

Derventio
People Really **Do** Matter



Ben Ludford and Vix Gardner in Derventio's first house in Warwick

Annual Report 2021/22



Welcome

Welcome

Through everything we do, Derventio's aim is to support people to build a life and thrive, and over the last year we have supported people with their housing, health, wellbeing, employability and skills. As all of our lives continued to be impacted by Covid-19, 2021-22 was a challenging year, but it was also a year of significant growth and achievements.

After operating differently in 2020 due to the pandemic we continued to prioritise the safety of residents, staff and everyone we work with – operating safely and being adaptable where needed. I am particularly proud of our staff, who responded to these changes with professionalism and resilience.

The year also saw some exciting developments, including the expansion of our housing service into Warwick, a national award for our employability services and a new buddying scheme for Growing Lives. You can read about all of these and more inside this report.

In 2021-22 we worked with more than 1,400 people. I hope this report gives you an idea of why our services are needed and how we make a real difference to people's lives.

Thank you for reading.

Sarah Hernandez

Managing Director

Our work at a glance

Last year Derventio supported 1,409 people to take positive steps towards a more independent, secure and safe future.

Derventio Housing Trust is a registered social landlord providing housing and support for people facing homelessness. We offer safe and secure accommodation and work with people to overcome their challenges and gain security and stability in their lives, with the goal of eventually moving on to longer-term accommodation. Alongside supported housing, we run additional projects to promote employability, skill-building and personal development.


Our mission and values

Our mission is to use our integrity, expertise and passion to give people the opportunity to have a more positive future. We achieve this using our three core values:

- **Integrity**
Do the right things in the right way
- **Transforming**
Design and try new ideas
- **Proactive**
We get on and do more

 **NOTTINGHAMSHIRE**
Broxtowe

 **DERBYSHIRE**
Amber Valley
Bolsover
Chesterfield
Derby
Derbyshire Dales
Erewash
High Peak
North East Derbyshire
South Derbyshire

 **STAFFORDSHIRE**
Cannock Chase
East Staffordshire
Stafford
Tamworth

 **WARWICKSHIRE**
Warwick

 **WILTSHIRE**
Swindon

A safe and secure place to call home

Everybody has the right to a safe and stable home. Our supported housing is here for people who have nowhere else to go.

Since our earliest days, supported housing has always been Derventio's core service, at the heart of everything we do. We provide housing - with the necessary support - for people who were sleeping on the streets, living in insecure housing or had nowhere to go after leaving care, hospital or prison. Our homes give people the security and breathing space they need while they prepare to move on to long-term housing.

People living in our housing are also dealing with difficulties or barriers in their lives - such as poor mental health, drug or alcohol dependency or experience of trauma. We invest time with each resident, giving personalised support on anything from setting up benefits, developing the skills and confidence to live independently and practical help to find and move to a long-term home. We also connect people to other services if needed. Our flexible approach means that people can benefit from a secure and stable environment, and move on when the time is right for them.

We work with local authorities and property owners to provide shared and single accommodation in homes across the community. In 2021-22 we worked with Warwick District Council to provide 16 new units of housing in Warwick and Leamington Spa.

In Derby we worked with the local authority to provide Severe Weather Emergency Provision (SWEP) at The Bridge. This gave people sleeping on the streets a warm and safe place to stay during the coldest months of the year, with more dignity and privacy than a traditional night shelter.

During 2021-22 more than 1,000 people lived in Derventio supported housing. We welcomed 554 new residents during the year and worked across 14 local authority areas. Residents stayed for an average of 11 months before moving on to longer-term accommodation. ■

1,080

people worked with during the year

89%

of residents said they feel more confident

90%

said they are making positive changes

94%

are gaining the skills to avoid homelessness

95%

would recommend Derventio to others



Simon's Story

CASE STUDY

Simon had been living in a rented house for over two years when his landlord asked him to leave as he was selling the property. Simon was anxious about what to do, and sofa surfed with friends for a while. He eventually went to the council and they referred him to our supported housing.

“When I first moved in I was anxious and didn’t know what to expect”

He moved into a Derventio shared house, and was welcomed by his housemates. Simon had never lived in supported housing before, and didn’t know what to expect. He wanted to move to long-term

housing, and so the first thing we did was help him to apply to the social housing register.

Simon needed less support as time went on, and he was happy to secure his own independent accommodation through bidding for social housing. His support worker helped Simon to move and settle into his new place. This included helping him to apply for free furniture and white goods, and making sure all of his benefits were changed over.

