

Annual Report 2022/23

Derventio
People Really **Do** Matter



Ryan Williams took part in the National Recovery Month walk alongside Growing Lives participants

Welcome

Housing is the foundation of a community, and over the last year Derventio has been proud to have provided a safe secure home for more than 1,000 people across twelve local authority areas.

Being homeless is detrimental to all areas of life, from health to personal relationships, and a key part of our service is to work with people to address these overlapping and complex challenges. This has led to positive outcomes including better mental health, reduced isolation, more confidence, new skills and better health and wellbeing.

During the year we continued to deliver additional services to promote confidence, health and skills. After more than five years of supporting people into volunteering, training and employment, two of our employability services came to an end. We also saw some growth and developments, including the launch of a new service, The Bridge.

I would like to thank everyone who has worked with us this year, from our excellent staff team to all our partners, funders and supporters. As more and more people are facing significant cost of living pressures, our work provides a lifeline to people in our communities. Together we are making a difference.

Thank you for reading.

Sarah Hernandez

Managing Director

Secure Housing

Safe and secure housing is the foundation of what we do. We provide shared and single-occupancy housing in areas in the East Midlands, West Midlands and South West.

NOTTINGHAMSHIRE
Broxtowe

DERBYSHIRE
Amber Valley
Chesterfield
Derby
Erewash
North East Derbyshire

STAFFORDSHIRE
Cannock Chase
East Staffordshire
Stafford
Tamworth

WARWICKSHIRE
Warwick

WILTSHIRE
Swindon

Our Mission and Values

INTEGRITY

Do the right things
in the right way

TRANSFORMING

Design and try
new ideas

PROACTIVE

We get on
and do more



Our work at a glance

Personalised Support

Every resident is given support to address any challenges they are facing and move into longer-term accommodation when they are ready.

Our specialist services **Home4Me** and **The Bridge** give new chances to people who have been excluded from other housing with highly tailored support alongside housing.

Healthy Futures works with people who are homeless in hospital, providing suitable accommodation and personalised support.

Everyone we work with can access **Sylvester's Fund** for financial support.

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Skills and Confidence

All of our services promote independence, health and wellbeing. We also run additional projects to give people opportunities for personal development.

Opportunity and Change and **Towards Work** supported people to overcome barriers to employment.

Growing Lives offers a range of skill-building activities to help build confidence and reduce isolation.

Supported Housing

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

Supported housing is Derventio's core service, at the heart of everything we do. We provide housing and support for people who were sleeping on the streets, living in insecure housing or had nowhere to go after leaving care, hospital or prison. Many people are dealing with additional challenges, such as poor mental health, drug or alcohol use 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.

This year we have made changes to make sure that every resident gets all the support they need. This has included simplifying our staff structure and redefining the roles of housing and support staff. We have also upgraded our case management system to In-Form by Homeless Link, which has led to increased efficiency.

During 2022-23 more than 1,000 people lived in Derventio supported housing. We welcomed 578 new residents during the year and worked across 12 local authority areas. Residents stayed for an average of ten months before moving on to longer-term accommodation.

A safe and secure place to call home

“

The room you provided was amazing. So warm, accommodating and modern. I have had so much support. I've been looked after and I have enjoyed my time here.

Being here I have become stronger - mentally and more controlling of my near-finished addiction (alcohol).

I am eternally grateful to everyone who has helped me along my journey to mental and physical recovery.

Keep doing what you're doing - its made a huge, positive difference to my life - and to my future.

