

# ANNUAL REPORT

2016-2017

theguardian  
**Public Service  
Awards 2016**

**Winner**

# Derwentio Housing Trust

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

## Our Year in Numbers



**1,129**  
people supported  
in 2016-17

**545**

homes in the Midlands  
and South West



bicycles built at Growing  
Lives



**80%**  
male

**20%**  
female



hospitals supported by  
Healthy Futures

**27%**  
16-25 years old

**69%**  
26-54 years old

**4%**  
55 years or older

in Derbyshire,  
Nottinghamshire,  
Staffordshire, Shropshire  
and Wiltshire



repairs carried out by the  
maintenance team

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.

Support Coaches like Eddie meet residents at a time and place that best suits their needs

## SUPPORT COACH SERVICE

# ONE-TO-ONE ADVICE & SUPPORT

This year...

When Amir was referred to Coach Support he had no benefits in place and was in arrears with his rent. The Support Coach team acted quickly. They made immediate contact with the Department for Work and Pensions (DWP) and discovered that Amir's benefits had been sanctioned due to lack of engagement. They negotiated with the DWP on Amir's behalf. As a result of this intervention payments were reinstated that same day and nearly £300 was paid into Amir's account. This meant he could reduce his arrears and understand what he needed to do to avoid problems in the future.

**81** 

people were referred to the project

**72** 

people successfully sustained their tenancy

**8** people moved on to independent living



## Project Summary

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.



## HOUSING & SUPPORT

# SAFE & SUPPORTED HOUSING

## Peter's Story

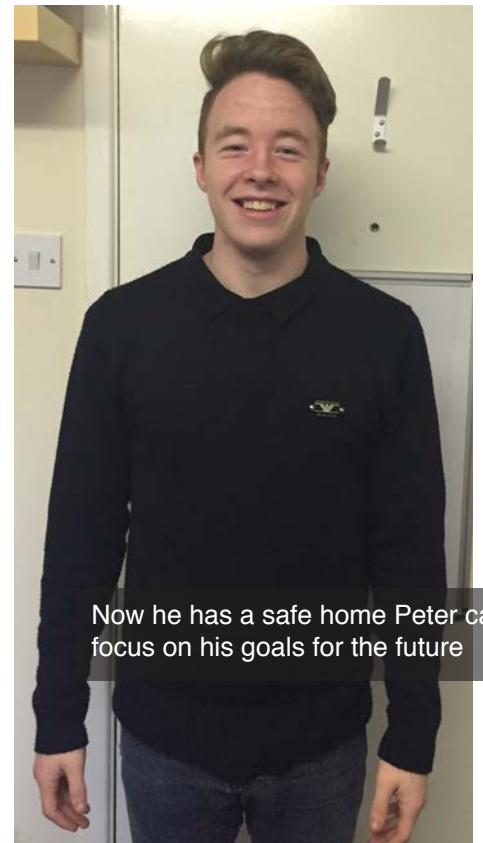
*“ Before I came to Derventio I was street homeless for two months. I needed the support and pointing in the right direction.*

*It has helped me to feel more secure and I know that I can go to my support worker if I have any problems with my benefits or booking appointments for doctors and dentists. I always know that my support worker is only a phone call away.*

*In March my football team who I play for at college won*

*a match and we became semi-professional! Some of the team were then invited to an interview where we could apply for a scholarship.*

*I feel if I hadn't been supported by Derventio I would have been in and out of hostels and emergency accommodation. Being with Derventio has given me security and enabled me to go to college and achieve my goals. I'm excited for my future now. I've learnt a lot I feel it has prepared me for the world.”*



Now he has a safe home Peter can focus on his goals for the future



Support and housing staff from our Swindon and Derby teams getting together to share best practice

# Project Summary

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.

