



Annual Report 2019/20

Celebrating 10 Years

Derventio
People Really **Do** Matter

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

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



Celebrating 10 years of Derventio Housing Trust

In January 2010 Derventio Housing Trust was set up as a community interest company. Our goal was to provide housing and support services to people facing homelessness and other challenges in Derby and Derbyshire.

Over the last decade we have worked with more than 11,000 people, expanded to cover three UK regions and provided services in housing, personal development, employability and health.

To celebrate our ten years we refreshed our mission and purpose and have a brand new look.

It's a special milestone when you reach your tenth anniversary, and this year's annual report is a celebration of everyone who has been part of Derventio for the last decade. It includes a snapshot of our services and achievements. We also hear first-hand experiences from some of the people we have worked with.

Thank you for celebrating with us.

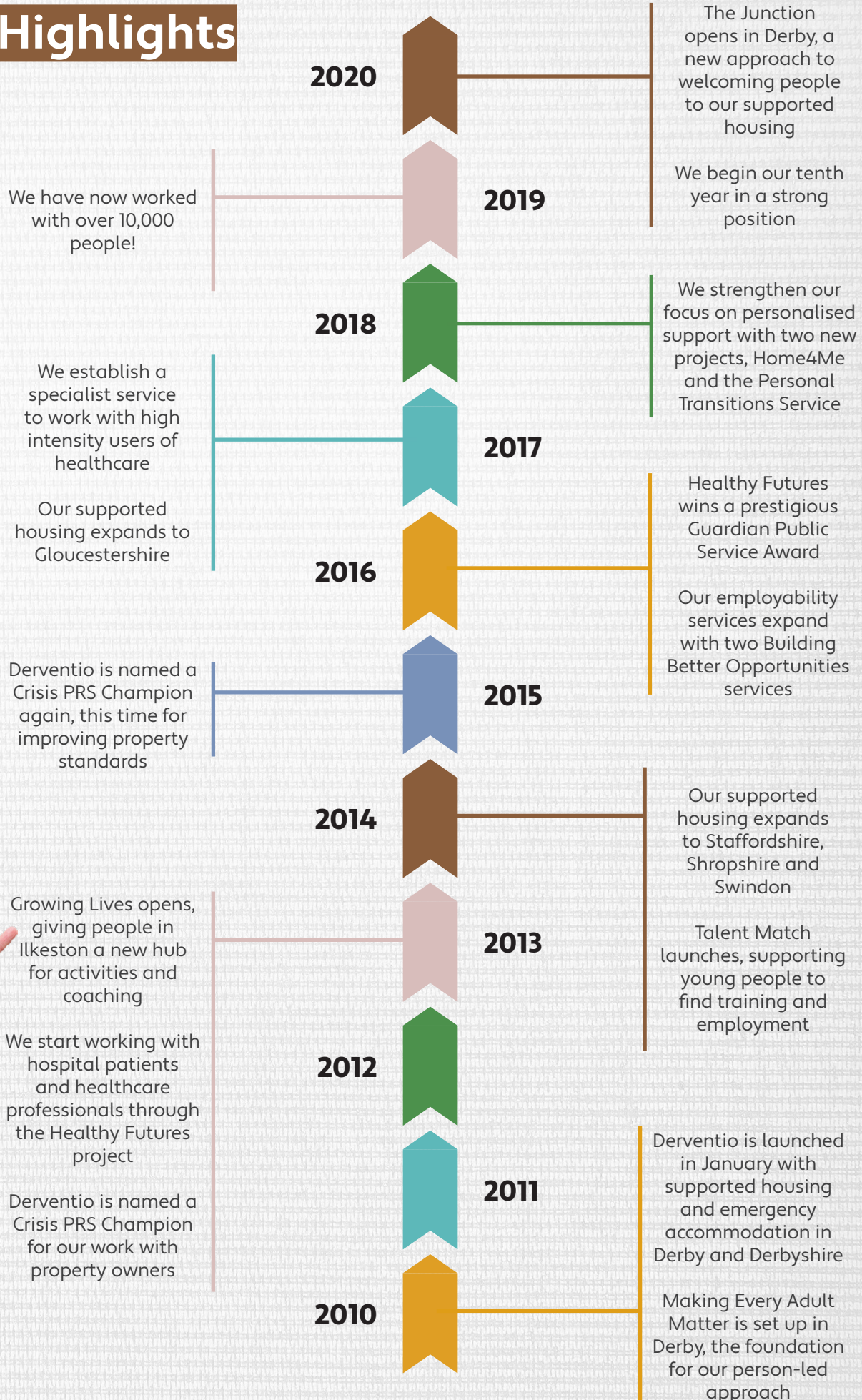
Sarah Hernandez

Managing
Director



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.

