

# Annual Review & Accounts 2014



*Our year creating a better future for homeless people*



**Derventio**  
Housing Trust

# Welcome

Welcome to our 2014 Annual Report. This is not just the story of our year; it's the story of Sam, a refugee who travelled from London to Derby alone with no idea of where he was going to live. It's the story of Maggie, who lost her home due to stress, and Gary whose world changed when his marriage ended.



It is also your story – the story of how your support has transformed the lives of Sam, Maggie, Gary and 1,250 more people who needed help with their housing.

I hope this report gives you a taste of the work we have done over the last twelve months – none of which would have been possible without our supporters, partners and volunteers. Thank you for making a difference.

**Sarah Hernandez, Managing Director**

We are extremely grateful to everyone who has agreed to share their story for this report. It can be daunting to have your name or photo appear in print, so we have changed some names and used stock images wherever requested.

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# Looking back on our year

## APRIL 2013

We won a contract from **Shropshire and Staffordshire** councils to increase access to the private rented sector for people who are homeless or at risk of homelessness

## MAY 2013

We visited a local **Girl Guide Group** and gave an interactive presentation about homelessness and what young people can do to avoid becoming homeless



## JUNE 2013

We held guided tours at Milestone House as part of **Inspiring Derby Week** - "Very interesting and thoughtful talks both before and as we went round the centre"

We raised over £100 at the **Furthest Point from the Sea** event in Derby

## JULY 2013

Our **annual tenant survey** received lots of responses. Tenants shared their thoughts on all aspects of the service, from the quality of their home to what they think of staff.



## AUGUST 2013

We were named **Crisis Champions** in recognition of our work in the private rented sector



## SEPTEMBER 2013



Futures Homescape staff spent a day on the farm as part of their **MADD (Make a Difference Day)**

## OCTOBER 2013

We started delivering our 3-year **Erewash Schools Homelessness programme**, raising awareness of homelessness to secondary school pupils

## NOVEMBER 2013

Using funding from the Department of Health's Homeless Hospital Discharge Fund, we launched **Healthy Futures**, supporting homeless people in hospital

Thanks to votes from the public we win £50,000 from **The People's Millions** for our Growing Lives project

## DECEMBER 2013



We were sad to say goodbye to **Milestone House**, which from 1 December was transferred to Derby Homes

## JANUARY 2014

Our annual service at Derby Cathedral to mark **Homelessness Sunday** raised over £1,000



## FEBRUARY 2014

The two-year evaluation of the **Making Every Adult Matter (MEAM)** pilot schemes was published. We are proud to have been one of three organisations who piloted the service, which made a big difference to the lives of people facing multiple needs.

## MARCH 2014

Our **Growing Lives Appeal** raised a fantastic £2,218 towards our work providing outdoor learning opportunities and experiences

# A place to call home

Affordable homes in the private rented sector are in short supply. We work with local property owners to make rented accommodation available to people who are struggling. We then support our tenants to live independently in their new home - anything from help with utilities to claiming benefits and budgeting.

## Sophie's Story



**S**ophie had been in care since she was 13. Life at home had been difficult due to her mum's severe mental health issues. She had not known her father and grew up believing that he was a bad person. When she obtained his records from social services she discovered that this was not true.

Sophie now speaks to her father, but is finding it difficult to build a relationship with the man she spent so many years thinking was the enemy.

When she came to Derventio, 18 year-old Sophie was depressed and suicidal. As well as the difficulties with her father Sophie had left care with nowhere to go and was pregnant.

Now that she's in a Derventio home things are a lot better. Her support worker has spent a lot of time with Sophie, listening and talking through her issues together. After a medical interview Sophie's benefits have increased and she can now buy things for the baby. Before, she could barely afford to eat and had to rely on food parcels. Now she excitedly shows her new baby items to her support worker whenever she visits.

Derventio Housing Trust doesn't house children, so with our help Sophie is now on the waiting list for a home. She has some worries about moving out and what things will be like once the baby is born. Sophie's support worker has explained to her where she can go for help if she has any problems.

Derventio will continue to support Sophie for the first few weeks when she moves on, helping her with a furniture pack and providing support until she is settled in, ready to live independently and knows where to go for help or support if she needs it.

