

Derventio

People Really **Do** Matter



Wayne has found a new lease
of life through Growing Lives

Annual Report 2020/21

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



This year our services have been more crucial than ever – we have provided safe and secure housing and support to some of the most vulnerable people in our community during the unprecedented crisis of Covid-19. The pandemic meant that we had to quickly adapt our services to ensure that we could operate safely and within national guidelines.

Our priority has been to ensure that residents, staff and everyone we work with is safe and supported. I am proud that throughout the year we were able to provide a continuous housing and support service and give ongoing support through our employability and Growing Lives projects.

We have done more than ever before and worked closely with local authorities so housing is available for the people who need it most. In Derby we provided additional bed spaces over winter to support the Severe Weather Emergency Provision (SWEP) and in Burton we launched a new service to reach people who are homeless and facing significant barriers in their lives.

Despite a tough year, the people we work with have shown remarkable resilience and in this report we share some of their achievements and successes.

Derventio staff have all made huge extra efforts to make sure that everything kept running with the least possible disruption. We are proud of each and every one.

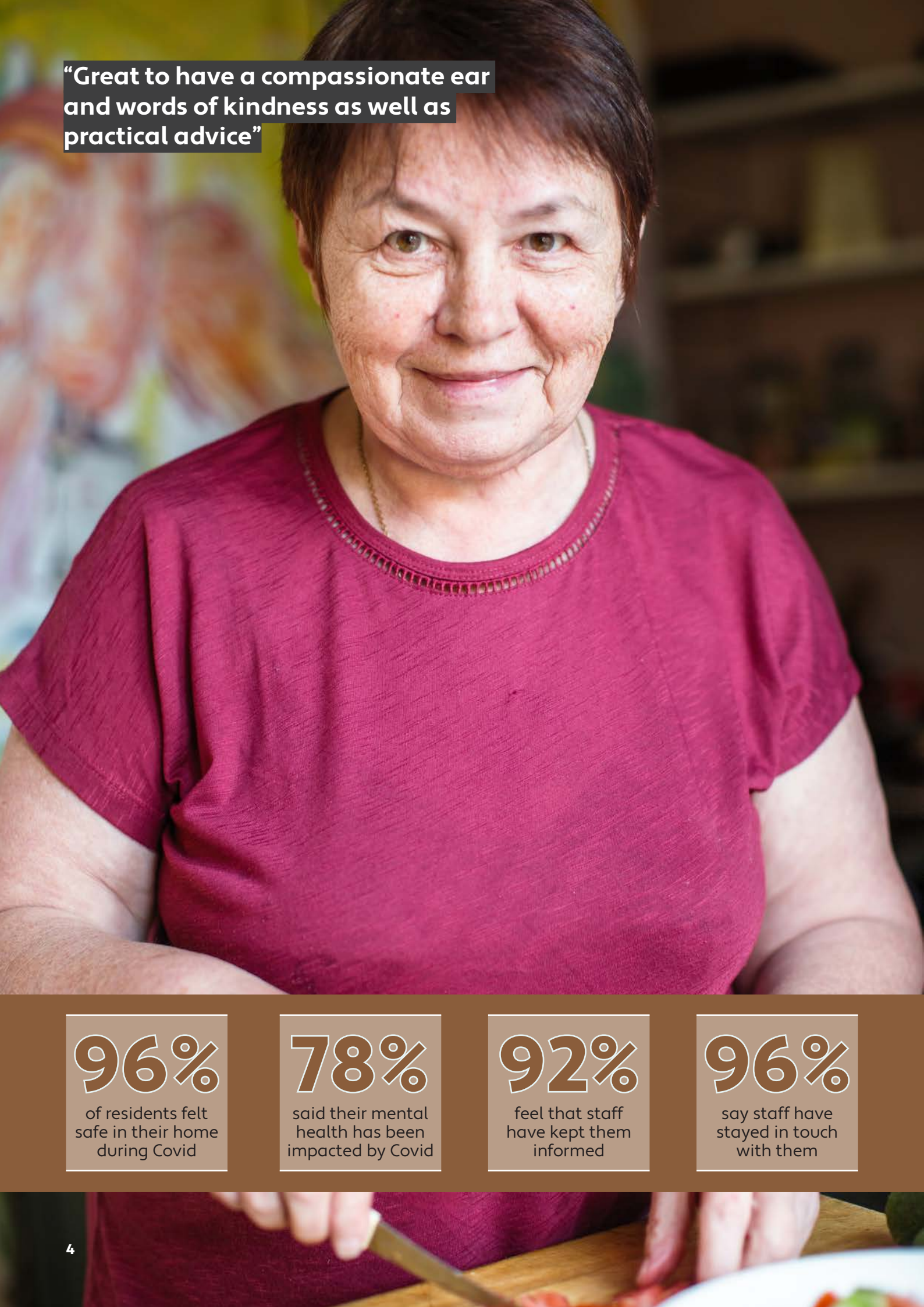
I would like to end by thanking everyone who has worked with us this year, from our excellent staff team to all of our partners, funders and supporters. Together we have helped 1,237 people to take positive steps towards a more independent, secure and safe future.

