



**Derventio**  
Housing Trust

**2012**  
Annual Review



A year of

# **EXTRAORDINARY STORIES**

made possible by you

**Derwentio Housing Trust is a registered Community Interest Company, established in 2010, which provides good quality housing and related services to alleviate housing problems and end homelessness**

**Derwentio Housing Trust's mission is:**

- To alleviate housing problems and end homelessness

**We provide a variety of services to:**

- Alleviate homelessness
- Support people
- Inspire ambition
- Improve skills
- Enhance creative spirit
- Maintain independence

**Our vision is to:**

- Enable our clients to lead an inclusive, healthy and happy life in a safe, secure home of their own, with support if necessary
- Offer responsive and innovative services that remain flexible to adapt to the changing needs of our clients and partners
- Provide cost effective solutions working in partnership with voluntary and statutory agencies
- Secure the future of our organisation through capital asset growth and earned income streams that deliver greater financial stability
- Deliver targeted support to vulnerable people from minority groups

**Derwentio Housing Trust CIC**

Derwentio Housing Trust is a company registered in England and Wales

**Community Interest Company Number:** 05886593

**Registered Office:** 33 Boyer Street, Derby DE22 3TB

**Contact Number:** 01332 292776

**Patron**

Rt Revd Alastair Redfern, Bishop of Derby

**Board Members**

Mr R. Gerrard | Ms S. Hernandez | Ms S. Holmes | Mr S. Phillips

*This Annual Review was produced in-house by our very talented staff member Louise Collier. Thanks to her efforts our report is professional yet cost effective.*



## Welcome

I have personally been working with homeless and vulnerable people for over 15 years. A lot has changed in the sector in that time. The homeless population is more diverse, with a falling

proportion of men and more people with ethnic origins and recent migrants becoming homeless. Levels of rough sleeping have fallen and as a society we know more about the causes of homelessness.

Something that hasn't changed are the courageous stories of the people affected by homelessness.

Whether a sudden redundancy, escaping abuse, overcoming an addiction or dealing with a relationship breakdown - I never fail to feel inspired by the stories of people who are trying to make their lives better.

This year's Annual Review is a showcase for some of the uplifting stories that show what people can do when they feel safe and secure and can access support when they need it.

Thank you to everyone who has made it possible to continue the work we do – from you, our donors and supporters, to our patron Bishop Alastair Redfern, our hard-working staff and volunteers and all of the other people and agencies who work with us.

We are also delighted to welcome the Mayor of Derby, Councillor Lisa Higginbottom as the new President of the Have a Heart for Homelessness Appeal.

More than 1,400 people have been reached by our services this year. Please read on to discover how Derventio has been working to transform the lives of people who are homeless, vulnerable and excluded from society.

