

Annual Review & Accounts 2013



Derventio 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

Derventio 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

Derventio Housing Trust CIC

Derventio 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



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Message from the Managing Director

I vividly remember the night ten years ago when we first opened our doors to rough sleepers at Glad Tidings Hall - now our Head Office. It was Saturday 22 December, and we had ten single beds around the sides of the room. We'd moved heaven and earth to get the then temporary winter Night Shelter open before Christmas. It took a lot of help from the community, including New Life Christian Centre who let us use the building. Derby City Mission were using the space to store goods to give out to families. They moved all their stock out, and homeless people helped them to wrap some of the items for Christmas presents. Six cold hungry people were welcomed in that night, with a warm meal and a safe bed.

Ten years later, homelessness can still feel like an insurmountable problem. Despite decades of progress in the UK, rough sleepers still sleep in our city centre doorways, recent cuts have reduced services that were there to help and benefit changes like the bedroom tax have made it harder to afford and sustain a secure home.

But there is hope.

Last year Derventio ended the threat of homelessness for 1,316 people and families. We did this by spending time with people. We learned about their lives. We helped them to fill out paperwork, made sure they got to appointments, helped them to secure the benefits they are entitled to. We gave them strength to use their own resources and reach their potential.

This is only possible thanks to the support of the whole community. We work with public and voluntary sectors to develop new services for the people worst affected by welfare reform and the recession. We work with property owners to make sure enough suitable accommodation is available, and we give everyone using our services the chance to learn new skills and improve their prospects.

This Annual Review celebrates our second full year as Derventio Housing Trust and our tenth year delivering housing and support services.

I would like to thank all of our staff, volunteers, directors, supporters and partners for your continued commitment to helping the most vulnerable and excluded people in our society.

I hope that you enjoy reading about some of the achievements, people and stories that have shaped our year.

Sarah Hernandez Managing Director

We are extremely grateful to everyone who has agreed to share their story in 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.

Ten years of

Housing & Support

Derventio has now supported over 3,500 people. We are a dynamic, fast-growing organisation and will continue to develop new services so we can keep on changing lives.

The construction of Milestone House on Green Lane, Derby has 35 beds and modern facilities - a far cry from the small night shelter on Boyer Street.



Milestone House emergency accommodation centre replaces the old night shelter. It is a purpose-built multiagency service for homeless people across Derby. In 2011 we launched Rooms4Two. A service that began small, today it provides homes for 85 people across 2 Local Authority areas.

SmartLets is set up as a way to make homes more accessible for people who are struggling to put down a deposit.

These photos show – what the night shelter looked like

We open Derby's first night shelter in response to the growing number of rough sleepers in the city. It had 17 beds all

in the same room, with basic facilities. 2006

2005

20

2003

2002

SmartSteps is launched, taking the ideas of SmartShare and using them to reach people with higher support needs.

2013

2012

2011

2010

2009

2008

2007



We launch SmartShare, the first of our shared supported housing projects for single people moving towards independence.

Ten years of emergency

accommodation in Derby

Milestone House provides temporary accommodation for people in desperate circumstances. It is far more than just a shelter. Everyone who stays here is given support to address their issues and take the next step to more permanent housing.

Dennis hit rock bottom before he realised he needed help

66 I used to spend every weekend drinking. It was whisky in the morning, and when that ran out I would go into town and start on the strong lager.

I usually got into fights when my money ran out, and ended up spending a few nights in the cells.

I was an evil person. I was horrible. I was not rational. The drink took over and I became a monster. I would go home drunk at 3am, sometimes 4am and



"I just want to put something into the community that in the past I fought so hard against"

just stand in the street shouting abuse at all the neighbours for no reason.

It all came to a head when my cleaning business collapsed and I split from my partner. One night I assaulted her and she called the police. Two of them came into the house and I just remember kicking off. I lost it and pushed one of them across the room.

