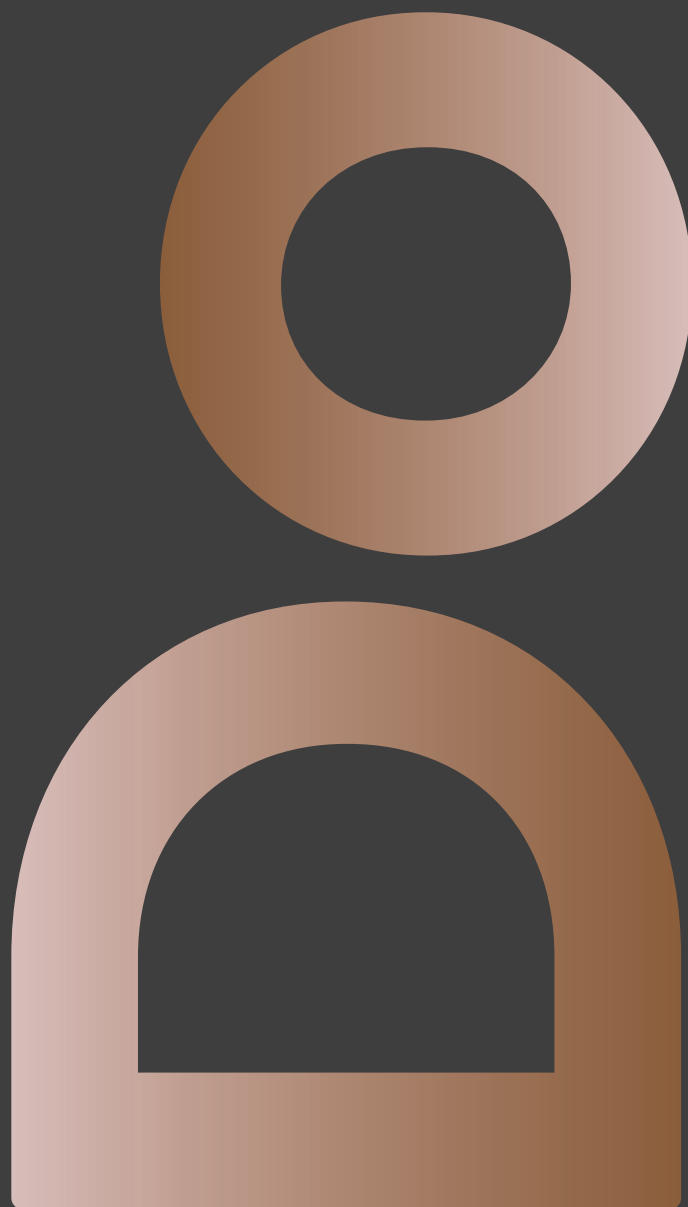


# Derventio

Annual Report & Accounts  
**2018-19**

People Really Do Matter



# Welcome to our Annual Report 2018/19

At Derventio we do things differently. We provide housing, support and specialist projects in health, employability and personal development. Everything we do uses compassion and a human connection to bring hope and opportunities to people in tough situations.

## Our Purpose

- We will do more
- We will use our integrity, expertise and passion to give people the opportunity to have a more positive future

## Our Principles

- Integrity
- Transforming
- Proactive



Throughout this report are several comments and experiences shared by people who have used Derventio's services during the year. It is these real-life examples that show why our services exist, and we are grateful to each person who has contributed in this way. Every quote and story is real, but in some cases we have changed names and used stock photos to protect anonymity.

# Welcome

Since 2010 we have welcomed more than 11,000 people into our housing, support and employability services. From the beginning Derventio's focus has always been on working with people to find a way for them to take control of their life and reach their goals. That is why we have recently updated our mission, vision and brand - to emphasise and reinforce our conviction that People Really Do Matter.



This report is a snapshot of our services for 2018/9 told through the real life experiences of some of the people we have worked with.

We have continued to provide supported housing by working with property owners and local authorities across the Midlands and South West. This has been complemented by the highly personalised, strength-based support provided through the Personal Transitions Service, and our housing and support expertise has been combined to deliver Home4Me, set up in response to the Homelessness Reduction Act 2018.

Health and homelessness are closely linked, and although the service has been reduced, our Healthy Futures project has been carrying out crucial work with homeless people in hospital in North Derbyshire.

