



**Derventio**  
Housing Trust

# Annual Report **2015**





The people who come to Derventio Housing Trust are all struggling with poor housing or homelessness. Many are also experiencing wider problems like poor mental health or low self-esteem.

Our aim is to shape a better future for homeless people. We provide accommodation and support to help people who are homeless, at risk of becoming homeless or living in insecure housing. In 2014-15 we provided accommodation and support to 998 individuals.

We also deliver services for people who need help with health, confidence, skills and employment issues. During the year we supported:

- 89 homeless patients in hospital to reduce their chaotic use of health services and find a suitable home when they were discharged
- 27 unemployed young people to find ways into volunteering, training and work
- 39 people to take part in our programme of learning and personal development leading to better resilience, confidence and skills

I hope you enjoy reading this report, which provides a snapshot of our services over the last year, and how they have had an impact on the people who have used them.

I want to end by saying a heartfelt thank you to our staff, volunteers, supporters and donors. Without you the stories of Jules, Anton, Cornelius and Keith told in this report, and those of the other 1,126 people we have reached this year, might well have turned out very differently.



**Sarah Hernandez**  
*Managing Director*

# Contents

- 4** Who We Are
- 6** Housing & Support
- 8** Young and Successful
- 10** Growing Lives
- 14** Our Staff
- 15** Thank You
- 16** Accounts
- 18** Highlights of the Year
- 19** Looking to the Future

We are extremely grateful to everyone who has shared their story for this report. Not everyone wants to have their name or photo appear in print, so we have changed some names and used stock images wherever requested.

*"I packed a case and walked out of my home, leaving my world behind"*

## **7 Jules' Story**

---



*"I am now on track to achieve my goals and ambitions"*

## **9 Anton's Story**

---



*"It was so uplifting when they came to visit me in hospital"*

## **11 Cornelius' Story**

---



*"Growing Lives has become a substitute family for me"*

## **13 Keith's Story**

---



# Who We Are & What We Do

**Derventio Housing Trust provides stable accommodation and support for people who are homeless or at risk of homelessness. We also deliver a range of services to help people make positive changes to their health, wellbeing, skills and employability.**



***More on pages 6-7***

## **Shared supported housing**

in the private rented sector. All residents receive personalised support to keep their home and help with personal development and support towards independent living.

## **Growing Lives**

provides earning and skill-building opportunities to help isolated and vulnerable people to build their confidence, resilience and employability.



***More on pages 12-13***



***More on pages 10-11***

## **Healthy Futures**

Hospital discharge support to help homeless patients find suitable accommodation and use health services in a planned way.

## **Talent Match Young and Successful**

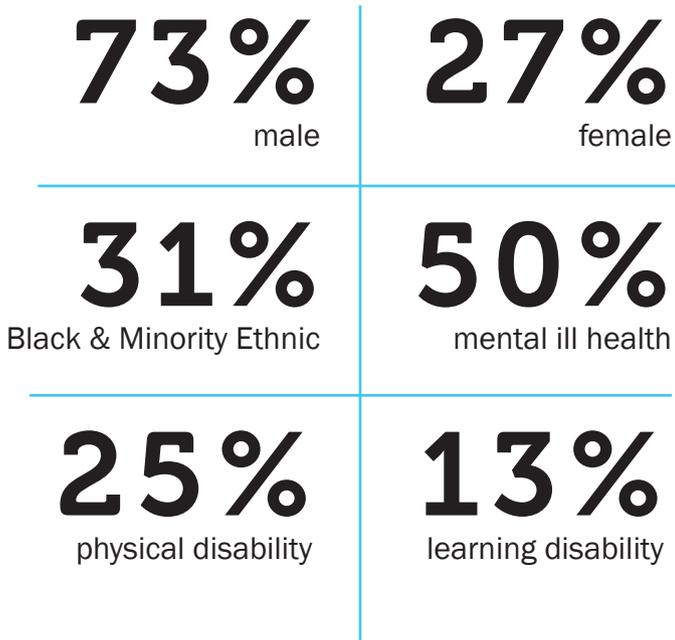
Mentoring and support to help unemployed 18 to 24 year-olds to access training and employment.