**Sarah Hernandez, Managing Director**

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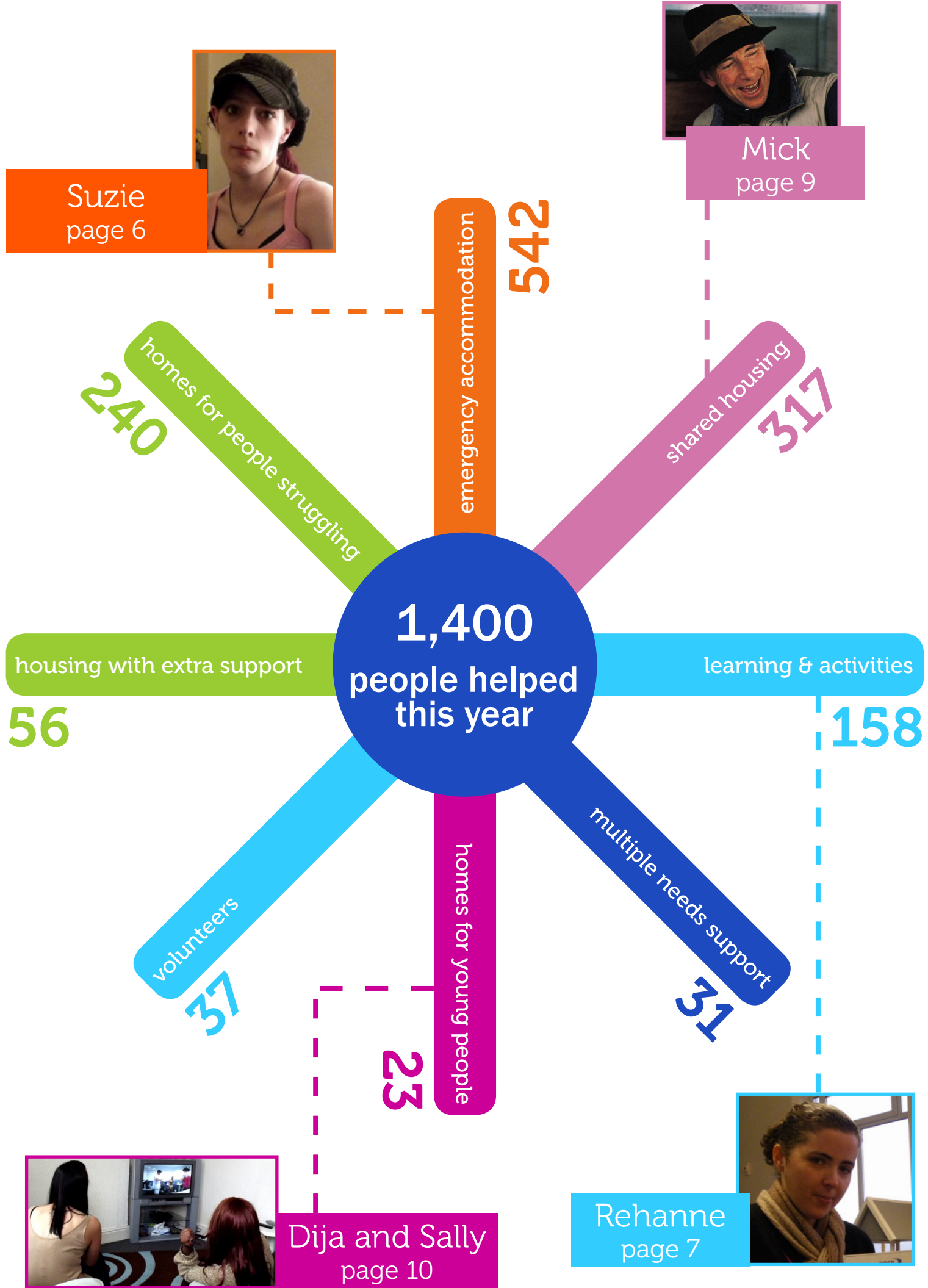
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We are extremely grateful to all of those who have agreed to share their story in this year's Annual Review. It can be daunting to have your name or photo appear in print, so we have changed some names and used stock images wherever requested.



# A *Personal* Approach

Our Multiple Complex Needs service provides highly personalised support, giving long-term homeless people the time and attention they deserve.



Ben was not in control of his impulsive lifestyle

## Spotlight on 2011-12

### 31

people like Ben have been given highly intensive one-to-one support through the Multiple Complex Needs service

This project supports people facing the following problems:

- Homelessness
- Substance misuse
- Poor mental health
- Offending

### 12

vulnerable people are supported through the project at any one time

## Ben's dangerous liaisons

Ben is 22 years old. Before he started using the Multiple Complex Needs service he was regularly putting himself at risk through impulsive sexual liaisons – he would meet men through the internet or at clubs and go out with no idea where or who he was with. He practiced unsafe sex including with HIV+ men, and took any drug that he was given.

Ben was also homeless, had high self-harm rates and frequently overdosed on paracetamol. He also has a learning disability.

Ben's support worker worked intensively with Ben to help him make much-needed changes to his lifestyle. She took him to a clinic and arranged an HIV test. She gave him support over the phone or by text when he placed himself in unsafe situations at night and on weekends.

She also supported him through police interviews and to work with services to get the help he needed, and generally helped him to overcome his behavioural issues.

Ben is still supported through the project but his life today is a far cry from before. He is now settled in a permanent home, living in a safe community and has massively reduced his destructive behaviour.

# A *Safe Place* to Go

A warm bed and hot shower are just the start at Milestone House. We provide practical guidance and support for people with nowhere else to go.