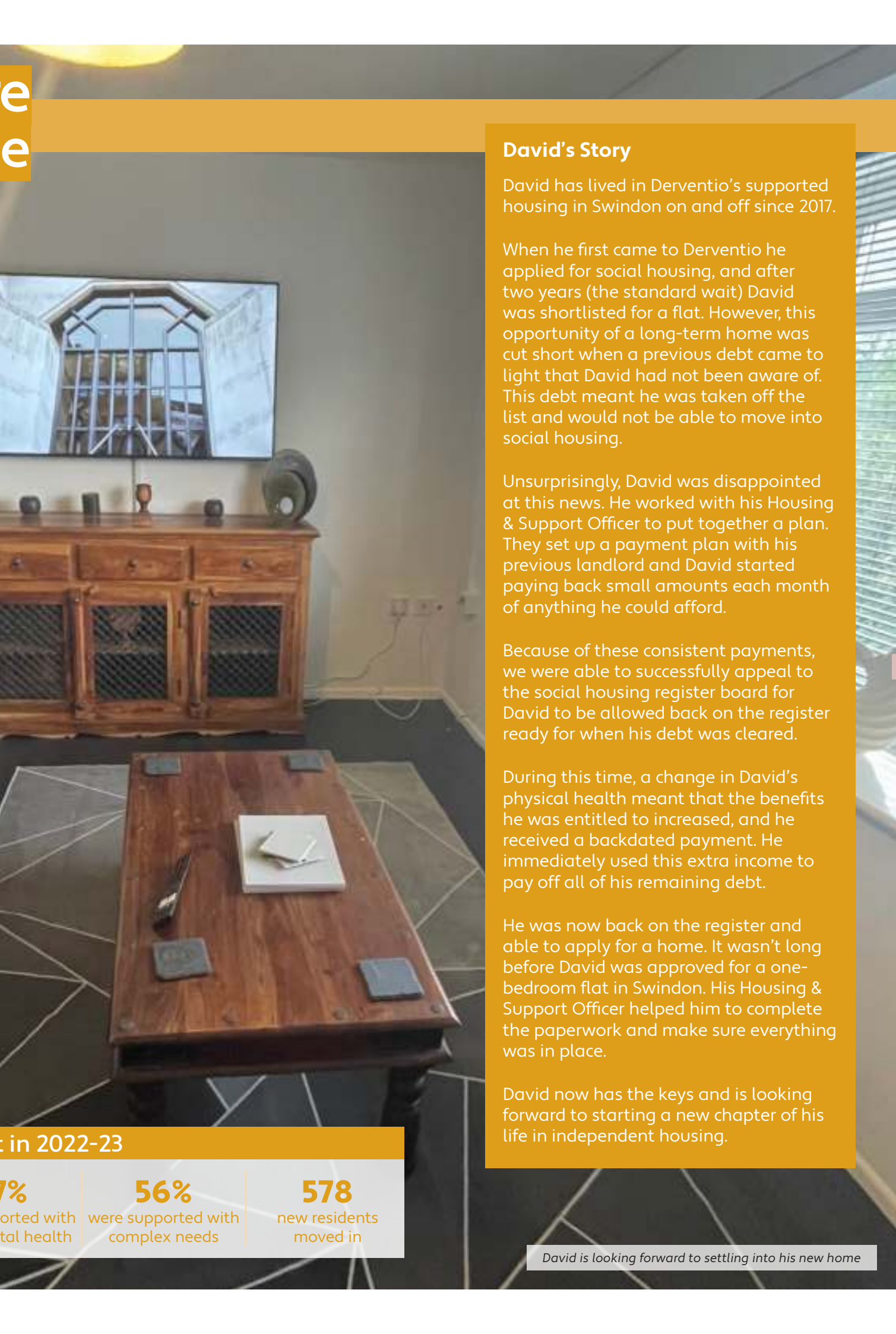
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Our impact

1,078
people worked with
during the year

59%
had experience of
rough sleeping

67%
were supported
through their men



David's Story

David has lived in Derventio's supported housing in Swindon on and off since 2017.

When he first came to Derventio he applied for social housing, and after two years (the standard wait) David was shortlisted for a flat. However, this opportunity of a long-term home was cut short when a previous debt came to light that David had not been aware of. This debt meant he was taken off the list and would not be able to move into social housing.

Unsurprisingly, David was disappointed at this news. He worked with his Housing & Support Officer to put together a plan. They set up a payment plan with his previous landlord and David started paying back small amounts each month of anything he could afford.