Going beyond housing, we have delivered four services this year that focus on personal development and skill-building. Our two employability projects have worked with people across Derbyshire to overcome their barriers to entering education, training and employment. Ilkeston-based Growing Lives has used learning activities as a way for people to improve their confidence, skills and wellbeing.

Behind all of these services are numerous individuals made up of staff, partners, commissioners, funders and supporters. I think we can be proud of what we have achieved together during 2018/19.

Looking to the future, Derventio will continue to provide housing and support services as long as they are making a difference. We have plans to further develop our strength-based approach, including by transforming the way that people access our services. Housing is one of the biggest issues facing the UK today, and we are looking into ways that we can offer new and innovative solutions to this crisis.

I hope this report gives an idea of the range of challenges, experiences, struggles and achievements that have been faced by some of the 1,400 people we have worked with this year.

Thank you for your continued support.

*Sarah Hernandez*

**Managing Director**



# A safe and secure place to call home

## Supported Housing

At the heart of everything we do is accommodation and support for people who are homeless or struggling with their housing situation.

Working closely with property owners, local authorities and other agencies we provide suitable homes across the Midlands and South West.

We then work together with people to understand their personal situation and goals and find the best ways to move forward. People who need that extra bit of help can work with our team of support coaches for additional support. Most people eventually move on from Derventio to independent accommodation.

“ I have come from living in a tent taking drugs and drinking alcohol waiting to die, to turning everything round and into positives ”

“ I feel like a normal person again ”

“ I am better financially, not drinking or taking drugs, more confident and ready for independent living ”



996 people lived in Derventio supported housing



63% of residents had poor mental health when they moved in



58% of residents had experience of sleeping on the streets



53% had complex problems relating to drug or alcohol misuse, mental health, learning difficulties and/or offending behaviour



202 people worked with dedicated support coaches for additional help in areas like budgeting



89% of residents said they are satisfied with the service



94% feel that their support needs are being met



92% say they are making positive changes in their life



95% would recommend Derventio to family and friends





## Shania

Shania had enjoyed her job as a chef, but could no longer work due to health issues. Alongside epilepsy, severe eczema and poor mental health, she was suffering with anxiety and depression. With no way to pay the bills Shania was also in a lot of debt.

When she first moved into her Derventio home Shania was struggling to see a way forward. Her problems just seemed too much to deal with.

However, the stability of her new home and the support from her housing officer were just what Shania needed to get back on track.

Whilst in Derventio supported housing Shania started to claim the benefits she is entitled to and successfully managed her money with a goal to clearing her debts. She also took better care of her health by visiting her GP and attending appointments with a local mental health service.

Her time with Derventio gave Shania the space and support she needed to take these steps. She has now moved on from her Derventio home to a lovely one-bedroom flat in Swindon, where she is enjoying living independently and being close to her family.



# Personalised support into housing

## Home4Me

Commissioned by Derby Homes, Home4Me has been working with people who are facing the biggest challenges to finding and keeping a home since April 2018.

We work with people who have been sleeping rough, have been excluded from previous accommodation or who face barriers to engaging with services.

Home4Me gives personalised, strength-based support to each person so that they have real control and can successfully transition out of their situation.

“ I have been much more stable and I have taken responsibility for criminal, financial and family issues ”

“ I feel like my life is finally going somewhere and I am focusing on myself as well as my future ”

“ I have secured a full time job and now I have my own flat and I am able to have my two dogs who are my best friends ”



## Carl

Carl had been living in a hostel since being released from his 18-month prison sentence. He was struggling with cannabis and heroin addiction and had previous history of anxiety and depression.

Since being with Home4Me he has made the most of the stability and personalised support to make some significant changes. He went back onto his methadone prescription after a recent relapse, and signed up to start a rehab programme. He is proud of his home and has kept his flat immaculate.

There have also been some difficult times. When Carl felt depressed and suicidal, his Home4Me officer was there to support him through it. He has been using therapeutic exercises and techniques to improve his mental health and develop coping skills.

Carl last had a job seven years ago, and his current focus is to get back into employment. Home4Me has given him the opportunities and confidence to get his life back together.



