesised.

Data analysis

Data analysis was conducted in the following ways:

Interview and focus group data were analysed using thematic analysis (Braun and Clarke, 2006) and guided by the consolidated criteria for reporting qualitative research (COREQ; Tong et al., 2007). Two

researchers independently analysed the content of the interviews and focus groups to minimise potential bias. Data were coded and analysed using an inductive approach. Data were coded using a framework agreed between the three researchers and developed in NVivo. Any identifiable information (names) mentioned in the case studies, focus groups or interviews have been pseudonymised.

Practice-based case studies were analysed using thematic analysis.

The survey results were analysed descriptively using Excel. Data were presented with means and standard deviations, frequencies and percentages.

Ethical approval

This evaluation was approved by the Leeds Beckett University ethics committee. Participant information sheets were provided to prospective participants and informed consent was obtained from participants. Data were pseudonymised before analysis and no identifiable information was included in the write-up of the evaluation. As there was the potential for emotive topics to be discussed (such as the cost-of-living crisis or the reasons for why a person may access a warm space), participants were informed that they were able to pause or not continue with their interview (or leave the focus group they attended). Details of further support were provided. All research data were stored securely in accordance with Leeds Beckett University's Data Management Policies.

Results

Demographic information

Interview demographic information

Thirteen interviews were conducted in total: four with Calderdale Council officers and nine with Warm Space managers/staff. Warm Space managers/staff were based in Halifax (n = 4), Sowerby Bridge (n = 1) and Hebden Bridge (n = 1). Two were based across multiple locations. Table 1 provides the interview participants demographic information.

Table 1: Interview participant demographic information

Participant number	Gender	Job description
PT1	Female	Warm Space manager
PT2	Female	Council officer
PT3	Female	Council officer
PT4	Female	Council officer
PT5	Male	Council officer
PT6	Female	Warm Space manager
PT7	Female	Warm Space manager
PT8	Female	Warm Space manager
PT9	Female	Warm Space manager
PT10	Female	Warm Space manager
PT12	Female	Warm Space staff
PT15	Female	Warm Space staff
PT16	Male	Warm Space manager

Survey demographic information

In total, 144 participants completed the survey (online responses n = 139, paper survey responses n = 5). After data cleaning, six responses were removed from the dataset due to insufficient data provided, leaving 138 included in the analysis. The majority of respondents were female, aged between 50-64 years, White British and retired. A full breakdown of demographic information is provided in Table 2 and Figures 1 to 7.

Table 2: Survey respondents' demographic information

Demographic information	Respondents who attended a Warm Space (n = 34)	Respondents who did not attend a Warm Space (n = 104)	All respondents (n = 138)
Age	80+ years = 0 65-79 years = 9 (26.5%) 50-64 years = 9 (26.5%) 35-49 years = 6 (17.6%) 25-34 years = 1 (2.9%) 18-24 years = 0 Missing = 9 (26.5%)	80+ years = 1 (0.9%) 65-79 years = 28 (26.9%) 50-64 years = 40 (38.5%) 35-49 years = 20 (19.2%) 25-34 years = 2 (1.9%) 18-24 years = 1 (0.9%) Missing = 12 (11.5%)	80+ years = 1 (0.7%) 65-79 years = 37 (26.8%) 50-64 years = 49 (35.5%) 35-49 years = 26 (18.8%) 25-34 years = 3 (2.2%) 18-24 years = 1 (0.7%) Missing = 21 (15.2%)
Ethnicity	White British = 17 (50%) Irish = 3 (8.8%) Any other White background = 3 (8.8%) Pakistani = 0 Mixed: White and Asian = 1 (2.9%) Indian = 0 Any other ethnic group = 0 Missing = 10 (29.4%)	White British = 87 (83.7%) Irish = 1 (0.9%) Any other White background = 1 (0.9%) Pakistani = 1 (0.9%) Mixed: White and Asian = 0 Indian = 1 (0.9%) Any other ethnic group = 1 (0.9%) Missing = 12 (11.5%)	White British = 104 (75.4%) Irish = 4 (2.9%) Any other White background = 4 (2.9%) Pakistani = 1 (0.7%) Mixed: White and Asian = 1 (0.7%) Indian = 1 (0.7%) Any other ethnic group = 1 (0.7%) Missing = 22 (15.9%)
Gender	Female = 20 (58.8%) Male = 4 (11.8%) Non-binary = 1 (2.9%) Missing = 9 (26.5%)	Female = 59 (56.7%) Male = 30 (28.8%) Non-binary = 1 (0.9%) Missing = 14 (13.5%)	Female = 79 (57.2%) Male = 34 (24.6%) Non-binary = 2 (1.5%) Missing = 23 (16.7%)
Employment status	Retired = 9 (26.5%) Employed - full time = 6 (17.6%) Employed - part time = 5 (14.7%) Unable to work = 0 Self-employed = 1 (2.9%) Student = 1 (2.9%) Unemployed - looking for work = 1 (2.9%) Unemployed - not looking for work = 1 (2.9%) Prefer not to say = 1 (2.9%) Missing = 9 (26.5%)	Retired = 31 (29.8%) Employed - full time = 29 (27.9%) Employed - part time = 19 (18.3%) Unable to work = 5 (4.8%) Self-employed = 2 (1.9%) Unemployed - looking for work = 2 (1.9%) Unemployed - not looking for work = 2 (1.9%) Prefer not to say = 2 (1.9%) Student = 0 Missing = 12 (11.5%)	Retired = 40 (29%) Employed - full time = 35 (25.4%) Employed - part time = 24 (17.4%) Unable to work = 5 (3.6%) Self-employed = 3 (2.2%) Unemployed - looking for work = 3 (2.2%) Unemployed - not looking for work = 3 (2.2%) Student = 1 (0.7%) Prefer not to say = 3 (2.2%) Missing = 21 (15.2%)
In receipt of means-tested benefits	Yes = 6 (17.6%) No = 19 (55.9%) Missing = 9 (26.5%)	Yes = 16 (15.4%) No = 76 (73.1%) Missing = 12 (11.5%)	Yes = 22 (15.9%) No = 95 (68.8%) Missing = 21 (15.2%)
In receipt of benefits related to disability or health conditions	Yes = 6 (17.6%) No = 19 (55.9%) Missing = 9 (26.5%)	Yes = 17 (14.4%) No = 75 (72.1%) Missing = 12 (11.5%)	Yes = 23 (16.7%) No = 94 (68.1%) Missing = 21 (15.2%)
Dependent children/caring responsibilities	Yes = 10 (29.4%) No = 15 (44.1%) Missing = 9 (26.5%)	Yes = 33 (31.7%) No = 59 (56.7%) Missing = 12 (11.5%)	Yes = 43 (31.2%) No = 74 (53.6%) Missing = 21 (15.2%)

While certain ethnicities were not well represented in the survey, the focus groups had a more diverse sample.

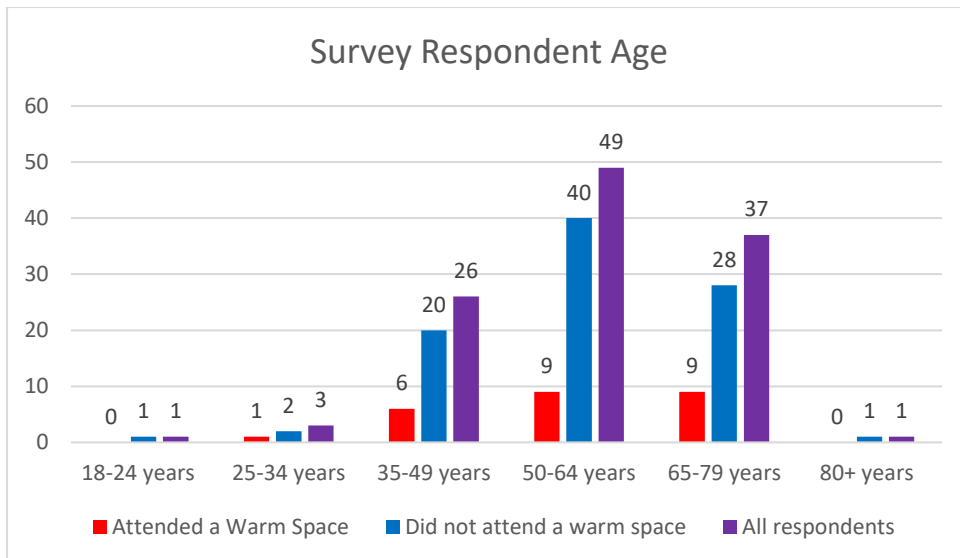


Figure 1 Survey respondent age.

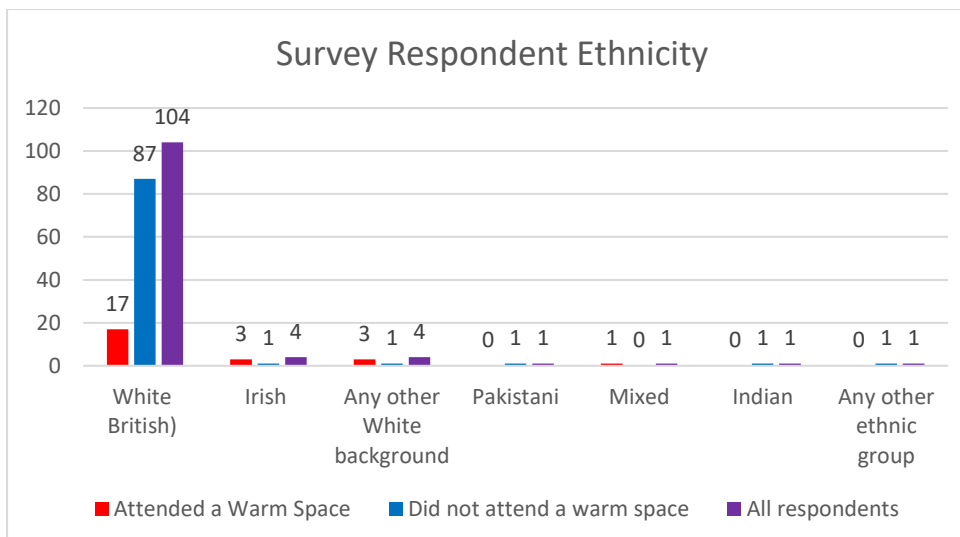


Figure 2 Survey respondent ethnicity.

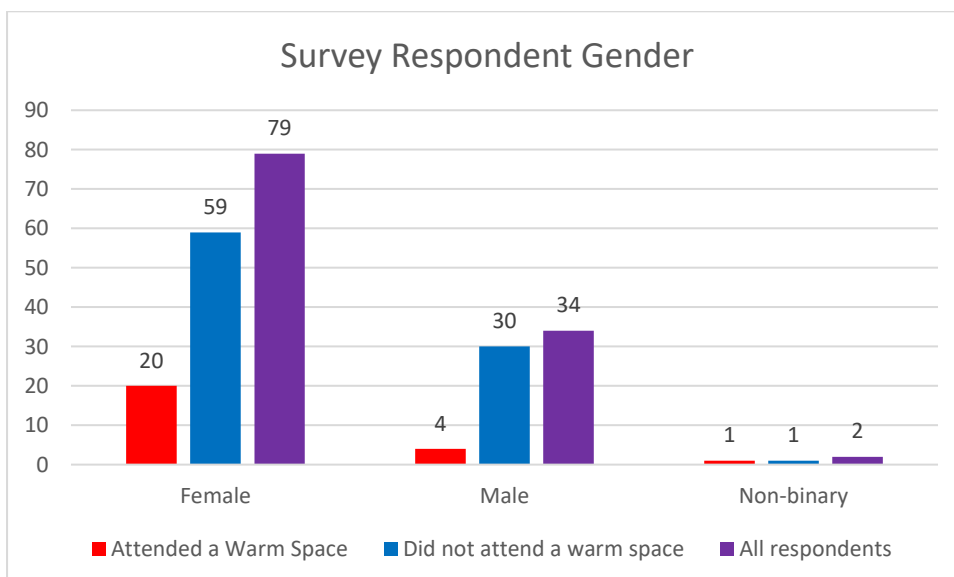


Figure 3 Survey respondent gender.

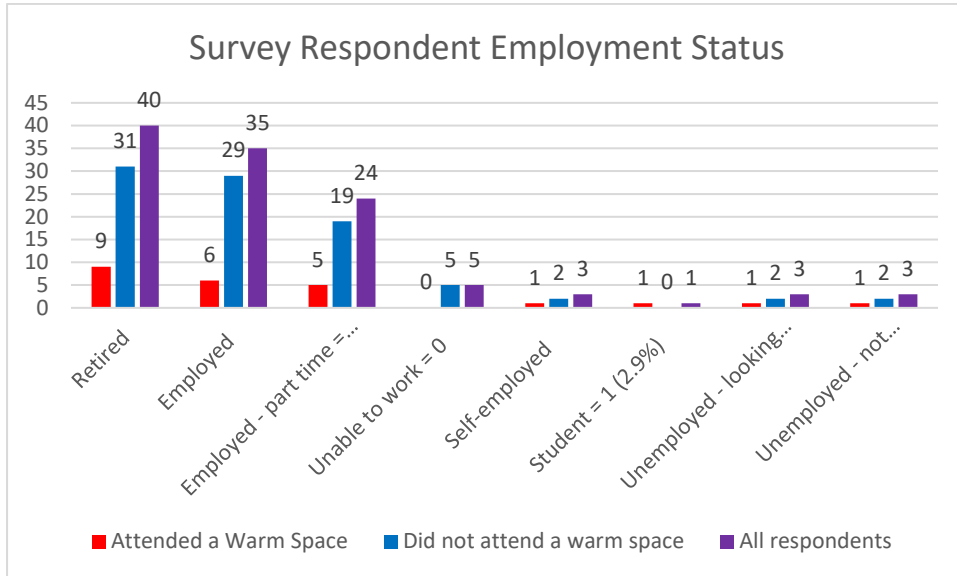


Figure 4 Survey respondent employment status.

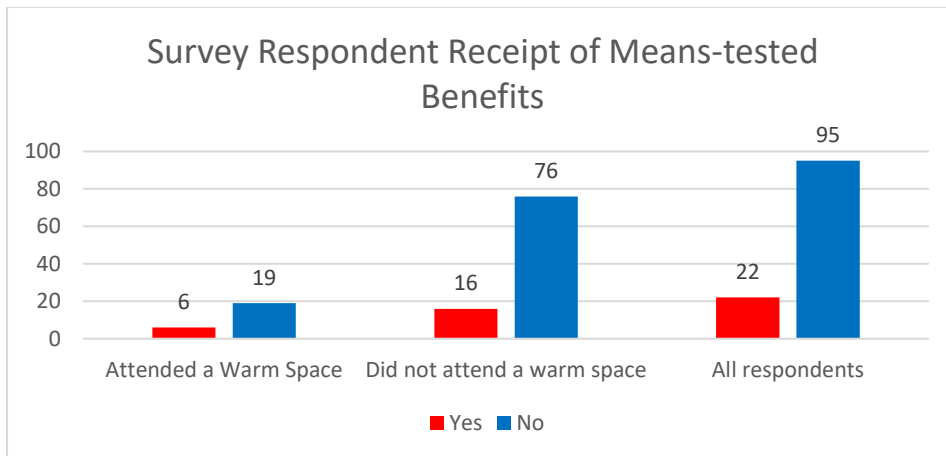


Figure 5 Survey respondent receiving means-tested benefits.

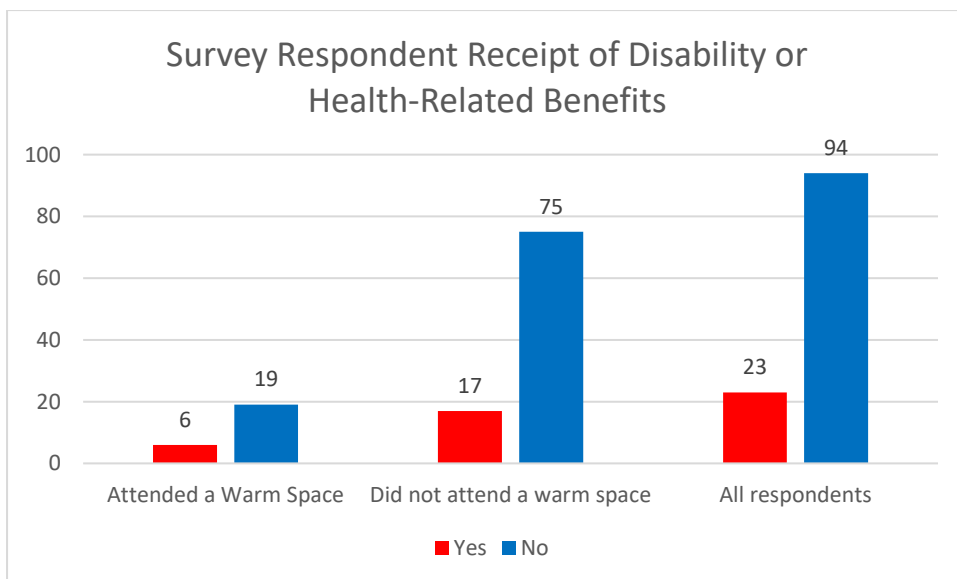


Figure 6 Survey respondent receiving disability or health-related benefits.