## Spotlight on 2011-12

# 542

different people stayed at Milestone House, where they received accommodation and one-to-one support



Support is central to Milestone House

Mental health problems

Young people at risk

Physical disability

Drugs

Rough sleepers

At risk of domestic violence

Older people

Alcohol

Care leavers

Learning disability

Offending

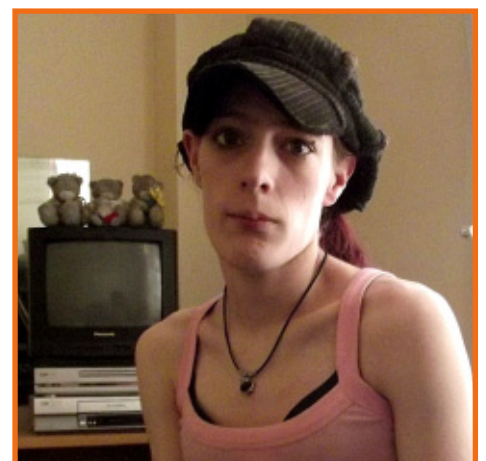
Refugees

## Suzie's inspiring story

"My life was not so good before I came to Milestone House because I was on drugs and didn't really have anywhere to live. I would sometimes stay at mates or if that wasn't an option I would sleep on the streets.

"After I was living on the streets for two and a half years I found out about Milestone House through a day centre, so me and my partner went to see if the staff there could help us.

"Being here has changed my life for the better as I'm clean off heroin and sticking to my methadone. Now that I'm doing well I want to get my own place and hopefully in the future get a job."

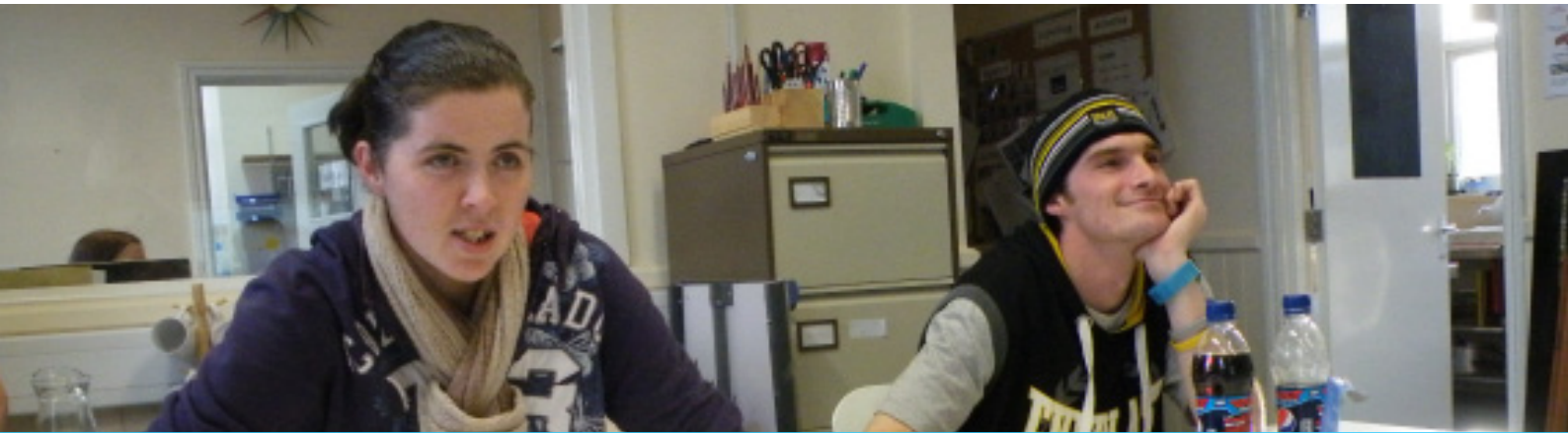


"Life here is really good. The staff understand my problems. And if it wasn't for being here and not doing things in activities I would probably be out doing crime and drugs."

Milestone House is just what Suzie needed. She has worked well with her support worker and spends a lot of time learning new skills in the activities centre.

# Skills for Life

More confidence, new friends, improved health and new skills — just some of the benefits of our learning & activities programme.



“It’s like a new family”

## Rehanne’s fresh start



Since joining our Rooms4Two scheme Rehanne has spent a lot of time taking part in the wide range of activities on offer.

She used to live in Swadlincote, but her life was traumatic. “My ex-partner was violent towards me. He put me in hospital. He wasn’t very nice at all. My dad’s partner was violent as well. I just wanted to get out of Swad and start afresh, and try to be on my own, without having someone, without my dad - he passed away last

year as well. So I’ve had to deal with quite a lot on my own.

“My friend introduced me to Rooms4Two, and then I found out about the activities. It’s like having your own personal family here. Everyone looks out for everyone and everyone’s really nice. If anyone’s got a problem there’s always someone there.”

Rehanne has become a regular at the activities centre. She recently took part in a budgeting and cooking course, and successfully gained a qualification. She is settling into her new life really well, and says that her next step is finding a job.

