

# Annual Report 2023/24



**D**erventio Housing Trust exists to work with people who are facing tough times. We primarily support people experiencing, or at risk of homelessness, and some of our projects support people facing specific challenges, such as recovery from drug or alcohol use. We are proud to have provided an astounding two million beds since we began twenty years ago.

Homelessness is increasing across the UK, and it is harder than ever to secure a social housing or private rented sector tenancy. Our supported housing is a crucial lifeline for people who have nowhere else to go. During 2023-24 we provided housing for 1,213 people. We also deliver services to promote better mental health, reduced isolation, more confidence, new skills and better health and wellbeing.

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.

*Sarah Hernandez*

*Managing Director*

*We are grateful to 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.*

## WHAT WE DO

# Our Core Values

Our values guide our work everyday and inform all of our services

## 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

## 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.

## PERSONALISED SUPPORT

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

Our specialist services **Home4Me** and **The Bridge** in Derby give new chances to people who have been excluded from other housing providers and are at risk of sleeping rough. They give accommodation alongside highly tailored support.

**Healthy Futures** works with people who are homeless in hospital in Chesterfield.

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

## SKILLS AND CONFIDENCE

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

**Multiply** in Derby offers a creative way for people to develop their maths skills.

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

- 
- NOTTINGHAMSHIRE**  
Broxtowe
  - DERBYSHIRE**  
Amber Valley  
Chesterfield  
Derby  
Erewash  
North East 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.



Keith was delighted with his Home Sweet Home box when he moved into his own home after living in Derventio's supported housing in Swindon

## KEITH'S STORY (Swindon)

Keith moved into a Derventio property in Swindon after being homeless.

He suffers with mental health issues including anxiety. This caused some nervousness when Keith first signed up to the scheme, as he knew it would be shared. Fortunately, we were able to offer Keith a two-bedroom property minimising the number of people he would share with.

Keith made good use of his time in Derventio's housing. With the support of housing officers

he was able to focus on his mental health and prepare himself for eventually living independently. During Keith's time with Derventio he was diagnosed with autism which helped him to better understand himself.

Keith has come a long way, now living with confidence in independent accommodation. Keith does still suffer with his mental health. However, he manages it and engages well with agencies and has built up a better quality of life for himself.

Supported housing is Derventio's core service, at the heart of everything we do. We provide a room of their own, plus 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.

During 2023-24 more than 1,200 people lived in Derventio supported housing. We welcomed 643 new residents during the year and worked across 12 local authority areas in the East Midlands, West Midlands and South West. Residents stayed for ten months on average before moving on to longer-term accommodation.

## ROY'S STORY (Derby/Derbyshire)



*I am a social worker for one of your residents, Roy. I would like to give feedback about some of your staff members that I have been working alongside recently.*

*Your team have worked incredibly hard with Roy and other professionals to provide much needed support to him. The work they have done ranges from raising a safeguarding concern and highlighting concerns around abuse of a vulnerable man, increasing their visits from weekly to daily to complete safe and well checks, providing food parcels and ensuring he has the correct*

*appliances needed to cook with, offering him reassurance inc. emotional and practical support, changed the locks to increase safety, facilitated visits for myself, the crisis mental health team and the police to gain access when engagement was difficult - I am sure there will be much, much more!*

*Their hard work to build a relationship with this man has resulted in his voice being heard; he shared with them how he wanted to receive his care whilst experiencing a mental health crisis, which they advocated for. He has the outcome he wanted and is currently receiving treatment as an in-patient for a significant mental health condition. They have worked above and beyond on this case; it is a fantastic example of person-centred and partnership working. I wanted to bring this to your attention and say a huge thank you to the team.*



### SIMON'S STORY (Warwick)

Simon's life is looking great for him at the moment with his own place and a new baby boy, Lucas, born to him and his girlfriend Emily.

It's all very different to last year when he was living in a tent by a riverbank. Having struggled with drug use, he had lost his job and his home.