## This year...

826

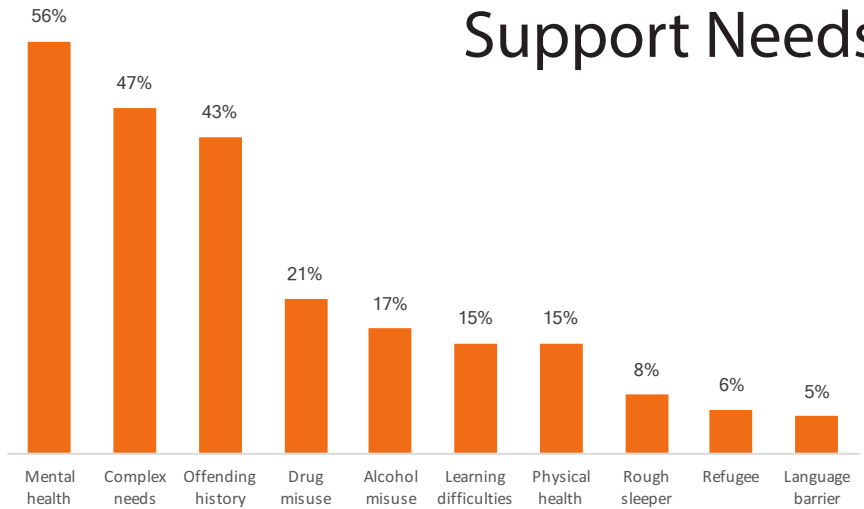


people lived in Derventio supported housing.

Before moving in, 41% had been sofa surfing or living with friends and family.

18% had no income.

We reached a milestone  
**500**  
units of accommodation



## Support Needs

**41%** responded to our annual satisfaction survey



Of those who responded

**97%** said they were satisfied with the service



**73%**



said that their overall happiness has improved while on the service

72% are better able to manage their money and debts.

66% have accessed other services.

49% have improved their physical health, 48% can better manage their mental health and 54% lead a healthier lifestyle.





GROWING LIVES

# BUILDING SKILLS & CONFIDENCE

## Katie's Story

Katie was abused, physically and sexually, by her partner. He was controlling and didn't let her have any money apart from £3 to get her nails done how he liked them.

When she left him she lived in a refuge before moving to Derby. She was homeless, sleeping on a park bench for a month until she found out about Derwentio. She was housed the same day.

Katie started coming to Growing Lives. She enjoyed it but kept herself to herself

at first. She didn't talk to anyone about her problems and was largely left alone.

The Growing Lives Tutor really helped her come out of her shell: *"She helped me a lot. I can always talk to her - she is like a mum figure. Growing Lives has given me a purpose, a reason to get up in the morning. All I'd be doing if I wasn't here is letting thoughts go round in my head and getting emotional. I've had a lot of support and it's just amazing"*.

Katie has really enjoyed crochet, mosaic making, painting portraits and working in the garden.

She was recently offered a job as a cooking assistant at a nursing home, and is looking forward to getting started.



Sarah and Katie enjoying the Growing Lives garden

# Project Summary

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.



Luke celebrating his finished bike, made using recycled parts



Participants and staff in front of some of their artwork

## This year...



**47** people took part in Growing Lives during the year.

The most common barrier they faced was mental health issues (56%), followed by history of offending (43%).

Each person attended an average of 41 sessions and spent an average of 123 hours on the project.



**11**

different activities were on offer:

- Gardening
- Workshop
- Arts & crafts
- Cookery
- Photography
- Bike club
- Computer suite
- Relaxation
- Kitchen hygiene
- Healthy living
- Men in Sheds



Benefits include:

- ✓ Improved mental health
- ✓ Improved motivation
- ✓ Improved self-confidence
- ✓ Better optimism about the future
- ✓ Improved physical health
- ✓ Reduced social isolation
- ✓ Improved optimism about work
- ✓ Improved financial stability

**1,930**  
sessions were delivered in total.



## TALENT MATCH

# STEPS TO TRAINING & EMPLOYMENT

## Stephen's Story

*When I first came to Talent Match I met Linda, my mentor, every other Tuesday. Firstly to get myself a CV and then to complete online application forms for jobs.*

*I got myself an interview at a dispatch company in Manchester. Linda helped me out with questions to ask and Talent Match even paid for my train fare and helped me get some clothes to wear.*

*I got the job and started almost straight away. I was finding it really hard cos I had*

*to get up really early to get to work for 8am and the train fare was really expensive. I told Linda this and Talent Match helped me with my train fare money.*

*All was great for ages then the company was set to move to the other side of Manchester which meant I had to get a train then a bus so this was more expensive and I had to get up even earlier to get there on time.*

*I was going to pack in the job but my girlfriend had*

*just had a baby and she wasn't working so we had hardly any money. Linda suggested speaking to my boss and telling him about my difficulties. After I spoke to him he gave me a pay rise and sorted me a lift from the train station to the depot.*

*I want to start driving as my mum said she would let me use her car and this would cost me a lot less. Linda looked into driving lessons and got me a good deal. I am still having lessons and will be ready for my test very soon.*



# Project Summary

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.