Highlights



**1,066**

people worked
alongside us
this year

Supported Housing

A safe and secure place to call home

Having a roof over your head is just one part of the wider service provided through our supported housing

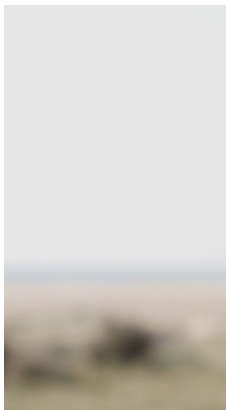
Derventio's accommodation is a safe space to call home while preparing to move on to longer-term housing. The people we work with come from diverse situations - some people have spent years sleeping on the streets, while others have had to leave the family home or are suddenly homeless after a relationship breakdown.

We invest time with each resident, giving personalised support and helping with connections to other services if needed. This flexible approach means that people can benefit from a secure and stable environment, and move on when the time is right for them.

During the year we explored a new approach to the way we welcome people to the service. Launched in January 2020 as a pilot project in Derby, The Junction gives potential residents the chance to meet staff, get to know about Derventio's services and take part in a variety of induction and learning activities. As people find out what we offer, we have the opportunity to get to know them using a strength-based approach, without long assessment forms or interviews.

In its first three months, 17 people moved into The Junction. 94% kept their accommodation with only one person asked to leave, which shows our new approach is working.

In 2019/20 more than 1,000 people lived in Derventio supported



94%

of residents felt that their support needs were met

92%

said they are making positive changes

95%

would recommend Derventio to family and friends

"I've now moved on to my own accommodation"

housing. We run a tried and tested service model, working with local authorities and property owners to provide high-quality housing. This year we worked in twelve local authority areas, including expanding into a new area, Chesterfield in Derbyshire.

Supported housing is Derventio's core service, and we are proud to have given a stepping stone to thousands of people over the last ten years. ■

Arman's Story

Arman first came to the UK as a refugee. When he was given leave to remain he moved into a home with Derventio. As his housing officer got to know Arman during weekly visits, she noticed that his mental health seemed to be suffering. She accompanied him to a GP appointment, where he was assessed and diagnosed with psychosis caused by PTSD. Arman was given medication, and continued to receive help from his housing officer.

As the weeks went on Arman's mental health became a lot better. This gave him back his confidence and he began applying for work. He soon found full-time employment and was keen to move on to independent housing. His housing officer helped Arman to apply for homes through the council. English is not his first language, so Arman found some of the forms a challenge. When he was offered a property, we applied for a grant on his behalf to pay a week's rent in advance to secure the accommodation.

Arman has now moved into his own accommodation. He is still supported by Derventio through our support coach service.



20

people supported
to move on to
suitable housing

40%

improved
their money
management skills

34%

supported with
motivation and
responsibilities

Extra Support

Going the extra mile

193

people worked
alongside us
this year

Support Coaches go the extra mile to help people who need additional help to maintain their accommodation, navigate the benefits system and access other services

Derventio's supported housing offers a safe and stable home where people can build their independent living skills and move on to more permanent housing. Some residents face multiple challenges built up over years and benefit from extra one-to-one support from our dedicated Support Coach team.

It is a personalised service, with each person having the level of contact that is right for them. The support can cover anything from budgeting to self-care. Last year we worked with people on managing money, motivation, health, maintaining a



tenancy and drug/alcohol recovery.

Support Coaches trust people to make their own decisions and give them the tools to continue to make good choices in the future. 20 of the people we worked with during the year have now moved on to longer-term housing. ■

Safe Space

Working in partnership

Safe Space is a partnership project supporting people sleeping rough in Derby. During the year Derventio worked with key partners including the Police and Crime Commissioner's Office, Derbyshire Police, Derby City Council Public Health, Derby City Mission and Derby Homes

Each day a core team of housing and support professionals are joined by a medical practitioner, engagement coaches and members of homeless outreach services to provide holistic care and support under one roof.

Alongside this support, a range of facilities including a shower, washing machine and TV are open for guests during the daytime.