Because of these consistent payments, we were able to successfully appeal to the social housing register board for David to be allowed back on the register ready for when his debt was cleared.

During this time, a change in David's physical health meant that the benefits he was entitled to increased, and he received a backdated payment. He immediately used this extra income to pay off all of his remaining debt.

He was now back on the register and able to apply for a home. It wasn't long before David was approved for a one-bedroom flat in Swindon. His Housing & Support Officer helped him to complete the paperwork and make sure everything was in place.

David now has the keys and is looking forward to starting a new chapter of his life in independent housing.

in 2022-23

7%

supported with
mental health

56%

were supported with
complex needs

578

new residents
moved in

David is looking forward to settling into his new home

“

I just wanted to send a message of thanks for your support when my life was pretty crap. I appreciate it so much.

I'm now happy in my flat and a new career as a support worker myself for people with autism, learning difficulties, eating disorders etc. I'm now on trial for senior/team leader and have already been appointed as someone's key worker.

My experience and your support has made me want to help others and my life is amazing right now. Thanks soooo much for helping me when I was at my lowest.

”

Craig's Story

Craig had a difficult start in life. He was abandoned as an infant. In his teenage years he started having behavioural issues, became involved with crime and was sentenced into a Young Offenders Secure Unit. He has spent most of his adult life in prison.

When Craig came to Derventio supported housing he had additional support needs around his mental health. He was in crisis, having suicidal thoughts, self-harming and was at risk of causing substantial harm to both himself and others.

His Housing & Support Officer helped Craig to arrange and attend appointments with local mental health services and his GP. They helped to ensure his prescribed medication was ordered, collected and managed.

Craig was also supported to address his physical problems. This included practical help to arrange and attend hospital appointments.

Craig had built up several debts and was receiving multiple letters from debt collection agencies, bailiffs and court summons, all of which impacted on his mental health.

We worked with Craig to reduce the outstanding debt and put payment plans in place.

With his debts now cleared and support in place around his physical and mental health, Craig is now in a much better place and has not committed any further offences.

Derventio uses private sector leasing, working with local authorities and property owners to provide shared and single-occupancy housing in ordinary homes dispersed across towns and cities. This means that residents can feel part of their community and have the space to develop their independent living skills and create social connections.

Our dedicated staff team deliver personalised strengths-based support and have a deep understanding of the barriers faced by residents.

Before joining Derventio as a Housing and Support Officer, Kayleigh worked as a mechanic, beautician and cleaner. In 2021 she was homeless for eight months:

"I tell residents I've been in a similar situation myself after a relationship breakdown. I was there. I understand. I've been depressed and suffered anxiety. I try to encourage them to think you can do anything if you put your mind to it."

The property owners we work with are also key partners. Mike Alder has been leasing properties to Derventio for the last decade, and says he has enjoyed a highly positive experience:

"All of us can struggle from time to time, can't we? You just need a bit of a helping hand and a bit of support: to have a roof over your head and to have somewhere safe and secure where you can stay."

"What I like about Derventio is that they provide that support. They help get people back on their feet."

Sylvester's Fund

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

Sylvester Cichowski was supported by Healthy Futures in 2017. Sadly, during this time he developed terminal cancer. We supported him to move to a care home with Polish staff, who talked to him in his first language and made him meals he remembered from childhood. He chose to leave his money to Derventio and we used it to set up Sylvester's Fund.

The rising cost of living has significantly impacted on the people we work with. Sylvester's Fund has been a lifeline for people across all our services who are struggling to afford essential items. People used the fund to buy household items when they moved on to their own home, mobile phones to stay in touch with services, and for training.

The Fund is flexible and can be used for whatever people need the most or items that will help them with their confidence or goals. One person was in hospital and used Sylvester's Fund to buy a pair of pyjamas. Another used it for train tickets to attend a physical assessment for their new job. These small grants can make a huge difference to people who would struggle to buy these items themselves.