25 people engaged with Home4Me



20 people successfully sustained their accommodation



15 people went into employment, training or education



The project was praised by former Secretary of State for Housing, Communities and Local Government the Rt Hon James Brokenshire MP when he visited in January 2019

*Image: a Home4Me officer and resident*



# Building on existing skills and strengths

## Personal Transitions Service (PTS)

The Personal Transitions Service offers individual coaching for people going through difficult transitions such as homelessness, leaving care or coming out of prison.

Our inspirational asset coaches focus on people's skills and interests to find personalised opportunities that will help them reach their goals.

The service uses a positive, asset-based approach which focuses on what people are good at and what they want to achieve. We are Alliance Partners with Mayday Trust, who developed the original model.

“ Since having an asset coach I'm feeling more relaxed and enjoying my free time ”

“ I now feel strong enough to face the world again, little by little, and hope to continue to find ways to develop and improve ”



“ I have been able to step out of the revolving door that has seen me repeat the same old lifestyle, leading to crime, drugs and eventual prison sentence ”

## Joseph

Joseph was very isolated. He wasn't in touch with his former friends because he'd known them through using alcohol and drugs. He was unemployed and not in education or training, so most of his time was spent at home doing nothing.

When he first met his asset coach he asked to go out of the house because he was fed up with the same four walls. After their first meeting at a supermarket café, they decided to have every meeting in different places. They met at Growing Lives and the library to look at university courses.

These one-to-one meetings and the chance to get out of the house really made a difference to Joseph's self-confidence. He says he feels like a different person. He started going out and doing constructive things with his time. He performed at a wedding, playing for the couple's first dance, and took part in Belper Arts Festival.

The biggest boost was when he was accepted into Worcester University to study youth psychology. Joseph says that having someone to talk to and support him really helped him to get out of the rut he was in and think about his future.



We worked with 45 people on the project during the year



5 people were supported to move on



6 people went into employment or volunteering



4 people went into training or education, including someone who completed a British Sign Language course so they could communicate with their friend of many years



2 people completed parkruns and 1 finished a marathon



As well as running, people were supported to pursue hobbies including Pokémon hunting and Warhammer



# Better health, wellbeing and housing

## Healthy Futures

Healthy Futures supports hospital patients with their housing needs and overall quality of life. We work with people while they are still in hospital to make sure they have a secure place to live when they are discharged. We then provide additional support to reduce future admissions and promote healthy living.

We previously delivered the service across Derbyshire, but due to funding cuts part of the service came to an end and we no longer have a presence in the south of the county. We would like to say a big thank you to all of our commissioners, funders and supporters, as well as the huge number of public sector and voluntary sector agencies without whom we would not have been able to achieve such impressive results over the past five years.

Although a smaller service, Healthy Futures is still making a big impact, and we are proud to have made a difference to the lives of 20 people this year.

“ I’ve been getting the support I need to improve my mental health ”

“ I’ve had a wide range of support from emotional to practical, and honesty when needed ”



We worked with 20 people through Healthy Futures



The service runs in Chesterfield, Bolsover and North East Derbyshire



70% of the people we worked with had poor mental health as their primary need, followed by drugs (15%), medical needs (10%) and alcohol (5%)