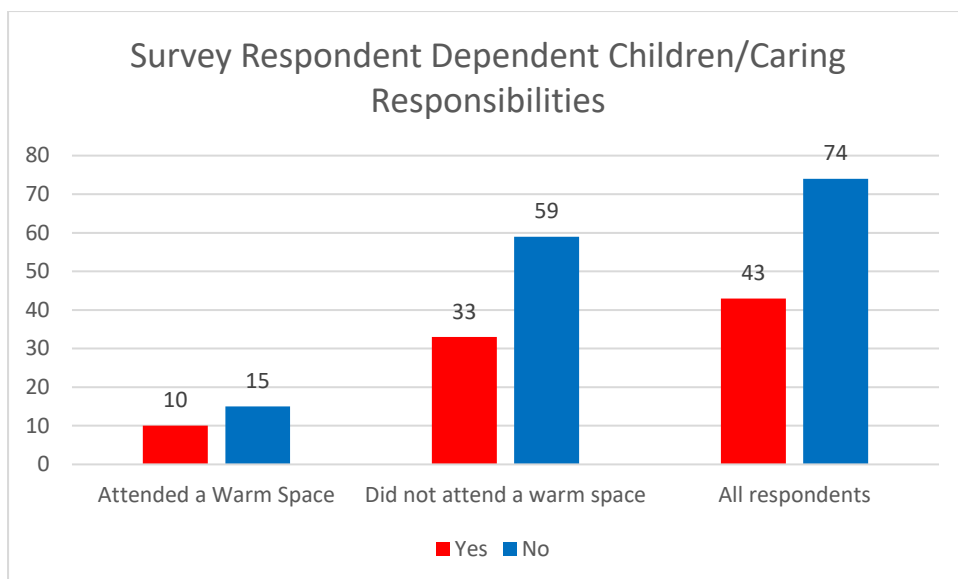


Figure 7 Survey respondent dependent children/caring responsibilities.

RQ1: What was the provision of Warm Spaces in Winter 2022/23 in Calderdale, funded by Calderdale Council and others?

Information on the provision of Warm Spaces in Calderdale in winter 2022/23 was gathered via the routine data provided by Calderdale Council, the survey and interviews. There were 57 known venues that served as Warm Spaces across Calderdale (of which 39 were included on the Council's Warm Spaces directory). Of the 57 venues, 21% (n = 12) were libraries and 39% (n = 22) received money from the Cost-of-Living (CoL) fund with specific funding for Warm Spaces. There were only 5 applications for funding that were unsuccessful.

Location of Warm Spaces

The majority of the Warm Spaces were primarily based in areas of high deprivation (such as East Halifax). While the non-CoL funded Warm Spaces were located across Calderdale, the majority of the funded CoL spaces were based in a smaller number of localities, in the most deprived urban areas. Figure 8 provides a breakdown of the location of Warm Spaces by service area and Figure 9 shows the provision of Warm Spaces across Calderdale, mapped on to Calderdale Council neighbourhood team areas, and the indices of deprivation for each Calderdale ward.

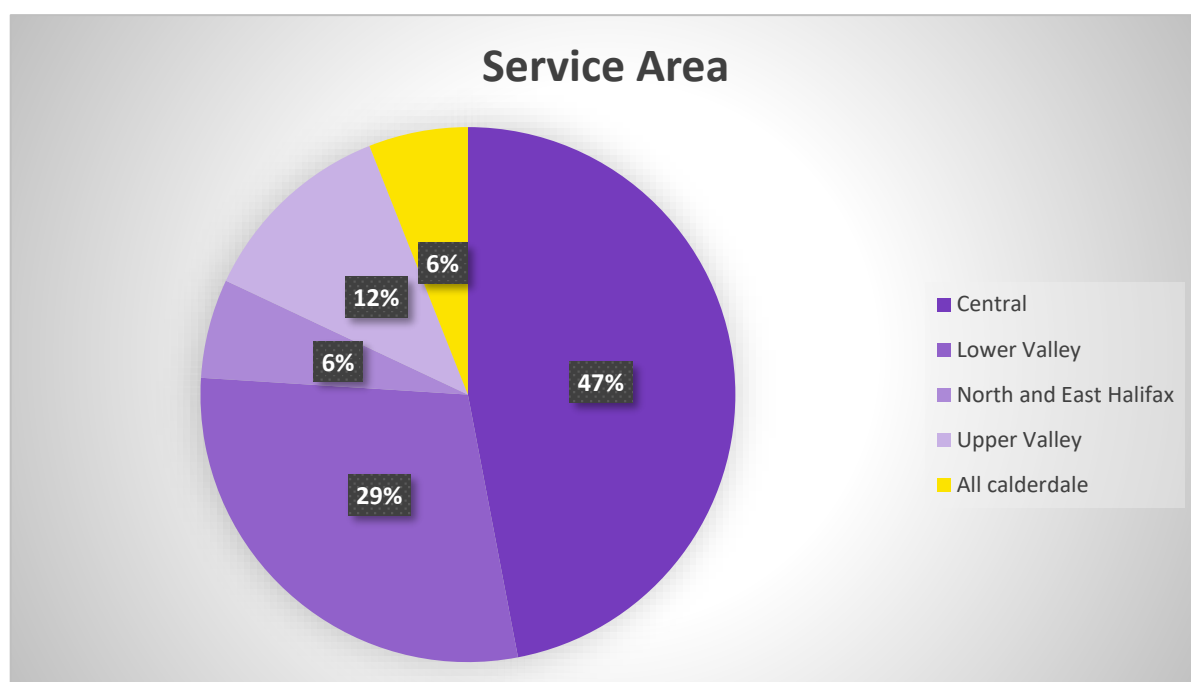


Figure 8: Warm Space provision by service area

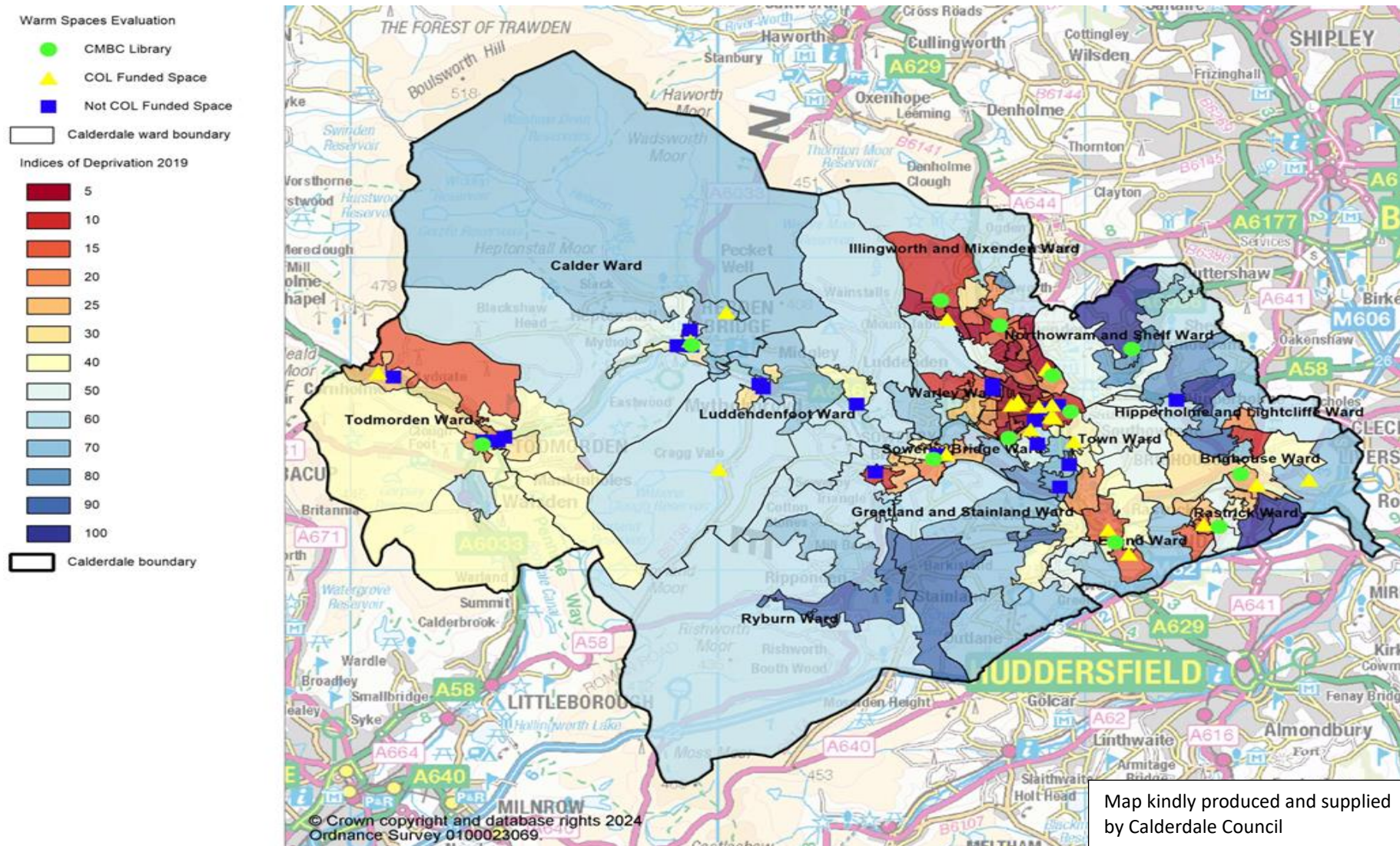


Figure 9 Map displaying Warm Spaces locations and indices of deprivation.

Further maps detailing the Warm Space provision in Calderdale are presented in Appendix 3.

Participants were asked to describe the Warm Space provision they supported, were aware of or attended. Interview participants who supported or worked in a Warm Space were located in a variety of settings, including libraries (n=1), community spaces (n=4) and in religious buildings (n=2).

The location and availability of Warm Spaces were also asked in the survey. Almost all respondents (106 of 115 [92.2%] who completed the question) stated they believed that Warm Spaces should be located within local communities or in locations easy to access via public transport (n = 98; 82.6%). Many respondents felt that every public building or voluntary community organisation (n = 68; 59.1%) or everywhere suitable (n = 61; 53%) should be utilised, including libraries (n = 88; 76.5%) and town centres (n = 64; 55.7%). Lastly, religious buildings were selected by just over half of respondents (n = 63; 54.8%).

Focus group participants were mixed in their awareness of Warm Spaces, with some hearing the term for the first time during the discussion. Similarly, only half of the survey respondents were aware of a Warm Space in their location (yes: n = 72 [52.2%], no: n = 66 [47.8%]). Libraries were the most commonly known Warm Space (n = 60; 54.1%), followed by churches (n = 20; 18%) and community centres (n = 9; 8%). Interestingly, focus group participants mentioned potential Warm Spaces which are not usual community-based hubs, such as “*amusement parks*” [FGP101], “*coffee shops*” [FGP105] and “*schools*” [FGP104].

The spaces funded by the CoL Warm Spaces funding were generally open to all (n = 14), of which one had some specific times that were only for people in recovery. Survey respondents were also asked to select the periods of time Warm Spaces should be available and when they would be more likely to use a Warm Space. Interestingly, while most options (such as ‘during periods of colder weather’ and ‘weekends’) were selected as times Warm Spaces should be open, there were other (n = 4) options which were selected more by people who would use them at that particular time than those who think they should be open. Figure 10 further breaks down these findings.

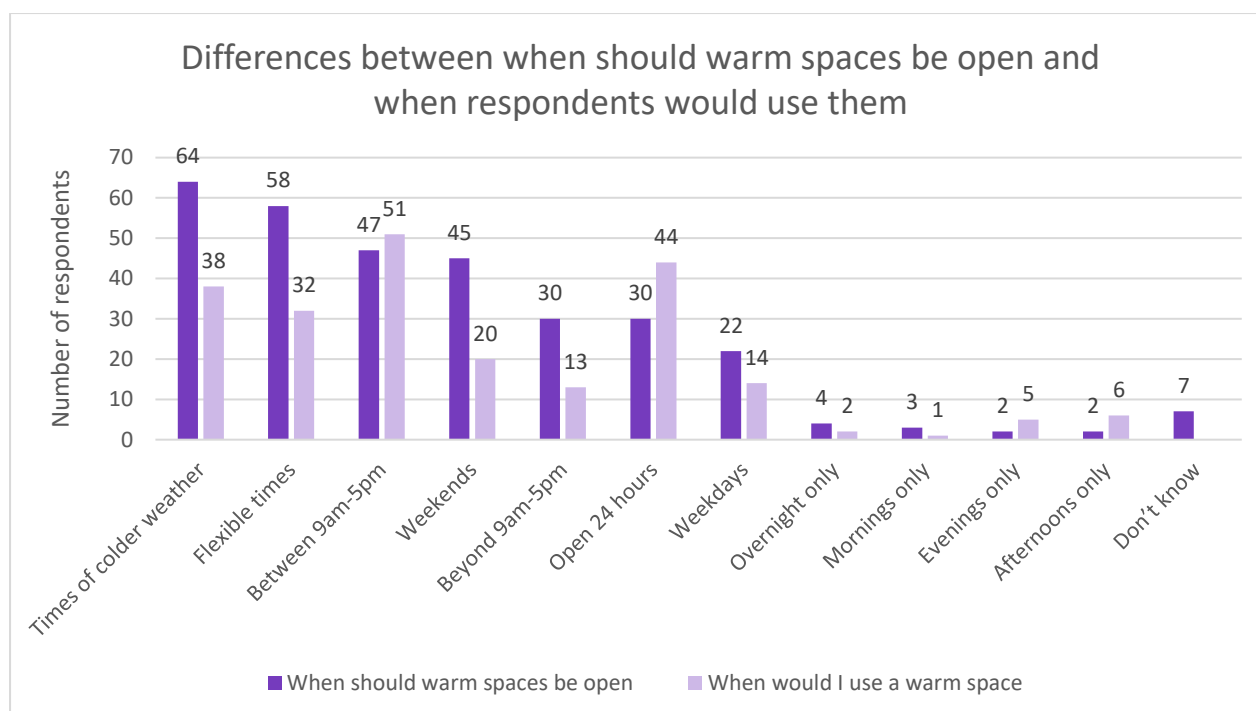


Figure 10 Differences between when should Warm Spaces be open and when respondents would use them.

Funding

In total, £74,577.63 was used to fund Warm Spaces, with £65,554.53 from CMBC and £9,023.10 from WYCA. Warm Spaces funding was awarded to 22 organisations (19 from CMBC Warm Spaces fund; 2 from WYCA Warm Spaces fund; and 1 from a combination of both). The amount of funding ranged from £261.28 to £5,000 (mean funding amount = £3,389.89). Most (n = 18) of the 22 organisations had spent the money in full by December 2022, and the remaining 4 all had less than £1000 left at that point. The funding received by the 22 organisations was used to support at least **9,344** beneficiaries* (data was provided from 17 of the 22 organisations).

The funded Warm Spaces (for which data were provided: n = 17) did not charge people to use them. Some of the Spaces (n = 3) stated that donations were welcome. Where there was expansion of an existing service/meal provided, organisations asked for a small contribution or used a pay as you feel/donation approach (n = 4). One organisation offered low-cost food (and free toast), and another had a 'pay it forward' scheme to cover those who could not afford a meal. Generally, free drinks were available and where small fees were in place for food, this was waived for those who could not afford it.








Reasons for applying for funding

Reasons for applying for Warm Spaces funding centred around these main concepts: hoping to support people in the local area and wanting to provide somewhere warm and safe. Organisations wanted to help due to the "energy crisis" [PT9**] and because they "see a lot of vulnerable people and we knew that they would be struggling" [PT1**].

* A beneficiary is an individual person who benefits directly from the activity/service.

** PT9 refers to interview participant 9 and PT1 is participant 1, see p13 for further details on the participants.

Those focused on aiming to “provide somewhere warm and safe for people to go as the temperatures drop” [PT3] wished to offer a place that was not “stigmatising” [PT3] to those attending, rather, “somewhere that people could use Wi-Fi and be warm and welcoming and mix with other people” [PT8] or making their space somewhere comfortable for “people and encouraging people to sit and chat” [PT16].

Summary: Warm Space Provision	
	<p>57 Warm Spaces across Calderdale</p> <ul style="list-style-type: none"> • 21% (n=12) were libraries (which did not receive Warm Spaces funding) • 39% (n=22) had specific Warm Space funding from the Cost of Living (CoL) fund. • The remaining 40% either had funding from the CoL fund that wasn’t specifically for Warm Spaces, or did not report any additional funding.
	<p>The majority of the Warm Spaces were located across Central and East Calderdale, mainly in areas of high deprivation, especially central Halifax.</p>
	<p>The most common settings were libraries, community spaces and in religious buildings.</p>
	<p>47.8% of survey respondents were not aware of Warm Spaces near their location.</p>
	<p>£74,577.63 used to fund Warm Spaces (£65,554.53 from CMBC and £9,023.10 from WYCA). The amount of funding ranged from £261.28 to £5000 (mean funding amount = £3,389.89).</p>
	<p>The funding supported at least 9,344 beneficiaries.</p>
	<p>Warm Spaces (n = 17) did not charge people to use them. Donations, small contributions or pay as you feel were welcome but not expected. Free drinks were generally provided.</p>

RQ2: How were Warm Spaces in Calderdale provided?

How the funding was used

Of the 22 funded Warm Spaces, 17 provided information on their services and/or amenities. One organisation that returned information had the sole purpose of providing transport to Warm Spaces and was not a warm space itself, so was not applicable to include in the analysis. The numbers reported below are therefore out of 16 organisations.

The majority of organisations provided free Wi-Fi (n = 14), free device charging (n = 12) a space to work (n = 10) and free computer access (n = 5). Almost two-thirds of the Warm Spaces (n = 10) were child friendly, offering reading materials (n = 9), toys (n = 5) and playing equipment (n = 2). Activities provided by the Warm Spaces are described in RQ4.

The majority of Warm Spaces provided free **hot drinks** (n = 15), **free food** (n = 11) and/or other refreshments (n = 11) to Warm Space attendees. In addition, many provided food parcels, or referred people to places that did. It was not just a case of people not having enough money to buy food, services saw that some people who were recently bereaved or who had mental health challenges were not eating well and benefited from the community around the food, as much as the meals themselves.