***More on pages 8-9***

## What service users are saying

### A diverse range of service users



### 414 homes in the Midlands and South West

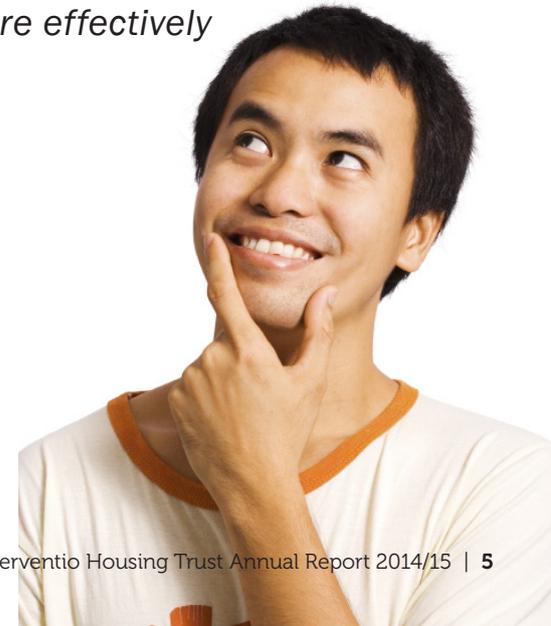


*I am a completely different person. I have a more positive outlook on life and a huge amount of confidence*

*I now have a place to live and plan my life again for the future*

*It has allowed me a period of stability, to help me deal with problems in my life*

*I have become more responsible for myself and learnt to deal with problems more effectively*



# Housing & Support

**H**omelessness is on the rise in the UK. The combination of rising rents, expensive living costs, harsh benefits sanctions and a shortage of affordable housing mean that more and more people are struggling to pay their rent. The Government estimates that in 2014 there were around 2,744 people sleeping rough on any one night across England, a rise of 55% from 2010. The actual figures are likely to be much higher.

Our accommodation services are at the heart of what we do. We do everything we can to prevent or end homelessness and help people to grow their potential and become more independent. Having a safe, secure home is the first step. We have developed a successful model in which we lease houses from property owners and use them to provide shared, supported homes to people who are homeless or can't afford market rates. This approach makes efficient use of housing stock, turning it into social housing and ultimately helping to increase people's access to private rented sector housing.

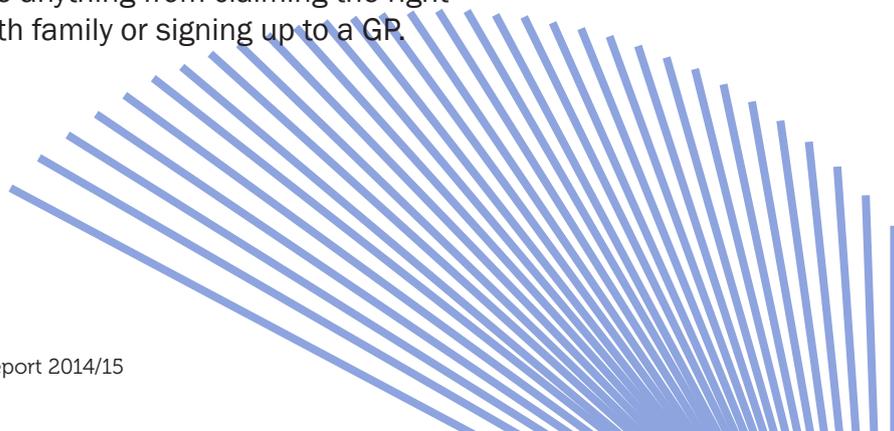
We provide all of our residents with support to help them to live successfully in their new home and address any issues they are facing – this support can be anything from claiming the right benefits to reconnecting with family or signing up to a GP.