The project led to a 96% reduction in hospital admissions for the 20 individuals



There was a 93% reduction in A&E attendance

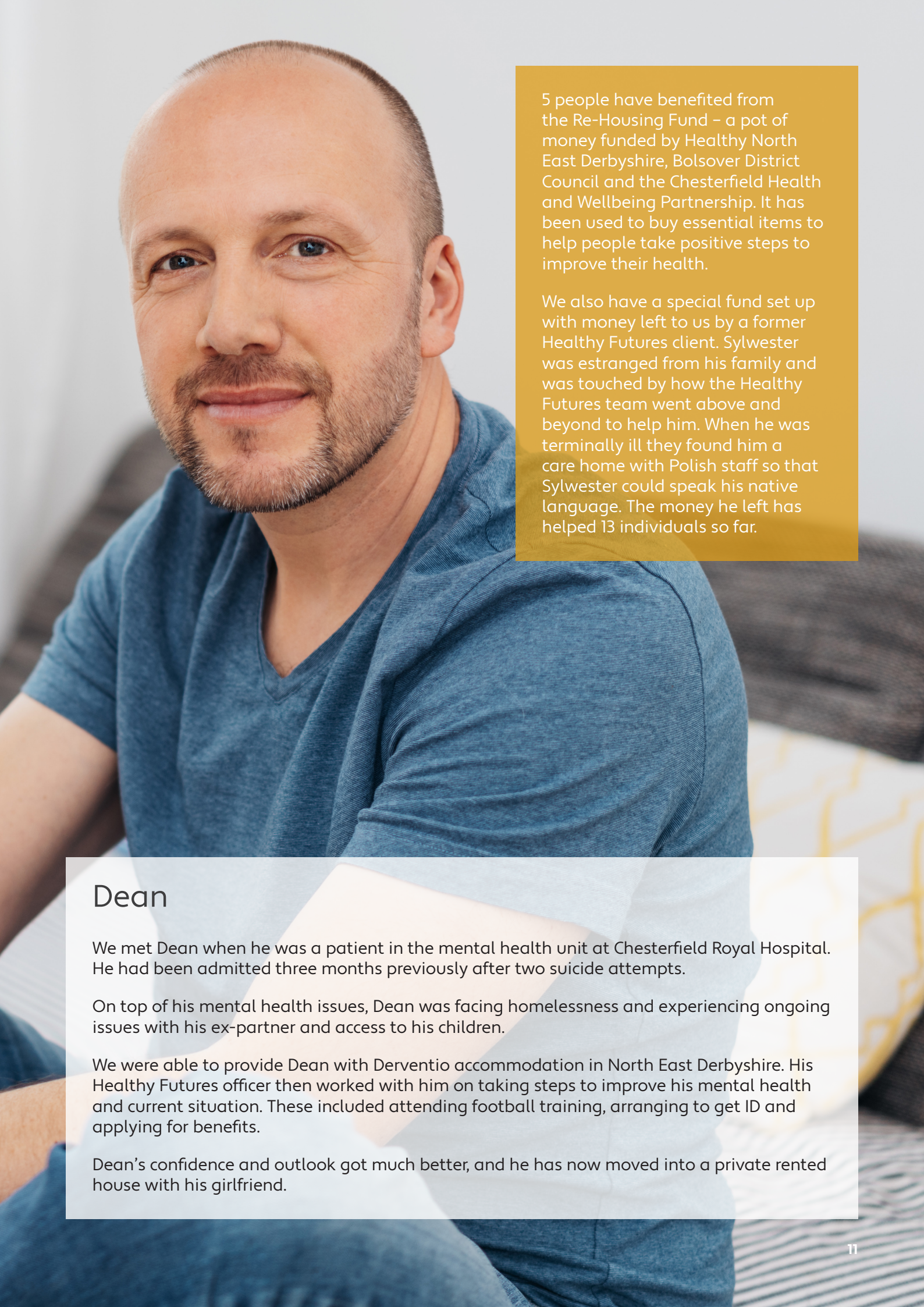


Appointments attended with primary care was 97%



This represents a cost saving of £79,160 to the health community





5 people have benefited from the Re-Housing Fund – a pot of money funded by Healthy North East Derbyshire, Bolsover District Council and the Chesterfield Health and Wellbeing Partnership. It has been used to buy essential items to help people take positive steps to improve their health.

We also have a special fund set up with money left to us by a former Healthy Futures client. Sylwester was estranged from his family and was touched by how the Healthy Futures team went above and beyond to help him. When he was terminally ill they found him a care home with Polish staff so that Sylwester could speak his native language. The money he left has helped 13 individuals so far.

## Dean

We met Dean when he was a patient in the mental health unit at Chesterfield Royal Hospital. He had been admitted three months previously after two suicide attempts.

On top of his mental health issues, Dean was facing homelessness and experiencing ongoing issues with his ex-partner and access to his children.

We were able to provide Dean with Derventio accommodation in North East Derbyshire. His Healthy Futures officer then worked with him on taking steps to improve his mental health and current situation. These included attending football training, arranging to get ID and applying for benefits.

Dean's confidence and outlook got much better, and he has now moved into a private rented house with his girlfriend.



# Overcoming barriers to employment

## Building Better Opportunities - Opportunity and Change

As part of the national Building Better Opportunities programme, Derventio is working with people in Derbyshire who face multiple challenges and barriers in their lives. Building Better Opportunities is funded by the European Social Fund and The National Lottery Community Fund.

The programme brings opportunities to people who are furthest from the labour market - opening up doors for training, volunteering and employment in their local area.