“ I was living in this tent and it was horrible. I was frozen. It was wet and cold. I tried to keep out of the way by a river. My girlfriend stuck by me though and she did stay with me on a good few occasions. I was just living and thinking, 'What's the point?' Basically, I was on the verge of giving up.

I was having to eat things like crisps and cold pasties. Obviously I was struggling for money because I had lost my job. I used to borrow a couple of quid off my mum: £2 or £3 to go to Lidl. I didn't really eat properly for three months.

Things began to get better for Simon when he sought help through his doctor. A housing charity helped him, then Derventio found him a shared property.

“ I can't describe the feeling. I felt so welcomed by the other residents there and I felt safe. It was just amazing. Being in a tent was so bad and the house I was moved into was really nice as well.

Through Derventio, Simon was supported to access doctor's services and has now made so much progress he has moved on into his own council rented home. He is retraining in landscaping and construction in order to find his way back into work.

Through Derventio's Sylvester's Fund his new property has been furnished with a fridge freezer, washing machine, cooker and four curtain poles.

“ Derventio has been very supportive, always answering the phone any time and making sure they were there for me. It just shows that there is support out there. You have just got to work with people ... and also help yourself a bit. Derventio is the biggest part of where I am now.



## OUR IMPACT IN 2023-24



**1,213** housed and supported



**44%** had experience of rough sleeping



**65%** were helped with mental health



**42%** were supported with complex needs



**643** new residents moved in

### ASH'S STORY (Staffordshire)

Ash is celebrating nine months drug free, but it has not come easily.



*Lee from Derwentio has been brilliant with my support and if I need him I know I can just get in touch and he will help me get it sorted. I think about using every day but I've got a chance and I choose not to.*

Last year Ash had just had enough of the cycle of offending and drug use he felt he was stuck in, and his offender manager gave him the break he needed. She got him into a recovery programme and he came across an old friend that he thought had died from drugs. She had been drug free for four years. He completed the programme and got the help he needed.



*It was the hardest thing I've ever done, harder than prison - 10 times harder. I could*

*leave any time and people challenged you. I've always been a bit of a jack the lad but that didn't work with them.*

Ash is now part of 12-step program and battles every day with staying off drugs – but he is determined to stay clean. He has since been working in a café in Burton and plans to help with the soup kitchen at the town hall.



*I do suffer with the disease of addiction but I am a success story. My advice to those with addiction is to join a fellowship like Narcotics Anonymous as that way they will stay clean.*

*I truly believe in a power greater than myself that has kept me alive. I'm grateful. I don't care about money, I care about helping the next addict get a day clean.*

*Now I want to change how people get treated when they leave prison. For recovery you have to change one thing: everything. I have feelings again as I was numbing them and that has been hard to deal with. I'm just grateful to be alive.*

*My career is going to be recovery based and I would like to mentor in prison and help get 'Better Ways' here in Burton.*

*I had to get help when I was ready but I would have listened to someone who had been through it as I would have been intrigued.*

*It is planting the seeds and for me seeing one of my friends who I thought was dead – she was my main inspiration.*

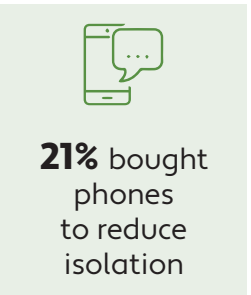
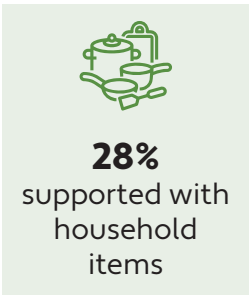
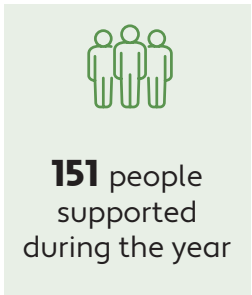
# Financial support to take the next step

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



Efrem used Sylvester's Fund to buy a new suit for his two-day assessment for a law scholarship

## OUR IMPACT IN 2023-24





Sylvester's Fund helps people across all of our services with one-off purchases they need either to move on from our properties or to help them with their life in some way.