We were proud to be part of this initiative which is a new approach to working with people who are sleeping rough. ■



**50**

people worked
alongside us
this year

Home4Me

Personalised support into housing

Home4Me supports people stuck in homelessness who face extra barriers to finding and keeping accommodation

Alongside practical help to find a home, the focus is on supporting people to regain their confidence and motivation and develop a network of support. Project officers build up trusting relationships and together explore people's strengths, interests and aspirations.

2019/20 was the project's second year. Following the success of the original 12-month pilot, we received funding from Derby Homes to expand the service and take referrals from Derby's street outreach team as well as housing advisors. It was so successful that we were asked to support a further six people in the last



quarter of the year.

The 50 people we worked with this year were all facing significant challenges in their lives. Through Home4Me they have started to rebuild their identities and take control of their future. ■

40

people kept their
accommodation
for 6 months

17

went into
education, training
or employment

84%

feel they are better
looking after their
health & wellbeing

Marc's Story

"I've completed a peer mentoring course so I can help other people"

Marc has suffered with his mental health for years. He has been diagnosed with emotionally unstable personality disorder, bipolar affective disorder, anxiety and psychosis. His past misuse of drugs had caused a breakdown in family relationships, and so when Marc's mum had to downsize her home, he had nowhere to go.

Marc moved into a Derventio supported housing property. With ongoing support from his Home4Me project officer, he has built up the confidence and drive to make positive changes. This started with developing his independent living skills, including budgeting, cleaning and self-care. He also began attending weekly mental health appointments, and his progress was so positive that his medication has been reduced.

Marc has been keen to take part in volunteering and further education. He volunteered at a local charity, helping to make food parcels. He also recently completed a peer mentoring programme through the probation service and is now working with Derventio's employability team to find further opportunities.

Marc now has his mental health under control, attends church regularly, has rebuilt his relationships with his family and is looking forward to continuing to help other people through his volunteering.



45

people worked
alongside us
this year

Personalised Transitions Ser

Building on existing skills and strengths

The PTS works alongside people to build on their strengths to move towards their own goals

The project is built around creating a trusting relationship and being flexible. This means thinking outside the box and not always acting like a traditional support service. It might involve meeting in the local café instead of an office meeting room. It could be about encouraging someone's hobby, anything from knitting to Warhammer, and going along with them for support at first. It may simply be spending time chatting, not about needs or problems, or what should happen, but just talking as people. We are proud to be Alliance Partners with Mayday Trust, who developed this model.

This year we worked alongside 45 people through the Personal Transitions Service. With our inspirational asset coaches by their side people were able to develop local community links, follow their interests and feel safe and confident in their homes.

This is a highly impactful project that helps people who are going through a very tough experience to develop their personal resilience and support network – benefiting them not just now, but for their whole lives. ■



7

people moved on
to independent
housing

2

people entered
into employment

2

people went into
volunteering and
training

vice (PTS)

**“It encouraged me to focus on
my health and wellbeing”**

Craig's Story

Craig had been having a tough time at home. He couldn't see his children, had health problems and wasn't getting on with his housemate. This caused him to relapse and start drinking heavily again. When we met him he was living in his car.

His PTS asset coach encouraged Craig to think about how to rebuild his confidence and self-belief. Together they went walking in the park and swimming at the local pool until Craig felt confident enough to go alone. He started to take part in Growing Lives and is hoping to mentor other participants.

Before he came to Derwentio Craig had been focusing only on his children and had not prioritised his health and wellbeing. We supported him to go to the GP, which led to a diagnosis of fibromyalgia. He also got some specialist support with his alcohol use and mental health.

Craig's main goal was to find a suitable home where his children could visit. His PTS asset coach found an ideal property in the private rented sector. He is now enjoying living in his new home and his children regularly come for overnight stays.

**21**

people worked
alongside us
this year

Healthy Futures

Better health, wellbeing and housing

Homeless people face severe health inequalities compared with the general population, and can easily find themselves in a vicious cycle of ongoing health issues and repeat hospital admissions

This has significant cost implications to the NHS and other health, housing and social care services. Above all, however, is the impact it has on an individual's health and overall quality of life.

I feel more confident to open up and talk about what's bothering me

Healthy Futures works alongside hospital patients who are homeless or have no suitable accommodation for when they are discharged. We work with them to find a secure place to live, and then sort out ongoing support to help them manage their health better. This can include advice on benefits, referrals to other services or help with dealing with debt.