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.



“Great to have a compassionate ear
and words of kindness as well as
practical advice”

96%

of residents felt
safe in their home
during Covid

78%

said their mental
health has been
impacted by Covid

92%

feel that staff
have kept them
informed

96%

say staff have
stayed in touch
with them

How we responded to Covid-19

A Challenging Year

We have had to adapt our services this year in response to Covid-19. Here are some of the things we have done differently:

Changing how we work

For fifteen months, we carried out all the interviews with applicants for our housing over the phone. We put up screens for when people did come into our offices, at reception and in interview rooms. All the staff areas were re-arranged to be Covid-secure, with more distance between workstations and screens. Some staff worked mostly from home, others came into the office on a rota system. Fortunately, our computer systems were already well set up for remote working and many staff have laptops, so we were well prepared.

Support for individuals

Staff made a real effort to keep in contact with people even when they couldn't meet face to face. This included regular phone calls to provide reassurance, guidance and support. They also came up with creative ideas such as quizzes and craft packs to give people something to do – many people in our housing don't have TV or internet. We found that people wanted to continue seeing their support officers, so we kept face-to-face contact as much as possible, using Covid-security measures such as social distancing and hand hygiene.

Emergency housing during the coldest months

We went beyond what we usually do alongside partners in Derby as part of the city's Severe Weather Emergency Provision (SWEP) between December and March. We had a dedicated house for 4 people and 11 people moved on from this to our housing.



Partnership working

Working alongside agencies, partners and groups, we were part of joint initiatives to do things differently, share good practice and work together to continue to provide high quality services that still meet the needs of our communities. We gave people third and fourth chances, putting a hold on evictions wherever possible, and working closely with local authorities when it wasn't.

Community support

We had some fantastic support from the community, including donations to our Coronavirus Appeal and grants for much-needed items like food parcels, mobile phones and laptops. Thank you!

Activities and ideas for lockdown

We created a distraction pack filled with puzzles, activities and ideas of things to do at home. This was given to all Derventio residents and participants. It was also shared with partners and was used by organisations across the country.

Stay at Home Activities & tips to get through the lockdown



Supported Housing

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, are a refugee, or are suddenly homeless after a relationship breakdown.

We invest time with each resident, giving personalised support and connecting people 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.

Throughout the Covid-19 crisis, we have continued to deliver all of our housing and support provision and have worked closely with local authorities to make sure that people are not out on the streets.

Over winter we also set aside accommodation for people whose lives would have been at risk if they had been sleeping rough overnight as part of Derby's Severe Weather Emergency Provision (SWEP).