We are part of the D2N2 (Derby, Derbyshire, Nottingham, Nottinghamshire) service, delivering support in Amber Valley, Derbyshire Dales, Erewash and High Peak in Derbyshire.

“ I am now starting to live again and for once I am excited about the future ”

“ It's like getting a second chance ”



# Peter

Peter had a successful job in a managerial position until his career was suddenly cut short. He was brutally attacked at his place of work, an experience that left him with mental health issues including PTSD, anxiety and panic attacks.

When he was referred to Opportunity and Change Peter was having suicidal thoughts every day, drinking heavily and self-medicating with heroin.

He was extremely distressed in the days leading up to his first meeting and found it difficult to interact with the Navigator. Over several sessions, however, Peter began to open up and talk about his interests. He has a talent for sketching, and with encouragement from his Navigator, he joined an online art community. He began watching tutorials, researching ideas and uploading his own artwork.

After completing an employment assessment together, the Navigator investigated possible creative careers and suggested that Peter could work from home and network through the internet. He said: "I had never thought of the possibility of working from home and thought I was destined to live like a recluse". After spending some time researching and thinking about possible careers, Peter concluded that he would love to be a professional illustrator. He enrolled on an online art and design course, and after his first year achieved excellent grades and tutor feedback. He is now working on his portfolio for the final examination.

During this time Peter also attended art therapy sessions and has been having monthly visits with mental health professionals. His self-harming and alcohol consumption has decreased and he is no longer using heroin.

He said: "My future outlook has changed completely. I feel more positive and believe that finally the curtain hiding the future is beginning to draw back and is revealing that an exciting opportunity is waiting."



38 people took part in Opportunity and Change



7 people successfully moved into employment (100% of target)



4 people went into education



8 people accessed training



19 people were supported to improve their housing



16 people improved their mental health



20 people reduced their substance misuse



10 people reduced their offending



12 people resolved their domestic abuse issues





# The next steps to training and employment

## Building Better Opportunities - Towards Work

Derventio is one of a partnership of local organisations delivering the Groundwork Greater Nottingham, Towards Work, Building Better Opportunities programme across Derby, Derbyshire, Nottingham and Nottinghamshire. It is funded by the European Social Fund and The National Lottery Community Fund.

We provide the service in Erewash, Amber Valley, High Peak and Derbyshire Dales.

The project provides personalised support to help with those vital first steps towards overcoming barriers and gaining employment.

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

“ I am extremely happy and positive. The programme has helped me improve my confidence hugely. ”

**Derventio**  
People Really Do Matter







93 people took part in Towards Work during the year



14 people successfully moved into employment (74% of target)



14 people moved into education (127% of target)



21 people took part in training (191% of target)

## Lewis

After seven years of unemployment, Lewis was feeling isolated and unmotivated. He has qualifications in computer science, and an interest in working in graphics or web design. However, before Towards Work this seemed a long way off. As well as lacking confidence, Lewis was also concerned that his previous convictions would limit his opportunities.

His Coordinator carried out a basic criminal records check and found that Lewis will not need to disclose his convictions. This had a big impact on his confidence and mental health, and Lewis no longer felt so daunted about approaching potential employers. He also took a confidence course, which further boosted his self-esteem.

As a result of his increased confidence Lewis took on some voluntary work with the local Wildlife Trust working on their website, creating and uploading content, carrying out website maintenance and learning new skills such as sound and video editing.

He decided that web development is something that he would like to pursue, and will soon be starting a course. Lewis is now much more motivated and feeling positive about his future.



# Supporting young people into work

## Talent Match

After five successful years of supporting young people into learning, training, volunteering and employment, Talent Match came to an end in December 2018.

Over the years we worked with over 200 young people in Derbyshire, consistently meeting and surpassing our targets. The national evaluation of the Talent Match Young & Successful programme has identified six core principles that will help to support young people into employment.

We are grateful to all of the funders, partner agencies and young people who worked with us to make this service a success.

“ I am now on track to achieve my goals and ambitions because of the help and support Talent Match has provided ”

“ Talent Match helped me out with questions I was to ask at my interview and they even paid for my train fare and helped me get some clothes to wear ”





### In the last 5 years:



We worked with 222 young people



77 people successfully went into employment



53 became volunteers with local groups and organisations



174 went into basic skills training or formal learning



74 completed a work placement or apprenticeship

## Jessie

Jessie was living in supported accommodation and had been unemployed for a year. She worked with her Talent Match mentor to develop her employability skills. This included attending some training opportunities and taking on a work academy placement.