We invest some of our own money, but Sylvester's Fund wouldn't be possible without grants and donations. We are extremely grateful to everyone who contributed to our winter appeal which raised £2,000 for the Fund. Thanks to all this support we were able to give a total of £16,391 to 162 people in 2022-23.

Gary's Story

Gary was made redundant from his job and could not afford to feed his family. He came to Derventio for help from our employability service, and soon got the opportunity to take a qualification course. He needed a pair of steel-capped boots which he could not afford to buy for himself. He was able to buy the £50 boots through Sylvester's Fund.

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If I could rewind two years ago now, I was sitting in my garage crying my eyes out because I couldn't afford to feed my family and my relationship had broken down. With hindsight, I wish I could lean over and say to myself: 'You've got this. Don't worry.' But I was utterly alone.

I had my first go at tiling and I thought, 'I might be really good at this!'

I'm well into my year's course in tiling now. I absolutely love it. It's therapeutic. It's hands-on. I am creating my livelihood with my hands.

Two years ago I saw myself in a hole I was never going to get out of, not living, just existing. Now I'm at the top of that hole, looking down, and I'm so grateful I'm not there anymore.

”

Financial support to take the next step

£16,391

given thanks
to your support

Gary Turnbull has been helped back on his feet with new steel-capped boots bought through Sylvester's Fund

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Our impact in 2022-23

162

people supported
during the year

43%

supported with
household items

16%

helped with training
or employment

19%

bought phones to
reduce isolation

£101

average spend per
person

Home4Me and The Bridge

Home4Me and The Bridge give personalised support to help people find a home and address complex, overlapping challenges.

Home4Me works with people who are facing multiple complex challenges. 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.

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 or rebuilding relationships.

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

The Bridge is for people who have left prison and are facing multiple additional challenges that make it harder for them to access services and accommodation. Our housing gives them a chance to try out living in supported accommodation. If it works out many people move on from The Bridge to Home4Me.

Both services are funded by Derby Homes and operate in Derby. We have received continuation funding to deliver the service in 2023-24.

Will's Story

Will is no stranger to homelessness. He has slept rough in the past and had recently been evicted from a hostel due to drug use. When he was referred to Derventio he was living in temporary B&B accommodation.

Will has spent a lot of his life in and out of prison. He has a history of substance use and has suffered with mental illness for several years.

Will moved into a one-bed flat provided by Home4Me and his support worker spent time with him each week - supporting him to update his details for Universal Credit and apply for social housing properties.

With the support, stability and encouragement of Home4Me, Will took several steps to improve his situation. He referred himself and engaged with recovery services to get his substance use under control and regularly attended his GP appointments to discuss his mental health. He also stopped interacting with people he knew were negative influences.

After just over a year of support through Home4Me, Will was offered a permanent home. He is now settled in his own accommodation and is continuing to engage with mental health and recovery services.

Our impact in 2022-23 - Home4Me

47

people supported during the year

48%

left in a planned move

38%

kept their home for 6 months or more

91%

were supported with mental health

45%

were supported with alcohol issues



Personalised support for complex problems

Jack's Story

Jack didn't know when to stop drinking once he started and this had led to him losing jobs and accommodation. He knew this was a problem but didn't have the confidence to seek help with his alcohol use.

When he came to The Bridge, we referred Jack to a recovery service. We also gave him ongoing support around his benefits, dealing with a police matter and looking for long-term housing.

Jack has now secured a job and has moved on from The Bridge to Derventio's supported housing. He continues to attend recovery appointments and his drinking is under control. He will soon be moving on to a private rented home.

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Our impact in 2022-23 - The Bridge

27

people supported
during the year

47%

left in a
planned move

89%

were supported with
mental health

75%

were supported
with drug issues

33%

were supported
with alcohol issues

Healthy Futures works with people who are facing homelessness when they are discharged from hospital. We provide housing and support around 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 in the Chesterfield Royal Hospital and the Hartington Unit who are facing homelessness. We give people a roof over their head so they can be discharged as soon as they are ready. 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. This could include setting up benefits or making referrals to other services.

