

# ANNUAL REPORT

# 2017-18

*Shaping a better future for homeless people*

Derventio Housing Trust is a registered social landlord providing accommodation and support to people who are homeless or at risk of homelessness. Through our housing and specialist projects we support people who are facing difficult circumstances to improve their health and wellbeing, increase their resilience and prepare for independent living, learning and employment.



# OUR YEAR IN NUMBERS

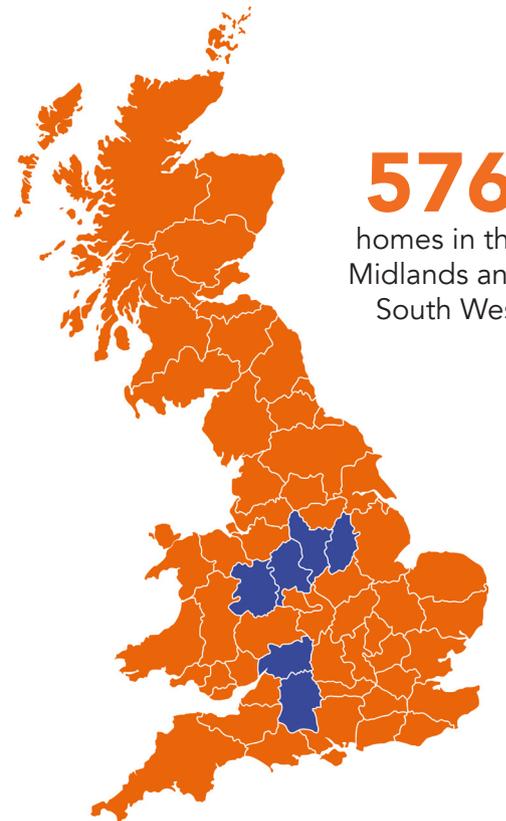
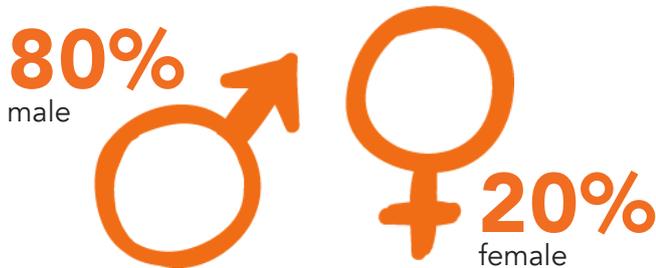
# 1,438

people supported in 2017-18

## Age Range



## Gender



**576**  
homes in the Midlands and South West

in Derbyshire, Nottinghamshire, Staffordshire, Shropshire, Wiltshire and Gloucestershire



Foundation Derbyshire

Proud winners at the Foundation Derbyshire Awards 2017 for our Growing Lives project

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.

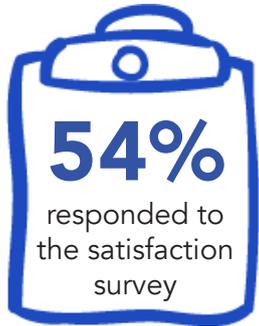
# SAFE & SUPPORTED HOUSING



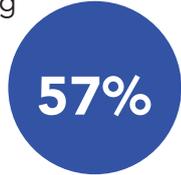
We provide accommodation for people who are facing homelessness. Each resident is supported to take positive steps to improve their situation and achieve their goals.

# 978

people lived in Derventio supported housing



“ My mental health is better for having somewhere to live ”



Mental health



Rough sleeper



Offending history



Complex needs



Physical health

## Support Needs

“ More than anything I now have a bit more self worth and pride in the way I take care of myself and appearance ”



# 71%

have been supported to move closer to their goals



# 90%

of people who responded to the survey say they are satisfied with the service on the whole

# 83%

said they are happy with the quality of their home



## Ian's Story

### *I AM NOT USING ANY DRUGS. I AM EATING SO MUCH BETTER*

"I was taking drugs such as heroin and crack cocaine and at first I became quite poorly with it and was hospitalised. Fiona was my housing officer and she was really helpful to me when I was in crisis.

"She made a referral to Derventio's coach support service so I could get some extra help and support. Laura came to see me for an assessment and I remember asking her to urgently help me to get off the drugs.

"Laura made a referral to a drug treatment centre and attended all my appointments with me. I was prescribed methadone to help me come off the drugs. During this time I also had to attend court and I was convinced I would get sent to prison. However this was not the case and instead I was given a 12 week suspended sentence and this gave me more motivation to come off the drugs as I was still smoking some crack cocaine on top of my methadone.