Simon is thankful for the support he received, and doesn’t think he would have obtained his own tenancy without the support and guidance provided by Derventio.

Extra support for those who need it

Support Coaches work with residents who need additional help to maintain their accommodation, navigate the benefits system and access other services.

204

people worked with during the year

74%

dealing with overlapping challenges

45%

supported with their mental health

36%

supporting with managing money

14%

supported to move on to suitable housing

Some people living in Derventio's supported housing are facing multiple or overlapping challenges, or need more guidance in areas like budgeting or self-care. Anyone needing any extra support could work with our team of dedicated Support Coaches.

Our support is person-led, with everyone receiving support in a way that suits them. Staff give encouragement and guidance while people make their own decisions and choices.

During the year we worked with people to improve their mental health, reduce drug or alcohol use, maintain their accommodation, manage money, develop motivation and living skills and look after their physical health. 29 people have now moved on to longer-term housing. ■



Practical help to achieve goals

Set up with a donation from a former Derventio resident, Sylvester's Fund means that people can buy essential items to help achieve their goals.

138

people supported during
the year

32%

supported with household
items

19%

were helped with training
or employment

18%

bought phones to reduce
isolation

£110

average spend per person

Sylvester Cichowski was supported by Healthy Futures in 2017. Sadly, he developed terminal cancer. We supported him to move to a care home with Polish staff, who could talk to him in his first language and made him meals he remembered from childhood. He chose to leave his money to Derventio. With it we set up Sylvester's Fund to help people with the little extras that make all the difference.

This could be something as simple as a fridge to help someone settle into their new home or shoes for a job interview. But Sylvester's Fund is not only about helping people into housing and employment. We are here to promote self-worth, confidence and motivation. The Fund has paid for running shoes so someone could join a 10k run, mobile phones to make sure people can stay in contact with services and friends and even a book of Shakespeare plays to reignite someone's passion for literature.

During the year we were able to distribute a total of £15,134. This is funded through grants and donations. We also put some of our own money into the Fund. ■

Bill's Story

CASE STUDY

Bill had been living in a hostel, but was struggling. He had a history of alcohol use which had contributed to him becoming homeless. When he came to Derventio he settled in really well but was keen to have his own accommodation. We helped Bill to register on Homefinder and he was offered an over-55s property within a few weeks. Bill accepted the property but needed furniture and furnishings. Sylvester's Fund granted him the money to buy a bed and bedding. Bill is now settled in his new home and has stopped drinking.

Personalised support for complex problems

Home4Me is for people who feel trapped in homelessness. We give personalised support to find a home and address complex, overlapping challenges.

Being homeless is detrimental to all areas of life, from health to personal relationships. Home4Me works with people who are excluded from some services and face extra barriers – often long-standing – that make it difficult for them to escape their situation. We give people practical help to find a home and provide support in areas where it is most needed. This could include accessing health services, maintaining a tenancy, safeguarding or rebuilding relationships.

Housing and support officers build up trusting relationships and give support in a positive, asset-based way that builds on people's strengths, interests and aspirations.

"I had an amazing worker. She gave me time, space and respect. She never judged me, she just helped wherever she could."

The people we work with through Home4Me are facing multiple complex challenges, and many have been in and out of homelessness services for years, even decades. Our aim is to work alongside people so they can make long-lasting changes and escape this vicious cycle for good.

Throughout the year the service operated in Derby with funding from Derby Homes. We worked with 49 people, all of whom were homeless alongside other problems such as poor mental health, addiction and physical health problems. We supported 16 people into positive longer-term accommodation, including social housing, private rented and supported housing. This is a significant achievement for people who many have been homeless for years and have been asked to leave accommodation time after time. ■

49

people worked with during the year

47%

left in a positive move

30%

kept a roof over their head for 6 months or more

86%

were supported with mental health issues

29%

were supported with alcohol issues



Jenny's Story

CASE STUDY

Jenny had an alcohol addiction and she was struggling to beat it. She had tried rehab before but it had never worked. She was drinking heavily, and to fund this was turning to prostitution.

Jenny's Home4Me worker found a rehab centre and shared the information with Jenny. She was reluctant at first, but by the worker's next visit, Jenny had called them to arrange an interview.

Jenny has now completed the first stage of her rehab treatment. She has also moved into her own tenancy and started a job as a part time receptionist.