# 998

people were given housing & support

# 39%

were under 25 years old



# Jules' Story

I am a 49 year old woman who until recently was strong, hardworking and independent. I had been working as a store manager at a coffee shop. I had moved into a lovely one-bed house and was happy, until work told me I was no longer needed. I was sure I would be working again in no time. How wrong I was. After applying for numerous jobs I was either over-qualified, the hours were part time or the jobs were too far away or taken.

Then another bombshell. After six months the council reduced my housing benefit by £125 per month. How would I pay the rent? I became scared. I couldn't sleep, felt sick and would shake uncontrollably. My GP diagnosed me with severe depression and anxiety.

When the eviction notice came through I pleaded to the court, but they favoured the landlord and a date was set for me to leave. I had nowhere to store my furniture or personal belongings, so I packed a case and at 6am on 7 October I walked out of my home leaving my world behind. I was heartbroken and had no idea what to do.

I went to the council who arranged for me to stay for

three nights at the Salvation Army and organised an appointment with Sara from Derventio Housing Trust. I didn't know what to expect, but the minute I met her I felt at ease. She had a warmth about her and treated me like a person, not a statistic. We chatted and she explained all about Derventio and what they do. I was told I could have a room in shared accommodation with three other ladies.

The house was a home, warm and had everything you needed. The girls were lovely and we all got along. My support officer is amazing. My self-esteem and confidence are building. We have a meeting every Wednesday and she supports us fully and helps in any way she can. She is the kind of person that is not just doing a job but is totally committed to helping unfortunate people like myself.

I am now sharing with one female and two guys and even though we come from different backgrounds we get on great, keeping the house lovely and sharing the cooking. We know that if there are any problems there is someone just a phone call away.

Derventio is saving lives. I know for a fact they saved mine. The kindness, understanding and 100% 24/7 support is amazing. I know I still have a way to go but I will get there, thanks to Derventio.



# Young and Successful

There are a number of youth unemployment hotspots within deprived areas of Derbyshire. Young people living in these areas often have low aspirations and don't have the confidence or self-esteem to move forward. These areas also have a limited availability of entry-level jobs suitable for young people starting their working lives.

Our Young and Successful project works with 18 to 24 year-olds to open up doors to training, volunteering and employment. Trusted peer mentors work with each young person to find local opportunities and provide ongoing support and advice.

Young and Successful is part of Talent Match, a national scheme funded by The Big Lottery Fund. The cross-centre partnership in Nottinghamshire and Derbyshire is supported by Groundwork Greater Nottingham.



27

young people were supported

30%

have taken on a volunteering role

7%

have found employment

A person with long hair, wearing a dark hoodie and blue jeans, is jumping joyfully in a grassy field under a clear blue sky. Their arms are raised high, and they are captured mid-air, conveying a sense of freedom and happiness.

# Anton's Story

Since being part of Young and Successful, 25-year-old Anton has achieved three qualifications and been highly involved with the programme, including being on the interview panel for new members of staff and a member of the Project Delivery Board.

*“Before Talent Match my enthusiasm was nonexistent and my motivation was low because of my depression. Talent Match helped me turn around my self-loathing to a much-needed high and I gained much more than help with employment - I gained the confidence to speak up and continue with the goals set out at the beginning of my journey.*”

*“Talent Match has built me up from the ground, reinforcing me with confidence and motivation, and putting me on courses I needed rather than courses that had no impact on me or any relevance with my life goals.*”

*“Work experience taught me to be sociable again and open up to others. Being part of the Project*

*Board has kept my confidence up. I always challenge what is said and I am grateful my comments are taken to heart. I am now on track to achieve my goals and ambitions because of the help and support Talent Match has provided.”*

Anna, Anton's peer mentor said: “Anton has really come out of his shell. He's happy, punctual and enthusiastic. Things are more positive for him now. He's very helpful and open. At the start he was quite closed but now he is a different person. The walls have come down and he has so much potential.”