Talent Match has helped people into a variety of jobs

## This year...

80



young people took part in Talent Match

39



young people found a job



21

went into volunteering

35



took part in work experience

38



took part in basic skills learning



took part in formal training

5



people went into an apprenticeship



NATIONAL LOTTERY FUNDED



OPPORTUNITY AND CHANGE

# SUPPORT TOWARDS WORK & LEARNING

## Andrew's Story

Andrew was not in a good place. He was addicted to alcohol and his relationship with his partner was very volatile. Everything came to a head when he was violent towards her and ended up in prison.

Andrew came to the Opportunity and Change programme with a determination to turn his life around. Before prison he had 20 years' experience as a forklift truck driver and was about to start training as a supervisor. Andrew's

Navigator worked with him to create a plan, improve his CV and access funding for a forklift refresher course.

Andrew was very proactive in searching for work and managed to get an interview with a local agency. He told them about his refresher course and the experience and knowledge he already had in operating forklift trucks.

The agency quickly snapped him up, and Andrew has now been happily in employment

for three months. He has also completed his refresher course.

"I am really grateful for all the help and support I have been given by the project, it's like getting a second chance."

Andrew no longer needs support from the programme and his substance dependency has reduced dramatically. He is now in a stable relationship, continues to see his probation worker and is looking forward to the future.



Andrew was determined to get back to work when he left prison. He now has a stable job as a forklift driver.

## In 6 months...

16



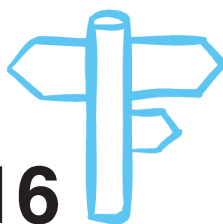
people took part in Opportunity and Change

6



people attended training

16



people attended specialist provision

1



person gained employment



## Project Summary

A new project this year, Opportunity and Change is jointly 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. Derwentio 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.

TOWARDS WORK

# IMPROVING EMPLOYABILITY

## Simon's Story

*When Simon was referred to Towards Work he had been out of work for four months and was struggling to make ends meet on his Universal Credit benefit.*

*Straight away it was clear that he needed additional support. As Simon's Work Coach I met with him regularly. He was always early, happy to see me and willing to engage in everything I put forward.*

*He also met with our Towards Work Job Broker, Suzanne, who helped him find a job that suits his needs and capabilities.*

*Now that he has started in his new job Suzanne and I have visited Simon at work to check how he is getting on and to see if he needs any additional support. He is happy and settled in his role, and feels that he wouldn't have got this far without the support and encouragement*

*from the Towards Work programme. Simon's manager is so pleased with him that he has extended Simon's contract from nine to thirty hours a week.*

*The company is now interested in taking on other Towards Work participants in the future.*

Leyna (Work Coach)

# Project Summary

A new project this year, Derventio Housing Trust is 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.

Simon had been unemployed for four months. He is now doing really well in a job that suits his skills

## In 3 months...

8



people took part in Towards Work

1



person gained employment

1



person applied for training



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HEALTHY FUTURES

# BRIDGE BETWEEN HOSPITAL & HOME

Sue was using emergency health services frequently. She is now healthier and happy in her new home

## Project Summary

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

# Barry's Story

Barry has a long history of substance misuse, physical health issues and insecure housing. He was admitted to hospital following a breakdown in his mental health. It was not suitable for Barry to return to his private rented flat due to safeguarding concerns.

Barry's Healthy Futures project officer along with Barry, ward staff and a social worker decided that the best option was for Barry to move into temporary housing for 12 weeks - this would give time to find more suitable long-term accommodation.

Towards the end of his 12-week stay, a suitable flat was found in an over-55s complex. The flat was not yet available, and so Barry moved into a Derventio home for two weeks. During this period, we worked with Barry to provide support around GP appointments, shopping, mental health, applying for housing benefit for his overlapping tenancy, viewing properties, appointments to sort his debts and ending the tenancy with his previous private landlord.

When the flat was ready we used a grant from North East Derbyshire District Council to

pay for Barry's first month's rent in advance which he did not have savings for. We also arranged for a company to help him move. Once he had moved in, Barry's Healthy Futures project officer helped him to set up utilities, register with his new GP and arrange repeat prescriptions, set up a new housing benefit claim, arrange mental health appointments, made a social services referral and helped with shopping until social services were involved. Barry has settled in to a more stable lifestyle engaging with services and making more suitable relationships within his new community.