Practical support went beyond providing food and financial aid, people received essentials to furnish homes (such as beds and kitchen equipment). In some cases, they were provided with technical devices and free data allowances to access the internet. One organisation used some of their Warm Spaces funding to provide emergency help for attendees. Emergency support included providing vouchers for school uniforms, heating bills and even replacing broken washing machines:

“...we used some of the money to be able to give emergency support. And we did that in vouchers, so we, you know, we paid for - people told us what they needed, and we said ‘OK, if it's clothes, do you use ASDA, do you use Tesco's, we'll buy you a voucher’, and then gave them a voucher to go and get the school uniform” [PT9]

Building improvements: Organisations were able to make physical changes with the funding to ensure the Warm Space was able to retain heat e.g. draught proofing, whereas others used the funding to improve room furnishings so it was more comfortable for attendees:

“We bought a second-hand sofa and armchair, coffee table, rug, sort of funky standing lamps and you know, just put some decoration in it basically to make it look like a little living room” [PT16]

As well as improving building space, some Warm Spaces used the funding to help pay their increased **utility bills**:

“What this actually did was it gave 7% of their expected utility expenditure. So that's the reality of how much their utility bills are, and that's £750.00. So it's a small amount, but it's made a difference by 7%” [PT12]

The funding also allowed Warm Space organisations to **extend their opening hours** to further support attendees:

“We were opening up an extra hour each day - an hour each session. So we did two sessions on a Tuesday and a Saturday, and we added an extra hour on to how long they ran. So they were like, the whole morning on both days” [PT9]

Services found themselves adapting to support those attending the Warm Spaces. Rather than dealing with the symptoms, organisations explored the root causes, whether that was giving advice about how to access more funds, manage budgets, tackling isolation, mental health challenges or 'self-medication' that then lead to other challenges.

Challenges and how to overcome them

Organisations faced an **increase in demand**, and in some cases, they were not able to support everyone that contacted them. Some organisations described a ‘slow start’ but publicised their offer through leaflets, newsletters, social media, and collaborating with other organisations. Investigating why people weren’t attending one Warm Space led them to find people didn’t think the space was for them; they believed it was for people who were worse off, and they didn’t want to take “handouts”. They then changed the emphasis to give people a specific reason to attend e.g. crafting and healthy food. Other reasons for non-attendance are reported in RQ3.

Warm Spaces faced an **increase in costs**. Energy prices were higher than expected and organisations had to find additional money to cover utility bills, as well as rising costs for rent, transport and food. The focus on “*keeping the lights on*” took funding away from other work, although organisations attempted to raise funds to meet community need as well. Some found that they used up resources very quickly and also had to find new ways to replenish resources when communal items were taken by attendees e.g. large jars of coffee, leading to extra costs.

Costs to attendees was a further financial challenge. Interview participants reflected on how the cost to use transport may be hindering people attending:

“I think it's OK saying we've got these Warm Spaces, but if you've got a person that is looking after someone who has mobility issues, can't use public transport, might have to get a taxi. The cost of taxis, you know, is going up. So that was definitely an issue” [PT6]

Others commented on the **sustainability** of organisations being able to offer Warm Spaces and the financial constraints associated with them:

“Every single charity in Calderdale I would expect has projects like that which are never gonna be self supporting...I mean, you know, you can do something with three months’ worth of

funding, but you could do so much more with the security of knowing that it's ongoing and that providing you getting the results, you'll keep getting the funding" [PT10]

Some organisations experienced **teething problems** around how to allocate funding locally and ordering sufficient supplies for catering, but these were soon overcome:

"We've had of a couple of issues with, you know, just practicalities and making sure we've always got tea and coffee available, making sure there's always milk in the fridge" [PT8]

Others found that some **community buildings were impractical** for a Warm Space, facing accessibility and parking challenges which excluded some prospective attendees. In addition, there were challenges in increasing the temperature of a number of Warm Spaces:

"I barely went anywhere where they turned bloody heating on! Those Warm Spaces were really cold. In my 14 visits, I took my coat off once! OK, seriously, everywhere was cold, and the only place that was warm was one Church, and I said, 'my God, this is the first place I've been to where it's actually warm!' And they said, 'oh yes, it's because our session follows the mother and toddler group and they turn the heating on for the toddlers!'" [PT10]

To overcome the practical issues, Warm Spaces worked with partner organisations to provide catering when they were unable to use their own kitchen space, or implemented routines or directions for volunteers to ensure the Warm Space was running smoothly:

"We added a fridge into the room to make sure that we weren't having milk set on the counter going mouldy. Developing routines for the volunteers to do the washing up to make sure that the room's always kept looking nice and that there's enough clean cups" [PT8]

Others developed partnerships with other organisations when their own Warm Space was not well attended by service users. By collaborating with these services, they found that more people attended and made use of the Warm Space:

"The [name] Church in [place] had a Warm Spaces they hadn't applied for funding. They were trying to do it themselves. Nothing really came of it. So what we've done is some of the women who are doing the food share have said, well, we'll open it up for you. You'll do food share from there, and we'll cook for them. And it's already starting to increase in numbers and that's because it's targeting people who know the community." [PT12]

Staffing issues were a challenge faced by many of the Warm Spaces. Some groups had no paid staff members and relied on volunteers, whereas others had challenges with staff being unable to get to work because of bad weather and train strikes, but coped by building *"a robust staff team for the project and were able to have other staff members step in to cover [other] roles where necessary"* [Monitoring Data, Organisation 20]. Staffing issues affected opening hours, with some only being able to open for a short period of time due to a lack of volunteers.

Interestingly, a minority of staff were initially unsure about their organisation running a Warm Space, only to come around to the idea when they saw the benefits of the provision:

“When we first started this, we had maybe a small minority of staff who weren't sold on the idea. But I think we overcome that, really. They've seen the benefits and they've also seen the benefit to us in the increase in footfall and people coming into the space who might not normally, who say ‘ohh, I haven't been for years. I didn't know you had all this’” [PT1]

To overcome issues with limited opening times, Warm Space organisations explored their optimum opening hours and rearranged staff shifts to enable them to open, and stay open, for a suitable length of time:

“People weren't out. They didn't want it at that time. Well, what they were doing was pulling at the doors at 10:00 AM in the morning. So we found in sort of residential areas like [area] and [area], we took off the late evenings because we had to put two members of staff on and it just wasn't being used. We used that time in the day because they seemed to be wanted in the day” [PT1]

Promotion of Warm Spaces, and the **name of the provision**, were cited as challenges to encouraging attendance. While raising awareness of Warm Spaces was considered important by participants, some were concerned that the name ‘Warm Space’ or promoting it as a place to help with the cost-of-living crisis may turn some people away from attending space due to perceived stigma:

“We didn't want to promote it just as, ‘come in and be warm’, because we felt that doesn't give people dignity, when they come into a place, ‘I've just come in to keep warm’” [PT1]

Several organisations struggled with communicating and promoting Warm Spaces within the community due to limited time, leading to low attendance. However, this challenge was overcome by a few Warm Spaces who were able to use key people within their organisation who could promote their Warm Space events widely:

“Well, I promote any of these on my Facebook. I also belong to like groups in Hebden, Mytholmroyd, Todmorden. So anything that's going on that I think is a value I'll promote and say get yourself down there or this is happening or whatever. But I also do that through the Co-op work that I do because I do that and that's really convenient” [PT12]

To ensure the funded Warm Spaces were advertised, Calderdale Council also publicised the provision on their website, on newsletters and briefings shared with mailing lists and to relevant groups.

Only two organisations commented on challenges associated with **tensions** between service users, and service users becoming aggressive when they did not receive the support they wanted (in the form of cash rather than food or vouchers).

Summary: Implementation and Delivery of Warm Spaces



What did the funding pay for?

- Hot drinks/food/refreshments
- WiFi/device charging and access
- Activities and resources e.g. reading material, toys
- Practical support: financial aid, clothes, furniture, household items, vouchers
- Building improvements e.g. draught excluders, furnishings
- Paying utility bills
- Extending opening hours



What were the main challenges?

- Increase in demand from the community
- Increase in costs for organisations e.g. electricity, rent, food, transport
- Sustainability of the offer
- Low uptake of the offer (see next section for more details)
- Teething problems setting up new provision
- Finding appropriate locations to be Warm Spaces
- Staffing issues (e.g. few paid employees, reliance on volunteers)
- Increasing community awareness of Warm Spaces
- The name 'Warm Spaces' might be off-putting to some people



Overcoming challenges

- Collaboration and partnerships were important in sharing information and meeting community need
- Social media and personal networks also helped to promote the work
- Organisations optimised their opening hours and rearranged staff shifts to better meet community need

RQ3: Who used the Warm Spaces?

Perceptions on who should be able to use Warm Spaces

Focus group and survey participants were asked who should be able to access Warm Spaces. People on a low income (n = 100; 85.5%) were the most frequently chosen option when asked 'who should benefit from a Warm Space'? Of the 117 responses, 97 (82.9%) thought that older people (aged 65 years and older), people who move in and out of homelessness (n = 92; 78.6%), people with mental health conditions (n = 92; 78.6%) and people living in a deprived area (n = 91; 77.8%) should benefit from a Warm Space. Interestingly, all of the respondents who provided an answer to 'other' stated that everyone should be able to benefit from Warm Spaces. Figure 11 provides a breakdown on respondent answers.

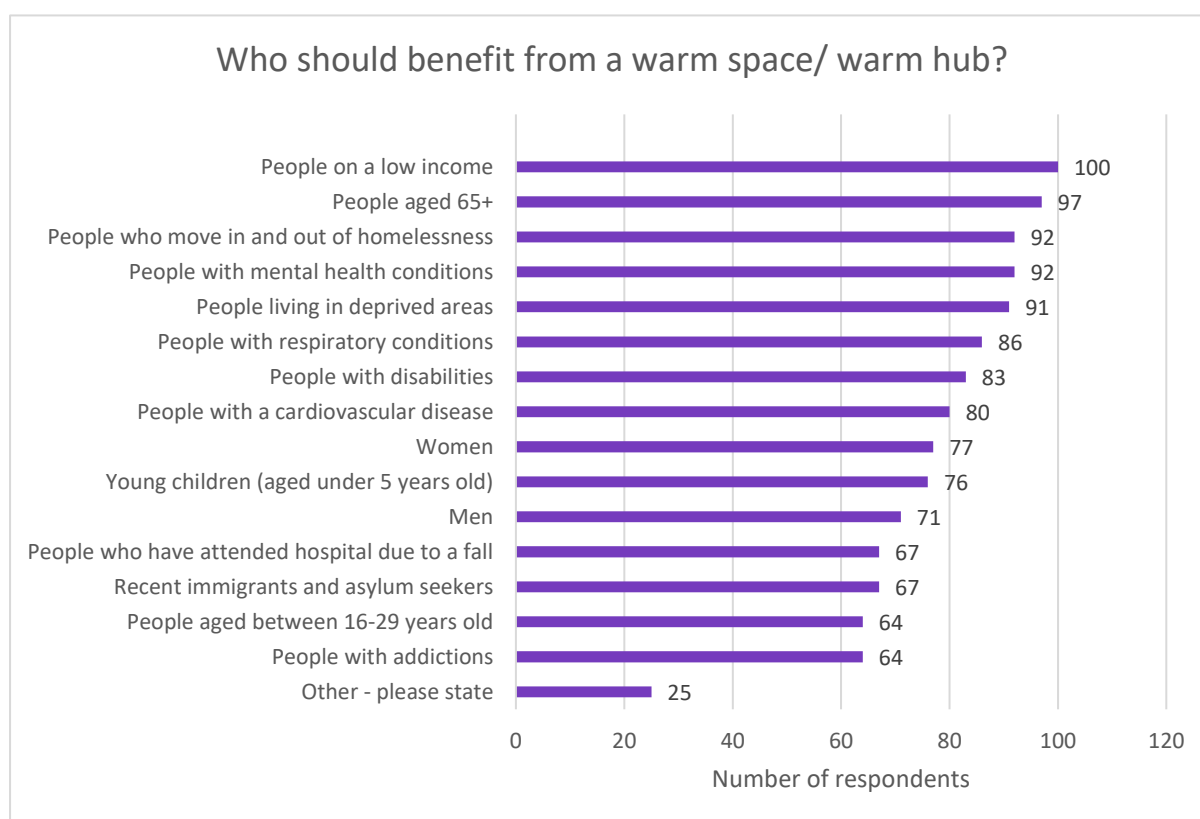


Figure 11 Who should benefit from a Warm Space/ warm hub?

One respondent explained that everyone should be able to access a Warm Space, but stated that they would not want to use one which was attended by “addicts” or “children”. This point was also raised in the second Focus Group that elderly and vulnerable people may not feel comfortable in a space with people who have substance or alcohol misuse issues:

“It’s open to everyone but the main service users there are like drug users and alcoholics. The people who could get genuine help from there are put off. It’s open to everyone and I get that they have to be inclusive, but that can deter people” [FG2PT11]

Focus group participants were divided on who should be able to use a Warm Space, with some believing that a Warm Space *“is for everybody”* [FGP103], whereas others believed they *“are for a specific set of people”* [FGP106]:

“So it's meant for everybody, but maybe time, season and your need determine when you are going to use it, but generally it's meant for everybody” [FGP103]

Who used the Warm Spaces?

Of the 138 survey respondents, 34 (24.64%) had attended a Warm Space in Calderdale during winter 2022/23. Most attendees visited a Warm Space more than once a week (n = 12) or weekly (n = 10). Only seven attended monthly and five respondents less than monthly. Respondents mainly attended a Warm Space alone (n = 28), with only a handful attending with friends or family (n = 4 and n = 3, respectively).

Survey respondents who had used a Warm Space were most likely to be aged between 50-70 years old (n = 18), White British (n = 17), female (n = 20) and retired (n = 9). Only a minority of attendees were in receipt of means-tested benefits (n = 6) or benefits related to disability or health conditions (n = 6). Lastly, 10 had dependent children and/or caregiving responsibilities.

The monitoring data for the spaces funded by the COL Warm Spaces funding reported they were generally open to all (n = 14, of 16 that completed the form), of which one had some specific times that were only for people in recovery. The remaining three spaces were specifically for: Women only; People with disabilities, Carers, Former Carers and Cared for of all ages; and Parent Carers. The interview analysis reported similar findings, with some Warm Spaces aiming to help anyone as *“we wanted to be that that safety net really for anyone”* [PT1] whereas others were working with particular demographic groups (e.g. families or South Asian women). Interview participants described a range of people who used the spaces, for example, families, young women, older widows/widowers.

Attendee demographics tended to correlate with the types of activities being offered at the organisation, or time of day.

Reasons for attendance

All survey respondents were surveyed on whether they were planning on accessing a Warm Space in the future. Of the 131 who answered the question, only 25 (19%) stated they are planning on using a Warm Space in winter 2023/24, whereas 41 (31%) stated they may use a Warm Space and 65 (50%) stated they are not.

Reasons for planning or maybe planning on using a Warm Space included:

	Planning on Using Warm Space	May Use Warm Space
Wanting to attend a safe or welcoming space which is warm	10	10
Being unable to afford their heating bill	6	6
Wanting to reduce their energy bills	5	9
Wishing for social interaction	5	6

Those who were not planning on attending a Warm Space stated they did not have a need to attend (n = 54) or felt the concept was not aimed at them (n = 5). Others would struggle to attend a Warm Space due to issues with travel (n = 3) or illness (n = 1). Interestingly, one participant stated they would find it embarrassing to attend a Warm Space.

Survey respondents were also asked to report why they attended or would attend a Warm Space. Of the 118 responses, just over half stated they wanted to get out of the house (n = 62; 52.5%). Other reasons included needing to reduce fuel/energy bills (n = 57), wanting to see other people or wanting to be part of a community (n = 47 and n = 47, respectively) and feeling lonely or isolated (n = 43). This reasoning was supported by interview participants, reporting that social interaction or community connection were common reasons for Warm Space attendance:

“The impression we've got is that it's also a lot to do with community connection, rather than necessarily the warmth aspect” [PT5]

Interestingly, practical support and advice were lesser reasons for attending a Warm Space (access activities n = 36, access refreshments n = 21 and access advice n = 19). A breakdown of the reasons to attend a Warm Space is presented in Figure 12.

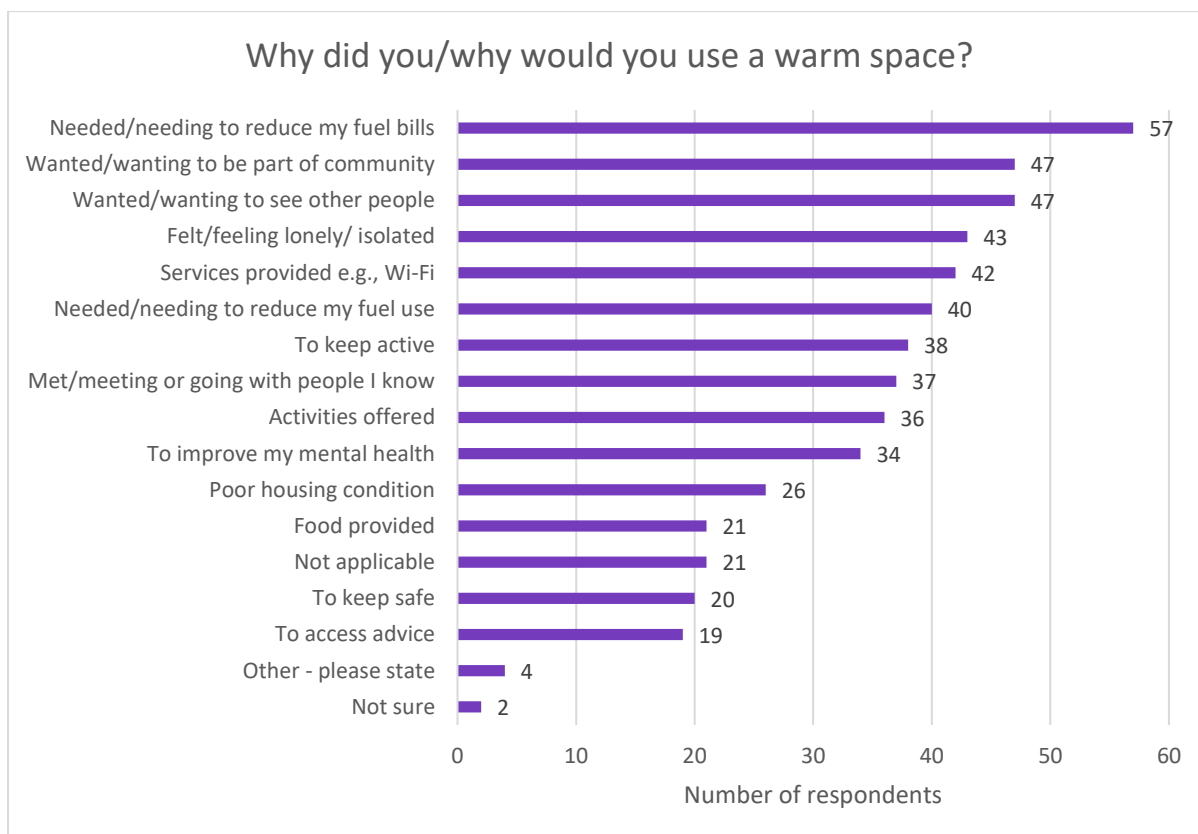


Figure 12 Why did you/why would you use a Warm Space?