Hub Coordinator Julie added: “Anton has worked so hard and strives to achieve in all that he does. I'm so pleased we have the opportunity to help him on his journey.”

**Update:** Anton has been so successful that he is now employed on the Talent Match team and is using his experience to support new participants in his role as Peer Mentor. Congratulations to him for his hard work and determination.

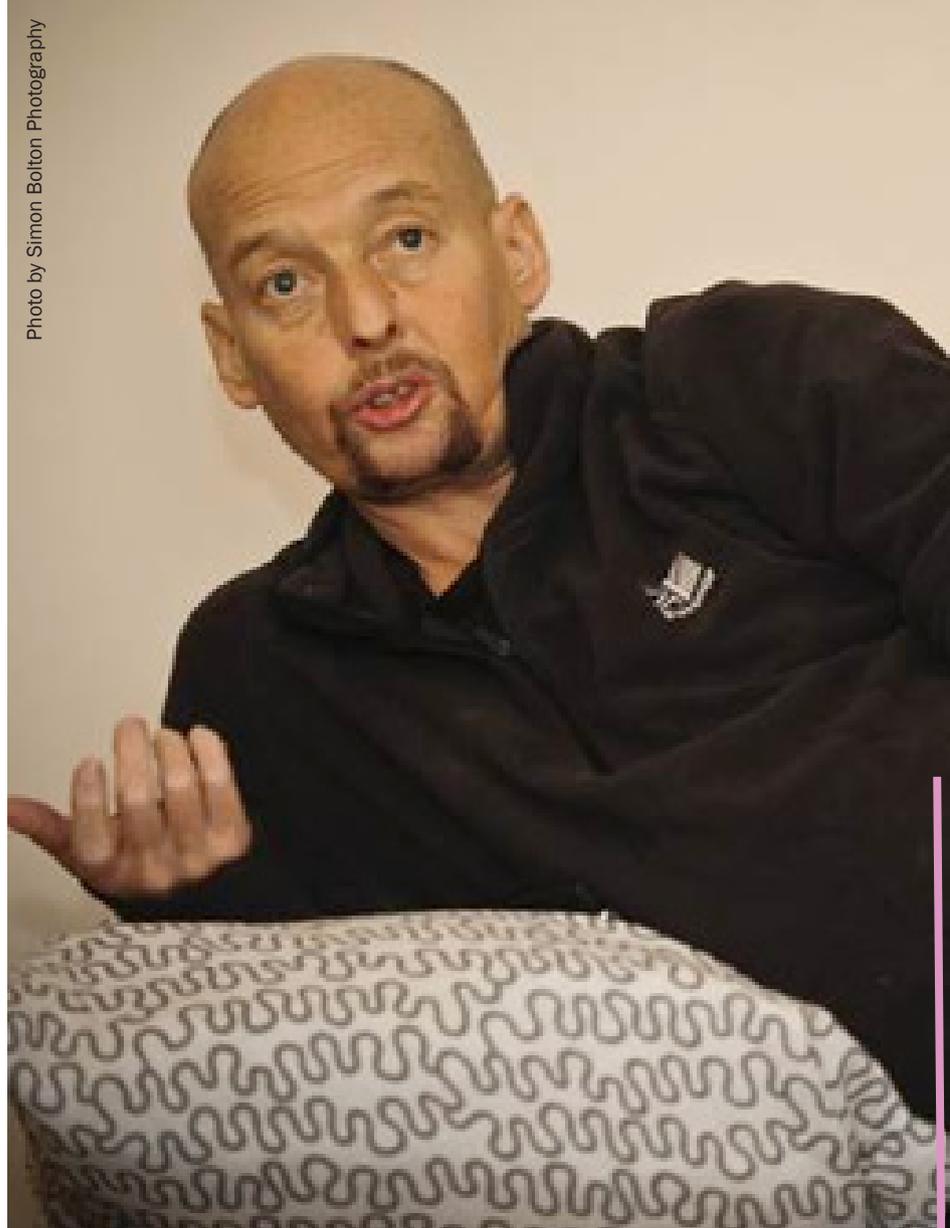
# Healthy Futures

People who are homeless are more likely to have worse physical and mental health than the general population.