The pandemic led to additional challenges for many of the people we work with, including less support available through services which had to close or reduce their provision; anxiety and worsened mental health; digital exclusion and feelings of loneliness and isolation.

Our support staff have been there for each person to give support, reassurance and guidance to help residents feel safe and know they are not dealing with the situation alone. They have also provided the usual support with everything from benefits to finding employment.


In 2020/21 over 1,000 people lived in Derbyshire supported housing. Most people stayed for about a year before moving on to longer-term housing. We welcomed 501 new residents during the year and worked in 12 local authority areas. ■

Brian's Story

Brian lost his wife and daughter and found himself in debt in the family home he had lived in for 40 years. He was referred to Derventio's supported housing service and moved into a shared home in Long Eaton.

Because he had a small private pension, Brian was only eligible for a small amount of Universal Credit. His low income and arrears meant that he was struggling to move on to a long-term home.

Brian reached pension age whilst living with Derventio, and became eligible for a local older persons housing scheme. He has now moved to a 2-bed home and is living independently.



“Being in the house has made my life better. I feel more relaxed and have less worries.”

This year we worked alongside 1,026 people

89%

of residents said that they feel more confident

92%

said they are making positive changes

92%

are gaining the skills to avoid homelessness

93%

would recommend Derventio to other people

The Junction

The Junction is a nine-bedroom property designed to give homeless people a fast-tracked way into supported accommodation

The Junction is a new approach that gives potential residents the chance to meet staff, get to know about Derventio's services and take part in a variety of induction activities. As people find out what we have to offer, we have the opportunity to get to know them in a strengths-based way, without long assessment forms or interviews.

The project was launched in January 2020, just two months before the first lockdown. We continued to run The Junction, but it was of course seriously impacted by the pandemic and we were not able to deliver the project as originally planned.

Many of the residents are young people who have never lived independently before or have recently spent time in prison, while an increasing number of people have fled their homes because of domestic abuse. ■

Last year we worked alongside 58 people

83%

of residents moved on to positive accommodation

Kevin's Story

Kevin had always lived with his family, until a domestic incident meant he had to leave. Kevin has a learning difficulty and struggles with reading and writing. He also has depression and felt that his physical and mental health were deteriorating. He had been caring for his disabled sister for six years and found the task increasingly demanding and overwhelming.

When he came to The Junction, Kevin's experiences had left him feeling very unsure of himself and his self-esteem was low. We helped Kevin to register with a GP and referred him to a counselling service. We also provided assistance with benefits, independent living and understanding Covid-19 guidance.

Kevin has engaged well with the counselling service and has been making his own health appointments. He is due to view an independent permanent property. In the meantime he has been referred to our support team to ensure that his transition to independent accommodation goes smoothly and that the move is sustainable.

Going the extra mile

Extra Support

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

Some residents living in Derventio's supported housing face multiple challenges and benefit from extra one-to-one support from our dedicated Support Coach team. For many people, these everyday challenges have been exacerbated by the pandemic.

This is a highly personalised service, with each person having the level of contact that is right for them. During this period we worked with people to maintain their accommodation, improve mental and physical health and motivation, manage money 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. 34 of the people we worked with during the year have now moved on to longer-term housing. ■



Last year we worked alongside 235 people

14%

supported to move on to suitable housing

38%

supported with their mental health

32%

supported with managing money and budgeting

18%

supported with drug / alcohol recovery

Personalised support into housing

Home4Me

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 to rebuild their life. Housing and support officers build up trusting relationships and together explore people's strengths, interests and aspirations.

Following two successful years in Derby, in April 2020 the service was extended for a further 12 months.

It was also commissioned by East Staffordshire Borough Council to run for twelve months in the Burton area. It was an interesting time to launch a new service in the midst of a pandemic, but by working closely with the council we could offer this service to the people needing it most.