Organisers found that some attendance was linked to the hub already running group or support sessions. By combining the Warm Space with an existing session assisted in the promotion of the space and removed a barrier for attendance:

“Having it as part of our service offer, I think helped. So carers weren't accessing a Warm Space, they were accessing a provision through an organisation they were already in touch with. So that removes some of the barrier. Same as we said about the food bank, it was just something that it was offered by staff that they already knew. So in our case that helped. A warm welcome” [PT6]

“I think the ones which were already known to communities were quite effective. So where an organisation that's already well known and well used, by them promoting that they're open for a bit longer with a nice warm cup of tea and some stuff going on that they might be interested in, I think were probably more successful than the ones that just opened specifically as Warm Spaces” [PT4]

To encourage people to attend and/or to stay longer, organisers ensured that activities and refreshments were offered to attendees.

Organisers also found that directly involving the attendees in decision-making and planning activities promoted continued engagement:

“The different range of activities I think was really good. It wasn't the same thing every week. So it adapted as people said they wanted things. People looked forward to kind of the special events like wreath making or the hand massage, we would advertise that a few weeks in advance so people knew they were coming to a kind of a special event” [PT15]

Reasons for non-attendance

Survey respondents were asked what would potentially stop them from attending a Warm Space; 126 answered. The main reasons were: being unaware of where their local Warm Space is situated (n = 55), shift patterns and work commitments (n = 35) and travel issues (n = 32). Fourteen respondents provided ‘other’ reasons, which included struggling or feeling scared to go to an unfamiliar place and illness. A breakdown of the answers is provided in Figure 13.

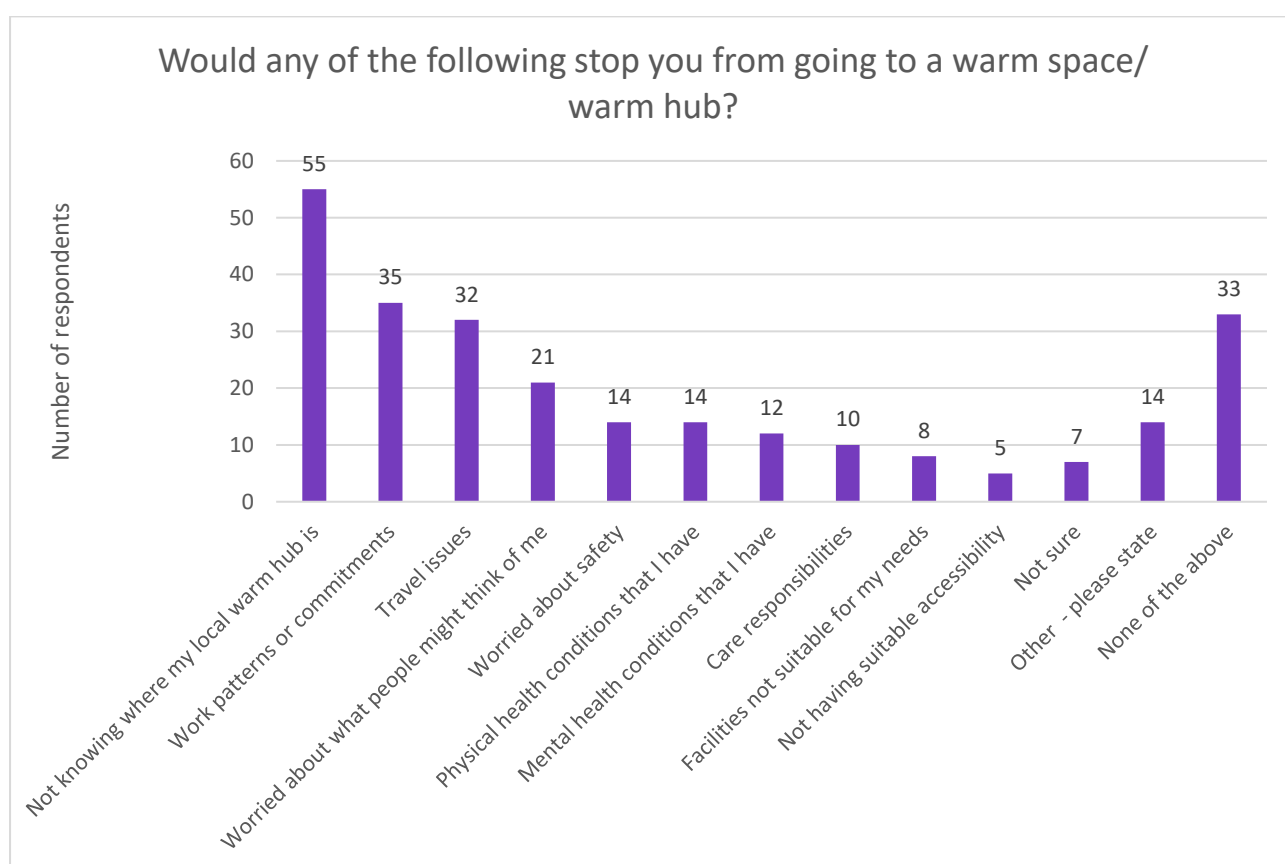


Figure 13 Would any of the following stop you from going to a Warm Space/warm hub?

Non-attendance was discussed at length with interview participants. Participants reflected that there may be a lack of awareness of the Warm Spaces, leading to a lower than anticipated attendance:

“I didn't actually realise libraries were Warm Spaces in Halifax. So I went to pick my son up one Saturday because he works in the Piece Hall. And the library is in the Piece Hall. And it was absolutely tiddling it down. And I thought, ‘I'm going into the library’, and then all this coffee and stuff was out, and I thought, ‘oh, that's nice!’ But I just sat down because it somewhere safe and warm to be. And then I came out and realised it was a Warm Space, you know?” [PT3]

"Yeah, because I think if people don't know that it's a thing, then it's, you know, how are you gonna find it?" [PT7]

While the perceived stigma of attending a Warm Space was not widely reported by survey respondents (*"I haven't used them as I would feel self-conscious"*), it was a major discussion point in the interviews:

"I suppose with some people there, they might think that there's some shame in admitting that they might be struggling. You know, some people, I think especially with older people, they might not necessarily want to admit that they're struggling and need help" [PT7]

However, organisers found that by providing another reason (such as running a 'knit and natter' group or holding the Warm Space in a busy building) for a person to be at a Warm Space, more people were likely to attend as perceptions of stigma were reduced:

"We don't just want to direct people to a table and say, 'you can go and be warm there'. We want to offer them a reason for coming. Because we've noted that when people come to say, coffee mornings where we actually have cake out, they're clearly hungry and they're making all sorts of excuses for why they're eating a lot and they're really don't need to. That's sort of heartbreaking, really. So we definitely wanted to be sure that people, you know, could say 'I'm attending this event' rather than 'I'm coming here just to stay warm'" [PT5]

Similarly, changing the title of the group to something other than a 'Warm Space' was found to reduce stigma and encourage attendance. This would raise other challenges for promoting the range of Warm Spaces available to the public if they are all called different names e.g. Knit and Natter.

Feelings of not being welcome at the group or feeling that the provision was not for them was another reason for non-attendance. While some organisers did not feel that running their Warm Space in a religious building impacted on attendance, *"No, I don't think so. We had people from different faiths attending"* [PT15], others reflected on how holding a Warm Space in a religious building may deter people who are not religious or have a different faith from attending.

Others commented on how some people may not feel they are able to attend as they would be taking a space away from someone who was more deserving:

"And then around the dignity of it, you know, people say don't they, 'there's always people more better deserving than I am'" [PT3]

Feeling unwelcome when they did attend a Warm Space led to some people not returning but friendly coordinators could help people settle in.

Distance and travelling to Warm Spaces were further reasons for non-attendance. Monitoring data showed that most of the Warm Spaces had a convenient bus route (n = 13, of the 16 that completed) but there isn't data on how regular and reliable the services were. Interview participants remarked on how some people may have been excluded from attending a Warm Space due to poor or costly transport options, or the distance needed to travel to the building:

“It's about a 25 minutes walk uphill, but if you've got a little kid or a pushchair or you haven't got very good shoes or you haven't got a coat, then there's other barriers involved other than the distance” [PT8]

Lastly, risk of illness may lead some people not wanting to attend a Warm Space in the winter months where there are a lot of respiratory viruses circulating.

Summary: Who Used the Spaces



Survey respondents thought Warm Spaces were mainly for people:

- on a low income
- over 65
- who are homeless
- with mental ill health
- who live in deprived areas



Warm Spaces were generally open to everyone, although some were focused on specific groups e.g. women only; people with disabilities; Asylum Seekers and Refugees.



Attendee demographics tended to correlate with the types of activities being offered at the organisation, or time of day.



Reasons for attendance:

- Social connection seemed to be the most important factor
- Saving money
- Reducing energy



Factors supporting good attendance:

- Strong links with the community
- Existing groups
- Activities that made the spaces more appealing
- Involving people in planning
- Partnership working



Reasons for not attending:

- Not knowing what or where they were.
- Stigma and shame
- Feeling unwelcome
- Taking a space away from someone who needed it more
- Location e.g. religious building
- Distance and transport
- Risk of illness

RQ4: What happened in the Warm Spaces?

Analysis of monitoring data provided information on what happened in the Warm Spaces; 17 organisations completed the forms, of which one was a transport charity so many questions did not apply. Ten Warm Spaces organised activities to be held for attendees, including quizzes, games, physical activity groups, creative activities, choir, coffee mornings, training courses and advice sessions.

The case studies from the routine monitoring data illustrated the importance of the Warm Spaces as sources of advice and signposting to other services. Advice sessions were varied, which included informal support (such as budgeting skills, $n = 7$), mental health support ($n = 5$), signposting to local services ($n = 5$), energy advice ($n = 3$), and welfare ($n=3$) and debt advice ($n = 3$). Finally, employment and skills advice ($n = 1$), information on budget meals ($n = 1$), IT support ($n = 1$), parent/carers services ($n = 1$), councillor signposting ($n = 1$) and substance/alcohol misuse support ($n = 1$) were provided. Organisations often signposted people to places that provided food parcels.

Interview participants described the activities offered at their respective Warm Spaces, with some finding that the activities they set out to offer changed throughout the winter to meet demands. One Warm Space initially planned to offer *“some soup and bread and open up our office space”* [PT15] but quickly adapted to the needs of the attendees by offering a clothing and food bank, as well as running weekly activities such as quizzes and bingo.

The main type of activity described by interview participants was providing refreshments. This included free beverages, foodbanks, and social sessions such as coffee mornings, cake clubs and lunch clubs. Activities for families and children were also a major focus for some Warm Spaces which offered books, board games and toys, and in some cases scheduled kids’ clubs. Clubs focused on specific interests and activities were also organised in Warm Spaces. Reading groups, bingo, quizzes, musical interests and knit and natter groups were established.

Clothing vouchers and clothing banks were offered as part of the Warm Spaces provision.

Marks and Spencer’s Corner

One Warm space, realising the potential stigma attached to using a clothes bank, kept the bank separate from the Warm Space, called it by a different name and tried to make the experience as pleasant as possible:

“Yeah, the Marks and Spencer’s corner! I would say, ‘would anyone like to come along to the Marks and Spencer’s corner?’ You know, instead of saying, ‘who wants to come and get some second-hand clothes?’ because nobody really wants to do that; especially in front of other people. So, you know, we set it in another room and made it into a fun thing...and I’d get people involved, you know, bagging, putting things in bags, you know, rather than just handing them, you know, putting them in nice bags. I think it’s all them little things that are quite important for somebody’s, well, dignity, you know. So that worked really, really well.” [PT15]

Types of activities requested by the Calderdale population

When asked how they would benefit from accessing a Warm Space, more survey respondents reported welcoming or friendly people (n = 84) than physical warmth (n = 78). Benefitting from a safe/quiet/relaxing social space (n = 78), refreshments (n = 67), social activities (n = 54), and accessing advice or support (n = 51) or practical resources for the cold weather (n = 41) were also perceived benefits. A minority of respondents provided other benefits (n = 12), including showers, vaccinations, and children's activities.

Collaboration and partnerships

Warm Spaces created partnerships and collaborations with other organisations to provide specialised support as *“you have that knowledge of what's going on and then you can really target and work with the people that need it”* [PT12]. Some collaborated as they offered specialised services (such as subsidised transport or support for caregivers) and wished to promote their own organisation's offers and offer support to attendees.

Some Warm Spaces collaborated with other members of their own organisation to further support attendees and promote health and wellbeing, for example, with specialist support on employment or managing health conditions.

While it may be a concern that newcomers may not be welcome into these developed communities, it was not the case for one group who gladly accepted new attendees and even brought people along to join their group:

“They'll always welcome new people, it's not like we're in a closed bubble. They'll always welcome new additions” [FGPT11]

Celebrations featured heavily in these newly built communities; birthday parties and religious festivities were arranged by attendees.

Summary: Activities in Warm Spaces	
	<ul style="list-style-type: none">• Hot drinks and food• Quizzes, games, bingo• Physical activities• Creative activities• Social activities• Children's activities/clubs, games, toys• Training e.g. budgeting skills• Advice/signposting• Support with a range of issues e.g. mental health challenges, drug and alcohol misuse• Clothing banks

RQ5: What was the (potential) impact of Warm Spaces on social determinants of health?

Social connection

One of the most commonly reported outcomes of the Warm Spaces was increased social interaction. Organisers saw the benefits of this across different groups of people including older people, carers, refugees, parents of young children, and those feeling isolated through working from home or bereavement:

“It became a very, very fun place to be, and people just live for that day, you know: ‘It’s the only day we come out. It’s the only day we can see anybody’” [PT15 and PT6]

Some Warm Spaces targeted invaluable support to specific groups such as refugees, unpaid carers, and/or older people whose circumstances meant that they were socially isolated, had very tight budgets and were often experiencing poor mental health. A social space that had no costs attached to it was key to supporting these and other people on low incomes.

Supporting Carers

Warm Spaces offered safe, welcoming places for carers to go alone or with the person (generally a partner or child) who they cared for. This helped to reduce isolation for carers and their families and allowed carers to have some time for themselves whilst knowing their loved one was safe, either with other people in the same venue, or receiving support elsewhere. They could be directed to information about further carer support, particularly around benefits.

“Janice started attending in early January, she is a carer for her daughter and lives with other family members that she supports. Janice has disabilities herself and often struggles to take her daughter out, especially at weekends. Her daughter attends a day service during the week, but to reduce her outgoings Janice doesn’t have hot meals and often stays home feeling quite isolated, and at weekends because of her daughters disabilities, combined with her own often stays home as it’s a physical struggle for them both... Janice has now started attending our Sunday Warm Spaces sessions which thanks to this funding we are able to offer for free, her daughter attends with her, meaning they can spend time safely together, out of the house, Janice is able to socialise whilst her daughter mixes with others, they are able to take part in activities that stimulate her daughter and entertain Janice, and Janice is able to have a hot lunch and as many cups of tea as she would like!” [Case Study 5]

One participant noted that Covid-19 had disrupted a lot of community connections and for many, things are not yet back to how they were before. The Warm Spaces supported the development of community connections, giving attendees chance to meet new people as well as reconnect with old friends. The relaxed environment supported socialising:

"I think it's a good way to connect within the local community. There's a lot of people, especially since COVID and the lockdowns, some people have struggled to reintegrate, some people are still, you know, not necessarily socialising like they were before. Especially if people have got money worries, I think it's a really good way of having that social connection without having to say, 'I'm gonna go and join a group'. You know, there's no commitment to actually go and do something and be somewhere every week at a certain time, you can just go in and be amongst other people without any expectations." [PT7]

Focus group participants reflected on how using a Warm Space helped them to build new friendships, while organisers saw people meet friends and described people growing in confidence as they felt more comfortable in the company of others, and how they make contact with each other outside of their time at the Warm Spaces:

"It's actually a good place to be. I actually met a new friend in a Warm Space before, and it was a good one, not just a friend. I have met many friends there." [FGP103]

"After a couple of months, both our client and dog are completely unrecognisable! Their confidence levels have increased substantially and they are making new friends. Their whole mannerisms have changed, and they now feel so much more comfortable being out in public. Our client now has a wider circle of friends and feels happier than he has done in years." [Case Study 11]

Communities were created in warm spaces; regular attendees at Warm Spaces found themselves looking forward to attending the next session so they could see one another. Skills were shared and taught to each other, and saw each other as family:

"We look forward to seeing each other. I've passed on my skills to the ladies, and they've done the same" [FG2PT3]

When a regular attendee was not seen at the Warm Space, the 'community' were concerned and checked on her to ensure she was safe and well.

Interestingly, when comparing the survey responses regarding feelings of belonging between those who attended a Warm Space versus those who did not, 74.1% of the respondents who attended a Warm Space agreed or strongly agreed they felt that they belonged to their neighbourhood, versus 61.5% of the respondents who did not attend a Warm Space. However, due to the survey's sample size, these figures may not be generalisable.

One participant highlighted the difficulty of determining impact and although staff/volunteers at Warm Spaces could see people enjoying socialising, they may not know other ways that the provision was benefiting them:

"PT9: I don't think they'd tell us why they were coming. They just say that, you know, they're just coming for a cup of tea and a chat, you know."