The support from Home4Me gave her the encouragement and guidance she needed at a time when she felt stuck in despair.

Better health, wellbeing and housing

Healthy Futures works with people who would be homeless when they are discharged from hospital, providing support in housing, health and wellbeing.

Homeless people face serious health inequalities and often have ongoing health issues that lead to repeat hospital admissions. There are also people who find that their housing is no longer suitable for them to go back to because of a disability or mobility issues. Without the stability and security to take care of their health, some homeless people end up using hospital and health services more than they need to.

In partnership with Chesterfield Borough Council, we work with patients from the town and surrounding area who are in the Chesterfield Royal Hospital and the Hartington Unit and facing homelessness. We give people a roof over their head so they can be discharged as soon as they are well enough. We work with them to find a secure place to live and then provide support to help them settle into their home and manage their health.

The project benefits the NHS as people can be discharged sooner, use health services better and are less likely to be readmitted to hospital. It also has a significant impact on individuals, leading to improved health and wellbeing and secure housing.

Last year we worked with 15 people who were homeless in hospital. All faced deep and overlapping challenges; almost all struggled with mental illness as well as homelessness and other issues. The reduction in use of urgent care services from our intervention, in collaboration with health and community services, led to savings of £46,043. People were supported across a range of areas, including housing, debt, accessing other services and helping people to reconnect with their family. 80% were provided with accommodation in Derventio supported housing.

In March 2022 our funding was renewed by Chesterfield Borough Council, and we look forward to continuing to deliver this service in the coming year. ■

15

people worked with during the year

83%

saving to the health community

80%

reduction in hospital admissions

90%

reduction in 999 use

89%

reduction in emergency attendance



Andrew's Story

CASE STUDY

Andrew was in hospital after taking an overdose when he lost his job and his home, which came with the job. He was still grieving the recent loss of his mother, and everything had become too much for him. He was depressed and cutting himself. He severed tendons in his arm, which led to permanent damage. Andrew was also drinking, but didn't see this as a problem. He had been diagnosed with autism.

His Healthy Futures worker arranged for Andrew to move into a Derventio supported housing home when he left hospital. Healthy Futures also helped

Andrew to get help with the tendon damage to his arm, understand how his mental health affected his life, and motivated him to keep his flat tidy and cook for himself.

Andrew secured himself a place at university to do a Masters degree in electronics and found his own private rented accommodation to move into. His dad died of cancer just before his first term, but with Healthy Futures' help he coped better than he thought he would. Andrew is settled at university and doing very well.

Overcoming barriers to employment

Opportunity and Change is part of the national Building Better Opportunities (BBO) programme, funded by the European Social Fund (ESF) and The National Lottery Community Fund (TNLCF).

As a delivery partner with the programme, Derventio is working with people in Derbyshire who face multiple challenges and barriers. The project provides a pathway to work for unemployed and economically inactive people facing severe and multiple disadvantage. It is delivered by a partnership of community-based organisations across D2N2 (Derby, Derbyshire, Nottingham and Nottinghamshire), led by Framework.

Opportunity and Change is here to help people who are unemployed and face extra barriers getting back into work. Two thirds face three or four barriers like mental ill health, drug or alcohol use, homelessness, domestic abuse or an offending history. Personal Navigators provide one-to-one mentoring to help individuals furthest from the labour market to address and resolve the barriers that are holding them back. We use our connections with local employers and training providers to help people find the right opportunities for them

Our Opportunity and Change manager, who also leads on Towards Work and Skills for the Future, was recognised this year with a national award. Julie Howells won the Frontline Manager of the Year award at the ERSA Employability Awards 2021. She was recognised for her exceptional work leading a team and supporting people into employment during a challenging year.

During the year we worked with 99 people across Amber Valley, Derby City, Derbyshire Dales, Eastwood, Erewash, High Peak and South Derbyshire. ■

99

people worked with during the year

23%

took part in training

6%

went into employment or volunteering

23%

improved their mental health

71%

increased their confidence





Jay's Story

CASE STUDY

Jay is 22 and lives with his large family in an overcrowded house.

When he came to Opportunity and Change, he was unemployed, but had previously worked in a betting shop. This had led to a gambling addiction. He was betting as much as £200 almost daily.

One of the first things Jay's Personal Navigator did was support him to get an autism assessment, which showed that he meets the criteria for autism spectrum disorder. This was important for Jay as he knew that his behaviour was different to others and now he finally had a reason. His Navigator also supported him with his benefits, as he was not receiving the full amount he was entitled to.