"I asked Fiona and Laura if I could move to an area out of Derby so that I could start afresh and get away from the drugs and the people I was seeing all the time. Laura also discussed with me about attending the Growing Lives project and said she felt I would benefit a lot from this as there was so much to do there to keep me busy both mentally and physically.

"Since moving to the new property and starting at Growing Lives I have become so much more positive. I am not using any drugs, I am eating so much better and I am really enjoying my time here."



# ONE-TO-ONE ADVICE & SUPPORT



Support Coaches go the extra mile to help people living in our supported housing who need that extra help to maintain their accommodation, navigate the benefits system and access other services.

# 172

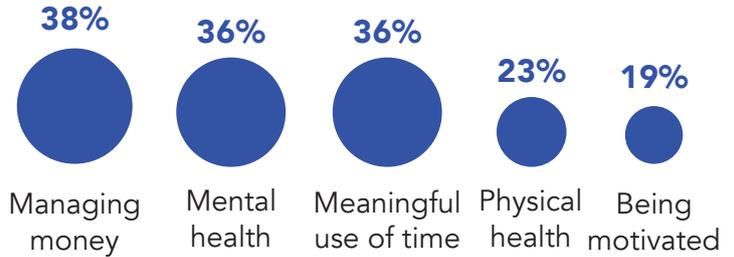
people were supported during the year



## 14

people were helped to move on to a more suitable home

### Areas of Support



“ They help with anything like reading letters and help you understand what it means. Really nice staff. ”

“ I know now that I can turn my life around and being with Derventio has made me realise there is help for my needs. ”



## 20

people were supported to sustain their tenancy



## Kate's Story

### *I NOW HAVE A SUITABLE HOME FOR ME AND MY BABY*

After leaving care Kate spent 18 months in prison for offending behaviour. She experiences mental and physical health problems and has a history of self harm.

Kate was three months pregnant and experiencing domestic violence when she was referred to the support coach service. Her support coach gave Kate practical and emotional help to move away from her partner and settle in a new location.

As well as helping her to find suitable housing, the support coach accompanied Kate to her ante natal appointments. This helped with her mental health and for reassurance as she was worried that her former partner would find her at the hospital.

Kate was overjoyed to get a suitable offer of accommodation. Her support coach helped her to furnish the home, sort out her benefits and set up utilities and payment plans.

After liaising with social services, the support coach service is now providing ongoing support until Kate is fully settled and feels able to live independently.



# GROWING LIVES Building skills and confidence

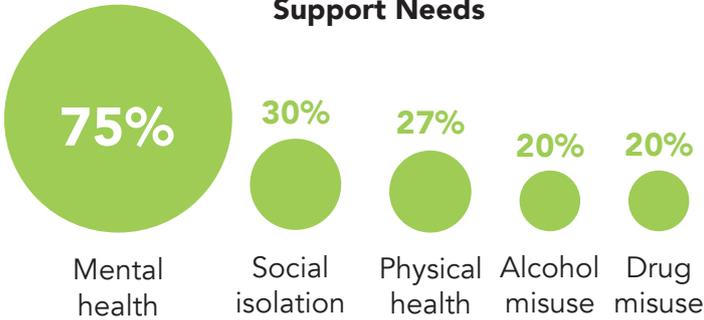


Growing Lives provides a range of activities and opportunities to support people to develop their self-confidence and motivation, believe in themselves, gain new skills and improve their mental and physical health.

# 44

people took part in Growing Lives during the year

### Support Needs



**9** different activities were on offer

- arts & crafts
- cooking
- healthy living
- relaxation
- gardening
- upcycling & wood projects
- IT
- bike club
- Men in Sheds

**31** vegetarian breakfasts and lunches were prepared and served during National Vegetarian Week

**22** people took part in photography project, Change the Picture 2

“ Having a reason to get up and put my makeup on in the morning changes my whole outlook ”

“ It keeps me out of trouble. If I wasn't here all I would be doing is sitting around and smoking mamba. ”

**15** people improved their wellbeing by attending Aspire sessions delivered by Wellbeing Works

## Derek's Story

### *GROWING LIVES HAS ALLOWED ME TO HAVE A LIFE AGAIN*

"My name is Derek and I was offered to attend Growing Lives at Ilkeston via my worker at Derwentio Housing Trust. I attended an induction session where I was introduced to staff. They were very friendly and welcoming.