This personalised support helps people to build their assets, resilience and health. It also helps the NHS as people can be discharged sooner, use health services better and are less likely to be readmitted to hospital.

Thanks to funding from Chesterfield Borough Council, last year we were able to work alongside 21 people from Chesterfield and the surrounding areas. We exceeded all of our targets, with positive outcomes and feedback from patients. ■

**100%**reduction
in hospital
admissions**100%**reduction in
emergency
999 calls**166**primary care
appointments
attended**"I spent Christmas with my family
for the first time in years."**

Gemma's Story

When Gemma was 18 she left home after a family breakdown. She spent the next four years either sofa surfing or living in temporary accommodation. When we first met her, Gemma was living in a hostel. She had been taken to hospital by ambulance twice after self-harming, and had spent time in the mental health unit at Chesterfield Royal Hospital. She was dealing with depression and anxiety, and had recently been sexually exploited and taken drugs.

Healthy Futures found Gemma a suitable home with Derventio. Gemma didn't feel confident to attend medical appointments on her own as she felt her voice wasn't being heard. Her Specialist Healthy Futures Officer reminded her by text of the times and dates, and went with her to the appointments. This resulted in Gemma's medication being reduced and she no longer needed to be involved with the mental health unit or emergency services.

As she engaged more with the community mental health team and her Healthy Futures support officer, Gemma opened up about a serious childhood incident. Over a period of weeks she became confident enough to report the incident to the police. This in turn helped her to restore her relationship with her immediate family. She was able to move back into the family home, and received full support from her family, local police and other agencies.

For the first time in several years, Gemma spent Christmas with her family. She now attends appointments by herself and is no longer on the Healthy Futures project. She does keep in regular contact with her support officer, giving updates on how well she is doing.

39

people worked
alongside us
this year

Opportunity and Change

Overcoming barriers to employment

As part of the national Building Better Opportunities programme, Derventio Housing Trust is working with people in Derbyshire who face multiple challenges and barriers in their life

Building Better Opportunities is funded by the European Social Fund and The National Lottery Community Fund. We are part of the D2N2 (Derby, Derbyshire, Nottingham, and Nottinghamshire) partnership led by Framework Housing Association.

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

The programme brings opportunities to people who are furthest from the labour market. Personal navigators spend time with each person to address and resolve their complex barriers, and to talk about what's preventing them from moving forward in their life. The navigator provides personalised advice and support. We can also link to other services where appropriate, for example specialist training in healthy living, money matters, housing and job-specific training.

We have good links with local employers who can offer people training, work placements, volunteering or help to secure a job.

This year the project opened up doors for training, volunteering and employment for 39 people across Amber Valley, Derbyshire Dales, Erewash, Derby City, South Derbyshire and High Peak. ■

49%

of participants
improved their
mental health

33%

of participants
reduced their
substance misuse

8%

of participants
completed a
training course

**"I have so much more confidence and
know how to assert myself"**

Eric's Story

Eric had serious confidence and trust issues stemming from the heavy bullying he experienced at school. He has a rare genetic disorder, Williams syndrome, and a heart condition that he had not sought help about.

His personal navigator slowly built up trust with Eric through regular meetings. At first he only felt comfortable enough to speak through the door. Gradually his confidence increased and he started to meet face-to-face.

Eric had struggled with managing his finances. His personal navigator helped him to apply for benefits, and he has started to look after his money and save up. Another issue was Eric's heart problems that he had ignored, so his navigator organised a medical appointment. It turned out that one of his main heart valves was leaking and he required surgery. Eric was extremely worried and reluctant about this. However, with reassurance from his personal navigator, he now feels better and is confident to go ahead with the surgery.

The main challenge Eric faces is lack of confidence. It was suggested that he take part in group sessions. However, he felt that this would be too much for him. This experience of asserting himself showed that no one will judge him for his decisions and gave him the self-assurance to say no to things. Instead, Eric has been building his confidence in different ways that suit him. This includes using a new phone to make videos for social media and interact with people online.

Being part of the Opportunity and Change programme has opened up new opportunities which have helped Eric to gain a tremendous amount of confidence. He continues to work with the project and make progress on his journey of personal development.

83

people worked
alongside us
this year

Towards Work

Next steps to training and employment

Derventio Housing Trust is part of a partnership of local organisations delivering the Towards Work, Building Better Opportunities programme in D2N2

Towards Work is funded by the European Social Fund and The National Lottery Community Fund. The service in Derby, Derbyshire, Nottingham and Nottinghamshire is led by Groundwork Greater Nottingham.