## Spotlight on 2011-12

# 158

people went to 1,601 activity and learning sessions this year



# 100%

of people who responded to our survey said they learnt something new

Gardening  
Coffee Morning  
Arts & Crafts  
Woodwork Day Trips  
Music  
Cycling Computers  
Swimming Football

# Someone to *Talk* to

We provide specialised support to ex-offenders and care leavers through our SmartSteps and SmartShare for Care Leavers projects.

## A personal letter from Daniel

"I joined Derventio after some bad decisions had left me homeless. Throughout my life I have always been in and out of trouble and encountered problems with alcohol.



"Since being with SmartSteps, I have been able to maintain a steadier pace of life. Apart from finally being housed I have found the staff incredibly supportive on all levels. My support worker was extremely motivational and with her help I have been able to secure a place at university which is something I've always wanted to achieve.

"Had it not been for Derventio and the people who work there I'm not sure I would be in this position and would like to thank them for their help."

*Daniel*

## Remarkable transformation for troubled teen

When she came to Derventio, Rachel was a very troubled 17-year-old. Her support worker identified a history of sexual assault and domestic violence, heavy use of drugs and alcohol, and gang connections. She had lived in at least 15 homes in the 9 months since leaving care, and had been evicted from them all.

Just one year after Rachel started on the scheme, there is a remarkable difference in her behaviour and attitude. Today Rachel lives in a one-bedroom flat and needs little support. Her alcohol intake is less than half what it used to be. Her attitude has greatly improved and staff say that she is a delight to be around and have a conversation with. Her violent and aggressive behaviour has stopped and she no longer takes drugs.

Rachel is also attending college and volunteering with Derventio. There are still some issues to overcome, but thanks to her hard-work and persistence, Rachel can now look forward to a safe and happy future.

## Spotlight on 2011-12

**51**

people with high-support needs have lived in a SmartSteps home this year

**80%**

of the people who left SmartSteps moved to somewhere suitable for their needs



**5**

young people who have recently left care were given a home and support through Derventio this year

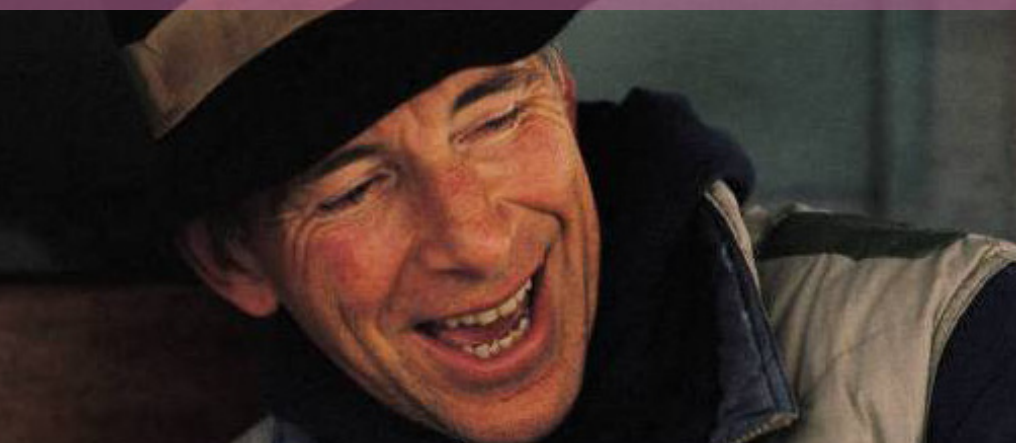




# Support to *Independence*

SmartShare provides safe, secure housing in shared homes with just the right level of support to help people regain their independence.

"You can always find satisfaction in life"



## A new life for Mick

Last August Mick was offered a new full time job. He was preparing to move to a new home when he failed the medical. He found himself homeless at 58.

Mick was put in contact with Derventio and within hours was moving into a shared house. He has now settled into his new life in Duffield.