Homeless people often stay in hospital for longer than necessary because they have nowhere to go, causing bed-blocking. Others have been homeless for many years and have complex long-term conditions. Some homeless people are high impact users, with expensive and chaotic overuse of hospital and emergency services.

Our Healthy Futures project helps homeless people in hospital. We work closely with patients to identify their health issues and support them to improve their overall health and quality of life. We put together a package of housing and support to meet their individual needs.

Photo by Simon Bolton Photography



89

people were supported in 2014-5

90%

reduction in hospital admissions

86%

reduction in 999 use

# Cornelius' Story

Cornelius served in the army for 25 years, serving in the Falklands, Afghanistan and Bosnia. When he left the army, his marriage broke down, and his drinking, which had started because of the stress of army life, continued.

Over time he moved around the country, often living off the land and taking shelter in disused buildings or barns. His heavy alcohol use caused a chronic liver condition, and Cornelius was admitted several times to different hospitals, depending on where he happened to be living at the time.

Last July Cornelius decided to stop drinking - but a few months later was admitted into the Royal Derby Hospital, homeless and seriously ill.

*"Giving up alcohol so quickly and going cold turkey had a big impact on my body. Ironically not a positive one. I was told if I got through the night I may have a chance of surviving. And I did."*

Derventio Housing Trust's Healthy Futures team visited Cornelius in hospital to assess his needs. We found him a suitable ground floor flat close to his sister and with good transport links to the hospital so he can easily attend his out-patient appointments. As well as making

sure the right benefits are in place, the team also contacted SSAFA, an organisation that supports people who have worked in the forces, to provide additional support.

Today Cornelius is settled into his flat and has been attending all medical appointments independently. He has been put in touch with an alcohol support group, and says he has no desire to drink again.

*"I am so much better now. I really want to get back out there and get a job and I have absolutely no need for a drink, I really don't want one."*

Cornelius is determined to get fit enough for a liver transplant and hopes that once he has recovered he will be able to get a job. As well as completing some Learn Direct courses, Cornelius has made a training video with the NHS about his time in hospital.

*"It was the light at the end of the tunnel. It was so uplifting when Healthy Futures staff came to visit me in hospital. I am better, fitter and healthier now. I just wouldn't be here now if it wasn't for the help I have received."*

**Update:** Four months after we spoke to Cornelius for this article he had a successful liver transplant and is doing really well.

# Growing Lives

**G**rowing Lives reaches people living in some of the most deprived places in Derby and Derbyshire. People in these areas face high unemployment, financial and housing difficulties as well as individual barriers like lack of skills, poor mental health, drug or alcohol issues and social isolation.

Growing Lives provides easy-entry access to informal skill-building activities including cookery, computers, arts & crafts, gardening, walks and educational day trips. It is designed to help people to believe in themselves, to learn and practice new skills and to improve their physical and mental health. Participants are able to progress onto more structured training and work experience when they are ready.

Mentoring is a key part of this service, and our experienced staff help with any concerns or problems that people face.

Growing Lives has significant benefits for the people who take part, including improved confidence, motivation and physical and mental wellbeing, as well as better access to education and training.



**39**

people took part in Growing Lives

**26%**

were under 25 years old

**84%**

increase in physical activity

**77%**

improved mental wellbeing



# Keith's Story

Keith was diagnosed with post traumatic stress disorder (PTSD) after his experiences in the Armed Forces. Before he accessed Growing Lives he had prolonged periods of admissions into mental health units. He was very isolated, unable to engage with services or with anyone outside of the hospital environment and found life very difficult due to his enduring mental health issues.