Spending time in prison sobered me up. It made me realise I needed help before I killed myself.

I had nowhere to go when I was released, and found myself at Milestone House. The staff there really helped. They spent time with me to talk through my problems. The support I got at Milestone has really helped me to turn my life around.

I now volunteer at a property clearance and cleaning company and my life is so much better. I just want to put something into the community that in the past I fought so hard against.



House in 2012/13 Provided a bed and support for 494 individuals

Milestone



Poor mental health

42%

Young people at risk

Gave shelter from

the cold for

Alcohol problems

39%

people as part of our severe weather

provision between

December and

March

Drug problems

46%

Impact & Achievements

There were 676 stays at Milestone House last year. One third of residents had spent the previous night sleeping on the streets, and another third had been staying with friends or family.

We continued to improve our partnership working and delivery by working closely with services including Derby City Council's Single Point of Entry housing advice team, social services, probation and the community mental health team.

I would like to thank all of the staff for their help and understanding they have shown me at this very low time of my life. In some cases just a smile and a good morning set me up for the day. You truly are doing a wonderful job, not just for me but also for the other residents."

We made extra space available during the winter months as first point of contact for Derby's severe weather provision, providing shelter from the cold for 184 people.

Every resident was given support and assistance to move to more permanent accommodation within 28 days. The average length of stay was 20 days, and two thirds of residents moved to somewhere suitable for their needs, with a plan for their future.



Supported housing for people who

want to live independently

Most people who have experience of homelessness just want to lead normal lives in a place they can call home. Derventio is here to give people the chance and the support they need to live independently through shared, supported housing.

SmartShare & SmartSteps



Amber Valley

Impact & Achievements

We provided supported housing across three Local Authority areas, housing up to 156 vulnerable people at any one time.

We supported 33 prison leavers and people with high support needs through the SmartSteps scheme.

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

We worked with social care and the Leaving Care Framework to provide homes and individual support to 10 young care leavers between the ages of 16 and 18.

Compatible individuals were successfully matched to share 2, 3 and 4 bedroom homes. 94% of SmartShare residents say they always or mostly get on with their housemates.

We tackled anti-social behaviour with a strong partnership approach, and have been praised by local police and councillors for dealing with issues promptly. 17 Erewash 24 49 Derby



Achievements for people using SmartSteps include:



95% manage their mental health better



After losing everything because of his alcoholism, Mark is finally rebuilding his life

66 When I was 19 I was in an awful traffic accident. Afterwards I could do nothing but relive what happened. Nights out drinking helped me to forget, and I had a well-paid job so I could easily afford it.

My job didn't last long though. I kept drinking for the next 20 years, and ended up ruining relationships and losing my home.

I've now got two children, and they made me realise that I had to change. They are my motivation.

When I came to Derventio I had so much help from my support worker. He helped me to move into my own flat in Ripley, and I have stayed sober.

I am so grateful for all the help I've received. I know it sounds cheesy, but it's true.

I can't thank Derventio and its supporters enough. Without them I'd be homeless and on the road to nowhere.



"Without Derventio I'd be homeless and on the road to nowhere"



Jade* is picking up the pieces after suffering abuse as a teenager

66 From the age of 11 I was sexually abused by my father until I was 16. I didn't tell my mum straight away, but when I was 19 it all came out one day in the heat of an argument with my dad. My mum was in the room and heard everything, but she did nothing about it.

My older brothers persuaded me not to say anything to the police as they thought it would destroy the family. The only explanation my dad gave about the abuse was that he felt he was 'protecting' me.

My mother took his side, so I was on my own. I



moved out and stayed at friends' houses for a while.

> I eventually went to Futures Homescape and they referred me to Derventio.

I've lived in my flat for 6 months now. I get on with my flatmate and everything's going well. I I recently qualified as a beauty therapist and have now got a a part time job at a beauty salon. I've always been the kind of person who doesn't want to be on benefits. From college I've always had a job.