Despite the challenging times, both services met their targets. ■



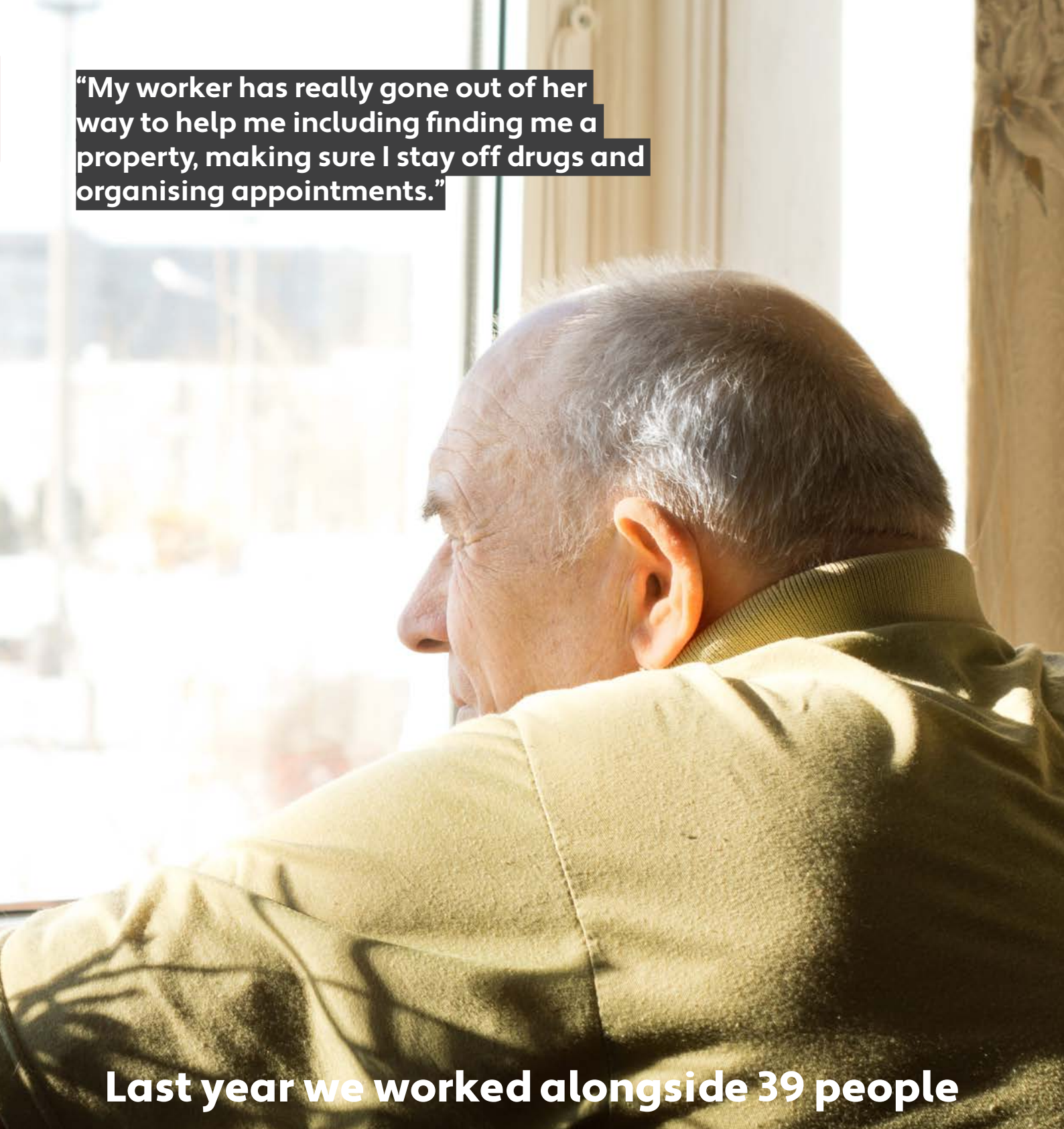
Mae's Story

Although only 21, Mae needed a fresh start following years of domestic violence, sexual abuse and psychiatric admissions. She came to Derby and moved in with her new partner, but soon realised he could be violent so she had to leave.