*It is one step closer to getting my own place and being able to get my life back on track*

# 687

people were housed in 2013/14

Derventio is proud to use

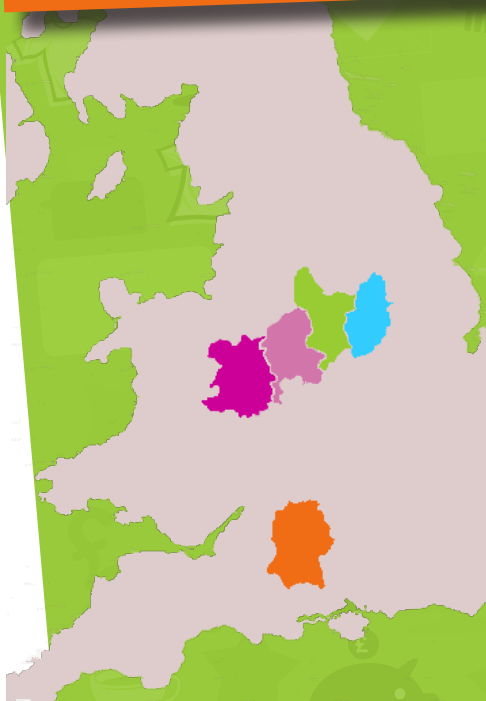


Housing First is an approach to address homelessness that was developed in America in the 1990s. Existing homelessness services work with homeless people to make them 'housing ready' - using training, rehabilitation and support to bring someone to a point where they are judged to be able to live independently.

Housing First turns this approach on its head. It provides a homeless person with housing as quickly as possible, together with the support they need to transform their life and enjoy living in a stable home.

It is a very successful model that is based on the principle that housing is a human right. Derventio Housing Trust is proud to have been amongst the first organisations in the UK to start using Housing First.

## Homes in the Midlands & South West



Shropshire  
8

Staffordshire  
16

Derbyshire  
388

Nottinghamshire  
11

Wiltshire  
7

*They never gave up on me. I don't feel alone with my problems.*

*A big thank you. 2 years on I'm still happy, feeling settled and have got my home looking beautiful.*

# Support & new beginnings

Many of our residents have problems that go beyond homelessness. They could have poor mental health, substance misuse issues or lack of skills for example. We go the extra mile to give each person the right help and support for their personal needs and circumstances.