INTERVIEWER: So why do you think they wouldn't tell you?

PT9: Pride, usually" [PT9]

Consistency was key to building a sense of community, and several participants recommended that social spaces were available all year, not just during the winter, so that people knew there was always a place they could go to socialise.

Financial support and meeting essential needs

People were given financial support to meet unplanned or supplementary costs such as replacing washing machines, travel costs for hospital visits, school uniforms and coats:

"People say this is an absolute life saver in in every way. Through company, through food, taking away food, getting warm clothing, that says it all, doesn't it? And that's what they used to say on a regular basis" [PT15 and PT6]

Warm Spaces helped people's finances directly by reducing the amount they spent on heating and food when they attended them, and also through advice on how to manage money and debts, what benefits they were eligible for and advice on reducing costs in general. The provision of 'warm packs', food parcels, and help towards additional costs such as new school uniforms and washing machines, further helped people's financial situations.

The perception that people reduced spending on heating was supported by responses to a survey question on energy prices, with 66.7% of respondents who had used a Warm Space confirming that attending a Warm Space helped them save money on their household bills. Two fifths (40.1%, n = 13) of survey respondents also believed accessing a Warm Space helped them save money on other items they needed, whereas 25% (n = 8) disagreed. Survey respondents were divided on whether Warm Spaces had helped them overall with their finances, 31.3% of respondents agreed they had (n = 10), and 37.5% (n = 12) disagreed.

WiFi is also essential for financial wellbeing as it is used by people to claim benefits, search for employment or work remotely. Staff saw people come to Warm Spaces to access the internet and use devices rather than using free WiFi outside or working alone in a cold house:

"A lot of people don't have Wi-Fi and they gravitate to our buildings in order to use the free Wi-Fi. And if we didn't have that room, they'd be sitting on the wall outside in all weathers." [PT8]

Food provision

Having hot, homemade, nutritious food provided physical health benefits and coming together to eat also had important social benefits too. It also contributed to financial savings because the food was free/low cost and people did not use electricity/gas to prepare it or heat their home over the time they spent at the Warm Space:

“It was the only time they left the house and probably for some of them, probably the only time they got a hot meal, and you know some of them said they don't cook very much. So it worked out a really, really good and experience for everybody” [PT15 and PT6].

Warm Spaces that were also food banks and/or provided food parcels further contributed to reducing pressures on people who were struggling to heat their homes and afford food.

Food for Thought

Food and free hot drinks were often a way to encourage people into community hubs, to build trust and then underlying issues could be addressed:

“She gave us background into her situation and advised she'd been receiving food parcels for several months from a local food bank. She was grateful to them for the ‘no questions asked’ support. Our approach is very much to ask questions about why a client like Martha needs a food parcel. By the end of the phone call Martha was a little brighter: we'd talked through her options and she realised we could help her.” [Case Study 7]

“Our support worker [Name] made a personal connection with a man who was coming in for hot drinks every morning. One day she offered to make him a hot breakfast, and this started a routine of him coming in for scrambled egg every morning. By doing this, she gained his trust and he began to open up to her about his mental health state and the problems in his life.” [Case Study 16]

Survey data did not show any difference in participants' experience of skipping meals through attending Warm Spaces.

Keeping warm

Keeping warm did not always seem to be the primary motivation for going to the Warm Spaces but providers felt that many people benefited from being in a heated room which saved them the cost of heating their home or the negative health impact of sitting in a cold home. The impact was more apparent for people who were living in very poor-quality housing or homeless:

“Also, people who are new refugees, we've got some people who registered with us, who are currently street homeless. We've got some people who are in very insecure accommodation and people who are in very damp or unheated accommodation, so for them to be able to come in during the day, it's really important.” [PT8]

Connecting to other provision – sharing knowledge and skills






Participants discussed the advice and signposting they provided to people who attended the Warm Spaces. This included: support on health conditions; housing and homelessness; Personal Independence Payment (PIP); benefits; finances; wellbeing; and signposting to a range of organisations such as Citizens Advice and other Warm Spaces:

“We arranged to do some sign posting. We’d been in contact with Citizen’s Advice and some other people. We had routes here we could signpost people. We’d got plans in place so where people needed extra support from other organisations, they could get them that if it wasn’t something that we could do for them” [PT7]

People who attended Warm Spaces found out about other support available and organisers became more connected to other services and groups in the area. People often went to a Warm Space for one reason, but benefited from other things on offer. In libraries, people attending because it was a Warm Space, then became involved in other activities on offer.

“There is some, there’s some really good, you know, organisations, there’s some really good support from the Council for people who need help with bills and, you know, learning how to cook or whatever it is. But until you are in the system, it’s quite hard to know about that. And I think just having lots of smaller groups a bit more connected into that, was also being a benefit” [PT4]

A charity providing free transport to community members found they had a significant increase in people using their service over the winter as people became more aware of activities and support in the area.

Summary: Impact on Social Determinants of Health	
	Warm Spaces helped to increase social connection and community cohesion.
	Support to meet essential needs meant that people could buy clothes, afford unforeseen costs and save further money on energy bills.
	Food provision – food banks, parcels and hot meals helped to reduce food insecurity.
	Keeping warm – wasn’t always the primary reason for going but it was especially important for those in poor quality housing.
	Connecting support and sharing knowledge and skills across Calderdale helped to provide better support to wide ranging challenges being faced in the community.

RQ6: What was the (potential) impact of Warm Spaces on health and wellbeing?

Mental and physical health

Many Warm Spaces provided support and signposting around mental health. Providers also report seeing the impact of attending Warm Spaces on improving people's mental health due to the social interaction, being able to share worries, and access the support they needed.

Physical health was discussed less than mental health, but several participants felt the Warm Spaces improved health, particularly for vulnerable groups:

"Staying at home in a freezing cold house is detrimental to health, certainly for children and the elderly. Yeah, we did really feel like we were benefiting people's health" [PT1]

There were a number of examples of people feeling more empowered through the support they received which led to them volunteering or trying to 'give back' in other ways:

"Over the last few weeks when we have given them a free meal they have started to ask if they can contribute towards it, and give what they can afford - this has come from their initiative and not ours and to us is a huge step in them feeling that they can cope, they can budget appropriately, and that they want to participate" [Case Study 21]

Survey respondents were asked to report on their feelings of loneliness before and since using a Warm Space. Experiences of loneliness reduced, with 10 participants reporting they often or always felt lonely before attending a Warm Space, to only 3 of the same participants reporting the same since attending a Warm Space. Figure 14 provides a breakdown in loneliness levels.

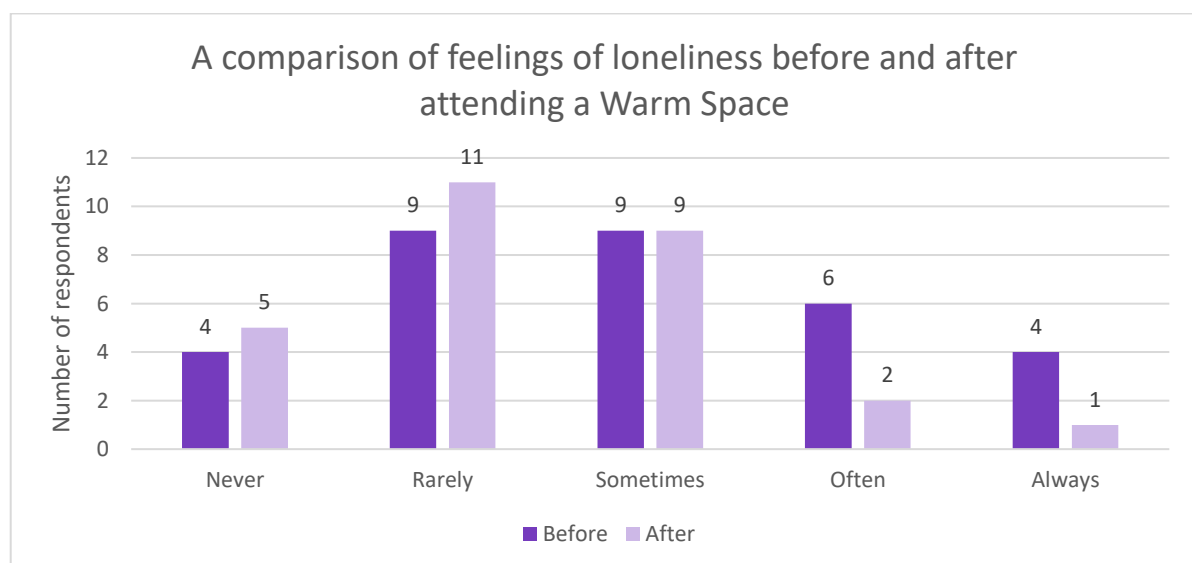


Figure 14 Differences in feelings of loneliness before and after attending Warm Space

Similarly, small increases in happiness levels, things in life being worthwhile and satisfaction with life were reported since attending Warm Spaces, but the low numbers prevent any firm conclusions.

A mixed response was found in feelings of anxiety. While some respondents had a reduction in anxious feelings since attending a Warm Space, others experienced more anxious feelings. Lastly, changes in perceived physical health were minor, with only two respondents finding their physical health had improved.

RQ8: What were people's motivations, experiences and perceptions of using Warm Spaces?

Survey respondents and focus group participants were asked to describe their experiences of accessing Warm Spaces. Of the 138 survey respondents, 34 (24.64%) had attended a Warm Space in Calderdale during Winter 2022/23. Most attendees visited a Warm Space more than once a week ($n = 12$) or weekly ($n = 10$). Only seven attended monthly and five respondents less than monthly. Respondents mainly attended a Warm Space alone ($n = 28$), with only a handful attending with friends or family ($n = 4$ and $n = 3$, respectively).

The benefits (or lack of benefits) of attending a Warm Space were reported by 23 survey respondents, who predominantly described Warm Spaces as a place to stay warm and have social interactions, as well as access refreshments. Interestingly, two respondents described how they did not benefit from accessing a Warm Space, stating it was not welcoming or warm enough. Figure 15 provides a breakdown on how respondents benefitted (or did not benefit) from accessing Warm Spaces.

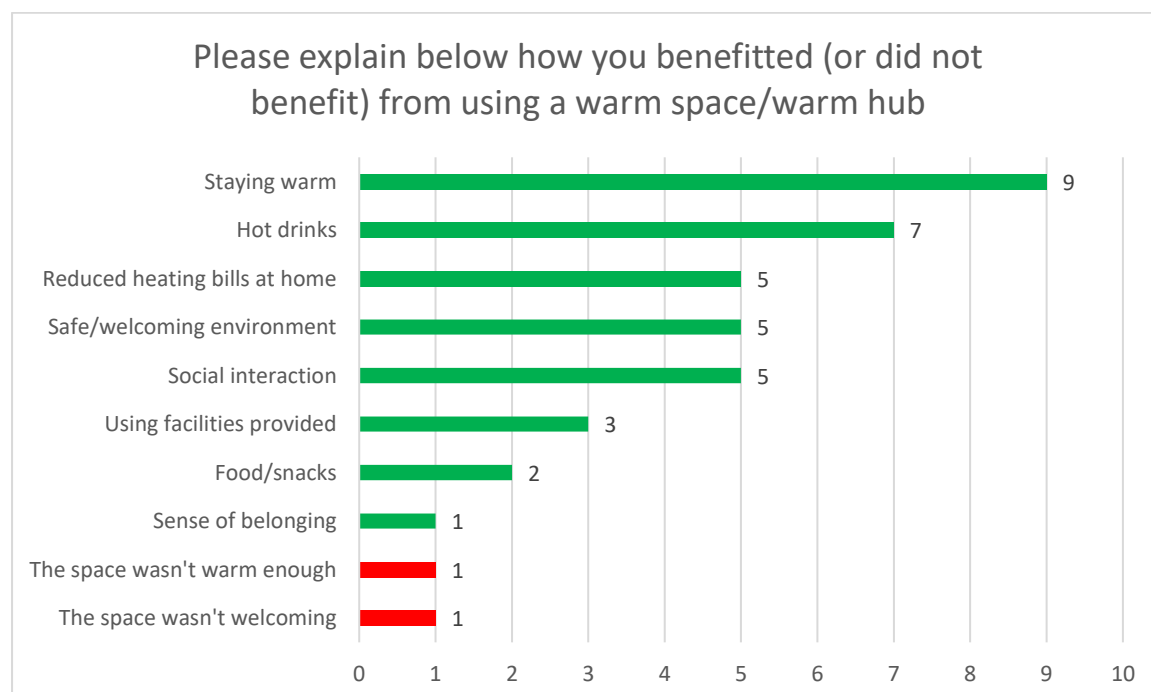


Figure 15 The benefits (or lack of benefits) from using a Warm Space

Perceptions of Warm Spaces

Survey respondents were asked whether they thought Warm Spaces are a good idea. Overwhelmingly, of the 130 who answered, 128 agreed and only 2 disagreed. Reasons respondents believed Warm Spaces are a good idea echoed the accounts from the qualitative data and included:

- Warm Spaces help people stay connected to the community which encourages socialising and reduces loneliness
- They offer a safe, warm space for the community especially important for those who can't afford to heat their homes
- They offer practical support to attendees
- Warm Spaces support the vulnerable and elderly people
- They provide refreshments
- They help people save money on energy bills

Only two responses were given for why Warm Spaces are not a good idea, which focused on reducing council tax and removing charges for gas and electricity to reduce inequalities, rather than providing a Warm Space, and concern that people may take advantage of the facilities.

Plans for future use

All respondents were surveyed on their thoughts about Warm Spaces and whether they were planning on accessing a Warm Space in the future. Of the 131 who answered the question, only 25 (19%) stated they are planning on using a Warm Space in Winter 2023/24, whereas 41 (31%) stated they may use a Warm Space and 65 (50%) stated they are not. Interestingly, this indicates that fewer people than last year are planning on using a Warm Space this winter. Reasons for planning on using a Warm Space included wanting to attend a safe or welcoming space which is warm ($n = 10$), they are unable to afford their heating bill ($n = 6$) or want to reduce their energy bills ($n = 5$), or they wish for social interaction ($n = 5$). The reasons provided by those who may attend a Warm Space in Winter 2023/24 were similar; many suggested wanting to be in a welcoming and safe space ($n = 10$), wanting to reduce their energy bills or save money ($n = 9$ and $n = 3$, respectively), and wishing for social interaction ($n = 6$). Those who were not planning on attending a Warm Space stated they did not have a need to attend ($n = 54$) or felt the concept was not aimed at them ($n = 5$). Others would struggle to attend a Warm Space due to issues with travel ($n = 3$) or illness ($n = 1$). Interestingly, one participant stated they would find it embarrassing to attend a Warm Space.

Discussion

The logic framework developed in the early stages of the project had one overarching goal: that Warm Spaces provision in Calderdale would contribute to improved health and wellbeing (HWB) outcomes. The main indicators of this were anticipated to be: increased social interactions within communities and decreased social isolation; good health and emotional wellbeing; and evidence of vibrant community where citizens take part and feel belonging. The evaluation found evidence for all three of these indicators.

Firstly, increased social interactions and decreased social isolation were reported throughout the data collected, with some feeling that Warm Spaces were helping to rebuild community connections that had been lost due to the pandemic. The findings that running warm spaces in familiar community settings was an enabler to people attending them, and that social connection was a strong outcome, are supported by extensive evidence in the wider literature. A 2023 systematic review of 102 studies (Bagnall et al., 2023) reported strong evidence that community hubs improved social connections (particularly social networks and bonding and bridging social capital), community wellbeing (particularly sense of belonging, sense of pride, empowerment and civic participation and the social determinants of health) and individual wellbeing (particularly mental health and wellbeing, empowerment and sense of control).

The social benefits of attending Warm Spaces may influence good health and emotional wellbeing because a lack of social connection, or loneliness, is associated with serious adverse effects on mental and physical health. An often-cited meta-analysis found the effects of loneliness on cardiovascular health were equivalent to smoking 15 cigarettes a day (Holt-Lunstad et al., 2010). A later meta-analysis reported that loneliness increased risk of mortality by 26% (Holt-Lunstad et al., 2015). Other studies have found that loneliness is associated with an increased risk of high blood pressure (Hawley et al. 2010), coronary heart disease and stroke (Valtorta et al., 2016), cognitive decline and dementia (Caccioppo & Caccioppo, 2014) and depression in later life (Holwerda et al., 2016). Social connection may influence health and mortality via interconnected pathways involving psychological factors such as perceived stress and depression; behavioural factors such as sleep, physical activity and smoking, and biological factors such as inflammation (Holt-Lunstad, 2021).

The physical health benefits were less of a focus than the mental health benefits, but the provision of food, particularly hot nutritious meals, were seen to support people's physical health, as well as mental wellbeing from eating together with others. The rising cost of food and other essentials, combined with low incomes that are not sufficient to meet basic needs has pushed more people into extreme poverty and in 2022, approximately 1.8 million households had experienced destitution in the UK, leading to a huge increase in dependency on food banks (Fitzpatrick et al., 2023). The impact of food insecurity and poor diets is wide ranging, from limiting healthy life expectancy and children's growth to increasing rates of obesity and diabetes-related complications (The Food Foundation, 2023).

This evaluation has provided further evidence for many of the facilitators (provision of food or drink; social activities and interaction; welcoming atmosphere; advice and support services) and barriers (security concerns; travel or access issues; lack of knowledge/understanding about warm spaces)

identified in the evidence review of Warm Spaces in England (Gov.uk, 2023) as well as highlighting others. Although the majority of Warm Spaces were accessible by bus routes, access is still a potential barrier depending on how regular and reliable the services are. Public transport has been highlighted as an issue in a study on Warm Spaces in Cardiff which found that areas of the city were not well served in the evenings and on Sundays (Price et al., 2023). Price and colleagues (2023) also concluded that having Warm Spaces and accompanying public transport available on Sundays could have important public health benefits. An additional significant barrier was the stigma around attending a Warm Space which could potentially be countered by changing the name of the initiative and/or emphasising the activities/events on offer in the community hubs as a reason for being there (Gov.uk, 2023). Another reason people may not want to be in a community space is the fear of risk of infection which will be higher during the winter.