Last year we worked with 19 people. All were facing deep and overlapping challenges, including mental ill health, drug use and physical health problems.

Healthy Futures means that people can be discharged sooner and are less likely to be readmitted to hospital. The reduction in use of urgent care services from our intervention, in collaboration with health and community services, led to savings of £48,814. People were supported in a range of areas, including housing, debt, accessing other services and help to reconnect with their family.





Benjy's Story



After suffering with mental health problems most days for years, also being homeless, I'm now a college student just starting a level 3 HE health profession diploma. I'm also applying to start university next year to study forensic science.

This really wouldn't have been possible without the help and support of Healthy Futures. It's been amazing, getting me funding for a laptop to do my coursework. There is a great set of supportive guys I've met since living here. I've lived in a few supported living places but the support I've received from Derventio, it's brilliant. There is no shaming when asking for support and help; I couldn't have done it without help.

As I look back and reflect on my life, if one thing is for sure I'm not willing to spend the next 20 years the same as I have in the past. All it takes is four years to become a forensic scientist, it's life changing it really is.

But I will be recommending Derventio 100%. I truly can't thank them enough for the support.

I really hope these few words can influence somebody and give someone the courage and determination to follow their dreams. Believe me when I say it is possible.



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Our impact in 2022-23

19

people supported
during the year

87%

saving to the
health community

88%

reduction in hospital
admissions

93%

reduction in
999 use

76%

reduction in
emergency visits

Opportunity and Change

Opportunity and Change was 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 worked with people in Derbyshire facing multiple challenges and barriers. The project provided a pathway to work for unemployed and economically inactive people facing severe and multiple disadvantage. It was delivered by a partnership of community-based organisations across D2N2 (Derby, Derbyshire, Nottingham and Nottinghamshire), led by Framework.

Opportunity and Change helped people who were unemployed and faced extra barriers getting back into work. Two thirds faced three or four barriers like mental ill health, drug or alcohol use, homelessness, domestic abuse or an offending history. Personal Navigators provided one-to-one mentoring to help people to address and resolve the barriers that were holding them back.

The five-year project has now come to an end. Opportunity and Change demonstrated that personalised employment and skills support can make a significant difference to people's lives. As a delivery partner we supported a total of 329 individuals facing multiple disadvantage to move closer to the workplace. We are proud to have been part of this partnership, and hope to use our learning and experience to support more people towards employment in future.

Marie's Story

Marie was pregnant when she found out she had two brain aneurysms. The surgery was successful, but Marie's mental health began to unravel and she spent some time in a mental health hospital unit.

As she started to recover, Marie was keen to get back into work. She has Fibromyalgia and needed a job that would be flexible. Her Opportunity and Change Personal Navigator helped Marie to get into counselling and access food parcels while she looked for work.

Her lightbulb moment came when she attended a funeral, and realised that stunning floral displays were all too fleeting. She set up her own silk flower business: Forever Flowers.

“

I've absolutely loved it. I have found I'm quite good at doing it. I do wedding flowers, table arrangements, I can pretty much do anything anyone challenged me with. The business has really taken off and I'm really chuffed.

I just feel that Derventio has helped me start my life again and gave me the confidence and the belief in myself to move forward.

To think of the person that I was, to what I am now, they are like two completely different people. I'm so glad I asked for help because if I hadn't, I wouldn't be here. I wouldn't have got this amazing life that I have got. I always loved art and a lot of my family said I was really good at it. I just never had the confidence to go through with anything – thanks to NHS and to Derventio, now I have.

”

Overcoming barriers to employment



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Our impact in 2022-23

35
people worked with
during the year

60%
took part in
training

49%
went into job search
or job searching

Marie Brown is living her dream life as a florist

Towards Work

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

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

Towards Work provided a person-centred service for people who were out of employment, particularly people who are over 50, young people, women returning to employment or people who have never worked.