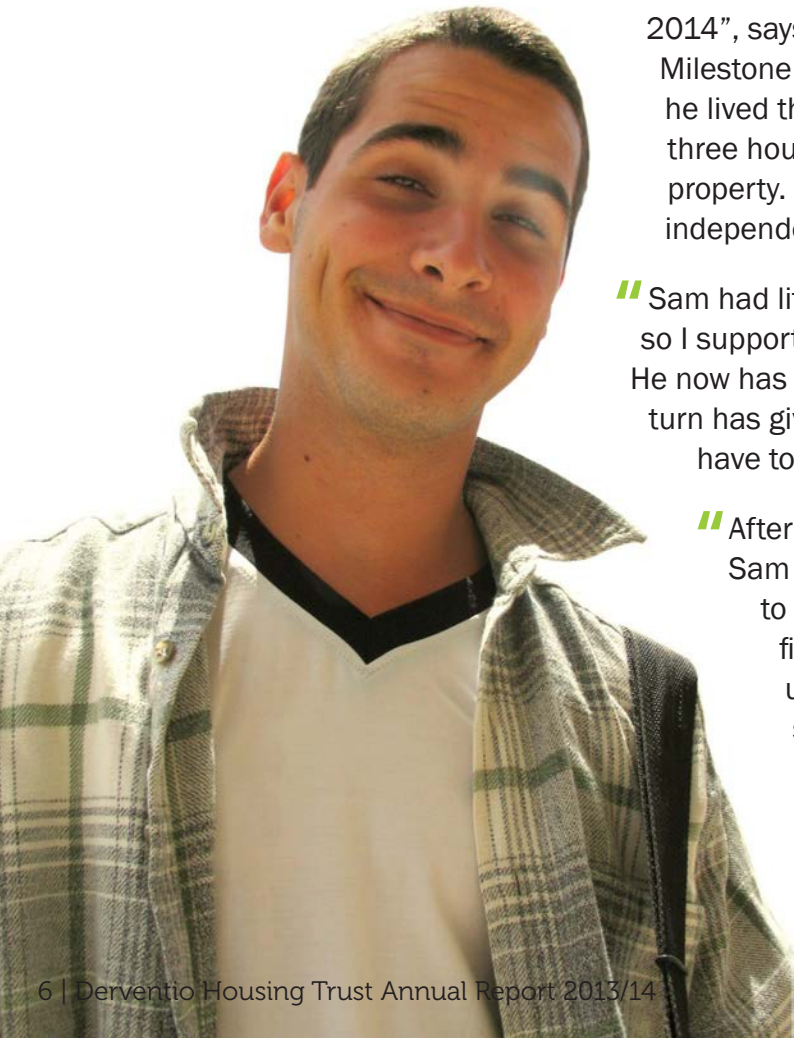
## Sam's Story

**S**am is a refugee who was sent alone from London to Derby. He knew nobody in the area and had no other support.

“We interviewed Sam for a housing assessment in February 2014”, says his Housing Officer. “He was referred to us by Milestone House. We found him a room in a 4-bed house and he lived there happily for five months, getting on well with his three housemates. In June we transferred Sam to a 2-bed property. This was more suitable to help him prepare for independent living.

“Sam had little understanding of benefits and housing options, so I supported him with his Housing Benefit claims and queries. He now has a much better understanding of the process. This in turn has given him a feeling of independence and he doesn't have to rely on others as much.

“After living in the 2-bed property, by the end of June Sam felt ready to live in his own place. I showed him how to use the Derby City Council Homefinder service to find available homes. Sam found a flat, but it was unfurnished. I helped him get an invaluable housing starter pack from Happy Homes, which he was very grateful for - he couldn't have afforded the items himself, and didn't know how he would cope in an empty flat. The starter pack has helped his self-esteem immensely.”



I would like to say I have been with Deventio For a year and without a doubt in my mind I feel very humble and priviledged to have found deventio. The staff have been their for me in the not so easiest of times and have supported me throughtout the year, wheathar this being a personnal matter or a maintainence matter. I would like to take this opperportunity to say thankyou to all of the Deventio team.

*thank you*



We were named a



**Crisis**

for our work in the private rented sector

**100%**

of the property owners we work with said that they are satisfied or very satisfied with the service.

**94%**

would consider recommending us to other property owners.



**UK FINALIST**

# Support for homeless people in hospital

People who are homeless are more likely than the general population to have poor health. Our Healthy Futures project helps homeless people when they are admitted to hospital. We work closely with patients to identify their health issues and support them to improve their overall health and quality of life.

## Ed's Story

**E**d, aged 42, was struggling to get through life. He had alcohol issues, poor mobility and was clinically depressed.

The Healthy Futures team first met Ed at the Royal Derby Hospital, where he was recovering from a serious suicide attempt. Just before trying to take his own life Ed had been homeless, forced to sofa surf and had reached a point where life seemed worthless.

The hospital was supporting Ed to detox from alcohol, but it was clear that he needed accommodation to truly put an end to this cycle of alcohol use and self harm.

Healthy Futures staff found a suitable room for Ed in a shared house. They helped him to move in, and, because he had been homeless and had few belongings of his own, they also helped Ed to get a clothes pack and food parcel from the Hope Centre.

Staff worked with Ed to make sure he accessed his local GP practice and attended his appointments with Addiction Dependency Solutions (ADS). They also gave him continuing support and encouragement to reduce his alcohol intake and start going to AA meetings.

Ed recently moved to a ground floor flat and feels happier and healthier than he has for a long time. He volunteers on Derventio's farm regularly and has gained several new friends who help him to stay sober.