Jay then joined Gamblers Anonymous,

which has helped him to reduce his gambling to only occasional £10 bets.

His Personal Navigator helped Jay to get onto a Personal Development Course to improve his confidence. He wants to find a job as an accountant, and so he went on to complete Basic Accountancy Level 1 and has recently started Level 2. The Personal Navigator helped with organising a laptop so he could participate in online learning throughout lockdown. Jay is enjoying the course and feels that he is on the right path to getting a career in accountancy.

Jay is now looking for private accommodation so he can live with his partner, move away from the overcrowded situation and have space and independence.

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 partnership 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 people who have never worked.

Work Coaches provide 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, including mental health and disability services. A dedicated job broker works with local employers to find opportunities for volunteering, work experience or placements and paid work.

In 2021-22 we worked with 104 people in Derbyshire. ■



104

people worked with during the year

27%

went into employment or volunteering

44%

took part in training courses

63%

improved their confidence

56%

improved their communication skills



Beth's Story

CASE STUDY

Beth was 55 when she was referred to Towards Work. She had been out of work for 30 years due to raising a family and caring for elderly family members. She had anxiety issues, a lack of confidence and self-belief and felt that her age would be a barrier to getting work. Beth didn't have any formal qualifications but had previously worked as a factory operative and cleaner.

Her Work Coach encouraged Beth to consider a confidence course, but Beth felt too anxious to engage. They also discussed taking part in a retail training course, but Beth was convinced she wouldn't get a job because of her age so didn't enrol.

The Work Coach suggested some volunteering might help. Together they visited some charity shops within

walking distance of Beth's home and made applications.

Beth was offered a volunteering role and started volunteering for half a day, which gradually went up to two days a week as she was really enjoying it. In the meantime she signed up to talking therapy to address her anxiety. Beth began to build up a routine, felt less isolated and had a positive focus. The manager was impressed by her hard work, initiative and help she gave to other volunteers.

Three months after starting her volunteering role, Beth was offered a part time job at the charity shop, and now works there full time. She feels more positive and is able to make plans for her future.

Supporting young people into employment

Skills for the Future gives personalised support to help young people take the next steps towards education, training or employment.

Skills for the Future is part-funded by the European Social Fund (ESF), delivered in a partnership led by Futures. This was a new service for us in 2021-22, and we worked with 35 young people during the year.

Being unemployed while young is linked to long-term reductions in wages, increased chances of subsequent periods of unemployment and poorer health outcomes. For young people who are facing homelessness or living in insecure housing, the chances of unemployment are high.

Skills for the Future gives young people support to find employment. We also provide advice and guidance on maintaining a tenancy and building independent living skills. Anyone who needs it is given support to find and move into suitable accommodation.

Having somewhere safe to live means that the young people we work with can focus on any other barriers they are facing, such as mental ill health or substance misuse. This support and stability in turn means that they are more likely to find and stay in employment. ■



European Union
European
Social Fund

39

people worked with
during the year

71%

took part in job search
activities

31%

took part in training
courses

15%

went into employment

11%

volunteered



Nathan's Story

CASE STUDY

17-year-old Nathan was referred to Derventio by social services. He moved into Derventio supported housing. He has minimal contact with his parents, so relied on his Skills for the Future worker for support and information. She supported him with paying bills and understanding how benefits work.

They developed a positive relationship and over time Nathan's punctuality to

appointments improved. After lots of discussion and encouragement, Nathan decided that he wants to turn his life around.

With support, he applied to Derby College to take a Motor Vehicle Level 1 course. He is very keen to begin the course and feels that he has a positive future ahead of him.

Boosting skills and confidence

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, weekly walks, cookery and crafts. The aim is to support people to build the skills and tools they need to follow their personal goals and reach their potential.

In 2021 we were awarded funding from Derbyshire County Council to run a new scheme training current participants to become peer mentors. The Buddies help newcomers to settle in from their first day, whilst adding to their own skillset at the same time through training from Inspirative Arts. So far, four people have been trained as peer mentors.

The funding was also used to set up a new partnership with Derbyshire Wildlife Trust. Participants travelled out to places such as Shipley Country Park and Erewash Canal as part of a 12-week course where they learnt bushcraft, identified birds and trees and cooked on open fires.

Other highlights of the year included holding a Recovery Walk as part of national Recovery Month and a visit to Mount Cook Adventure Centre.