From accessing education or training and securing a job, to ongoing in-work support, we were there for every step of the way. As well as personalised support and guidance, the project also linked to specialist support from our partner organisations, including mental health and disability services. A dedicated job broker worked with local employers to find opportunities for volunteering, work experience or placements and paid work.

The programme has now come to an end. We are proud to have been one of the delivery partners on this impactful project. Over the last five years we have supported 532 people with those vital first steps towards overcoming barriers and gaining employment.

Joshua's Story

18-year-old Joshua is very enthusiastic about cars and when he came to Towards Work he told us he was keen to get a job in the car industry.

Joshua has autism and struggles with reading and writing, which triggers anxiety and loss of focus. Because of this he doesn't feel confident with paperwork. He also feels anxious when meeting new people.

His Towards Work Work Coach helped Joshua with writing a CV, job searching and interview skills. They encouraged him to enrol and attend driving lessons. He successfully passed his theory test and his practical test is now booked in.

After intensive job searching Joshua was offered a job as a vehicle pitch cleaner at a prominent car retail establishment. During the interview Joshua discovered that his interviewer had experience with autism. This gave him more confidence and made him feel more comfortable speaking about his autism.

Joshua now works with a team of people which has helped his confidence in interacting with new people. His employers are very impressed with his work progress.



Next steps to employment

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Our impact in 2022-23

52

people worked with during the year

56%

took part in training

62%

went into a job or job searching

Growing Lives

Growing Lives is a safe and supportive place where people in recovery or facing other challenges can learn new skills, socialise, eat healthily and be active.

People take part in a range of activities including gardening, woodwork, walks, bike club, cookery and crafts. It's a place for people to improve their wellbeing and build new skills and confidence alongside support and mentoring.

We had some funding during the year to go out on a number of trips. Highlights included an overnight stay at Mount Cook Adventure Centre and trips to Newstead Abbey, Wollaton Hall & Deer Park and the Peak District.

In September Growing Lives was shortlisted in the Active Lives in Erewash Awards in recognition of our weekly walks. They are planned by staff and participants to be accessible and enjoyable ways to explore the local area and keep active. We also went on a 4-mile walk around Bennerley Viaduct to mark National Recovery Month.

Gardening is one of the most popular activities. Thanks to funding from Derbyshire County Council we bought a new greenhouse and gardening tools. Participants can have the full experience of growing food, harvesting it and cooking it in the Growing Lives kitchen.

Another highlight of the year was displaying artwork created as part of our Parade of Banners project at Wirksworth Festival and Belper Arts Trail.

We have had to reduce the opening hours of Growing Lives. However, the project remains popular and we are looking forward to continuing to deliver a range of activities over the coming year.

Kath's Story

“

Once drink gets into your system you start making a fool of yourself. You'll do anything for a drink. It makes me sick to think that's the person I once was. I nearly lost contact with my children altogether through alcohol.

What was good was that the people at Growing Lives never judged my addiction. They helped you. I really enjoyed the outdoors projects in particular, like our visits to Shipley Country Park. I'm an outdoors person.

If you were having a bad day you could talk to people about it. I came to see the people at Growing Lives as like a family. They were just there for you when you needed them.

They helped me through some really tough times. When I couldn't afford a proper meal they used to give me food to help me out until I got paid. As a result, I felt comfortable with them. If I had a problem they would resolve it with me and we'd get it done together.

I'm feeling good now. I know how destructive alcohol can be. But I now do alternative things with my free time. I spend time with my family, making up for the time I should have spent with them before. Now I'm back on track with a job and my own home. And it means a lot because all my family and especially my kids are so proud of me for doing what I've done, and how far I've come. If it wasn't for Derventio I don't think I'd be where I am today.