Now that I'm settled I feel much more ready to deal with what happened. My support worker at Derventio has helped me by listening and talking about my feelings and emotions and working through self-help books with me.

They've helped me to find a professional counsellor, and I'm thinking about going to the police to report the abuse.

Without Derventio I would end up on the streets because there's no possibility of being able to go home to my parents.

*Jade's name has been changed to protect her anonymity

Affordable housing

SmartLets and Rooms4Two are innovative schemes that open up access to the private rented sector for people who are on low incomes or at risk of becoming homeless. We provide support to help people sustain their tenancy and make the full transition to independent living.

with support

Rooms4Two & SmartLets

Impact & Achievements

Rooms4Two reached 85 young people who are subject to the Shared Accommodation Rate (SAR) of Housing Benefit. Each tenant was matched with a suitable housemate before being housed.

333 families and individuals accessed private rented housing through SmartLets.

We worked with property owners across 4 Local Authority areas. We have developed good relationships with the landlords we work with; 100% of those who responded to our survey are satisfied with the service, and 94% would recommend us to others.

Our work in social lettings was nationally recognised: we won an award at the Landlord & Letting Awards 2012 and were finalists at the UK Housing Awards 2013.



The best thing about my time with Derventio is having the support to start leading a normal life again.

Derventio has been involved in national coverage about welfare changes, including features in The Guardian, The New Statesman, The Times and Radio 1's Newsbeat.



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Going the extra mile for the most

vulnerable and excluded

We pride ourselves on helping the people who face the most challenges with our Complex Needs Service and Providing Real Support (PRS) services in Derby. Without the one-to-one help and support they need, some people would be caught in a vicious cycle alternating between insecure housing, homelessness, prison and hospital.

Today Georgina is a different person

66 When I first met Georgina she was 35 and had been sleeping rough on and off for several years. She was using heroin and drinking about 6 litres of cider every day. She had got used to living this way. It was her lifestyle and she didn't want to engage with the services and people that tried to help her.

Since she has been using the Complex Needs Service, I have worked closely with Georgina to help her deal with her problems in a way that suits her.

Today she is a different person - I will never forget her beaming face when she showed me a pair of new trainers, bought with money that before would have paid for drugs.

Georgina is now on a drugs programme, and has not used heroin for 3 months. Her alcohol consumption is down to 1 litre a day, often less. She lives in a 1-bedroom flat, which she is managing really well, paying her bills, cooking meals and keeping it clean and tidy.

It is such a joy to see how her whole outlook on life has changed. This job is extremely challenging at times, but I have enjoyed working with people who are so grateful to be given a chance that they haven't had before.



"I will never forget her beaming face when she showed me a new pair of trainers that she had bought instead of drugs"

Complex Needs Service in 2012/13



Introduced the principle of Housing First:

That the provision of safe, affordable and secure housing is a fundamental first step in being able to address disadvantage

Of the 8 most chaotic people on the scheme:

100% reduced their offending

100% reduced the number of calls they made to 999



Impact & Achievements

The Complex Needs Service provided highly personalised support to 22 challenging and excluded people who were entrenched in homelessness and facing issues such as substance misuse or mental ill health. We kept the service going through the year by sourcing continuation funding three times, until it was taken into the public sector in April 2013. We are proud that its value has been recognised.

We introduced Housing First principles to Derby, which meant we could give six entrenched homeless street drinkers their own accommodation and a chance to make positive choices from a stable home. 83% sustained their tenancy.

Providing Real Support saved me from being street homeless

We set up Providing Real Support, helping 25 rough sleepers to access the private rented sector and receive intensive support. 94% of PRS residents are very satisfied or satisfied with the service. Providing Real Support (PRS) in 2012/13



Creating a safe and fun

learning environment

People have really enjoyed getting stuck into our activities this year, whether it was getting creative with a paintbrush, discovering nature, trying out a new recipe or getting involved in one of the many other sessions on offer. These are all fun ways for people to learn new skills and escape from their day-to-day struggles.