During the year the fund was used to buy many different things, including a puncture repair kit so a resident could fix their bicycle and get to appointments, mobile phones so people can stay in touch with services and bus fare for someone to get to a medical appointment.

These small grants make a huge difference to people who would struggle to buy these items themselves.

Sylvester's Fund exists because of a gift left by a former resident. Sylvester Cichowski was supported by Healthy Futures in 2017. When he became ill with 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 Derwentio and we used it to set up Sylvester's Fund.

In the years since, we have invested some of our own money, but Sylvester's Fund would not be possible without grants and donations. Thanks to fantastic support from funders and individual donors in 2023-24 we were able to help 151 people, spending £13,206.

## EFREM'S STORY

Derwentio resident Efrem, a 33-year-old refugee who sought asylum in the UK from his native Eritrea, was shortlisted from 100 UK hopefuls from 72 UK universities to be in with a chance of winning a highly coveted scholarship set up in memory of murdered black teenager Stephen Lawrence.

To prepare for the two-day assessment in London, Efrem used Sylvester's Fund to buy a new suit so he could look business smart and feel more confident.

“ I've really wanted to be a lawyer from the beginning. I know I'm good at it. I understand complex logical reasoning. I've always been very ambitious. That was my interest but where I am from there are not the opportunities there are in England, and I want to thank the English government and the people for giving me the chance to live my dream.

My Derwentio housing and support worker Carla comes every Monday. I'm very happy. Derwentio will fix things for you immediately. They

motivate us, they come, and they chat to us every week.

Efrem has been volunteering for Upbeat Communities in Derby and has started a paid position there too. On arriving in this country, he undertook maths and English GCSEs, and has taken out a student loan to complete his Open University law studies.

Now he wants to use his story to help inspire others.

“ I'm especially interested in commercial law, and it's a dream for any commercial lawyer to work at Freshfields.

I meet many young people from different countries, and they don't know the opportunities that are there because in their countries there are no opportunities. All they think is that they are going to work at something and make some money to send to their families. That's good, but many people have lots of potential. I want to work with people to show them the way and offer them chances.

# Personalised support for complex problems

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



*Home4Me and The Bridge staff give personalised support to help people make long-lasting changes*

## TONY'S STORY

Tony had his own flat which he successfully maintained for 17 years, and he had not been in trouble with the police for 20 years. But following a bereavement, everything went wrong - the anxiety and depression that he had been living with became unbearable and he reached for drugs. He ended up in prison and lost his flat.

We interviewed him by phone in the prison, so we could offer him a place to live through The Bridge as soon as he was released.

Seven months after moving in, he had done so

well that he was moved to Home4Me. Another seven months later, he stepped down another level of support to Derventio's supported housing.

During this time, Tony's brother took his own life and his dad died, both of which hit him hard. He has ended his drug use with support from staff. We also helped him with clothes for the funeral, to access a dentist, apply for benefits including PIP, to attend appointments, which he found hard due to his anxiety, and supported him when he was in hospital.

Home4Me works with people who are at risk of sleeping rough in Derby. 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.

Launched in 2018, the service gives 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. A key part of the service is not giving up on people, finding creative solutions and being flexible.

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. We have received continuation funding to deliver the service in 2024-25 as part of the government's Rough Sleeping Initiative.

## OUR IMPACT IN 2023-24



**60** people worked with during the year



**40%** left in a planned move



**53%** kept their homes for six months or more

### CALLUM'S STORY



*I can't thank Derventio enough; they have helped my brother Callum find a home when he was at his most vulnerable. Callum has severe mental health issues which make life harder for him. He needs a lot of support and guidance, to ensure he can cope with life.*

*Derventio has gone above and beyond to ensure Callum had a place to live, they made sure the accommodation met all of his needs. They have taken the time to talk to Callum and get to know him as an individual, therefore being able to provide the appropriate support and guidance that suits him. Callum has had some ups and down due to his mental health; however Derventio staff have not judged him just given him the support he needs.*