Some of the Warm Spaces were targeted to particular populations with specific needs e.g. homeless people or Asylum Seekers but there was also a wider offer where everyone was welcome. The libraries offer a neutral space where people of all backgrounds go and research has shown they have great social value as they are free, safe and open to all (Reid & Mesjar, 2023), although some research has indicated they could be viewed as more middle-class spaces (Gorenberg et al., 2023).

Inequalities in the social determinants of health result in health inequalities and the evaluation found evidence for positive impact for several major determinants. Reducing food insecurity, building strong social networks and providing warm community spaces so that people don't have to sit in cold homes can reduce health inequalities although much larger, structural change is required through national government policy (Marmot et al., 2020).

Strengths/limitations of the evaluation

This evaluation utilised a mixed-methods approach to evaluate Calderdale Council's Warm Space provision. The survey questions and topic guides were designed using up-to-date evidence (Warm Welcome Campaign, 2023) and the logic framework to ensure they were relevant to the topic.

Key Council officers shared the survey within their groups to ensure it was distributed widely, leading to more respondents than were anticipated completing the survey (n = 138). Although there was a good uptake in survey completion, there was an imbalance between attendee and non-attendee respondent numbers (n = 34 and n = 104, respectively).

To ensure the survey was as accessible as possible, respondents were given the option to complete the survey online or on paper (paper versions were made available in libraries). While the survey questions and topic guides were structured to be unbiased, there is a chance that participants may have changed their answers due to their interpretation of the aims of this work, or had their own agenda.

Utilising a semi-structured approach allowed for flexibility during the interview process. The interviews were not strictly guided by the bespoke interview guides, which was useful as a wealth of relevant information was gathered via discussions with each participant, rather than relying on participants responding to fixed questions. A variety of Warm Space organisations and Council officers participated in the interviews, leading to a great range of experiences and perspectives being provided.

Although it is best practice to conduct interviews face to face as it enables a rapport to be built between the interviewer and interviewee (Ritchie and Lewis, 2003), interviews were conducted over

the phone or via Microsoft Teams due to time constraints. To minimise potential bias, two researchers independently analysed the content of the interviews and focus groups.

To ensure accessibility, one focus group was conducted online (via Microsoft Teams) and the other in a face-to-face setting. This also allowed us to reach a wider audience. While we aimed for no more than eight participants per group, the face-to-face group overrecruited (n = 13).

The monitoring data allowed for an analysis into Council-funded Warm Spaces, including case studies which provided rich data on how the Warm Spaces supported the local population. However, as not all Warm Spaces in Calderdale submitted monitoring data, we have an incomplete picture of the Warm Space provision.

Although we exceeded the planned sample size for the survey (n = 138), the recruited sample is not representative. Only one quarter (n = 34) of the survey respondents had attended a Warm Space. Further, the sample had limited ethnic and gender diversity. Therefore, the findings in this report may not be generalisable and the key information on the reasons for attending (or not attending) a Warm Space, or the experiences of attending a Space, may be missing.

Recommendations

Recommendations for policy and practice

- Build on existing community assets and provision that people already know and trust (e.g. extend opening hours, offer new activities).
- Stigma around attending a Warm Space could potentially be countered by changing the name of the initiative and/or emphasising the activities/events on offer in the community hubs. Have a focus beyond a place that is warm: offer activities, access to technology, learning, social groups.
- Work in partnership to reach the people that can benefit the most, who really need support – this helps to support people holistically and reduce unnecessary duplication. Peer support meetings for recipients of funding can help to build these links.
- Promote through networks and partnerships – support new Warm Spaces to publicise their offer and work with other organisations.
- Involve people in the design (and delivery) – the where, what and how. The council/Voluntary, Community and Social Enterprise (VCSE) organisations do not always know what people want and the community's need changes.
- Social isolation was found to be a bigger issue than cold homes and this is throughout the year (possibly worse in winter) – year-round provision will help to counter isolation and also build relationships so tailored support can be provided to meet needs in the winter months.
- Consistent funding supports sustainability as opposed to one off grants, particularly for a year-round offer. Consistency is key to building a sense of community; it helps to build trust, which further aids better connection.

Recommendations for research

- Explore motivations and barriers to warm space attendance across all demographics (qualitative study)
- Ethnographic observations of warm space use/ activities/ interactions
- Collect data on footfall
- Undertake a larger comparative study of warm spaces' impact on health and wellbeing outcomes and health inequalities:
 - Prospective longitudinal study collecting data before implementation and over at least 12 months
 - Compare health and wellbeing outcomes between those who used or had access to warm spaces and those who did not
 - Compare warm space provision and impacts across different areas
 - Cost-effectiveness study modelling different impacts of funding allocations
 - Social return on investment analysis

Conclusion

Warm spaces in Calderdale had positive impacts on health and wellbeing, specifically through increased social connections and support to reduce financial insecurity among those who attended. Warm Spaces were most successful when they built on existing provision and trusting relationships in the community and their impact on reducing isolation could be beneficial throughout the year, not only in winter. Although located in areas of deprivation, it is not clear whether all those most at risk of poor health were reached. Further research to inform future UK provision could explore motivations and barriers to attendance across all demographics.

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Appendix 1: Logic framework

Notes: The logic framework is only linked to health and wellbeing strategy. The logic framework includes both funded and non-household support funded warm spaces

	Summary	Indicators	Means of verification	Risks and assumptions
Goal (Outcome)	<p>Contribute to improved health and wellbeing (HWB) outcomes. This will include:</p> <ul style="list-style-type: none"> • Good emotional HWB and fewer suicides for working aged people, • Strong social networks and live-in vibrant communities for older people 	<p>Long Term (LT): Improved life and healthy life expectancy (measured using the Public Health Outcomes Framework (PHOF) (check)</p> <p>Short Term (ST): Increase in social interactions within communities and decrease in social isolation (measured using elements from the Community life survey)</p> <p>ST: Good health and emotional WB</p> <p>Medium Term (MT): vibrant community – access/ taking part/ belonging/ contributing to/ volunteering? in clubs, activities, community life & facilities to do so</p>	<p>Comparison of Public Health Outcomes Framework (PHOF) scores from recent years.</p> <p>Comparison of community life survey scores from recent years.</p> <p>Evaluation: survey & interviews/ Focus groups (FG)</p> <p>Calderdale Council (CC) Self-reported survey on mental wellbeing (WB).</p> <p>Active Calderdale questions (Office for National Statistics 4 Personal Wellbeing [ONS4 PWB])</p> <p>Evaluation: survey – ONS4</p>	<p>Emotional health and well-being data routinely collected.</p> <p>Older people sense of belonging to neighbourhood routinely collected</p> <p>Improvement in the percentage of working age people with good mental wellbeing and reduction in overall suicide rate</p> <p>Increase in the percentage of older people who agreed or strongly agreed that they felt they belonged to their immediate neighbourhood (to be measured in February 2022).</p> <p>Majority of working age people and older people use warm spaces.</p> <p>Coverage: all area/ representative sample?</p>

	Summary	Indicators	Means of verification	Risks and assumptions
		MT: Suicide rates	<p>(Future?) Findings from an observational cohort study involving warm spaces service users and non-users</p> <p>Talkback panel to measure neighbourhood belonging.</p> <p>-Active Calderdale questions</p> <p>Evaluation question about sense of belonging</p> <p>Comparison of local and national suicide rates. Matched city to measure HWB/suicide rates?</p>	
Purpose (Objectives or impact)	<p>Cost of living (CoL) impacting on HWB.</p> <p>Warm spaces offer residents somewhere to:</p> <ul style="list-style-type: none"> Keep warm and save money on heating Look after their physical and mental health 	<p>People living and working in Calderdale using a warm space based on specified criteria (e.g. keep warm/ save money/ meet people)</p>	<p>Data collection (collected via warm space manager interviews and continued data monitoring) to determine the number of unique residents accessing a warm space and total amount of attendances per person</p>	<p>Increasing available warm spaces may increase their usage, increase their accessibility, are accessed by the people that need them the most (such as those listed in National Institute for Health and Care Excellence (NICE) and ONS guidance).</p>

	Summary	Indicators	Means of verification	Risks and assumptions
	<ul style="list-style-type: none"> • <u>Get access to support, advice, hot drinks and Wi-Fi, in some cases</u> • <u>Stay safe</u> <u>Increase footfall and engagement</u> 	<p>People living and working in Calderdale using warm spaces for access to (self report):</p> <p>Activities/ facilities/ signposting provided.</p> <p>Feeling safe in the space; feeling safer than home/ outside/ accessibility.</p> <p>Increased awareness of warm spaces, what they offer and are able to use them if required. Residents using a warm space. Residents using a warm space due to increase in provision.</p>	<p>Survey/focus groups with residents to understand:</p> <ul style="list-style-type: none"> - The reason(s) why people use warm space and if this meets the criteria specified (in purpose) for a warm space, - their awareness of warm spaces - (if applicable) why they did not use a warm space and if there were any barriers to access. -- Who they feel would benefit the most from warm spaces. <p>Benefits to those who did use a warm space</p> <p>Interviews with warm space managers and staff about intentions, activities, use, benefits.</p> <p>Case studies from warm spaces about provision, outcomes, activities.</p>	
Outputs	Maintain or increase provision of welcoming communal warm spaces in areas where people can benefit the most.	<p>Total number of Voluntary, Community, enterprise sector (VCSE) organisation warm spaces, by area/ indices of multiple deprivation (IMD).</p> <p>Total number of warm spaces using the fund as intended to remain open over Winter and/or increase provision.</p>	<p>Monitor the numbers/ trends/ proportion of funded and non-funded warm spaces (using retrospective and prospective data).</p> <p>Use bids, interviews and case studies of warm spaces to determine who used the funding to stay open/ remain open over and above normal provision and/ or which spaces found this not to be sufficient to meet demand or maintain/ increase provision.</p>	<p>The fund is needed or used to maintain increased provision of warm spaces.</p> <p>The fund is not sufficient to maintain or increase provision of warm spaces.</p>

	Summary	Indicators	Means of verification	Risks and assumptions
		Percentage of warm spaces that found the fund insufficient to meet the increase in demand.	Triangulate findings with interviews of warm space managers/staff.	
Activities	<p>Promote and provide funding to existing VCSE to stay open and/ or increase provision, which meet specified criteria.</p> <p>Promote Residents increased awareness of warm spaces (e.g. press release)</p>	<p>Total number or percentage of VCSEs accessing warm space funds.</p> <p>Total number or percentage of VCSE existing warm spaces/ organisations (if all of VCSE) who were aware of the fund</p>	<p>Using data collected at bid/ payment stage to establish which VCS organisations used the funds, number of rejected applications.</p> <p>Interviews</p>	<p>A substantial number of VCSE organisations are able to access the funding and can meet the eligibility criteria.</p> <p>Increased awareness from VCSE organisations of the fund and how to apply.</p>

Appendix 2: Survey Questions

1. Have you heard of the term “warm hub” or “warm space”? *Please tick one box*

☐ Yes

☐ No

Warm spaces, or warm hubs, are safe and friendly places where someone can go to keep warm, and stay warm, throughout the winter months. Some warm spaces also provide refreshments (such as a cup of tea and biscuits).

2. Do you know where there are warm spaces near you? *Please tick one box*

☐ Yes

☐ No

If you ticked ‘yes’, please could you write below where the warm spaces are?

.....

Did you use a warm space last winter? *Please tick one box*

☐ Yes

☐ No

If you ticked ‘no’, please could you explain below why you did not access a warm space last winter?

.....

If you ticked ‘yes’, please could you explain below how you benefitted (or did not benefit) from accessing a warm space/ warm hub?

.....

**If your answer to question 2 was “YES” please answer the following questions.
If your answer was “NO” please go straight to question 4.**

How often did you visit a warm space? *Please tick one box*

More than once a
week

☐

Weekly

☐

Monthly

☐

Less than
monthly

☐

Did you visit the space... *Please select all that apply*

On my own

☐

With friend(s)

☐

With family

☐

How often did you worry about energy prices **before** you came to the warm space? *Please tick one box*

Always

☐

Often

☐

Sometimes

☐

Rarely

☐

Never

☐

How often do you worry about energy prices **since** coming to the warm space? *Please tick one box*

Always	Often	Sometimes	Rarely	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How often did you skip meals or have smaller meals **before** you came to the warm space? *Please tick one box*

Always	Often	Sometimes	Rarely	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How often do you skip meals or have smaller meals **since** coming to the warm space? *Please tick one box*

Always	Often	Sometimes	Rarely	Never
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

To what extent do you agree with the following:

Using the warm space helped me save money on my household energy bills

Please tick one box

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using the warm space helped me save money on my household food costs

Please tick one box

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using the warm space helped me save money on other items I need

Please tick one box

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Using the warm space has not helped me financially

Please tick one box

Strongly disagree	Disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Agree	Strongly agree	Don't know
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How often did you feel lonely **before** coming to the warm space?

Always

☐

Often

☐

Sometimes

☐

Rarely

☐

Never

☐

How often did you feel lonely **since** coming to the warm space?

Always

☐

Often

☐

Sometimes

☐

Rarely

☐

Never

☐

Overall, how satisfied were you with your life **before** coming to the warm space? *Please circle one number*

Low



High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, how satisfied were you with your life **since** coming to the warm space? *Please circle one number*

Low



High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, to what extent did you feel the things you did in your life were worthwhile **before** coming to the warm space? *Please circle one number*

Low



High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, to what extent did you feel the things you did in your life were worthwhile **since** coming to the warm space? *Please circle one number*

Low



High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, how happy did you feel **before** coming to the warm space? *Please circle one number*

Low



High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, how happy did you feel **yesterday**? *Please circle one number*

Low
→
 High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, how anxious did you feel **before** coming to the warm space? *Please circle one number*

Low
→
 High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

Overall, how anxious did you feel yesterday? *Please circle one number*

Low
→
 High

1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	----

How would you rate your physical health **before** coming to the warm space? *Please tick one box*

Excellent	Very Good	Good	Fair	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you rate your physical health **since** coming to the warm space? *Please tick one box*

Excellent	Very Good	Good	Fair	Poor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Do you agree with the following statement:

'I feel that I belong to my neighbourhood'

Please tick one box

Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Warm spaces, or warm hubs, are safe and friendly places where someone can go to keep warm, and stay warm, throughout the winter months. Some warm spaces also provide refreshments (such as a cup of tea and biscuits).

5. If they are available, are you planning on using a warm space/ warm hub this winter? *Please tick one box*

☐ Yes
 ☐ No
 ☐ Maybe

Why are you planning/ maybe planning/ not planning on using a warm space? *Please write below*

.....

This section is about your general thoughts on warm spaces/ warm hubs.

6. Do you think warm spaces are a good idea? *Please tick one box*

☐

Yes

☐

No

Why do you think they are a good/not good idea? Please write below

.....

7. Would any of the following **stop** you from going to a warm space/ warm hub?

Please tick all that apply

☐

Not knowing where my local warm hub is

☐

Work patterns or commitments

☐

Travel issues (cost, distance, transport links etc)

☐

Care responsibilities

☐

Facilities not suitable for my needs (toilets, baby change, disabled access etc)

☐

Physical health conditions that I have

☐

Mental health conditions that I have

☐

Not having suitable accessibility (ramps, lifts etc)

☐

Worried about safety

☐

Worried about what people might think of me

☐

None of the above

☐

Not sure

☐

Not applicable

☐

Other - *please state*

☐

If you would you like to give more detail about any of your answers, please write them here.....

8. Why did you/why would you use a warm space? *Please tick all that apply*

☐

Needed/needing to reduce my fuel bills

☐

Needed/needing to reduce my fuel use

☐

Poor housing condition (e.g., damp, draught in colder weather)

☐

Felt/feeling lonely or isolated

☐

Wanted/wanting to see other people

☐

Wanted/wanting to get out of the house

☐

Wanted/wanting to be part of community

☐

Met/meeting or going with people I know

☐

Activities offered

☐

Services provided e.g., Wi-Fi

☐

Food provided

☐

To improve my mental health

☐

To keep active

☐

To access advice (e.g., financial, benefits, health etc.)

☐

To keep safe

☐

Not sure

- ☐ Not applicable
- ☐ Other - *please state*
- ☐ If you would you like to give more detail about any of your answers, please write them here.....

9. Do you feel you would benefit from any of the following if they were offered at a warm space/ warm hub? *Please tick all that apply*

- ☐ Food and drinks
- ☐ Social activities or interactions and resources
- ☐ Welcoming or friendly people
- ☐ Warmth
- ☐ A safe/ quiet/ relaxing/ social space
- ☐ Practical resources for the cold weather (e.g., food or blankets to take home)
- ☐ Advice/ support/ services
- ☐ Other - *please state*

10. Who should benefit from a warm space/ warm hub? *Please tick all that apply*

- ☐ People with a cardiovascular disease (such as heart disease)
- ☐ People with respiratory (breathing) conditions (such as asthma)
- ☐ People with mental health conditions (such as depression)
- ☐ People with disabilities
- ☐ Older people (aged 65 years and older)
- ☐ Young children (aged under 5 years old)
- ☐ Women
- ☐ Men
- ☐ People on a low income
- ☐ People who move in and out of homelessness
- ☐ People with addictions
- ☐ People who have attended hospital due to a fall
- ☐ Recent immigrants and asylum seekers
- ☐ People living in deprived areas
- ☐ People aged between 16-29 years old
- ☐ Retired people
- ☐ Other - *please state*

11. Where should warm hubs be located? *Please tick all that apply*

- ☐ Within local communities
- ☐ Locations easy to access via public transport
- ☐ Town centres
- ☐ Religious buildings
- ☐ Libraries
- ☐ Everywhere (for example, within suitable walking distance of every home)
- ☐ Every public building/voluntary community organisation should be advertised as a warm space
- ☐ Other - *please state*

12. What times should warm hubs be available? *Please tick all that apply*

- ☐ Between 9am-5pm
- ☐ Beyond 9am-5pm
- ☐ Open 24 hours
- ☐ Overnight only
- ☐ Weekends
- ☐ During periods of colder weather
- ☐ Flexible times due to different needs
- ☐ Mornings only
- ☐ Afternoons only
- ☐ Evenings only
- ☐ Weekdays
- ☐ Don't know

13. What time(s) are you most likely to use a warm space/ warm hub? *Please tick all that apply*

- ☐ Between 9am-5pm
- ☐ Beyond 9am-5pm
- ☐ Open 24 hours
- ☐ Overnight
- ☐ Weekends
- ☐ During periods of colder weather
- ☐ Flexible times due to different needs
- ☐ Mornings only
- ☐ Afternoons only
- ☐ Evenings only
- ☐ Weekdays
- ☐ I would not use a warm hub

If you have any further comments you would like to share about warm spaces/warm hubs, please write them below:

.....