Denise has become a volunteer after enjoying a visit the farm

66 I was nervous about meeting new people and didn't have that much confidence, so I thought some of the activity sessions would help me.

l already have an interest in music, and so my favourite activity was the Music & DJ Skills course.

I think it has helped to improve my confidence. When I finished the course I joined a choir and we're getting ready for a performance soon. I was also interviewed by Radio Derby, and I played some of the music I made.

I also enjoyed the woodland walk, even though I didn't really want to go at first! I'd been to a farm before and it wasn't a happy experience, but staff said that I should try it.

I liked it so much that I'm now a volunteer at the farm and have already made some friends there.

I think Derventio has given me opportunities that I wouldn't otherwise have had.



"It has helped to improve my confidence"

Impact & Achievements

We provided 298 sessions in a wide range of learning activities, including arts & crafts, bicycle maintenance, film nights, swimming and cooking. All of our sessions are easy-entry and designed to be attractive and accessible. Many courses and workshops also offer certification and accreditation.

We opened a brand new centre in Ilkeston, helping us to provide a better local service to people based in Erewash and Amber Valley.

Really enjoyed being able to talk and learn about things
that didn't involve my own worries

We successfully leased land on the Meynell Langley Estate in Derbyshire, allowing us to provide exciting new learning and volunteering opportunities. The sessions on the farm have been very popular this year, with people attending 128 times. A further 22 people have learnt about the land and its history, plants and wildlife by taking part in woodland walks.

Learning & Skill-Building

167



different people took part in activities and learning sessions

40% of the people who took part were aged 25 and under

The five most popular activities were:



Computers

Supporting our staff

& volunteers

Our staff and volunteers are the beating heart of Derventio. We are proud of the wealth of skills and knowledge that our employees bring to the organisation, and it is only with such a strong, hard-working and dedicated team that we can reach so many people in housing need.

Will became a key member of Derventio's maintenance team

66 I used to have a successful and interesting career as a rock and roll roadie. I was confident and full of life, I travelled a lot and worked for people like Tom Jones, Pavarotti and The Who. But it all fell apart when I had a breakdown and I lost my job and home.

It was hard to get another job after that. I had loads of life experience, but had to persuade people that I was capable.

I slept rough for six months until I started sleeping at the Night Shelter in Derby. I noticed staff going in and out of the office with big tool kits, and asked if there was anything I could do to help. They took me on as a volunteer with the Maintenance Team, and 18 months later, I had a job.

I was at Derventio for 4 years. It's varied work carrying out repairs and maintenance jobs on our properties. I've definitely improved my woodworking, carpet laying and tiling skills! One of the main things I've learnt



though is dealing with people. I've come from working with people only in professional roles to dealing with vulnerable clients.

Having the chance to volunteer let me show my skills and learn about the organisation and how things work. There have been numerous times when I've encouraged people to take up volunteering, and many have done. They don't always get a job at the end of it, but it gets them back into a regular routine and gives people a sense of motivation that is easy to lose when on the dole. Volunteering makes a big difference.



Stephen has flourished since volunteering with Derventio

6 Things all seemed to go wrong at once. My marriage ended, and then I had a nervous breakdown. This resulted in me losing my home and job.

I was placed in a SmartShare home, which is where I found out about the farm. My support worker encouraged me to go and see what it was like.

I was drawn to the calm and tranquil setting of the farm straight away. It wasn't long before I started volunteering there on a fulltime basis. I even volunteered my time at weekends when there



was extra work to do.

Spending time on the farm gave me a new focus. Every day I could see the difference that I was making, and Derventio made me feel valued.

My life has changed since I first started coming to the farm. I now have my own tenancy and my health is much better. And I have a job - a few weeks ago I was offered employment with Derventio.