”

Boosting skills and confidence

Kath Gill has turned her life around after being homeless and unemployed

19

Our impact in 2022-23

21

people worked with during the year

20%

took part in training courses

35%

feel optimistic about the future

35%

feel more confident

20%

eat more healthily

Working Together

We would like to sincerely thank all of the people, groups and partner agencies who have supported us this year through donations, grants and partnership working. Without you our work would not be possible. Thank you!

Amber Valley Borough Council	Derbyshire Recovery Partnership	Marketing Derby
Bisley	Derventio Charitable Trust	Multiply
Blue Arrow Recruitment	East Midlands Chamber	North East Derbyshire District Council
Broxtowe Borough Council	East Staffordshire Borough Council	Outdoors for All
Bruce Wake Charitable Trust	Easyfundraising	Ripley Academy
Cannock Chase District Council	EMR Community Fund	Shacklocks LLP
Centrepont	Energy Efficiency Association	Skills for Life
Chesterfield Borough Council	Erewash Borough Council	St Martin in the Fields
Chesterfield Royal Hospital	Erewash Voluntary Action	Stafford Borough Council
Community Action Derby	Faithful + Gould	Swindon Borough Council
Community Foundation for Staffordshire	Foundation Derbyshire	Tamworth Borough Council
Department for Education	Gift Wellness Foundation	Tesco Extra
Derby City Council	Good Things Foundation	Vernon Robert Bowmer Charitable Trust
Derby Homes	Give Today	Walcot Community Shop
Derbyshire County Council	H2O	Warwick District Council
Derbyshire Police and Crime Commissioner	Joined Up Care Derbyshire	
	Localgiving	
	Mansfield Building Society	

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.



Changing lives with partnerships

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Faithful + Gould Partnership

This year Derventio had a fantastic opportunity to team up with Faithful + Gould, a global development consultancy specialising in the built environment.

Participants in Derventio's Building Better Opportunities programmes were welcomed to Faithful + Gould's Nottingham office to take part in a skills workshop day. They took part in valuable sessions including a CV workshop, training for interviews and other teamwork and skills building activities.

The event gave people a real confidence boost and was a truly inspirational day. Faithful + Gould put a lot of time and energy into their social value schemes, and partnerships like this have a real, tangible impact in the community.

Financial Snapshot

Derventio's income, outgoings, surplus and reserves have all increased since last year, showing healthy company growth.

Our focus continues to be on generating social value and investing in communities. We have taken steps to improve our efficiency and ensure value for money, including investing in a new CRM system.

Our finances in 2022-23

£8.7m

Income

£6.8m

Expenditure

£127k

Surplus

£895k

Reserves

22

Complaints Handling Performance

Derventio Housing Trust is a registered social landlord. We are members of the Housing Ombudsman Service and have a robust complaints policy.

As required by the Regulator of Social Housing, under the Complaint Handling Code, we completed our annual self-assessment. It highlighted some changes, including adding specific information on how to make a complaint to our website. There were also some minor changes to the policy.

If you would like a copy of our self-assessment, please contact us on 01332 292776 or info@derventiohousing.com



Derventio worker Carla Parkin accepting a donation of Easter



Looking Ahead

We plan to continue providing housing and support services within our communities.

We are currently preparing for new government reforms which affect the housing sector and will impact our work.

We fully support the private rented market and the need for affordable housing in the private sector. However, as many of the measures in the new Renters (Reform) Bill do not apply in the social housing sector, we are encouraging landlords who are impacted by the changes to consider leasing through Derventio.

The Supported Housing (Regulatory Oversight) Act introduces regulations and oversight to supported exempt accommodation. We welcome any changes that will prevent unscrupulous providers from providing substandard accommodation and support.

Derventio is currently working closely with the twelve local authorities where we provide housing to ensure that we have everything in place to meet the new requirements.

We also plan to continue delivering services to promote skill-building and employability. We have been awarded funding to deliver Multiply in Derby City – a project supporting people to build their numeracy skills.

And finally, we are working to strengthen our corporate partnership links so that we can collaborate with more like-minded organisations to build better futures through housing and support.

Derventio

People Really **Do** Matter



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