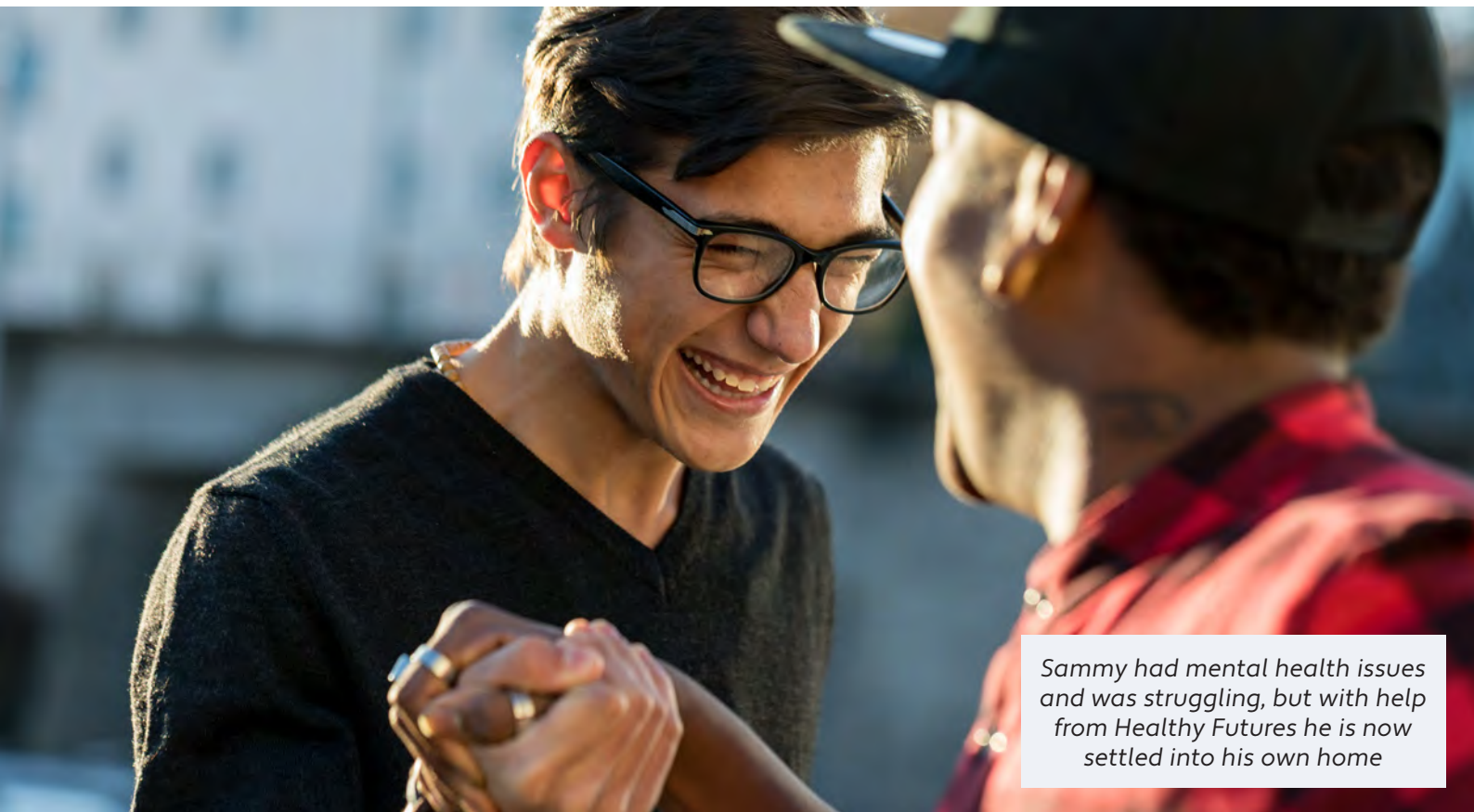
*As his sister, I am incredibly grateful that Callum has a supportive team behind him. Yes, Callum does have me; however I am one person and can only do so much, so it's nice to know it's not all on me and we both have Derventio to lean on when needed.*

*Derventio staff are friendly, easy to talk to and welcoming. They make Callum feel at ease as he finds it hard meeting new people. They check in weekly with him to make sure he is doing ok. They really do care and want to help people regardless of their stories. I thank them for seeing Callum for who he is and not judging him by his story. They see him as a person that needs some support and guidance and that's exactly what they have done for him. All people deserve the support and guidance from services like Derventio. They really do care and want to help.*

*They make the world that little bit better, one person at a time.*

# Better wellbeing, health and housing

Healthy Futures works with people who are facing homelessness when they are discharged from hospital. We provide housing and support around health and wellbeing.