Impact & Achievements

This year Derventio continued to employ a diverse and highly skilled staff team: 6 out of 10 of our staff members were female, 8% were LGBT, 8% had a disability and 1 in 10 were Black, Asian or Minority Ethnic (BAME).

16% of our staff members have had direct experience of homelessness, and 18% say that homelessness has affected someone in their immediate family.

Derventio's work was supported by a number of volunteers who helped in lots of tasks, from supporting residents of Milestone House to greeting visitors and taking enquiries at reception. We were also able to offer some new volunteering opportunities at our new organic farm.

Our Supporters

To everyone who attended an event, made a donation or visited our website this year, THANK YOU. You are making a difference to the most excluded and disadvantaged people in our society.

Community Events

April 2012	April 2012 May 2012 June 2012		July 2012	
	Some of our housing staff had fun on 1st June when they took part in a dancing flash mob to celebrate Volunteer Week	On <u>17th June</u> we were invited to hold a special lunch at the home of Bishop Alastair, the Bishop of Derby	June was a busy month! We also celebrated Inspiring Derby week by opening up the doors of Milestone House	
August 2012	September 2012	October 2012	November 2012	
Milestone House residents special lunch in September the Satya Sai Service Orgar This was followed by a tea cake evening held by the T Vineyard group in November December 2012	put on by hisation. and frinity /	Novemb a brillian provide	ter appeal ran from ber to January and raised t £2,603 to help us housing and support. THANK YOU March 2013	
25th Jan Reverse Soup Run - we raised more than £50 in donations and encouraged people to su and think about the realities being homeless in winter	<u>27th Jan</u> d We once again marked top Homelessness		In March we had a stall outside the wonderful Bookcafe in Derby's city centre.	

Community Support in 2012/13

> We recorded **124** donations during the year

> > in total

You donated an impressive

E9,24 PLUS loads of clothes, toiletries, food, gifts and household items

to give people an extra

helping hand

The money you gave included



raised in just 6 months online at LocalGiving.com/Derventio





With Gratitude to...

29th May 1961 Charity Amber Valley Borough Council Alt Design Beckside Care Farm Big Lottery Fund The Brailsford Benefice CAFCASS Catherine Cookson Charitable Trust Central United Reformed Church Crisis The Dean of Derby, Dr John Davies Derby Cathedral Derby Citizen's Advice & Law Centre (CALC) Derby City Council Derby City and Neighbourhood Partnerships Derby Community Accountancy Service Derby County Football Club Derby Homes Derby Lions Club The Derbyshire Building Society Derbyshire Community Foundation Derbyshire County Council The Derbyshire Hotel Derbyshire Learning & Development Consortium (DLDC) Derbyshire Police Constabulary Derwent Valley Gospel Hall Trust East Midlands ESF Community Learning & Skills Grants Enable Erewash Borough Council Futures Homescape The Gilbert Hinckley Charitable Trust Graham Penny Auctions and Estates Greggs Happy Homes Cllr Lisa Higginbottom, The Mayor of Derby 2012-13 HIS Church Homeless Link Hostels Liaison Group Derby Inner Wheel Club of Alfreton Lord Ralph Kerr, DL Kieran Mullin Ltd Kleensafe Mrs Pauline Latham, OBE, MP LocalGiving Life Charity Shop Mr and Mrs Godfrey Meynell Mickleover Golf Club Mill Hill School, Ripley Neighbourhood Learning & Development Consortium (NLDC) Oberoi Consulting Kavita Oberoi Ockbrook Moravian Church Pennine Healthcare Canon Dave Perkins Principal Hayley Bishop Alastair Redfern Rolls-Royce Derby Charitable Donations Committee St John Houghton Catholic School St Mary's Roman Catholic Church, Derby St Peter's Church, Derby Satya Sai Service Organisation ScottishPower Green Energy Trust Smalley Parish Church Smith Cooper Sri Guru Singh Sabha Gurdwara Team 140 - Prince's Trust Ticknall Methodist Church Tom Carey Fund Trinity / Vineyard Group Mr William Tucker, H.M. Lord-Lieutenant of Derbyshire WI Barrow upon Trent