I would like to thank my support workers. Each and every one of them have helped me through some difficult times. In my opinion Healthy Futures has made a difference to my life and I hope it will continue to help others



# 73

people were supported in 2013/14



The average length  
of support was

# 83 days

## In its first three months, Healthy Futures achieved:

- 100% reduction in self discharge rates
- 78% reduction in repeat hospital admissions
- 96% reduction in use of emergency ambulance
- 94% reduction in A&E visits

## The Benefits of Healthy Futures

### ✓ Better health

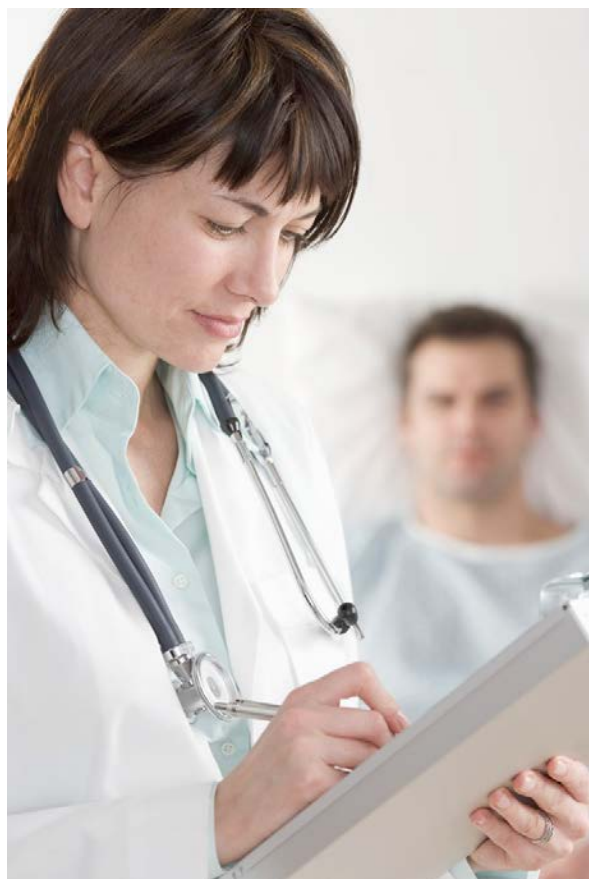
We help people to make a smooth transition from the hospital to the community by providing personalised support. We also work closely with health services, helping people to better manage their long-term health conditions.

### ✓ Better housing

We find accommodation for people with no suitable housing, and then provide ongoing support to help them live independently and maintain their accommodation.

### ✓ Better use of resources

Healthy Futures improves the coordination of social services, treatment services, housing and support.



# Skills, confidence and new experiences

Growing Lives is a unique combination of experiences, skill-building and mentoring. It provides opportunities for people to build the skills they need to make long-term changes to their lives, empowering them to set and pursue their own personal goals and reach their full potential.

## Kevin's Story

“**M**y Derventio support worker told me about Growing Lives. I wanted something to do to keep me off alcohol and for something new to do.

“ I went to the farm nearly every day and got involved with things like planting, weeding and building things. I really enjoyed just going up there, meeting new people, having a laugh and getting the work done.

“ I've definitely benefited from Growing Lives. It has kept me off the beer and I ended up with a part time job with Derventio's Void Response Team, helping to get rooms ready for new residents. I want to share my story to show other residents what can be done.”



Volunteering is a great way to develop skills and improve chances for employment

97

people took part in 2013/14



### Volunteering Workshops

We delivered a series of workshops aimed at breaking down barriers to volunteering and training faced by people who were marginalised and struggling to enter employment. As well as getting an overview of the types of volunteering available and how they could personally benefit from becoming a volunteer, participants also got to experience a taster session by volunteering at our farm or within our maintenance or cleaning teams. Fourteen people took part in the workshops.

In November we were part of a regional battle to win £50,000 for Growing Lives through The People's Millions. You voted an amazing 1,967 times to make us the winners!



**THANK YOU**

for making this life-changing project a reality

I have not volunteered before and did not think that somebody like me could volunteer. I found the workshop informative and interesting. I now volunteer regularly both at the farm and at the garden project in Ilkeston. I am really enjoying it!



# A safe place to stay

Milestone House is the emergency accommodation and assessment centre for homeless people in Derby. It is a safe, secure place where people with nowhere to go can have a safe bed for up to 28 nights and, crucially, support to help them access suitable housing and address their problems.