## This year...

**155**



people were supported through the project

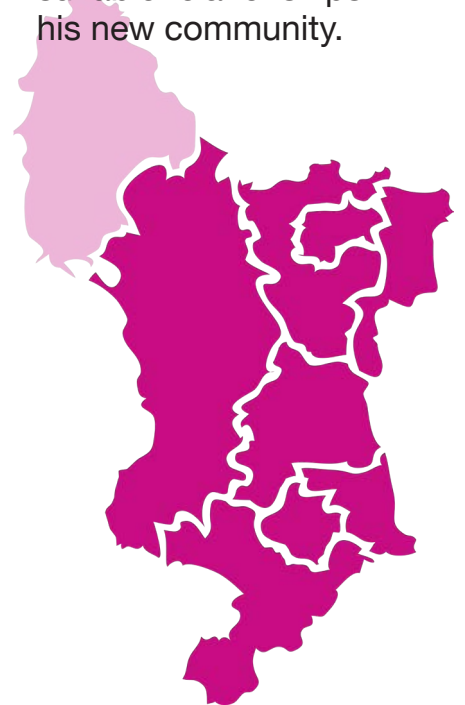
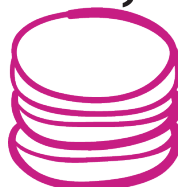
**+ 93%**  
reduction in hospital admissions

**📞 87%**  
reduction in 999 ambulance calls

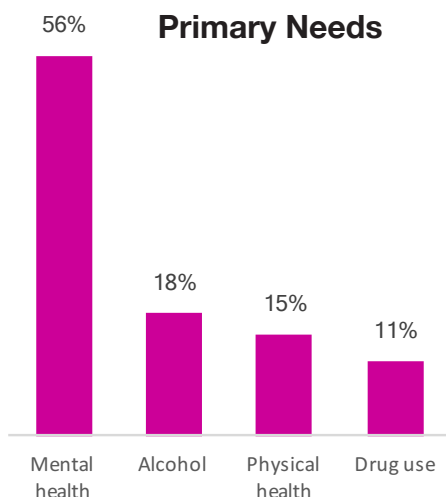
**🚑 90%**  
reduction in A&E use

Saving the NHS

**£696,230**



The service covers the whole of Derbyshire (apart from High Peak). We work with Royal Derby Hospital, Chesterfield Royal Hospital, King's Mill Hospital, Queen's Medical Centre and Nottingham City Hospital as well as local community hospitals.





HIGH INTENSITY USER SERVICE

REDUCING USE OF URGENT CARE

In 3 months...

Debbie had been sleeping on her grandfather's sofa for over a year. She has a history of IV drug use and several medical issues including DVT, depression, anxiety and degenerative disc problems.

Debbie's HIU support worker helped Debbie to apply for housing and supported her to attend assessments. When an offer of accommodation was withdrawn, her support worker challenged this and successfully appealed.

Debbie has now moved into her new accommodation and is enjoying having a bed to sleep in. She has a ground floor flat with a wet room which is making life much easier for her.

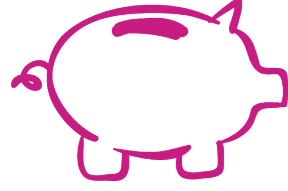
As a result of this intervention, Debbie has reduced her use of urgent care by 83%.

67%



reduction in hospital admissions

Saving the NHS £10,086



88%



reduction in 999 calls

Supported by:



Project Summary

The High Intensity User Service uses early intervention and community based support to prevent hospital re-admissions and crisis episodes and reduce isolation.



# ACCOUNTS

The financial statements were approved and authorised for issue by the board and were signed on its behalf by S E Holmes (Director)

## Statement of Comprehensive Income For the year ended 31 March 2017

	2017 £	2016 £
Gross income	5,280,822	4,514,091
Operating costs	(5,191,698)	(4,459,717)
Operating surplus	89,124	54,374
Interest payable and expenses	(38,181)	(32,305)
Surplus for the year	50,943	22,069

There was no other comprehensive income for 2017 (2016: £NIL).