Towards Work provides a person-centred service for people who are out of employment, particularly people who are over 50, young people, women returning to employment or those who have never worked. A work coach aims to support with those vital first steps towards overcoming

barriers and gaining employment.

From accessing education or training and securing a job, to ongoing in-work support, we are there for every step of the way. As well as personalised support and guidance, the project also links to specialist support from our partner organisations, specialists in mental health, disability and specific communities. A dedicated job broker works with employers to find opportunities for paid work for participants. ■



**COMMUNITY
FUND**



**25%**

of participants
moved into
employment

31%

of participants
moved into
training

12%

became
economically
active

**“An early setback didn’t stop me
from becoming self-employed”**

Henry’s Story

Henry’s background was in IT, but he lost his job when he went to prison. After his release he suffered from low confidence and self-esteem. He knew he would need to retrain to get qualifications and experience to work in the sector he was most interested in – conservation and environment.

His work coach met Henry regularly for support and guidance. She encouraged him to continue his volunteering role in a probation project working in conservation. This experience linked him to another volunteering position with a wildlife organisation.

Henry built his confidence by going on a self-esteem course. Then, together with his work coach, he identified the qualifications he would need for his chosen career. He went on to complete several courses, including dry stone walling, chainsaw and brush cutting, hedge laying and woodland management.

Now equipped with more skills and confidence, Henry applied for a traineeship with a wildlife organisation. Unfortunately he was turned down because of his offending history.

Despite this setback, Henry continued to pursue his goals. He decided to become self-employed as a dry stone waller and hedge layer. His support coach guided him through the process of applying for a New Enterprise Allowance, obtaining public liability insurance and gaining memberships with the relevant associations. He also worked on developing a business plan, cashflow forecast and marketing strategy.

Henry was given his first dry stone walling job through a Community Interest Company connected to his volunteering position. He was then contacted by someone through the Dry Stone Walling Association website and offered a six-month contract repairing and building walls. He has ended up having to turn down some hedge laying jobs because he is so busy with dry stone walling. Henry continues to build his skills and plans to complete further training soon.

54

people worked
alongside us
this year

Growing Lives

Boosting skills and confidence

Growing Lives is a safe and supportive place where people can learn new skills, socialise and be active

People can take part in a range of activities including gardening, woodwork, cookery and crafts. Staff offer one-to-one mentoring and encourage peer support to help each person get the most out of their experience.

Now in its sixth year, Growing Lives reached 54 people in 2019/20. A highlight of the year was Shine a Light, funded by Arts Council England. 20 people worked with artist Olivia Punnet to create monoprints inspired by Joseph Wright's paintings. Derby Museum and Art Gallery gave us a private viewing of the internationally significant collection and an inspirational talk. The works were exhibited and seen by 1,200 people.

Everyone who took part benefited from a boost in skills and confidence.

Partnership working and community engagement are key to Growing Lives. An open day in September showcased the project to local people and partners and revealed the new Recovery Garden. Themed around the senses and how they can be used positively for people in recovery, the garden was created with funding from Derbyshire County Council and the Derbyshire Recovery Partnership. We were also fortunate to be given space at a Chatsworth House gift shop to sell items made at Growing Lives.

Growing Lives could not run without grants and donations. We are so grateful to everybody who has shown their support this year. ■



69%

of participants
were facing mental
health challenges

24%

went on into
education or
training

56%

feel that their
confidence has
improved

"I've made new friendships and improved my mental health"

Cliff's Story

Less than a year ago Cliff was feeling desperate. He was homeless and sleeping in his car after experiencing a mental health breakdown. He was struggling to cope and self-medicating with alcohol.

When he moved into a Home4Me home, Cliff acknowledged that his depression was a big issue. He had lost all sense of self and purpose and just felt like staying in bed all day. When his asset coach introduced him to Growing Lives, the first activity he took part in was the bike club. He built his own bike which made travelling to get the Growing Lives minibus much easier. Cliff soon noticed that the additional exercise was very beneficial

to his emotional, mental and physical health. He began losing weight and enjoyed the happy endorphins he gained by getting up early and cycling.

Cliff's confidence has been growing ever since. He had lots of skills which he hadn't used since his breakdown. He has excelled in the wood workshop at Growing Lives and has been teaching others to improve their skills.