Pupils at Mill Hill School in Ripley gave creative Christmas gifts to residents of Milestone House



Income and Expenditure Account for the year ended March 2013

	2013 (£)	2012 (£)	
Turnover	£3,580,386	£3,776,488	
Operating costs	(£3,545,354)	(£3,707,628)	
Operating surplus	£35,032	£68,860	
Interest receivable and similar income	£250	-	
Interest payable and similar charges	(£24,581)	(£27,176)	
Surplus on ordinary activities before taxation	£10,701	£41,684	
Tax surplus on ordinary activities	-	£9,609	
Surplus for the financial year	£10,701	£51,293	

Our Accounts

Balance Sheet at 31 March 2012	2013 (£)		2012 (£)	
Fixed assets				
Housing properties		£530,722		£541,308
Tangible assets		£137,244		£78,223
		£667,966		£619,531
Current assets			6 4 4 0 0 0 0	
Debtors	£565,073		£412,933	
Cash at bank and in hand	£183,681		£267,313	
	£748,754		£680,246	
Creditors: amounts falling due within one year	(£618,515)		(£565,047)	
Net current assets		£130,239		£115,199
Total assets less current liabilities		£798,205		£734,730
Creditors: amounts falling due after more than one year		(£505,552)		(£522,950)
Provisions for liabilities				
Other provisions		(£183,542)		(£113,370)
Net assets		£109,111		£98,410
Capital and reserves				
Income and expenditure account		£109,111		£98,410
		£109,111		£98,410





Looking to the

Future

Derventio Housing Trust prides itself on being a dynamic, forward thinking organisation, and we have exciting plans in place to build on our housing and support services in 2013-14 and beyond.

Big ambitions for supported housing

Our shared housing model has flourished over the last three years. We are working closely with Local Authorities, local community groups, residents and property owners to set up new shared housing schemes in areas across the Midlands including Broxtowe, Shropshire, South Staffordshire, Wiltshire and Gloucestershire. In addition to setting up new services ourselves, we want to share our learning and would like to see our ideas replicated and adapted across the country. As a Crisis PRS Champion for 2013 we will share our experience of working with landlords with other organisations and enterprises.

New opportunities for residents

Our learning and skill-building programme will be further developed at Lodge Farm and our community centre in Ilkeston. We have plans to develop new services on both sites for vulnerable people, including homeless people, people in mental health recovery, offenders, people recovering from substance misuse and people with learning disabilities. Activities at Lodge Farm will be supported by our new sister organisation, Remarkable Food, which sources, produces and sells food and drink products.

Better support for homeless hospital leavers

Through our new Healthy Futures service we will work with homeless people when they are admitted to hospital to identify health issues and support them to improve their overall health and quality of life.

Saying goodbye

After five years of supporting people who are street homeless at Milestone House emergency accommodation centre, the service was taken over by Derby Homes in late 2013. We have also said goodbye to the Complex Needs Service, which was transferred into the public sector in April 2013. It's sad to see them go, but the experience and knowledge we gained from these services will be invaluable as we move forward and develop new ways to help people who are facing homelessness, housing problems and related needs.



We're excited about the new opportunities that will be provided through our farm project, Growing Lives



Thousands of people have been supported at Milestone House and the Night Shelter over the last ten years

You can make a difference!

There's so much more that can be done to end homelessness and housing problems in our community. Here are some of the ways you can take action.

Make a donation

Do some fundraising

Volunteer

Give useful items

Attend an event



www.derventiohousing.com 01332 292776



/derventioht



@DerventioHT



localgiving.com/derventio



Thank you for believing in our mission to end homelessness

Connect www.derventiohousing.com /derventioht @DerventioHT Derventio Housing Trust localgiving.com/derventio Get in touch

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