## Spotlight on 2011-12

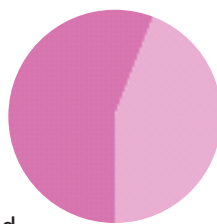


**317**  
people were supported to live more independently in shared homes across Derbyshire

**89%**  
percent of people who told us that they are happy or very happy with their SmartShare home

**121**  
people aged 25 or under have lived in a SmartShare home this year

**56%**  
of people who moved on from SmartShare moved to somewhere positive for their needs



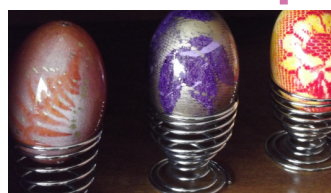
"The staff at Derventio have encouraged me to join in with village life. I play darts, dominoes and skittles for the pub team and I am joining the village art group. My art is quite unique as I decorate duck and goose eggs, and I've displayed them in Duffield and Belper libraries.

"The main love of my life is wildlife and I am in the process of recording all the insect life for the local nature reserve.

"I think that no matter your situation, you can always find satisfaction in life and it doesn't have to cost a fortune.

"I think SmartShare is helpful to young people who are trying to move on in life"

Amir, SmartShare resident



"Without the help of Derventio I don't know where I would be (I think most of the good park benches have already been claimed). If I have a chance to repay them in any way, I will."

# New Opportunities

Rooms4Two matches 2 people struggling to find somewhere to live and supports them to live together.



"It's like we're sisters"

## Sally and Dija are now friends for life

Dija (20) and Sally (27) have different backgrounds, and met less than a year ago. Now that they are sharing a Rooms4Two home they feel like they've known each other all their lives.

Dija was born in East Africa and moved to Derby as a baby. "Because my mum's from Africa we have different cultures and beliefs. I wasn't allowed to go out, go clubbing or meet my friends. When I turned 19 I met my first boyfriend. In my mum's culture, you're not allowed to associate with boys before marriage. We fell out and I started to sneak out at night. But one night she found out. It ended in a massive argument and I moved out."

Sally is from Derbyshire but spent the last 10 years living in Yorkshire with her partner. When the relationship ended she moved back to her parent's home in Derby. "It wasn't suitable. They only have 2 bedrooms and my 16-year old brother's there too. I phoned the council and they suggested Derventio. They took my details and about a week later phoned me back and said they had somewhere for me. I was shocked that it happened so quickly."

**"If we stay here or not, we've got a friendship out of it"**

Since Dija and Sally have been matched to share a home, they have got on brilliantly, and both girls are moving on with their lives. Dija will be starting university this year to study nursing, and her mum visits regularly. Sally is looking for a job; she's not used to being out of work. She sums up, "If we stay here or not, we've got a friendship out of it. Derventio have been a big help to both of us. I'm genuinely grateful for how quickly they've housed me. They've made me feel so settled and relaxed." Dija agrees: "If it wasn't for Derventio I don't know where I'd be."