## Ten years of emergency accommodation in Derby

Here are some of our memories of Derventio's ten years of delivering emergency accommodation centre in Derby. Milestone House was transferred to Derby Homes in December 2013.

In the early days the Night Shelter provided basic dormitory style accommodation - but for many it was a lifeline.



In 2008 Milestone House was built. It brought better facilities, more bed spaces and multi-agency working.

Since then thousands of people have come through the doors. We provided not only a bed, but support to help people move to more suitable accommodation, making a difference to thousands of lives.



We wish Milestone House all the best for the future.

## Maggie's Story

Maggie, now in her 40s, grew up in care and then with foster parents. Until recently she had a home and lived with one of her children - but she lost her accommodation due to stress associated with her teenage son.

When Maggie came to Milestone House she was suffering from depression. We supported Maggie to move from the temporary accommodation at Milestone House to one of Derventio's supported homes. We also helped her to address her issues, including referring her to Women's Work for further support, and helping her to learn useful ways to cope when things become stressful. Maggie now lives in her own social housing accommodation and feels that her situation is much better.

# 352

people were supported between April and December 2013

# Personalised support

Personalisation is proven to be the most effective way to help people make long-lasting changes. We provide intensive one-to-one support to meet the needs of people who are homeless and facing multiple needs.

## Gary's Story

**G**ary's world changed when his marriage ended. He lost the marital home, became depressed and ended up homeless. He tried alcohol to suppress his emotions but this just made things worse.

He was living in shared accommodation when he was referred to our intensive support service. After an interview, assessment and pre-tenancy training, Gary was offered a tenancy through the project.

During one of his support sessions, Gary expressed how thrilled he was with the accommodation and support he has received;

"I have never had it so good. I am grateful for all the help that I have received from you and your organisation."

Gary's support worker encouraged him to complete a workbook on coping with depression and low mood. Gary says that this has helped him to recognise how his thoughts affect his mood. He is now planning to improve his mental wellbeing by taking part in activities that he used to enjoy and to take more exercise to help his physical health. He is also preparing to volunteer at a local charity shop.

Since being on the project Gary has worked well with Addiction Dependency Solutions (ADS) and due to his progress he was referred to New Futures, a local substance misuse aftercare service, where he is on an abstinence programme.

*Having a place to stay which is my own space and knowing that I can stay here is calming for me*

**41**

people were supported in 2013/14

*Derwentio saved me from being street homeless*

# 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.

## INSPIRATIONAL WOMEN OF THE YEAR



Sarah Hernandez, our Managing Director and founding Board Member, was a proud winner at the Inspirational Woman of the Year Awards. Organised by Derby-based organisation, Vox Feminarum, the awards recognise women's and girl's roles, contributions and achievements.

At the ceremony Sarah spoke movingly about her own personal experience. She talked about her admiration of her mother's strength in difficult circumstances - something which has driven her to help people facing great challenges.

## Breaking down barriers to employment for people with convictions

Derventio Housing Trust is pleased to be an Unlock Your Future Champion. By displaying the green key distinction on our job adverts, it shows that we consider all job applicants on their merit and not their past.



## Fiona's Story

"I've worked at Derventio for 10 months now as a Support Worker. It's a busy role. I visit residents weekly, check on their wellbeing and support them with anything they need help with. It could be Housing Benefit or they might have a benefits sanction or need help filling in a form for example.

"I often ring up on behalf of tenants to help them sort out debts or bills. If they are nervous about appointments I sometimes go with them. I make sure tenants keep to their license agreement so they can stay in the property. If they come to us without a doctor I will help them to register. Because I see residents regularly I am likely to notice if they stop taking their medication - I can then encourage them to continue taking it or to see their doctor. It's also important to make sure they keep the property clean and tidy and keep themselves clean. And sometimes I'm just there to listen.

"I always feel proud if I've helped move someone on and they're really happy. I've moved three people on so far. One had been with us for over four years. I found him some over-55s accommodation and helped him to get a furniture pack and move in.