*Sammy had mental health issues and was struggling, but with help from Healthy Futures he is now settled into his own home*

## OUR IMPACT IN 2023-24



**20** people worked with during the year



**67%** saving to the health community



**71%** reduction in hospital admissions



**36%** reduction in 999 use



**50%** reduction in visits to A&E

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 have dedicated housing that people can move to when they are discharged. We then help to find long-term accommodation when they are ready.

Last year we worked with 20 people. All were facing deep and overlapping challenges, including mental ill health, drug use and physical health problems. We support people to manage their housing and make sure they are getting the right help for their health conditions. During the year people were supported in a range of areas, including housing, debt and accessing other services.

The reduction in use of urgent care services from our intervention, in collaboration with health and community services, led to savings of 69%.

### SAMMY'S STORY

Sammy is 22 years old and has a diagnosis of paranoid schizophrenia. Because of his mental health, he gets very anxious and struggles with his paranoia when meeting new people and finds it hard to trust people. He had never lived away from home before, and had no experience of forms, paperwork, systems or processes.

Healthy Futures provided Sammy with a shared house and supported him to set up his benefits and get to know his new neighbourhood. He is now settled in his home and is looking for part time or voluntary work, and will soon be applying for longer-term housing.

### JULIE'S STORY

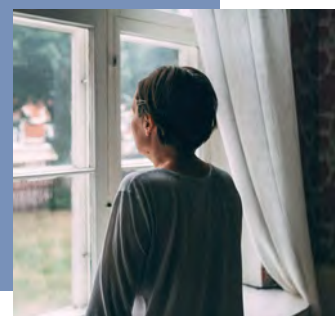
Julie had a previous career as a dental nurse, which she left to care for her parents. When they passed away she lost the property they were living in and her mental health and wellbeing went into decline. She started to have episodes of psychosis and became dependent on alcohol, drinking two bottles of wine a night.

Julie was admitted to hospital for her mental health and was a patient for four months. She was released with no fixed abode and ended up in unsuitable housing that had no cooking facilities, cost too much and was far away from friends and family, making her feel isolated.

When she was referred to Healthy Futures Julie moved into a shared house close

to her support network. We have supported Julie to apply for benefits, register with her local GP and build her independence.

A key barrier for Julie was her low self-esteem. She was very anxious and cautious about meeting new people, and was reluctant to leave the house and go out on errands. Since being with Healthy Futures, Julie is slowly becoming more able to engage with people and is getting on well with her fellow housemates. She is being encouraged to look for a part time job or volunteer work, which will further help build her confidence and prepare her for independent living.



# Boosting skills and confidence

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.



*The garden at Growing Lives is a place to relax, learn gardening skills and grow veg to make tasty meals*

## OUR IMPACT IN 2023-24

**28** people worked with during the year

**14%** went into training or employment

**36%** feel more confident about speaking in a group

**29%** feel better at mixing with other people

**25%** feel optimistic about their future

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

During the year we received funding from Derbyshire County Council to support people who are in recovery from drug and alcohol addictions. People in recovery took part in activities and accessed employability support. In September we celebrated Recovery Month with a treasure hunt event in Ilkeston, which gave people a chance to explore the local area and meet people from other groups.

Gardening is one of the most popular activities at Growing Lives, and it had a real boost in summer thanks to a generous donation. Leedale Ltd donated eight tonnes of topsoil which was used to improve the garden and grow more vegetables, including courgettes and carrots as well as lettuce, radishes, tomatoes, potatoes and beans.

Growing Lives has received further funding from Derbyshire County Council to continue supporting people in recovery in 2024-25.