Keith now attends Growing Lives regularly and has developed a mutually supportive friendship with another individual who uses the project.

*“Growing Lives has almost become a substitute family unit for me. Knowing that people care about my wellbeing and are committed to actively supporting me when I feel I am struggling.”*



# Our Staff

Our staff provide year-round support. Without their hard work and dedication, our services helping vulnerable people in housing need would not be possible.



## Mandy's Story

I've been with Derventio for so long now that I feel part of the furniture! I started out as a receptionist, which I enjoyed but I wanted to be able to do more to help people. I've always been interested in housing and helping others, and I love to see people get on in their life and turn things around for the better. So I decided to apply to become a support worker. I loved it – I had found the job of my dreams.

When Derventio expanded into Staffordshire and Shropshire I asked if I could work in that area. I liked the idea of a new project and a new challenge. I've been working in this area for about a year and a half now. We started almost from scratch. We built up a network of referral agencies, which may sound easy but it's hard work finding all the right agencies for support, food banks, doctors, dentists – the list goes on!

We got in touch with them all, and had meetings to explain who we are and what we do. It was scary stuff as I had never done any of this before, but I enjoyed it and I still do.

In this area we now have 80 units and expanding, spread across Burton-upon-Trent, Tamworth, Staffordshire, Cannock and Telford. We are on the road a lot but have a cosy office base in Cannock to touch base.

I was recently able to fulfil another dream of becoming the Team Leader. Two other staff members have now joined me and we are working hard to fill voids, sort Housing Benefit issues and support the residents. We're supported by our manager Alicia, the finance and maintenance teams and not forgetting Andy, our handy man. My job is challenging but rewarding. I have learnt new skills, become a Team Leader, met some interesting people and had the pleasure of being part of the Derventio team.

# Thank You

The generosity of our supporters, funders and local businesses has led to improved stability and personal achievements for 1,126 individuals. THANK YOU for joining with us to empower people to transform their lives and achieve a better future.

Alvaston Neighbourhood Board  
Arts Council England  
Christ Church Hulland  
Community Performance Partnership  
Crisis  
Derby Cathedral  
Derby City Council  
Derwent Neighbourhood Board  
Derwent Living  
East Midlands Airport Community Fund  
East Staffordshire Borough Council  
Erewash Borough Council  
Futures Advice (ESF Community Grants)  
Impact Readiness Fund  
National Citizen Service Notts + Derbyshire  
The People's Millions (Big Lottery Fund)  
Power to Change  
Pricewaterhouse Cooper  
Principal Hayley (The Derbyshire Hotel)  
Rolls-Royce Charitable Donations Committee  
Shardlow Boarding Kennels & Cattery  
Social Investment Business  
Southern Derbyshire CCG  
St. Mary's Roman Catholic Church  
Woodland Trust

In 2014-15 you donated a brilliant

**£3,997**

# Accounts

## Income and Expenditure Account for the year ended March 2015

	2015 £	2014 £
<b>Turnover</b>	<b>3,838,883</b>	<b>3,428,342</b>
Operating costs	(3,796,432)	(3,400,768)
<b>Operating surplus</b>	<b>42,451</b>	<b>27,574</b>
Interest payable and similar charges	(32,823)	(27,095)
<b>Surplus on ordinary activities before taxation</b>	<b>9,628</b>	<b>479</b>
Tax surplus on ordinary activities	-	12,039
<b>Surplus for the financial year</b>	<b>9,628</b>	<b>12,518</b>

## Where Our Money Comes From



**Rents & Income 92% | Grants, Donations & Sponsorship 4% | Contracts 4%**

Rents and Income is mostly made up of Housing Benefit and rental income, as well as trading income from our Maintenance Team and personal charges.