"My favourite thing about working here is just helping people. I'm better at sorting other people's lives than my own! I get enjoyment out of helping people, giving them second chances and seeing them change as their life improves."

## Investing in the maintenance team

Derventio's in-house Maintenance Team has had a big overhaul during the year. We've reviewed our processes and procedures and invested in new vehicles, tools and equipment to help improve the service. Maintenance Manager, Matt Fletcher explains what has changed:



“**W**hen I joined Derventio the maintenance and repairs service only covered the Derby properties that were part of our SmartShare scheme. It now covers all of our housing stock, so the business has almost quadrupled in a very short amount of time.

“ We now have a Property Standards Team, who ensure that a high standard is maintained in each home. The Void Response Team work quickly to get empty rooms back into rentable condition. We have four cleaners, an admin team and a Maintenance staff with a full set of skills, including an electrician, plumber, gas engineer, plasterer, builder and painter and decorators.

“ We have come a long way from what started as a small enterprise with staff walking between sites pushing a wheelbarrow and carrying their tools by hand!

“ This investment from Derventio has meant that we can now offer a professional maintenance service to the property owners we work with. It has had a big impact on our tenants, who can now expect to live in high quality homes with repair and maintenance work carried out quickly and to a high quality.

“ The best thing about it is that all the money we make goes straight back into the company, meaning better services for the people we are here to support.”

55

people worked at Derventio in 2013/14

*The house is always looked after well. Anything that needs doing gets done.*

# Accounts

## Income and Expenditure Account for the year ended March 2014

|   | 2014              | 2013              |
|---|-------------------|-------------------|
| <b>Turnover</b>                                       | <b>£3,428,342</b> | <b>£3,580,386</b> |
| Operating costs                                       | (£3,400,768)      | (£3,545,354)      |
| <b>Operating surplus</b>                              | <b>£27,574</b>    | <b>£35,032</b>    |
| Interest receivable and similar income                | -                 | £250              |
| Interest payable and similar charges                  | (£27,095)         | (£24,581)         |
| <b>Surplus on ordinary activities before taxation</b> | <b>£479</b>       | <b>£10,701</b>    |
| Tax surplus on ordinary activities                    | £12,039           | -                 |
| <b>Surplus for the financial year</b>                 | <b>£12,518</b>    | <b>£10,701</b>    |

### Where our money comes from

Trading Income  80%

Contracts  13%

Grants & Donations  7%

Derventio Housing Trust is a social enterprise, meaning that all of our income is reinvested back into our services for people who are homeless or vulnerably housed



This includes all the essential costs needed to keep our services going, including finance, fundraising and HR



# Balance Sheet at 31 March 2014

|  | 2014       | 2013       |
|--|------------|------------|
| <b>Fixed assets</b>  |            |            |
| Housing properties   | £520,134   | £530,722   |
| Tangible assets  | £318,414   | £137,244   |
|  | £838,548   | £667,966   |
| <b>Current assets</b>  |            |            |
| Debtors  | £433,056   | £565,073   |
| Cash at bank and in hand                                       | £22,442    | £183,681   |
|  | £455,498   | £748,754   |
| <b>Creditors:</b> amounts falling due within one year          | (£455,029) | (£618,515) |
| <b>Net current assets</b>                                      | £469       | £130,239   |
| <b>Total assets less current liabilities</b>                   | £839,017   | £798,205   |
| <b>Creditors:</b> amounts falling due after more than one year | (£582,389) | (£505,552) |
| <b>Provisions for liabilities</b>                              |            |            |
| Other provisions   | (£135,000) | (£183,543) |
| <b>Net assets</b>  | £121,628   | £109,110   |
| <b>Capital and reserves</b>                                    |            |            |
| Income and expenditure account                                 | £121,628   | £109,110   |
|  | £121,628   | £109,110   |

# Thank you!

For the vulnerable people who use our services, hope comes from knowing someone cares. Your generosity has led to improved stability and personal achievements for 1,250 vulnerable individuals. THANK YOU for partnering with us in empowering people to transform their lives and achieve a better future.