Home4Me was able to provide Mae with suitable housing and offer additional help through our support service. Mae is now working with her support coach with the goal of becoming more independent. She is learning to manage her finances, benefits and health appointments, and keeps her flat in excellent condition.

Mae has several mental health conditions including extreme anxiety and PTSD, as well as autism. She had numerous episodes of self-harming and suicide attempts. With help from her support coach, Mae is now accessing mental health appointments and counselling. She is also learning to cook which is helping her to better control her eating disorder.

Mae still has a way to go, but now she has moved to her own place she is very much on track to leading a fulfilling life, and hopefully achieving her dream of working with children.

A photograph of an older man with grey hair, seen from the side, looking out a window. He is wearing a green sweater. The background is bright and out of focus, showing what appears to be a city street with buildings and trees.

“My worker has really gone out of her way to help me including finding me a property, making sure I stay off drugs and organising appointments.”

Last year we worked alongside 39 people

62%

moved on
to positive
accommodation

46%

kept a roof over
their head for six
months or longer

37

additional people
were supported
from past years

31

people were
supported with the
Empowerment Fund

Healthy Futures

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.

Healthy Futures works alongside hospital patients who are homeless or have no suitable accommodation for when they are discharged. We give people a roof over their head, 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 16 people from Chesterfield and the surrounding areas. We met all our targets, with positive outcomes and feedback from patients. ■



Barbara's Story

While Barbara was in hospital with blood clots, she contracted Covid-19 and sepsis resulting in the loss of sight in her left eye. She was a long-term illegal drug user which had resulted in relationship breakdowns with her partner and family. She had no home to go to when she was discharged.

Barbara was referred to Healthy Futures and moved into a Derventio home. With support, she has applied for benefits, opened a bank account and improved her independent living skills.

Barbara continues to lead a drug free life and is planning to seek longer term recovery support. Her physical health is improving and she is becoming more mobile.

A close-up photograph of a woman with curly brown hair and black-rimmed glasses. She is looking down at a small white cup she is holding with both hands. Her expression is calm and focused. The background is softly blurred, showing what appears to be a window with natural light coming through. The overall tone is warm and intimate.

"I'm getting closer to independent living"

Last year we worked alongside 16 people

81%

reduction
in hospital
admissions

94%

of primary care
appointments
were attended

75%

of participants'
mental health
improved

100%

of participants
would recommend
the project

Overcoming barriers to employment

Opportunity & Change

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 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.

The programme brings opportunities to people who are furthest from the labour market. We have stayed in touch with every participant throughout the pandemic, continuing to provide personalised advice and support. Navigators have spent 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.

Alongside the usual support, personal navigators have been providing activity ideas to help people stay busy during lockdown, and dropping off food parcels to people who need them, as well as helping them make progress on their personal action plans.

This year the project opened up doors for training, volunteering and employment for 43 people across Amber Valley, Derbyshire Dales, Erewash, Derby City, High Peak and Eastwood. ■



Stephen's Story

Last year Stephen was sleeping in a horsebox and taking Class A drugs after his life fell apart. He was referred to Opportunity and Change and his personal navigator started the process of finding him a new home, which included getting a bank account, hiring a removal firm, sorting out housing benefit and registering for council tax and utilities.

Eventually Stephen moved into a flat and is now facing a brighter future, with his drug-taking days behind him and all the paperwork he struggled to deal with now sorted.

Stephen was so grateful for the support that he wanted to give something back to help others in similar situations. He donated £50 to Derventio's Empowerment Fund, which helps people buy essential items to help achieve their goals.

Stephen is looking forward to the future in his new home

Last year we worked alongside 43 people

12%

of participants
went into training
or employment

14%

took part in
courses or
volunteering

67%

were supported to
reduce barriers in
their lives

Towards Work

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.