## Spotlight on 2011-12

# 27

people aged 18 to 35 have been carefully matched to live in a Rooms4Two home

Rooms4Two has been commended as a best practice model by its funder, Crisis

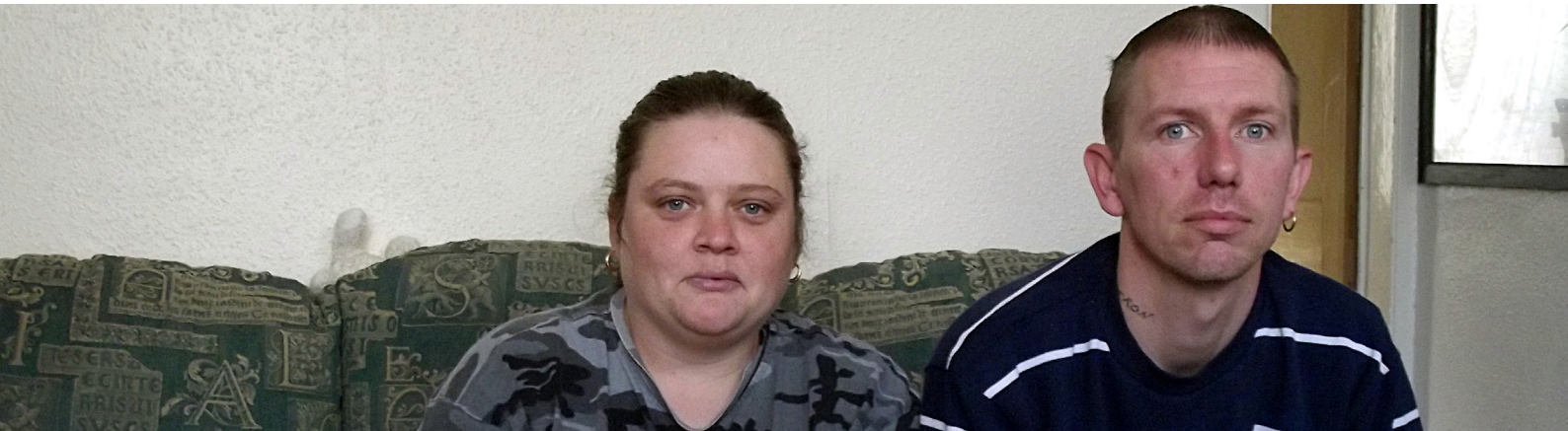


# 85%

people were facing homelessness before they moved into their Rooms4Two home

# A *Better* Home

SmartLets is for families and individuals who are struggling to find a home and need some support to help them resettle and manage their home life.



**"We still can't believe we don't drink anymore"**

## Dave and Zena's alcohol-free home

Two years ago couple Dave and Zena were living in a small run-down one-bedroom flat in Derby. They were heavy drinkers and the police were constantly called out to their home. "It was all alcohol related", remembers Dave. "We were always having arguments and causing a nuisance. The majority of it was just wasting police time. I think we had them out about 27 times in total. In the end we were told that if the police were called out one more time we'd be sent to prison for wasting police time."

### Spotlight on 2011-12

**240**

individuals and families who were struggling to find somewhere to live are now living in a SmartLets home



**94%**

of tenants were at immediate risk of becoming homeless before they moved into their SmartLets home

"The last incident was in 2011. When I went to the cells I was absolutely paralytic. After that I picked up the phone and got help. It hasn't been easy. I used to see drinking as pain relief – I couldn't get through the day without it. But I haven't had anything for two years now."

SmartLets have helped Dave and Zena to move to a suitable home. When they joined the scheme Zena was pregnant with the couple's first child together. The baby had to go and stay with his auntie when he was born, but Dave and Zena have been working with social services and are looking forward to spending this Christmas with their son. He will soon be living with them full time.

Dave says, "If we hadn't come to Derventio guaranteed we'd be on the streets or in a hostel or something, or in prison. We still can't believe we don't drink anymore."

# Our Volunteers



## Richard's keeping busy

When Richard moved to Milestone House he had never thought of volunteering. After some encouragement by a member of staff, he decided to give it a try once, and has never looked back. That was in 2009. Richard has since moved into his own flat, but still volunteers every week through our SmartPals scheme.

Richard works with the Maintenance Team — helping with everything from decorating to gardening. He helps residents of Derventio's projects move house, and he volunteers with the bike club.

"I have been out of work for a long time now and volunteering with Maintenance has helped me immensely. I had forgotten that I can be productive and work with other people.

"I get along with everyone and can just ask if anyone needs a hand. It's a good position to be in.

"I really enjoy volunteering here because it keeps me occupied and it has helped me to move on in my life, with the bonus of helping others move on with theirs."

## Spotlight on 2011-12

# 37

people have volunteered with Derventio this year



One of the most popular activities is the bike club, run every week by volunteers. People build their own bike from scratch and go on regular trips.



# 34

people were unemployed when they started volunteering with Derventio

# Our Staff



## Karl's journey

"My life four years ago was very different to today. I had been out of work for about a year and was living in a run-down house that had no heating and hardly any doors.

"Things changed when I went to Derventio for help and support. It was the 7th December – I remember it very vividly – and I moved into my new home two weeks later.

"I'd been thinking about volunteering, and asked staff at Derventio if I could volunteer with them. They said yes, and I started volunteering with the SmartLets team. I volunteered for two and a half days every week. After six weeks I was offered full-time employment.

"Volunteering is definitely a good way to gain experience and even employment, especially in the current climate. I know it won't necessarily happen as quickly for everyone as it did for me, but I would say that it's definitely worth doing,

"I've been here for three years now. Today I work as a Rooms4Two Housing and Support Officer. I liaise with all sorts of people – clients, services, homeless teams at local authorities. And of course I house and support people. It's a satisfying job – something I think is hard to find. It's a good feeling when you house someone who's in bad position. And to see people go from one extreme to the other because of our support – for example from being a heroin addict to living a clean and safe life.

"I have no idea where I would be if I hadn't been housed by Derventio. Quite possibly in the same boat as I was in four years ago – using drugs and doing nothing on a day to day basis. I'm really grateful that I was taken in and considered for volunteering. If that hadn't happened I wouldn't be here. I now have my own home, a baby and the whole experience has built my confidence again."