In 2013/14 you donated a brilliant

**£19,535**

& plenty of clothes, toiletries, gifts and household items

*I support Derventio Housing Trust because...*

*It helps those in need in a positive way and I know my help is used wisely*

*I think you make an amazing difference to your local communities and this needs to be supported*

## Special thanks to...

1st Duffield Guides | Amber Valley Borough Council | Big Lottery Fund | Broxtowe Borough Council | Cannock Chase District Council | Central United Reformed Church | Citizen's Advice & Law Centre (CALC) | Community Performance Partnership (CPP) | Crisis | Department of Health (Homeless Hospital Discharge Fund) | Derby Cathedral | Derby City Council | Derby Civic Society | Derby Homes | Derbyshire County Council | Derbyshire Dales District Council | Derbyshire Health & Housing Group | East Staffordshire Borough Council | Enable | Erewash Borough Council | Futures Homescape | The Gilbert Hinckley Charitable Trust | Groundwork Greater Nottingham | Homeless Link | Institute of Fundraising | ITV | Cllr Shiraz Khan | Kieran Mullin Ltd | Lichfield District Council | Mr and Mrs Godfrey Meynell | Mickleover Floral Art Group | Mill Hill School, Ripley | Nottinghamshire Probation Trust | Ockbrook Moravian Church | Padley Group | The People's Millions | Plymouth Brethren Christian Church | PricewaterhouseCoopers | Bishop Alastair Redfern | Rolls-Royce | St. Mary's Roman Catholic Church | South Staffordshire Council | Shropshire Council | Cllr Peter Slack | Smith Cooper | Southern Derbyshire Learning Fund (Foundation Derbyshire) | Stafford Borough Council | Staffordshire Moorlands District Council | Tamworth Borough Council | Telford and Wrekin Council | Mr William Tucker, H.M. Lord-Lieutenant of Derbyshire | YMCA Derbyshire

# Looking to the future

## Our plans for 2014 and beyond

We plan to continue to do everything we can to end the cycle of homelessness and help people to grow their potential, become self-sufficient and lead happy and fulfilled lives.

### Housing & Support

Having a safe, secure home is the first step. Our accommodation services are going from strength to strength as we continue to work closely with landlords and local authorities in areas where there is an identified need for affordable housing. We have restructured our housing and support teams to be more effective and efficient in meeting the needs of our tenants.

### Property Standards & Maintenance

Our property standards and maintenance services - including procuring suitable properties, making sure all residents move into clean and safe homes, and carrying out repair and maintenance work - are growing as our property portfolio expands. We have also developed new processes to make these services more efficient.

## Legacy

In March we received a £5,000 gift that an anonymous benefactor left for Derventio Housing Trust in their will. We are extremely grateful to be left such a gift, which will have a long-lasting and meaningful impact on our work creating a better future for homeless people.

If you are thinking about leaving a gift in your will, or would like more information, please contact Jackie on 01332 292776 or [jackie.carpenter@derventiohousing.com](mailto:jackie.carpenter@derventiohousing.com)

### Growing Lives

Our Growing Lives project has flourished this year, and we are keen to build on its momentum and success. We are carrying out an evaluation of the service to help shape its future. We are also applying for funds to renovate our building in Ilkeston, Erewash into a community hub with modern facilities for a range of training, learning and community activities. Once complete, this extra space will mean that we can expand the range of opportunities offered through Growing Lives.

### Young & Successful

As part of the national Talent Match programme, we are working with people aged 18 to 24 who are disadvantaged and struggling to find career opportunities. The Big Lottery funded programme will boost opportunities for young people who are furthest from the labour market - opening up doors for training, volunteering and employment in their local area. Starting in April 2014, we hope to support more than 60 young people before the programme is reviewed in 2015.

### Healthy Futures

Department of Health funding for our Healthy Futures project came to an end at the start of this year. However, we are delighted that the Southern Derbyshire Clinical Commissioning Group have provided funding for us to continue delivering this valuable service working with a group which is particularly vulnerable and in need of support. This will give us a year to really prove the worth of the service.

In 2013/14 we reviewed our vision to better reflect our values and goals:

## 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
- Inspire potential
- Value success
- Try new ideas & be flexible
- Cut through barriers & open doors
- Integrity



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