"They showed me all the activities which are possible to do throughout the day. This ranged from woodworking in the workshop where the weekly bike building sessions also take place. Other activities include an art room carrying out various tasks including sewing, knitting, painting and general art and design work. All activities are optional including gardening in the extensive allotment, down to preparing lunches and snacks which are provided free to participants on the days they attend.

"All the other participants are very friendly and all get on in a relaxed atmosphere. Growing Lives has allowed me to have a life again, other than staring at four walls and watching TV. I had major heart surgery last year - after this I became depressed and alcohol dependent (no excuse, but boredom does not help!)

"I feel part of the team at Growing Lives and enjoy the companionship. Growing Lives has given me the will and confidence to get my life back on track. People have actually said I look ten years younger, and the project has enabled me to reconnect with my family and I have regained their respect."



# TALENT MATCH Steps to training and employment



Talent Match boosts opportunities for young people who face barriers entering the labour market - opening up doors for training, volunteering and employment. We deliver the Derbyshire parts of the D2N2 service.

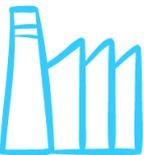
89

young people took part in Talent Match



16 

young people found a job

18 

took part in formal learning

14   
went into volunteering



18 took part in basic skills learning



12

took part in work experience



## Finlay's Story

### *I HAVE FOUND THE PERFECT JOB FOR MY SKILLS*

Finlay came onto Talent Match after graduating from university and looking for work for some time without any real success. His main barriers to finding a job were lack of communication skills and confidence due to his Asperger's Syndrome.

Whilst on Talent Match, Finlay has done voluntary work, giving him the chance to try out different types of work in his area of interest - statistics, data analysis and accounting. He is also coming to the end of an online course in accounting.

Finlay started having joint sessions with members of the Employment and Enterprise Team, where he has been able to discuss his employment and apprenticeship options and build his confidence. He went for an assessment with 3aaa Apprenticeships where he really impressed with his intelligence, focus and methodical way of working. They began looking for suitable roles for him that would make use of his skills.

Eventually the perfect position came up - a Level 4 Apprenticeship in Data Analysis. Finlay put forward a really good application for the role, showing that he had done lots of research on the company, and was offered an interview. He attended a session with Talent Match staff for advice on interview skills and questions to ask interviewers. He took all the advice given and performed brilliantly at the interview. As a result he has been offered the job and starts in a few weeks time.



# OPPORTUNITY AND CHANGE Closer to work & learning



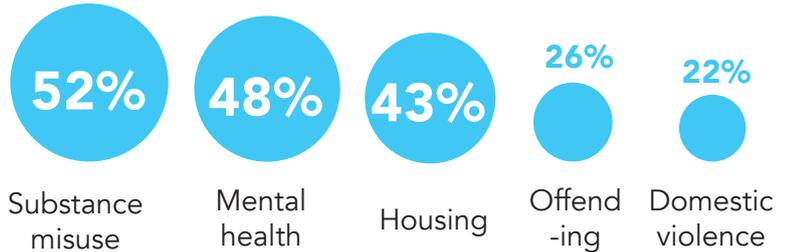
Opportunity and Change is funded by the Big Lottery Fund and the European Social Fund as part of Building Better Opportunities, a national programme to tackle the root causes of poverty and promote social inclusion. Derventio Housing Trust is part of a delivery partnership led by Framework Housing Association to work with people in Derbyshire who face multiple challenges and barriers in their life.

# 23

people took part in Opportunity and Change



### Reduced Barriers



## Desmond's Story

### *WORKING HAS IMPROVED MY MENTAL HEALTH*

Desmond was very low and in a negative mindset when he first came to Opportunity and Change. He suffered from depression and had no goals or direction in life. At 62 he felt too old to find work. At the same time he was worried about his finances and wanted a job.

Desmond's Personal Navigator supported him through one-to-one sessions and carried out an employment assessment. Desmond is now a trained forklift truck driver and is working part-time as a handyman. He has a much more positive outlook on life and is happy in his new role.



## TOWARDS WORK Improving employability



We are one of a partnership of local organisations delivering the Groundwork Greater Nottingham, Towards Work, Building Better Opportunities programme across Derbyshire, Nottingham and Nottinghamshire, jointly funded by the D2N2 Local Enterprise Partnership's European Social Fund (ESF) allocation and the Big Lottery Fund. We aim to support people with those vital first steps towards gaining employment and overcoming barriers through a personalised service and support.