The pandemic has made it incredibly difficult to find work, but we have continued to support everyone on the programme with guidance, activity ideas and general support to address any difficulties they are facing, as well as helping people move forward on their goals in life. ■

Rob's Story

Rob was suffering from depression and had been out of work for a year. He was volunteering at a charity shop and was interested in getting paid work in retail.

Together, Rob and his work coach updated his CV and Rob took part in interview skills training. He struggled during lockdown, and his support coach supported him with weekly calls and gave him resources to help his mental health.

It was a difficult time to find work in retail, so Rob agreed to consider cleaning jobs which could lead to retail work in the future. He enrolled onto a course, and was soon offered a job. He is now happily in employment and has resumed his volunteering.



Last year we worked alongside 37 people

15%

of participants
went into training

37%

achieved positive
job outcomes

11%

were supported
with job search

Boosting skills and confidence

Growing Lives

Growing Lives is a safe and supportive place where people can learn new skills, socialise, eat healthily 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.

Growing Lives is all about teamwork, group activities and spending time in a positive environment. The guidelines around social distancing would have made this really difficult, and so we took the tough decision to temporarily close Growing Lives during the height of lockdown.

A lot of people come to Growing Lives regularly. It is a place where they can meet up with people, enjoy taking part in activities and discuss anything that's on their mind. The last thing we wanted was for anyone to lose this crucial support network – especially at a time when we were all feeling anxious and confused.

Growing Lives tutors kept in constant contact by phone and text with all of the people who would normally be at the project. They provided a listening ear for people to discuss any worries – about coronavirus or anything else. They made sure that people understood the latest guidance on staying safe, and knew what to do if they had symptoms. Tutors also gave out lots of ideas for activities that can be done at home, and hand delivered craft and recipe packs.

We reopened as soon as we could, as an essential support group, with reduced numbers, social distancing guidelines in place, and some activities such as cooking suspended. During the year we worked with 18 people. ■

Adam's Story

Adam lived alone and was extremely isolated with minimal contact with other people. His previous social interaction was limited to the pub and he had not been going due to lockdown. He continued to drink alone at home and was regularly binge drinking and spending days in bed.

When he first came to Growing Lives, Adam spent one day a week in the craft room to help him slowly build up his confidence. He was very quiet and did not communicate much with the tutors or other participants. Over time he has grown in confidence, and he is now engaging in more activities.

Adam is looking forward to building his own bike in bike club and taking this for rides down the canal path. He now feels more motivated to reduce his drinking.

"I love coming here because my troubles leave me and if they follow me I talk it out with staff"
- A Parade of Banners, funded by the Arts Council

Last year we worked alongside 18 people

39%

of participants feel more confident asking for help

44%


feel more confident about speaking in a group

28%

feel that their health has improved

28%

are thinking more positively about the future



When Will came to Derventio's Home4Me project he had a history of offending and was dealing with substance misuse issues. After 18 months of support he was drug and alcohol free and moved into his own flat. Two years after he moved on from Home4Me Will contacted us to tell us that he's now back in touch with his family, who are delighted with his progress. They recently all got together when he was invited to his niece's wedding.

Financial Overview

This was an unusual and difficult year for many social enterprises. We were lucky that our core activities were not greatly affected and therefore our income continued largely as before. Expenditure on Covid-security measures such as screens, PPE and hand sanitiser was also somewhat offset by savings on staff travel. As a company we invested more in technology to enable the staff to deliver the services while the country was locked down.

Derventio's overall income continued to grow modestly, rising for the seventh consecutive year, this time by 5%. For the seventh year running we have made a modest surplus – 7% more than last year – in line with our aim to build our reserves. Our balance sheet is positive, with net assets of £677,944.

£7.5m

Income

£7.4m

Expenditure on housing

£460k

Expenditure on other projects

£87k

Operating surplus



Looking Ahead

This year has been a challenge, bringing unexpected change and disruption to our services and there have been some difficult moments. However, the experience has highlighted many positive aspects within our company, staff team and community. As we move forward we hope to embrace the resilience, adaptability and community spirit that has characterised the year.