This final section is all about you.

Please could you tell us a little bit about yourself by answering the following questions:

What is your age?

- ☐ Under 16
- ☐ 16-17
- ☐ 18-24
- ☐ 25-34
- ☐ 35-49
- ☐ 50-64
- ☐ 65-79
- ☐ 80 years or older
- ☐ Prefer not to say

How would you describe your ethnic background?

<input type="checkbox"/> White British	<input type="checkbox"/> Caribbean
<input type="checkbox"/> Irish	<input type="checkbox"/> Chinese
<input type="checkbox"/> Gypsy or Irish Traveller	<input type="checkbox"/> Arab
<input type="checkbox"/> Any other White	<input type="checkbox"/> Mixed: White and Asian
<input type="checkbox"/> Pakistani	<input type="checkbox"/> Mixed: White and Black African
<input type="checkbox"/> Indian	<input type="checkbox"/> Mixed: White and Black Caribbean
<input type="checkbox"/> Bangladeshi	<input type="checkbox"/> Any other ethnic group
<input type="checkbox"/> African	<input type="checkbox"/> Any other ethnic group

How would you describe your gender?

<input type="checkbox"/> Female
<input type="checkbox"/> Male
<input type="checkbox"/> Non-binary
<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other (please tell us here).....

What is your employment status?

<input type="checkbox"/> Retired
<input type="checkbox"/> Part-time employed
<input type="checkbox"/> Full time employed
<input type="checkbox"/> Self-employed
<input type="checkbox"/> Unemployed (looking for work)
<input type="checkbox"/> Unemployed (not looking for work)
<input type="checkbox"/> Unable to work
<input type="checkbox"/> Student
<input type="checkbox"/> Full time freelancing
<input type="checkbox"/> Prefer not to say

Do you receive any means-tested benefits?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Do you receive any benefits related to disability or health conditions?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Do you have dependent children or other caring responsibilities?

<input type="checkbox"/> Yes	<input type="checkbox"/> No
------------------------------	-----------------------------

Please write below the first 4 digits of your postcode.

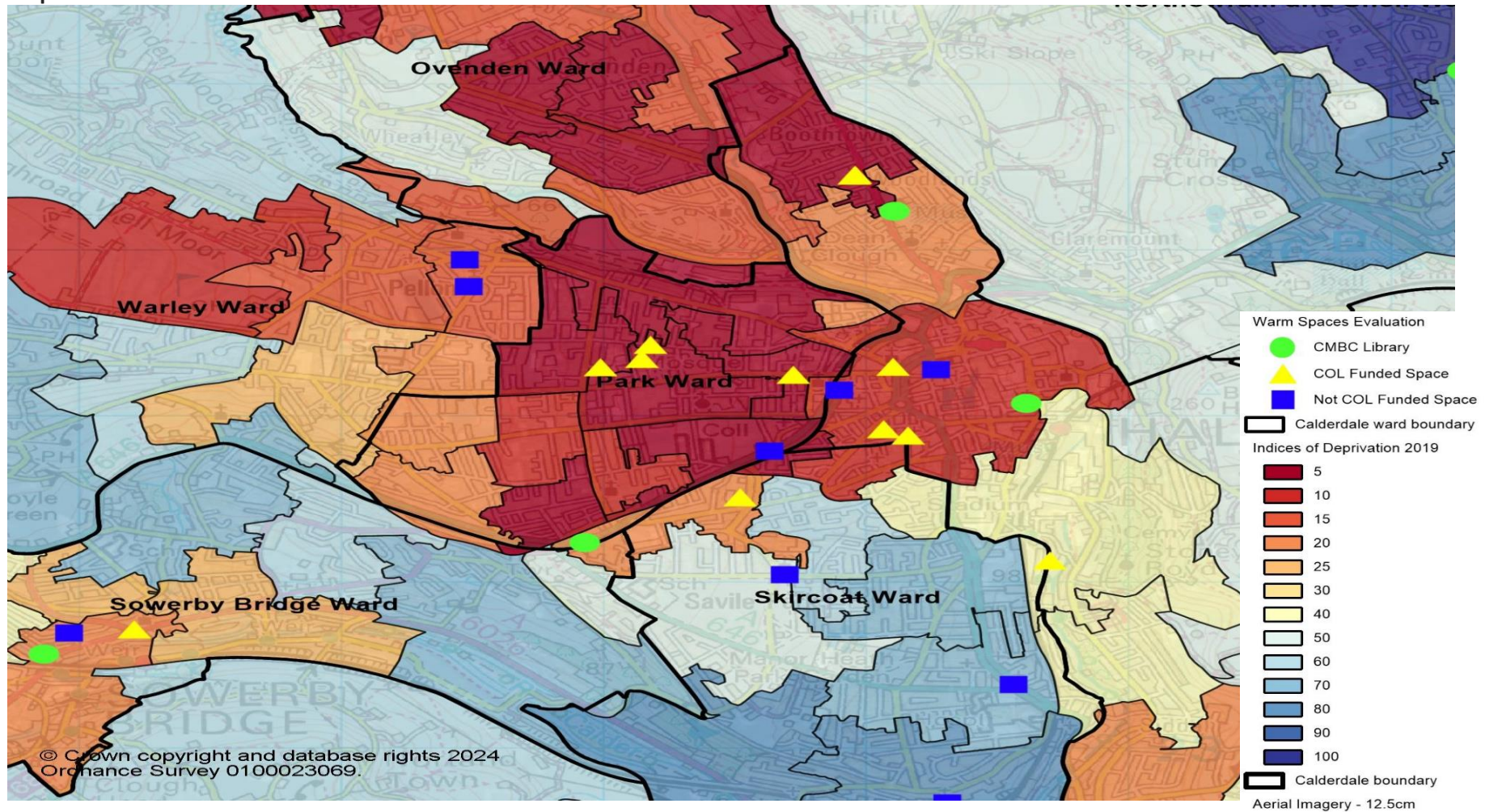
If you would prefer not to provide this information, please leave the box below blank

--

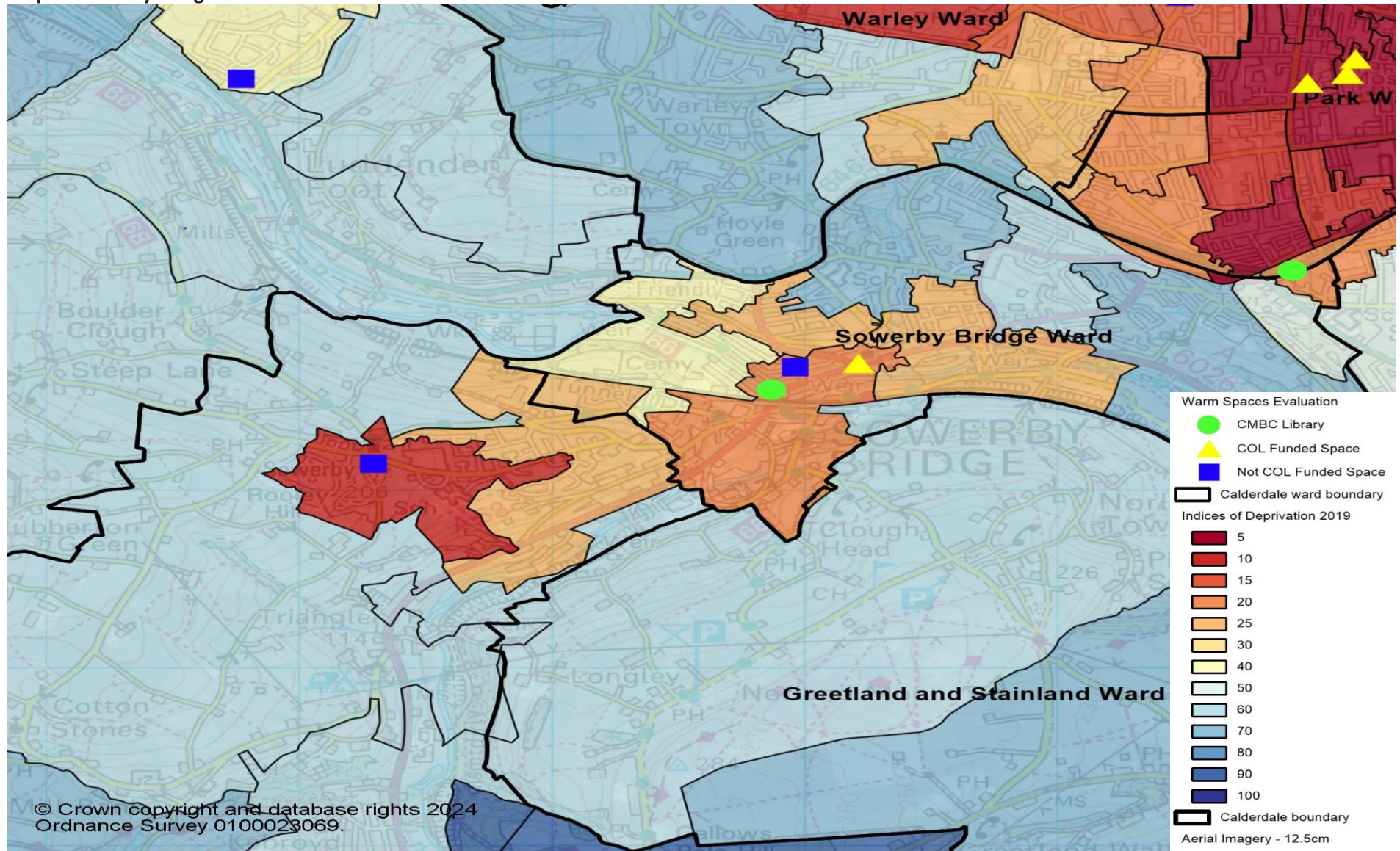
Appendix 3: Maps displaying Calderdale's Warm Space provision

The following maps provide a close-up of areas across Calderdale. All maps contain information on the location of funded and unfunded Warm Spaces and indices of deprivation. The maps were kindly produced and supplied by Calderdale Council.