He's ventured out of his comfort zone too, and tried some activities he would not normally do. Growing Lives has helped Cliff to make positive friendships, stop smoking, improve his eating habits and learn some new recipes. He has also discovered some new strategies to cope with his anxiety.

Photo by Jon Legge



Photo by Jon Legge





Financial Overview

It is still a tough financial climate for supported housing providers, with austerity measures continuing, a cap on rent increases and national changes to welfare benefits. Despite these challenges, Derventio's overall income has continued to grow, rising for the sixth consecutive year and with a larger increase than last year, at 8.5% greater. For the sixth year we have made a modest surplus in line with our aim to build our reserves. Our balance sheet is positive, with net assets of £591,000.

£7.5m

Income

£6.8m

Expenditure on housing

£630k

Expenditure on other projects

£81k

Operating surplus

Looking Ahead

Few people could have foreseen the challenges that 2020 would bring. The coronavirus pandemic is having a huge impact on all of our lives



Being there to offer suitable housing, safety and support is as crucial now as it has ever been. We have adapted our services and taken part in joint initiatives to do things differently, share good practice and work in partnership to keep our services running. We have also been able to expand Home4Me to a new area in East Staffordshire.

This is a tough time, but for many of the people we work with uncertainty and continual anxieties are nothing new. We are facing a unique opportunity to make long-term changes and not merely go back to how things were before.


Derventio will continue to deliver housing, employability, health and personal development services that are flexible, adaptable and work with people in ways that suit them.

Thank You

You, the people, groups and partner agencies who have worked alongside us have made the successes and achievements of the last ten years possible. We want to say a special thank you to the amazing 47 organisations listed below as well as all the individuals who have supported us over the years.

Alchemy Foundation
 Amber Valley Borough Council
 Anton Jurgens Charitable Trust
 Arts Council England
 Blue Arrow Recruitment
 Broxtowe Borough Council
 Buzz Gym Swindon
 Cannock Chase District Council
 Carriers for Causes
 Chatsworth House
 Chesterfield Borough Council
 Chesterfield Health & Wellbeing
 Partnership
 Chimera Consulting
 Countryside Properties
 Derby City Council
 Derby Homes
 Derby Museum and Art Gallery
 Derbyshire County Council
 Erewash Borough Council
 European Social Fund
 Foundation Derbyshire
 Framework Housing Association
 Freemasons of Derbyshire Fund
 Gift Wellness Limited

Gloucester City Council
 Groundwork Greater Nottingham
 Grow Wild
 Life Cycle UK
 Mayday Trust
 MTH Consulting
 Multi Faith Centre
 The National Lottery Community
 Foundation
 New Horizon Church
 North East Derbyshire District Council
 Nottingham Road Methodist Church
 Office of the Police and Crime
 Commissioner for Derbyshire
 Outdoors for All
 Shacklocks LLP
 St Andrew's Methodist Church
 Stafford Borough Council
 Swindon Borough Council
 Tamworth Borough Council
 Tom Carey Fund
 The Tudor Trust
 Two O'Clock Club
 Vicar's Relief Fund
 Wavelength



How you can get involved

Donate

Visit 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. We can help - just ask!

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.

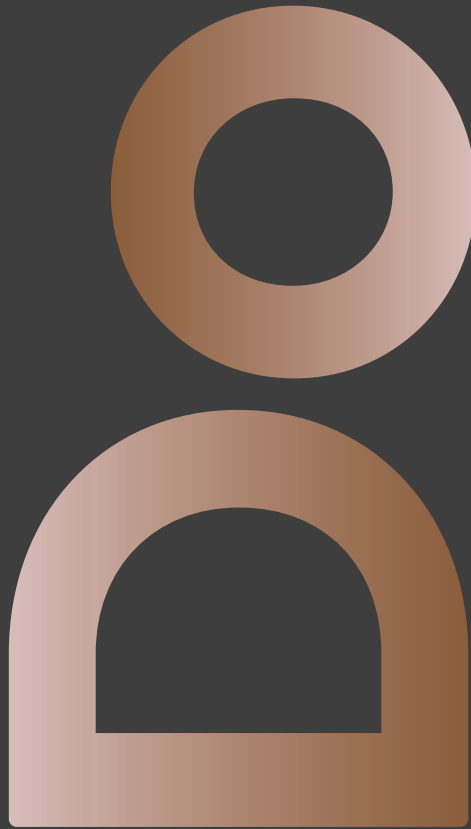
Lease your property

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

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01332 292776

Derventio

People Really **Do** Matter



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