The pandemic is likely to have significant consequences in terms of unemployment, poverty and access to housing, potentially leading to increased levels of homelessness in the coming months and years. Evictions from private rented tenancies were put on hold, but when released, there are likely to be more people needing our help.

We will continue to provide our current housing, employability, health and personal development services. We are also excited to be launching some new projects, including expanding our supported housing into Warwickshire, and supporting young people into education, training or employment with a new project, Skills for the Future. We have a new partnership with Derbyshire Wildlife Trust and Inspirative Arts to develop a Buddy scheme for people at Growing Lives to support others and learn new skills themselves.

Looking ahead, we are committed to doing all we can to continue to provide these crucial services, working closely with our community partners to make sure that everyone has a safe and secure home and the tools to build a better future.



Thank You

This year has really highlighted the importance of community. Our work this year has been made possible by all of the people, groups and partner agencies who have worked alongside us. We want to say a special thank you to all the wonderful organisations listed below as well as all the individuals who have supported us during the year. You are amazing!

Alpkit Foundation
Amber Valley Borough Council
Arts Council England
Asda Foundation
Asda Swindon Haydon
Blue Arrow Recruitment
Broxtowe Borough Council
Business in the Community
Cannock Chase District Council
Chesterfield Borough Council
Chesterfield Health & Wellbeing Partnership
Claire Phillipson's Yoga
Derby City Council
Derby Homes
Derbyshire County Council
Derbyshire Motorcycle Lodge 9950
Dunelm
East Staffordshire Borough Council
Erewash Borough Council

Erewash Voluntary Action
Foundation Derbyshire
Framework Housing Association
Groundwork Greater Nottingham
Leeds Building Society Charitable Fdn
Lees Brook Community School
Localgiving
Mansfield Building Society
Millie's Cookies
North East Derbyshire District Council
Padley Group
The Scrapstore
Shacklocks LLP
Solid Rock Parish Derby
Stafford Borough Council
Swindon Borough Council
Tamworth Borough Council
Tesco Bags of Help
Waitrose Swindon



**Clare McShane of Shacklocks
delivering Christmas donations**

How you can get involved

Donate

Visit localgiving.org/derventio to make a secure online donation

Buy items for residents

Visit givetoday.co.uk/derventiohousing and buy items that will be sent directly to us to be given out to residents.

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

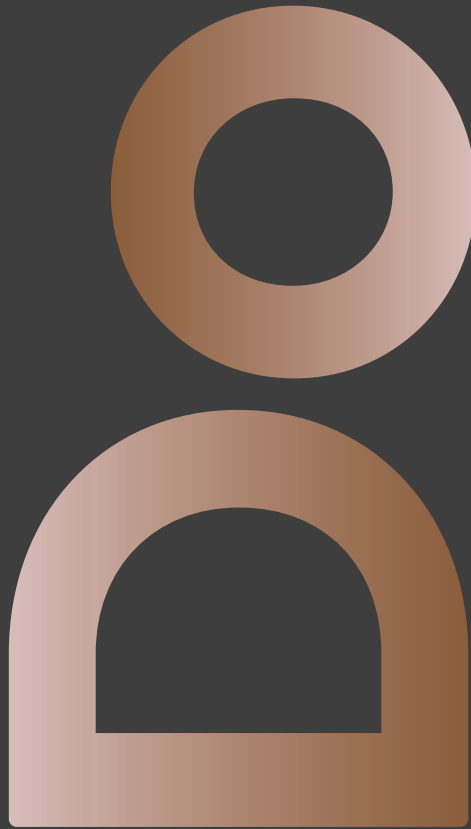
Choose a job that positively impacts on the lives of others. Visit our website for the latest career opportunities.

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.

Derventio

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