# Our Community

Thank you! The outpouring of support at Derwentio's Have a Heart for Homelessness Appeal events raised nearly £14,000 for homeless people this year.

Thank you for these memorable moments



Brave new style to raise money



Friendly competition at Snitterton Hall



Brilliant response to our Winter Appeal



Fundraising through our  
**Have a Heart**  
for  
**Homelessness**  
*appeal*



Free soup for passers-by in reverse soup run



Creative giving from Mill Hill School

# With Gratitude

To every individual, every family, every business and organisation that supported the work of Derwentio in 2011-12, thank you.

The lives of Derbyshire's homeless people are better because of you

## Voluntary & Community Sector Partners

Aspire Mental Health Care  
CTC | The National Cycling Charity  
Crisis  
Derby City & Neighbourhood Partnerships  
Derby Soup Run  
Derbyshire Learning & Development Consortium  
Derbyshire Police Constabulary  
Derwent Living  
Groundwork Derby and Derbyshire  
Happy Homes  
Homeless Link  
Hostels Liaison Group Derby  
Metropolitan Housing  
Neighbourhood Learning in Deprived

Communities (NLDC)  
Padley Group  
Riverside ECHG  
Women's Work  
YMCA Derbyshire

## Individuals

Miss Kate Alcock and Mr Simon Haslam  
The Dean of Derby, Dr John Davies  
Lord Ralph Kerr, DL  
Mrs Pauline Latham, OBE, MP  
Corey Mwamba  
Cllr Amar Nath, The Mayor of Derby 2011-12  
Graham Penny  
Canon Dave Perkins  
Bishop Alastair Redfern

Smith Cooper  
Wilkinsons

## Schools, Faith & Community Groups

Beaconsfield Conservative Club  
The Brailsford Benefice  
Derby Cathedral  
Derby Grammar School  
Derby Lions Club  
Inner Wheel Club of Alfreton  
Life Charity Shop  
Mill Hill School, Ripley  
Nottingham RC Diocese  
Ockbrook Moravian Church  
PCC Boulton St Mary's Church  
St John Houghton Catholic School  
Tara Centre  
Ticknall Methodist Church  
Trinity / Vineyard Group  
Wollaton Road Methodist Church

## Statutory, Funders & Partners

Amber Valley Borough Council  
Derby City Council  
Derby Homes  
Derbyshire Probation Trust  
Erewash Borough Council  
Futures Homescape  
NHS Derby City

## Trusts & Foundations

Derbyshire Community Foundation  
East Midlands Airport Community Fund  
The Gilbert Hinckley Charitable Trust  
People's Postcode Trust  
Souter Charitable Trust  
Transition Fund  
Workforce Development Grant  
Yorkshire & Clydesdale Bank Foundation



Rosie Swale Pope  
Mr William Tucker, H.M.  
Lord-Lieutenant of Derbyshire

## Organisations

Alt Design  
Big on Taste  
BJ Wilson Ltd  
Caudwell & Co  
Clean Slate  
Derby Community  
Accountancy Service  
Derbyshire County Cricket Club  
Flint Bishop Solicitors  
HPH Chartered Accountants  
Holiday Property Bond  
Kieran Mullin Ltd  
NatWest  
Robinsons Solicitors  
Rolls Royce  
Royal Flush  
Speedy's Wheel's and Tyres

# Our Accounts

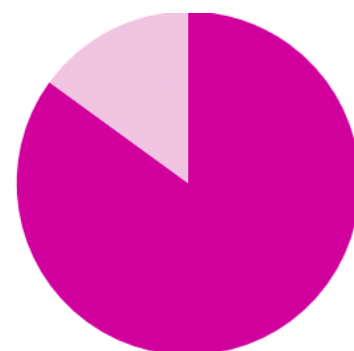
## Income & Expenditure Account for the year ended 31 March 2012

	2012 (£)	2011 (£)
Turnover	3,776,488	3,249,575
Operating costs	(3,707,628)	(3,166,491)
<b>Operating surplus</b>	<b>68,860</b>	<b>83,084</b>
Interest payable and similar charges	(27,176)	(33,106)
<b>Surplus on ordinary activities before taxation</b>	<b>41,684</b>	<b>49,978</b>
Tax on surplus on ordinary activities	9,609	(17,383)
<b>Surplus for the financial year</b>	<b>51,293</b>	<b>32,595</b>

### Spending your money wisely

We spend 85p from every £1 you give on our frontline services. Only 15p is spent on all back office functions (HR, finance, admin and communications). We keep our costs as low as possible, so more of your money goes directly to helping people.