For most of the year Growing Lives was operating with reduced numbers because of the pandemic. We worked with 27 people in total, some of whom are residents in Derventio supported housing and some were referred by other agencies. Many people's changes might seem small but they are significant, including developing a new routine, making friends or feeling more confident.

Gardening is one of the most popular activities at Growing Lives, and leads to multiple benefits such as better physical and mental health. We have exciting plans to improve the Growing Lives garden in 2022/23, including creating an outdoor kitchen and installing a new greenhouse. ■

27

people worked with during the year

15%

took part in training courses

30%

are feeling optimistic about the future

30%

are feeling more confident

26%

have improved their cooking / healthy eating



Growing Lives participants learning bushcraft with Derbyshire Wildlife Trust

Zoe's Story

CASE STUDY

Zoe was referred to Growing Lives via the Recovery Partnership. She was struggling with her mental health and in recovery from alcohol. Her confidence was very low and she didn't find it easy to speak in groups or mix with other people.

Over the past year Zoe has attended Growing Lives regularly and engages in craft activities, gardening and the walking group. While she is still experiencing difficulties with her mental health she has abstained from alcohol

for the past year and her confidence in social situations has improved substantially. She has made friends with other participants and has attended the gym with them. They have also gone on walks together at the weekend.

Zoe has completed the buddy training and is now supporting other people on project within the buddy role. She is confident to introduce herself to people, show people around the project and support them within activities.

Financial overview

This year, Derventio's income was broadly similar to last year, as were outgoings, surplus and reserves. In such a difficult climate, it is pleasing that we were able to maintain our position.

Like everyone else, including individuals and charitable concerns, we are anxious about impending cost of living increases, particularly in energy costs, with so many properties on our books. We are implementing cost saving measures and piloting new ways to save money on utilities bills, and are hopeful that these will prove successful.

£90k

Surplus

£7.9m

Income

£6m

Expenditure

£768k

Reserves

Looking ahead

This year has seen a sharp increase in the cost of living. As inflation and household costs have risen, benefits and wages have failed to keep pace. This crisis is leaving people on low incomes at higher risk of eviction and homelessness. In addition, people who were already struggling to make ends meet will find it harder to escape poverty and insecure housing.

Homelessness takes a heavy toll not just on individuals, but also on society as a whole. We will continue to do all we can to provide secure housing and to support people to thrive in their community. We are working closely with local authorities to make sure housing is available for the people who need it the most. We will continue to offer financial support to individuals who are struggling through Sylvester's Fund. And we will deliver learning and skill-building projects and work with employers and other providers to connect people to opportunities in education, training and employment.



Thank you to our partners and supporters

We would like to deeply thank all of the people, groups and partner agencies who have supported us this year through donations, grants and partnership working. You have helped to provide homes, support and opportunities to 1,409 people. Without you our work would not be possible. Thank you!

Amber Valley Borough Council
Arnold Clark Community Fund
Bisley
Blue Arrow Recruitment
Bolsover District Council
Cannock Chase District Council
Chesterfield Borough Council
Chesterfield Health & Wellbeing Partnership
Chesterfield Royal Hospital
Chimera Consulting
Derby City Council
Derby Homes
Derbyshire County Council
Derbyshire Voluntary Action
Derbyshire Wildlife Trust
Derventio Charitable Trust
East Staffordshire Borough Council
Erewash Borough Council
Erewash Mental Health Association
Erewash Voluntary Action
Foundation Derbyshire
Framework
Futures Group
Gateway Furniture

Gold Crest Chartered Surveyors
Groundwork Greater Nottingham
HACT Energy Hardship Fund
Harbour Project
May Hearnshaw's Charity
National Lottery Community Fund
North East Derbyshire District Council
Ockbrook and Borrowash Techcycle
Phoenix Project
Ripley Academy
Rolls-Royce Fund
Sabina Sutherland Charitable Trust
Shacklocks LLP
St Martin in the Fields
Stafford Borough Council
Swindon Borough Council
Swindon Food Collective
Tamworth Borough Council
The Duke of Devonshire's 1949 Charitable Trust
University of Derby
Walcot Community Shop
Warwick District Council

We also want to thank all of the people who have agreed to share their story or photo in this report. These images and real-life experiences are a valuable way to 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 people's anonymity.



Jackie Carpenter, Jamieson Frost and Toby Perkins MP celebrating Starts at Home Day

Derventio

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