## Balance Sheet at 31 March 2015

		<b>2015</b>	<b>2014</b>
		<b>£</b>	<b>£</b>
<b>Fixed assets</b>			
Housing properties		509,548	520,134
Tangible assets		320,458	318,414
		830,006	838,548
<b>Current assets</b>			
Debtors	438,782	433,056	
Cash at bank and in hand	10,802	22,442	
	449,584	455,498	
<b>Creditors:</b> amounts falling due within one year	(469,007)	(455,029)	
<b>Net current (liabilities)/assets</b>		(19,423)	469
<b>Total assets less current liabilities</b>		810,583	839,017
<b>Creditors:</b> amounts falling due after more than one year		(584,327)	(582,389)
<b>Provisions for liabilities</b>			
Other provisions		(95,000)	(135,000)
<b>Net assets</b>		131,256	121,628
<b>Capital and reserves</b>			
Income and expenditure account		131,256	121,628
		131,256	121,628

# Highlights of the Year



## Providing quality housing to 998 people

Housing is our main service, accounting for 90% of what we do. This year we housed and supported 998 people, and were recognised for our work by Crisis, who named us a PRS Champion.

## Making a real difference to unemployed young people

Young and Successful is achieving excellent results boosting employability for young people, and Derventio is proud to be the best performing in the area.



## Securing the future of our Healthy Futures project

Our innovative approach to support homeless people in hospital has had a real impact, leading to another year's funding from Southern Derbyshire CCG.

## Encouraging our staff to be more green

We held a Green Travel Week at our office, with prizes and advice to encourage staff to be more green. This was recognised by Derby Connected with an award and accreditation.



## Celebrating Homeless Sunday

This was our sixth year of marking this national event at Derby Cathedral. It was a chance for the community to join together and explore the 2015 theme "Welcoming a Stranger".

## Sharing our learning from Growing Lives with experts across Europe

We were one of 14 groups asked to speak at an Active Inclusion Network event in Germany, an opportunity to identify common themes and what works with marginalised communities.



# Looking to the Future

## Housing and Support

Housing is currently on the national agenda as one of the biggest issues facing the UK today. Rough sleeping is on the rise, and a lack of affordable housing means that more and more people are struggling to afford a suitable place to live.

We will continue to address the housing issues faced by local people through the delivery of our successful model of accommodation and support. We will also work with local authorities and property owners to expand this service into areas where there is an identified need for affordable housing.

We have been working with national homelessness charity, Crisis, through the Innovation Fund, and have been named a Crisis PRS Champion for 2015 for our work addressing property conditions in the private rented sector.

## Young & Successful

We aim to support 57 young people through this service by December 2015, when the initial funding will come to an end. We will work with Groundwork Greater Nottingham to secure the next three years' funding from the Big Lottery Fund.

## Healthy Futures

The excellent outcomes achieved by our Healthy Futures project have attracted continuation funding from the Southern Derbyshire Clinical Commissioning Group. This means we can reach more vulnerable hospital patients in Derby, helping them to find a home and get the support they need to reduce ineffective use of health services. We have also been funded by the Derbyshire Homeless Officers Group to deliver a six-month pilot in North Derbyshire. The project has been showcased at the NICE Conference and in the Commissioning Review.

## Growing Lives

Housing alone is not enough to resolve long-standing issues such as poor mental health, low self-esteem and lack of purpose, structure and goals. We will continue to provide a range of opportunities for learning and skills development through our Growing Lives project. We are also developing a structured programme of work-experience and training that will provide a clear route to employment.

A woman with long brown hair, wearing a black top, is seen from behind, writing the word "GOALS" in capital letters on a whiteboard with a black marker. The whiteboard is on a light-colored wall.



**[www.derventiohousing.com](http://www.derventiohousing.com)**

Derventio Housing Trust, 33 Boyer Street, Derby DE22 3TB

Tel: 01332 292 776 | Fax: 01332 209 256

[info@derventiohousing.com](mailto:info@derventiohousing.com)