# 72

people took part in Towards Work

# 11

people gained employment



# 5

applied to basic skills courses



# 2

people moved into education and training



applied to training courses

“ Me and my children have a home and I am now working thanks to Towards Work. We still have challenges but life is so much better and Towards Work has played a big part in that. ”

## Jenny's Story

### *IT HAS HELPED ME KEEP MOTIVATED AND IMPROVED MY CONFIDENCE*

Jenny had been struggling with anxiety and lacked confidence, particularly around meeting new people, applying for jobs, interviewing skills and using public transport. She felt she did not have transferable skills, qualifications or experience that would allow her to pursue a career.

Her Towards Work Coach worked with Jenny to do a skills health check and discuss potential areas of work and routes into employment. She then supported Jenny to apply for a Health and Social Care apprenticeship with Derbyshire County Council that would last for 18 months. Interview skills training helped Jenny to prepare for her formal interview for the role. Jenny also attended our confidence course, which had a huge impact. She felt it really taught her not only how to improve her confidence but also what type of learner she was and what type of work she would excel at.

Jenny was offered the apprenticeship. It is close to her home so she doesn't have to worry about travel. It has really improved her confidence as she now knows what she will be doing for the next 18 months and feels happy knowing that she will be learning skills, earning money and getting a qualification. Though Jenny had worked in the past, she had never been supported in a way that let her know she can have aspirations and can pursue anything if she set her mind to it.



# HEALTHY FUTURES Bridge between hospital and home



Healthy Futures supports hospital patients with their housing needs and overall quality of life, preventing repeat admissions and promoting better health and wellbeing.

# 158

people were supported through the project

# 94% +

reduction in hospital admissions

“The support gave me stability, improved my mental health and I would not have achieved my goals without it”

“I would never have been able to end up in suitable accommodation for my needs with all my benefits in place and my debts sorted”



# 83%

reduction in emergency department attendance

# 83%

reduction in 999 calls



Saving the health community

# £450,694

## Support Needs



Mental health



Medical needs



Drugs



Alcohol



# 95%

primary care appointments attended

## Colin's Story

### *MY ONLY SOCIAL INTERACTIONS WERE WITH MEDICAL SERVICES*



Colin has a long history of alcohol dependency, suffers from depression and has chronic liver disease. In the six months prior to being referred to Healthy Futures he had presented at A&E 32 times, called an ambulance 33 times and had been admitted onto a ward 32 times.

He had his own tenancy which he was managing well. However, Colin had disengaged from all services apart from the emergency department. His only social interactions were with medical services.

Colin was given 12 weeks of intensive community support through the Healthy Futures project. This support focused on helping Colin engage with primary care, out-patients and treatment services.

Colin's cost to the social and health economies in the six months prior to support was £69,363. In the following four months it was £3,945 showing a reduction of 94%.

# HIGH INTENSITY USER SERVICE Reducing urgent care use



The High Intensity User Service uses early intervention and community based support to prevent hospital re-admissions and reduce isolation. This year the service expanded into Derby City and North Derbyshire.

# 74

people were supported through the project

# 80% +

reduction in hospital admissions

# 99%



reduction in 999 calls

“I’m grateful for everything you have done for me. It’s made a massive change to my life”



Saving the health community

# £282,269

# 66%



reduction in A&E attendance

“It’s great just knowing someone is there to support you, and it really does help”



**DERBYSHIRE  
CONSTABULARY**

**NHS**  
Derbyshire Community  
Health Services  
NHS Foundation Trust

**NHS**  
Hardwick  
Clinical Commissioning Group

**NHS**  
Southern Derbyshire  
Clinical Commissioning Group

**NHS**  
Erewash  
Clinical Commissioning Group

## Jane's Story

### *MY CONFIDENCE AND MOTIVATION HAVE IMPROVED SO MUCH*



Jane had lived in the same house for many years as she worked and brought up her daughter. Five years ago her father died and this had a massive impact on Jane's mental health. She started drinking to cope which led to her often becoming intoxicated. She ended up losing her daughter and her employment and was struggling to pay the rent and manage her tenancy with the local authority. Jane's alcohol use became problematic and her use of emergency services became disproportionate.

Jane was referred to the High Intensity User Service by Derbyshire Constabulary. She had made 57 calls to the police in the previous three months and had made several visits to A&E with injuries she had sustained while drunk.

In the three months she has been using the service, Jane has completed the alcohol recovery programme and has reduced her drinking. She has improved the property she lives in and is making regular payments to reduce her arrears.

Jane's confidence has grown and her motivation has improved so much that she is currently on a back-to-work programme and is talking about what jobs she would like to do in the near future.