These activities helped her to feel much more confident about entering into employment. Together Jessie and her mentor created a CV which they handed out to potential employers. By the end of the day Jessie had received a job offer. She was ecstatic and was asked to start the job immediately. Her excitement was cut short when she discovered that she would now have to pay her full rent, which was 90% of her monthly wage.

Jessie's mentor worked with her to apply for social housing, and she eventually managed to secure a private rented flat through a family friend. After a difficult few weeks of sofa surfing Jessie was now happy to move into her own home. Talent Match provided further help with budgeting and sourcing furniture and a home starter kit. Jessie is now enjoying having a job and is feeling much more settled and positive about her future.



# Boosting skills and confidence

## Growing Lives

Based in a former textiles factory in Ilkeston, Derbyshire, Growing Lives is a hub of activity. Whether cooking a meal from scratch, upcycling an old wardrobe or tending to the garden, there is always something to do and something going on.

All of the activities on offer help people to learn skills, gain new experiences and make friends. The benefits range from reduced social isolation to better health and wellbeing.

We work closely with local partners to link to other services and give people further opportunities to address any wider problems they are dealing with.

“Totally brilliant. Has been helping me mentally and I love everyone here. It's like a second family.”

“Staff are friendly and approachable. You can make friends and help others who are not feeling too good about themselves.”

“Growing Lives is a vital part of my mental health recovery. Being involved in the planning, practical and physical gardening gives me a sense of purpose and I would be so isolated without Growing Lives.”

## Nicola

When Nicola first came to Growing Lives she was living in a hostel after being evicted from her tenancy because of excessive drinking.

She needed something positive to occupy her thoughts and her time. Growing Lives was the perfect opportunity. Since starting on the project Nicola has really taken to the activities and is enjoying spending time with other people. She usually attends the project five days a week.

She has formed supportive friendships with other participants and they now spend time together outside Growing Lives. She is now drinking a lot less and spending her time being sociable, physically active and gaining new skills and experiences.

Nicola is happy to be once again living in her own accommodation, and says she now feels ready to start looking for work.





Image: Dawn, a Growing Lives participant



45 people took part in Growing Lives during the year



80% of participants had poor mental health



The most popular activities were woodwork and upcycling projects in the workshop



11 people shared their experiences through haikus and personal photographs for the Out of the Box project funded by Arts Council England



Growing Lives hosted 2 community events to engage with local people and partner agencies and sell handmade items made by participants. They raised £930 to go back into the project.



8 participants visited Mount Cook for a packed day of activities, including high ropes, archery and bush craft



6 men over 50 years old came to the Men in Sheds project every week



# Financial overview

It is a tough financial climate for supported housing providers, with austerity measures, a mandatory 5% reduction in rent and national changes to welfare benefits. Despite these challenges, Derventio's overall income has continued to grow, rising for the fifth consecutive year and with a 5% increase since last year. Also for the fifth year, we made modest surplus in line with our aim to build our reserves. Our balance sheet is positive, with net assets of £509,000.



**£6.9m**

Income



**£6.2m**

Expenditure on housing



**£620k**

Expenditure on other projects



**£80k**

Operating surplus



# Thank you for making a difference

The stories and achievements in this report are only possible thanks to the people, groups and partner agencies that have supported and worked with us during the year. We want to say a huge thank you to all of the organisation listed below as well as all of the individuals who have worked with or supported us in 2018-19.

Amber Valley Borough Council	Foundation Derbyshire
Arts Council England	Framework
Bolsover District Council	Futures Housing Group
Broxtowe Borough Council	Gloucester City Council
The Bureau	Groundwork Greater Nottingham
Cannock Chase District Council	Mayday Trust
Chesterfield Borough Council	Metropolitan Housing
Chesterfield Health and Wellbeing Partnership	National Lottery Community Fund
Christ Church Hulland PCC	North East Derbyshire District Council
Derby Cathedral	Outdoors for All
Derby City Council	Postcode Community Trust
Derby Homes	Ripley Academy
Derbyshire Constabulary	Screwfix Foundation
Derbyshire County Council	Shacklocks LLP
Derbyshire Police and Crime Commissioner	Stafford Borough Council
Derbyshire Recovery Partnership	Santander Foundation
Derbyshire Substance Misuse Service	South Derbyshire CVS
Duffield Homelessness Group	Swindon Borough Council
East Staffordshire Borough Council	Tamworth Borough Council
Ecclesbourne School	Telford and Wrekin Council
Erewash Borough Council	Tesco Bags of Help
European Social Fund	Tudor Trust
	Zink Employability