## Balance Sheet As at 31 March 2017

	2017 £	2016 £
<b>Fixed assets</b>		
Housing properties	837,452	689,014
Tangible assets	839,057	544,756
	1,676,509	1,233,770
<b>Current assets</b>		
Debtors	389,553	330,931
Cash at bank and in hand	361,654	377,033
	751,207	707,964
Creditors: amounts falling due within one year	(496,863)	(564,469)
Net current assets	254,344	143,495
Total assets less current liabilities	1,930,853	1,377,265
Creditors: amounts falling due after more than one year	(986,383)	(824,738)
<b>Provisions for liabilities</b>		
Dilapidation provision	(582,000)	(241,000)
	(582,000)	(241,000)
Net assets	362,470	311,527
<b>Capital and reserves</b>		
Revaluation reserve	156,029	156,029
Capital redemption reserve	417	3,429
Surplus/loss account	206,024	152,069
	362,470	311,527

Councillor Glennice Birkin presenting a grant from the Derbyshire County Council Members Community Leadership Grant Fund to staff and participants at Growing Lives



# THANK YOU FOR MAKING A DIFFERENCE

The stories and numbers in this report are only possible thanks to the people, groups and partner agencies that have supported us during the year.

*“Not only have you given me a roof to put over my head but you also gave me the chance to experience what independent life is all about and I absolutely love it.”*

*“It’s great just knowing someone is there to support you. It really does help.”*

*“I have more belief in myself than ever before.”*

*“It has given me a lot of confidence in myself on the inside and out.”*

*“I have tried new things, started volunteering, I’m gaining work experience and met new people.”*

*“I suffered with depression and still do at times. My stay here has given me a sense of security and time to feel in a better place.”*

*“It has helped me a lot with my mental illness and encouraged me to go to counselling which I have put off doing for years.”*

*“I finally feel that someone understands that I’m going through and how I feel.”*

*“Since living with Derventio I have come a long way and got myself sorted.”*

# Special thanks to

Action for Children

Arts Council England

Big Lottery Fund

Bolsover District Council

Bolsover Health and Wellbeing Partnership

Chesterfield Health and Wellbeing Partnership

Community Nutrition & Dietetics Village Medical Centre

Derby Cathedral

Derby Nightingales

Derby Refugee Centre

Derbyshire County Council

Derbyshire Fire & Rescue Service

Derbyshire Homelessness Officers Group

Derbyshire Voluntary Action

Derwent Living

Discovery Foundation

Dominic Beer Memorial Trust

Erewash Clinical Commissioning Group

Erewash Public Health Locality Fund

European Social Fund

Foundation Derbyshire

Framework Housing Association

Garfield Weston Foundation

Groundwork Greater Nottingham

Hardwick Clinical Commissioning Group

Jefford Weller Fund

Jon Legge

Kieran Mullin Ltd

Kniveton PCC

North East Derbyshire District Council

Office of the Police & Crime Commissioner for Derbyshire

One Stop Carriers for Causes

PeoplePlus

Public Health Derbyshire

QUAD

Ripley Academy

Southern Derbyshire Clinical Commissioning Group

St Bartholomew's Church

St Mary's Roman Catholic Church

Staffordshire County Council

Tamworth Borough Council

Tudor Trust

University of Derby

Vegetarian Society



Staff meeting volunteers from the Derby Refugee Centre



Local dignitaries supporting us at the Homeless Sunday service at Derby Cathedral

## Plans for the future

We continue to work with local authorities to expand our housing into areas where there is need. This year we will have new properties in Cheltenham and Gloucester.

We are extending the High Intensity User Service into Erewash and Southern Derbyshire.

We are working with the Mayday Trust as a national Innovation Partner in their Personal Transition Service, supporting people to build on their unique strengths and aspirations.

We will scale up both our Building Better Opportunities programmes.

## Our Vision

Our vision is to have the courage to shape a better future for homeless people.

## Our Mission

Accommodation that inspires optimism:

- Good quality
- Safe
- Homely
- Supported
- Promoting wellbeing

## Our Values

**Together it's achievable:**

We can't do it on our own and we work with others

**Inspire potential:** Everyone should be ambitious and have a grand vision for themselves

**Value success:** We appreciate our staff, volunteers and residents

**Try new ideas and be flexible:** We aren't afraid to try and fail

**Cut through barriers and open doors:** We see possibilities, reach out to all and listen

**Integrity:** We are open and honest and aim to keep our promises

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

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