As a result of Jane's improvement there has been a big reduction in her use of emergency services.

## YOU MADE A DIFFERENCE!



The stories and achievements in this report are only possible thanks to the people, groups and partner agencies that have supported and worked with us during us the year. Thank you!

Albert Hunt Trust

Alchemy Foundation

Beechwood Mazda

Big Lottery Fund

Chesterfield Health and Wellbeing Partnership

Derby Cathedral

Derby City Council

Derby Homeless Officer's Group

Derby Homes

Derbyshire County Council

East Midlands Airport Community Fund

Erewash Borough Council

Erewash CCG

Erewash Voluntary Action

European Social Fund

Foundation Derbyshire

Framework HA

Fuelcard Services

Groundwork Greater Nottingham

Grow Wild

Hardwick CCG

Healthy Bolsover

Healthy North East Derbyshire Partnership

J & O Lloyd Trust

Kieran Mullin Ltd.

Macular Society Derby Support Group

Open Gate Trust

Shacklocks LLP

Southern Derbyshire Clinical Commissioning Group

St Mary's Roman Catholic Church

Staffordshire Community Foundation

Tamworth Borough Council

Tudor Trust

Vegetarian Society

Waingroves Drama Group

Wash Arts

Yew Tree Littleover WI

***And not forgetting all of the individuals who have shown support throughout the year. Every penny counts. Thank you all!***

“ I know now with the support from you I can turn my life around and being with DHT has made me realise there is help for my needs ”

“ It's been a good service but I am looking forward to moving to my own home. My support worker has been a great help in doing this. ”

“ I had got myself into a precarious situation being homeless. Derventio showed me that people still care. ”

“ Since being on the streets my life has changed so much. I'm now stable which I find brilliant. ”

“ My mental health is better for having somewhere to live ”

“ I've had the time to recover without worrying about a roof over my head ”

“ It's been a Godsend to me as I lost my private rented place because of sale of property while I was ill. So Derventio stopped me being homeless! ”

“ Derventio Housing have given me the time and help so I can now start another chapter of my life ”

“ My experience has been excellent. It has changed my life. Thank you. ”

“ I'm not homeless. I was rescued from the hostel life. I am now an ex-addict from heroin. My life has improved 100% since I was given a lifeline from Derventio ”

“ Since moving in I am less stressful, getting my life back together ”

# ACCOUNTS

The company's financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime. The financial statements were approved and authorised for issue by the board and were signed on its behalf on 13 September 2018.

## Statement of Comprehensive Income For the year ended 31 March 2018

	<b>2018 £</b>	<b>2017 £</b>
Turnover/Gross surplus	6,536,318	5,280,822
Operating costs	(6,430,025)	(5,191,698)
<b>Operating surplus</b>	<u>106,293</u>	<u>89,124</u>
Interest payable and expenses	(38,903)	(38,181)
<b>Surplus for the year before taxation</b>	<u>67,390</u>	<u>50,943</u>
Tax on surplus	-	-
<b>Surplus for the year</b>	<u><u>67,390</u></u>	<u><u>50,943</u></u>

## Balance Sheet As at 31 March 2018

	2018 £	2017 £
<b>Fixed assets</b>		
Housing properties	824,899	837,452
Tangible assets	<u>794,728</u>	<u>839,057</u>
	1,619,627	1,676,509
<b>Current assets</b>		
Debtors: amounts falling due within one year	490,183	389,553
Cash at bank and in hand	<u>514,222</u>	<u>361,654</u>
	1,004,405	751,207
Creditors: amounts falling due within one year	<u>(556,312)</u>	<u>(496,863)</u>
<b>Net current assets</b>	<u>448,093</u>	<u>254,344</u>
<b>Total assets less current liabilities</b>	2,067,720	1,930,853
Creditors: amounts falling due after more than one year	(948,760)	(986,383)
<b>Provisions for liabilities</b>		
Other provisions	<u>(689,100)</u>	<u>(582,000)</u>
	<u>(689,100)</u>	<u>(582,000)</u>
<b>Net assets</b>	<u>429,860</u>	<u>362,470</u>
<b>Capital and reserves</b>		
Revaluation reserve	156,029	156,029
Restricted funds	-	417
Profit and loss account	<u>273,831</u>	<u>206,024</u>
	<u>429,860</u>	<u>362,470</u>



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

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Derventio Housing Trust is a limited company registered in England and Wales (05886593); Registered office: 33 Boyer Street, Derby DE22 3TB