# Looking to the future

Homelessness remains a significant issue in our society, and the need for supported housing is as great as ever. We will continue to work with local authorities and property owners to provide safe and secure supported housing in the areas where it is most needed.

Supported housing is one solution, but it is not the answer for everyone. Moving forward, we are keen to find new and innovative ways to work with people to break the cycle of homelessness and achieve lasting change.

From March 2019, we have been part of Safe Space, an exciting new partnership commissioned by Derby Homes, Derby City Council, Derbyshire Police and Crime Commissioner and Derbyshire Constabulary. As one of three delivery partners we provide personalised support and guidance to help people find suitable housing. The aim of the partnership is to test out new ways to work with people who are entrenched rough sleepers.

In 2020 we are piloting a new way for people to access our housing. The Junction will give potential residents the chance to meet staff, get to know about Derwentio's supported housing service and take part in a variety of induction and training activities. As they learn about what we have to offer, we have the opportunity to get to know them using a strength-based approach, without the need for long assessment forms or interviews.

Alongside these housing services, we plan to continue offering a range of services that complement our housing provision with a focus on personal development and skill-building.

Through its combination of activities and support, Growing Lives has made a difference to more than 300 people since it started. We will look for further funding and donations so that we can continue to deliver this valuable project. We plan to release an impact report soon to show how people have benefited from Growing Lives.

We also make a positive impact with our Building Better Opportunities services, both of which have recently been extended. We will continue to support people furthest away from the labour market to access education, training and employment through Building Better Opportunities: Opportunity and Change and Building Better Opportunities: Towards Work for another two and a half years.

Through all of these existing and new services, we intend to remain agile and flexible to respond to the people we work with and make sure we are delivering services that truly work. Every service and project we deliver will be designed and implemented in line with our newly revised vision and mission and our overarching belief that People Really Do Matter.





## How you can get involved

### **Donate**

Visit [localgiving.org/derventio](https://localgiving.org/derventio) to make a secure online donation

### **Fundraise for us**

Running your own fundraising activity is a fun and rewarding way to raise money for Derventio. Set up your own page on [localgiving.org/derventio](https://localgiving.org/derventio)

### **Become a corporate partner**

Partnering with Derventio could bring many benefits to your business. Contact us to discuss how we could work together.

### **Join our team**

Choose a job that positively impacts on the lives of others. Visit our website for the latest career opportunities.

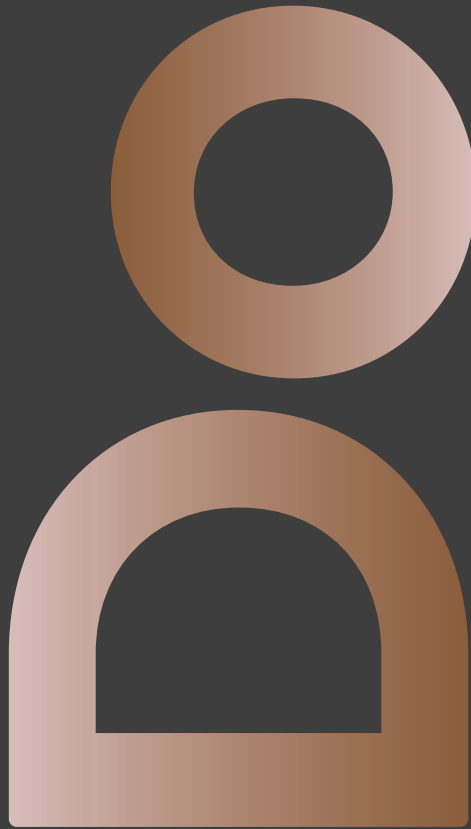
### **Lease your property**

Get in touch to find out how you can get guaranteed rent payments for your residential property.



# Derventio

People Really **Do** Matter



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