This annual review cost us less than £400





## Balance Sheet at 31 March 2012

	2012 (£)	2011 (£)
<b>Fixed assets</b>		
Housing properties	635,032	643,294
Other public grants	(93,724)	(93,100)
<b>Net book value of housing properties</b>	<b>541,308</b>	<b>550,194</b>
Tangible fixed assets	278,489	252,390
<b>Total fixed assets</b>	<b>819,797</b>	<b>802,584</b>
<b>Current assets</b>		
Debtors	412,933	358,410
Cash at bank and in hand	267,313	148,316
	680,246	506,726
Creditors: Amounts falling due within 1 year	(578,462)	(424,912)
<b>Net current assets</b>	<b>101,784</b>	<b>81,814</b>
<b>Total assets less current liabilities</b>	<b>921,581</b>	<b>884,398</b>
Creditors: Amounts falling due after more than 1 year	(709,801)	(734,004)
Provisions for liabilities	(113,370)	(103,277)
<b>Net assets</b>	<b>98,410</b>	<b>47,117</b>
<b>Capital and reserves</b>		
Income and expenditure account	98,410	47,117

# Plans for the future



Residents of Milestone House enjoyed a visit to a local care farm

## A positive future

Support and accommodation are at the heart of Derventio Housing Trust. For 2012, 2013 and beyond we plan to carry on delivering and developing our core services so that they continue to meet the ever-changing needs faced by people in Derby and Derbyshire. We are also working to expand some of our services, such as Rooms4Two which has just expanded to the Amber Valley area, and our service for people with complex needs, which is now delivered in Erewash and Derby.

The coming months will see the launch of our brand new centre in the heart of Ilkeston. We have plans to transform our newly acquired former factory building near the town centre into a hub for learning and personal development.

In nearby Amber Valley we are working in partnership with a Derbyshire land owner to run services on an organic farm. The project is in infancy stage, but our ultimate vision is to create a place of nature where individuals can develop their skills through on-site training, volunteering opportunities and learning facilities. The project will eventually become a social enterprise producing food products for sale. It will also offer specialist residential rehabilitation programmes for people with mental health problems, alcohol and/or drug addictions, people leaving care and people who want to break free from offending lifestyles.

Further work is underway to develop our maintenance and cleaning teams to become social enterprises.

With all of these plans in the pipeline it is important not to lose sight of our aims. Our ultimate goal remains the same: to continue to work with the community and our partners to provide genuine solutions to the problem of homelessness.

# Take action

## Donate

Visit us online at [www.localgiving.com/derventio](http://www.localgiving.com/derventio) or make cheques payable to 'Derventio Housing Trust' and send to us at Milestone House, 93 Green Lane, Derby DE1 1RX. Your money will help us tackle homelessness head-on.

## Give useful items

Many of the people who use our services have nothing. Can you give non-perishable food, towels, household items or furniture? Drop your donations off at Milestone House, 93 Green Lane, Derby DE1 1RX (open 24 hours a day) or if you have larger items call 01332 292776.

**Please be assured that whatever you give will go a long way. We make sure all of your donations are spent wisely.**

## Attend an Event

We run annual events to raise money to tackle homelessness in our community. Check out our website or email [louise.collier@derventiohousing.com](mailto:louise.collier@derventiohousing.com) to be added to our email list.

## Fundraise for Us

You can be as fun and creative as you like when holding your own fundraising activity to raise money for homeless people in Derbyshire. Email [info@derventiohousing.com](mailto:info@derventiohousing.com) or call 01332 642167 for a Fundraising Pack.

## Volunteer

What better way to make a difference and improve your skills at the same time? You could help on the front-line working directly with vulnerable people, or behind the scenes. Call 01332 292776 to find out more.



Our cycling project gives disadvantaged people a chance to enjoy the great outdoors

Thank you for believing in our mission to end homelessness

To learn more, or to support our work, contact Derventio at:

Derventio Housing Trust  
33 Boyer Street  
Derby DE22 3TB

Phone: 01332 292776  
Fax: 01332 292776

Milestone House  
93 Green Lane  
Derby DE1 1RX

Phone: 01332 642167  
Fax: 01332 297493

**Find. Follow. Connect. Give**

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

@DerventioHT

[www.facebook.com/  
derventioht](http://www.facebook.com/derventioht)

[www.localgiving.com/  
derventio](http://www.localgiving.com/derventio)