Map 1: Halifax



Map 2: Sowerby Bridge



Warm Spaces Evaluation

 CMBC Library

COL Funded Space

Not COL Funded Space

Calderdale ward boundary

Indices of Deprivation 2019

 5

10

15

 15
 20

20
25

☐ 25

30

40

 50

60

70

70
80

80

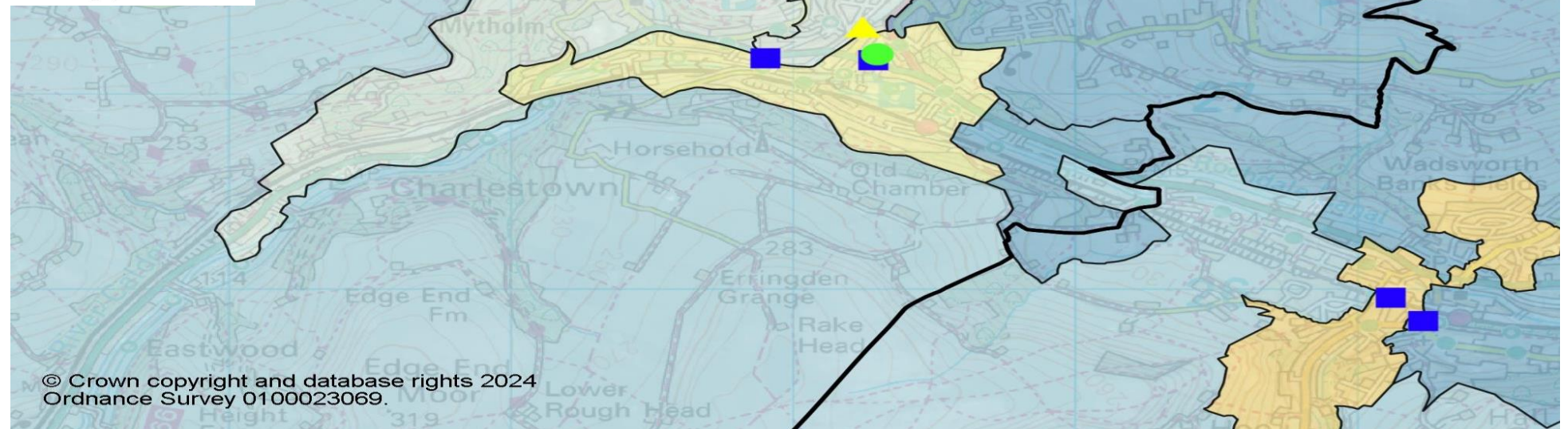
80

90
100

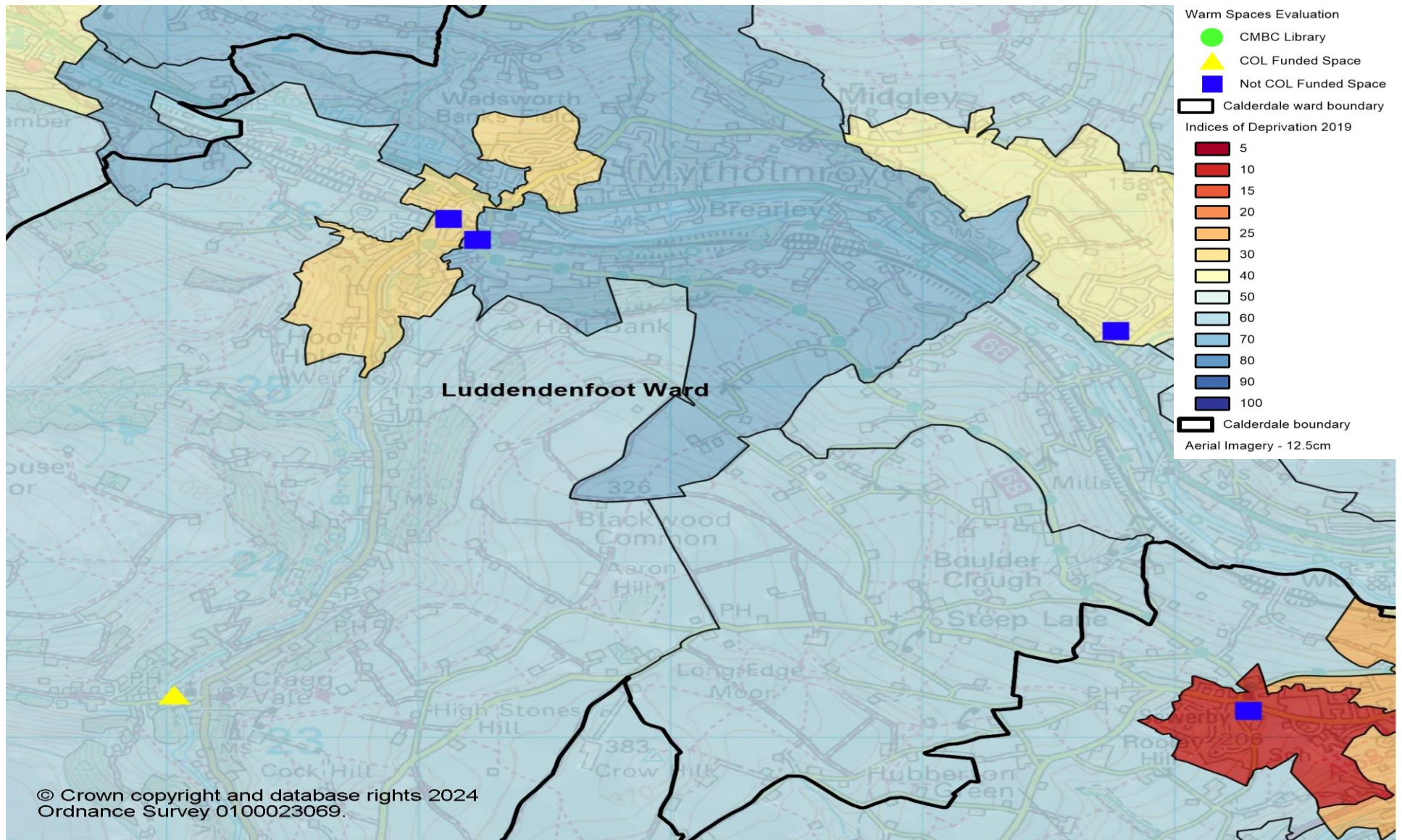
100

 Calderdale boundary

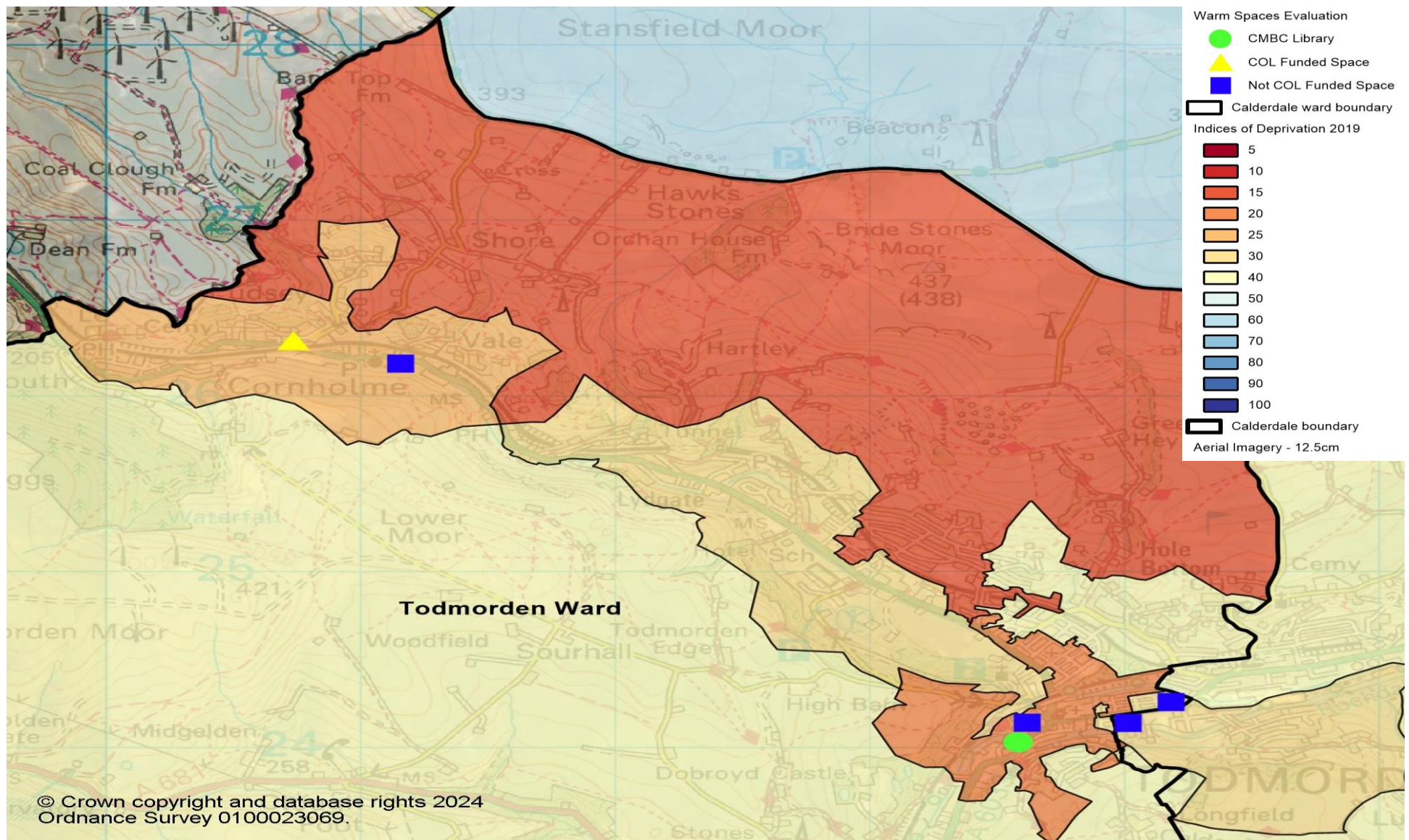
Aerial Imagery - 12.5cm



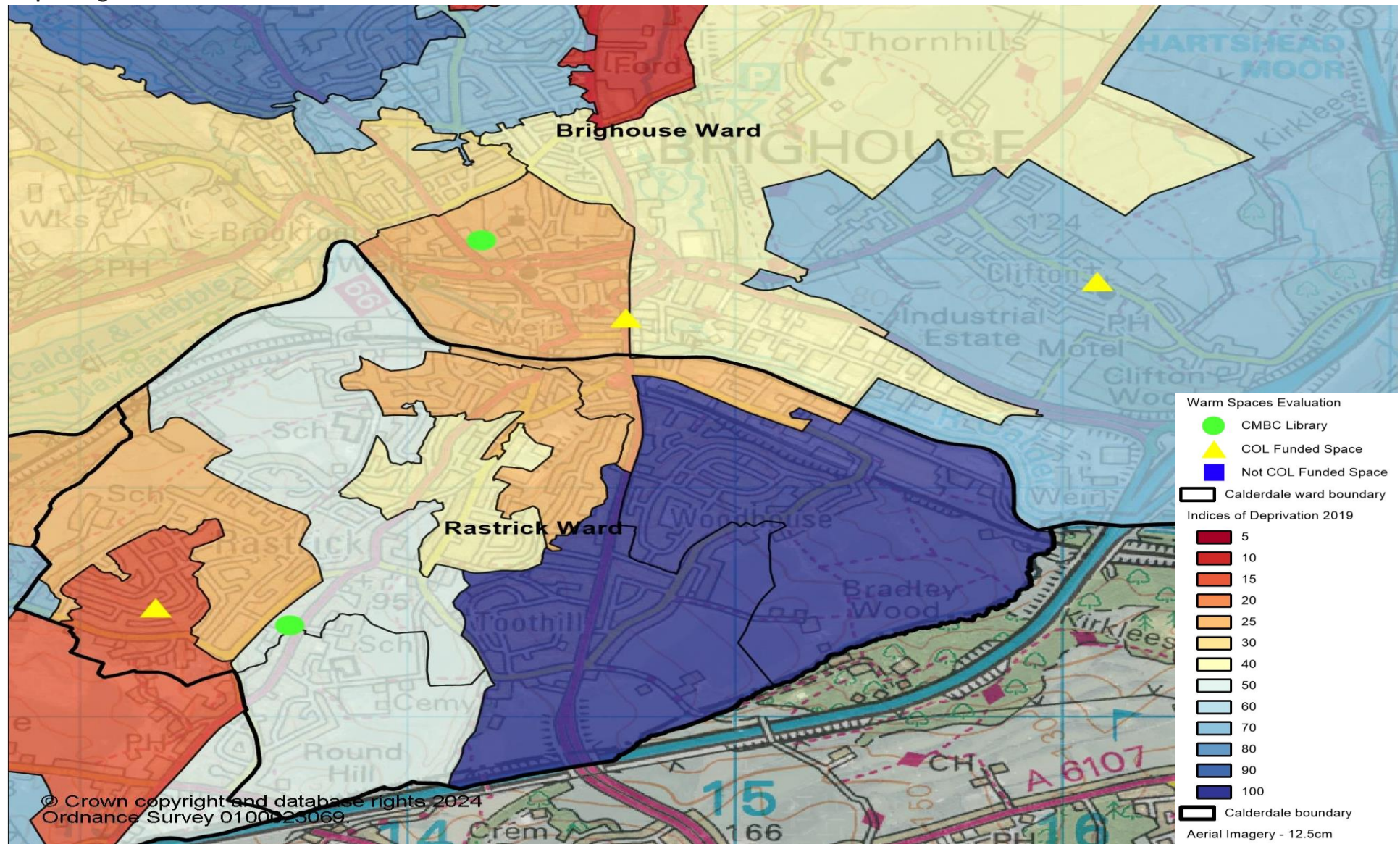
Map 4: Mytholmroyd/Luddendenfoot



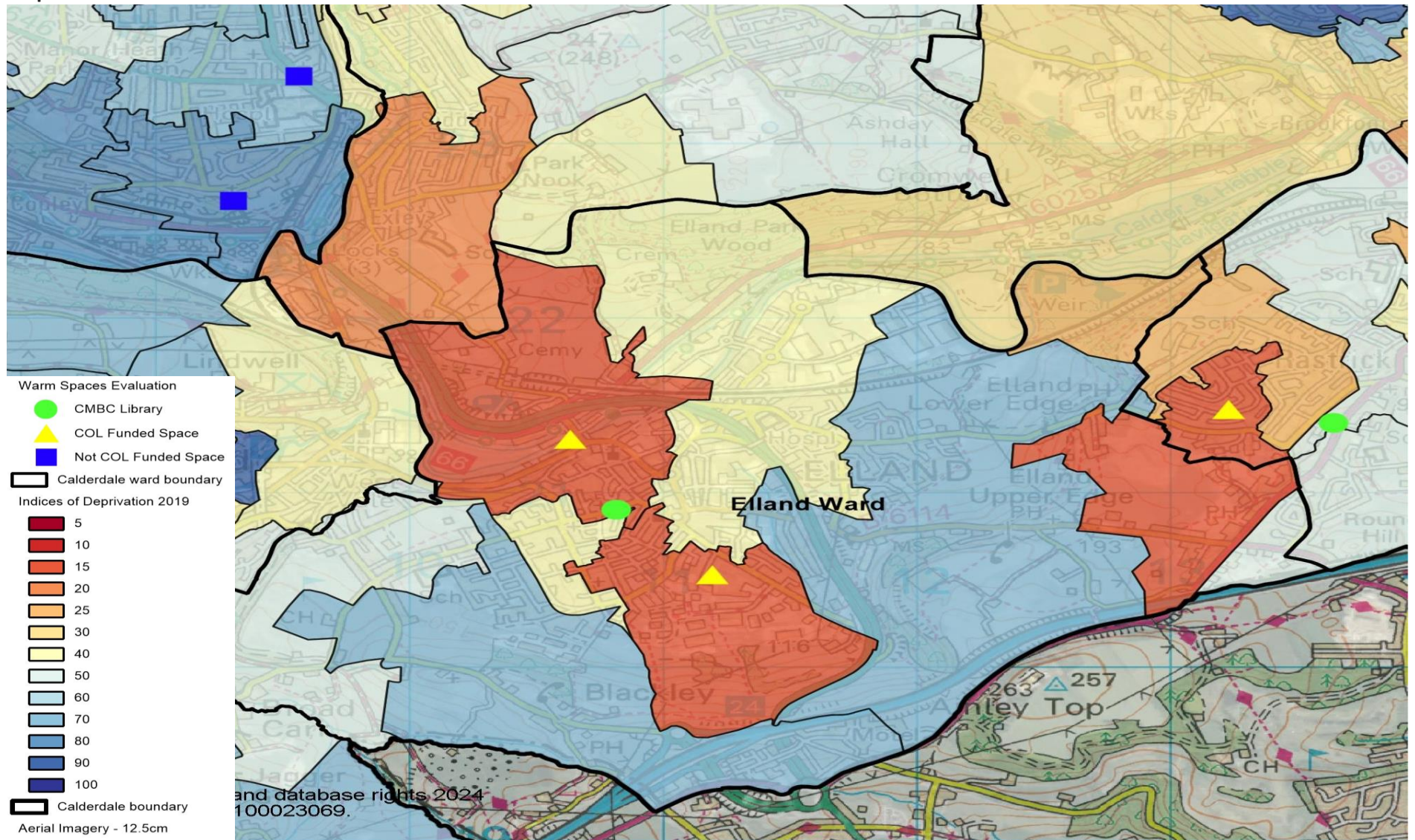
Map 5: Todmorden



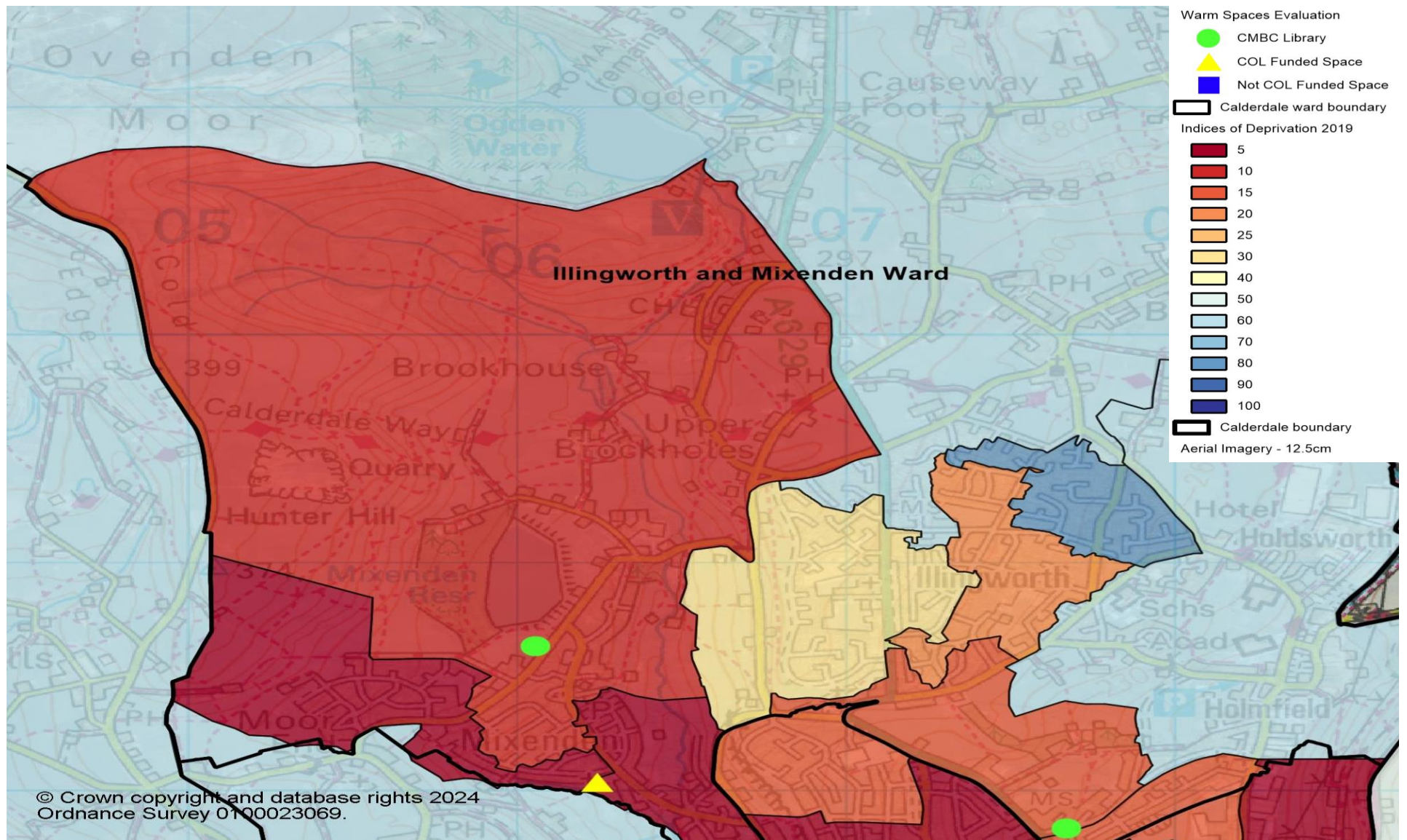
Map 6: Brighouse and Rastrick



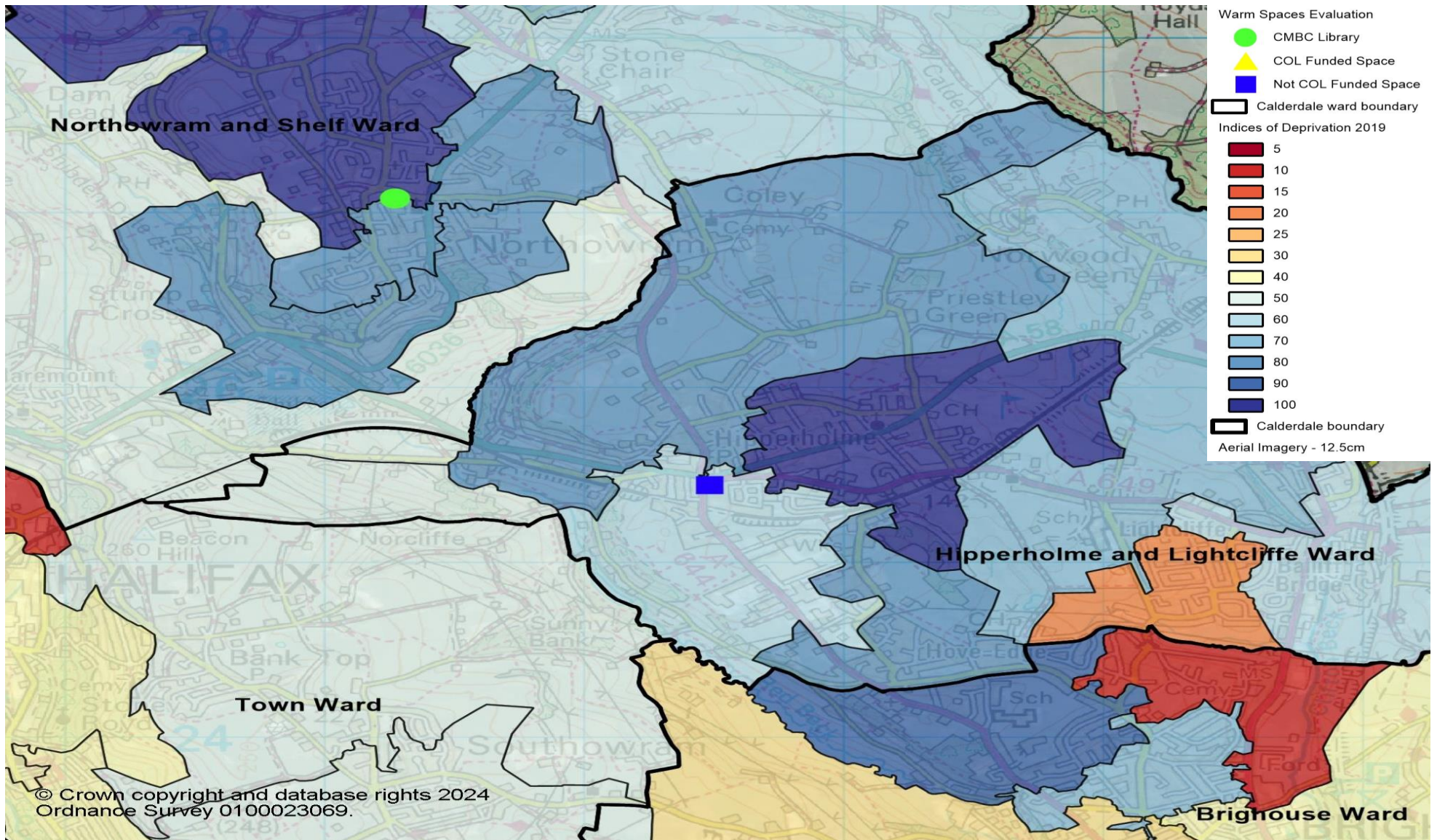
Map 7: Elland



Map 8: Illingworth and Mixenden



Map 9: Northowram and Shelf, Hipperholme and Lightcliffe, and Town



Map 10: Ovenden