## PAUL'S STORY



Paul secured a job as a paid co-ordinator of volunteers for Bike Back Derby, using his engineering skills to help others refurbish bicycles, and in doing so supporting people to get fitter through cycling.

It's a far cry from back in 2015 when Paul found himself unable to pay the rent after losing his job through poor mental health, which led to him being housed by Derventio Housing Trust.

At his housing officer's suggestion, Paul started attending Growing Lives.

Growing Lives has a large workshop where residents and others who use the service can get involved in repairing bikes.

The bike repair scheme involves refurbishing and making bikes using donated parts, so they can be used again.

Paul, who has now moved on to his own property, said:



*I used to like cycling and I've always been someone who likes taking things apart and finding out how they work.*

*The thing is that all bikes are different. There will always be something where you think: 'I've never seen that before'. I do like to do things with my hands.*

*Derventio Housing Trust got me out of a very difficult situation where I was. From Growing Lives I went into volunteering and then from volunteering I went into this job – all from being on the bike project.*

# Building numeracy skills

Multiply offers creative sessions to help people build their numeracy skills to get on in life and work.



James (pictured) taking part in a Multiply pop-up shop. People can buy crafts created by participants, with all money raised going to a local charity.

## ELENA'S STORY

Elena is from Russia and felt socially isolated before she took part in the Multiply pop-up shop. She had such a positive experience on the project, including help and support from the other participants, that she decided she wanted to help others who had fled from their country like she did.

Elena is now studying at Derby College to become an interpreter.

She also volunteers at the college, supporting learners for whom English is not their first language.



The UK Shared Prosperity Fund Maths Multiply is a three-year DfE grant funded project with Derby City Council. The aim is to help people gain confidence in their maths skills. This is particularly important in the current economic climate, where it's essential to understand how to balance essential bills.

Multiply is delivered through eight-week programmes where people get involved in planning and running a pop-up shop in Derby city centre. Participants use everyday maths skills to create handmade items to sell. All of the money raised through the pop-up shop is donated to a charity chosen by the participants. Bitesize budgeting sessions built into the programme give people the chance to gain new skills outside a classroom-based setting. They include creating a spending diary and going shopping, to work out which items are the best value.

2023-24 was our first year of delivering this three-year project. During this time we worked with 40 participants; engaged with the local community in Derbion shopping centre; and raised money for a range of causes including: a first aid charity; a local pet hospital; and multiple sclerosis. One participant went on to get a cleaning job, and another has enjoyed it so much she returned as a volunteer.

## OUR IMPACT IN 2023-24



**40** people worked with during the year



**21** budgeting courses taught



**40** budgeting activities delivered

## AMANDA'S STORY



Amanda was struggling with anxiety and depression, as well as social isolation as a result of paranoia caused by her cannabis use. She was living in Derventio supported housing, but was not paying her domestic charge. This was creating a new debt and Amanda had to rely on food banks to last the month.

Amanda lacked confidence in her own abilities and didn't feel that she would be capable of achieving anything. She took part in a Multiply budgeting session and asked if she could be involved in the pop-up shop.

The more numeracy practice

she did, the more Amanda gained in confidence and started taking about getting back into work. During a one-to-one session, staff worked with Amanda to work out what her take home pay could be and how her benefits might be affected by working. We also helped her to create a curriculum vitae. Amanda started applying for roles in kitchens as she really enjoys cooking.

She has now secured a job at a local pub restaurant as a part-time kitchen assistant. Amanda says the numeracy skills she has been practicing will stand her in good stead in her new role.

# Working together to change lives

Our work wouldn't be possible without all the people, groups and partner agencies who have supported us through donations, grants and partnership working. Thank you!

*Thanks to our partnership with Colleague Box and amazing support from the community, every resident received a Christmas hamper this year*



## AMAZING RESPONSE TO CHRISTMAS APPEAL

Everybody living in Derwentio Housing Trust accommodation received Christmas goodies after a fantastic response to our Christmas appeal. The idea behind the appeal was to make sure that residents living in Derwentio supported housing could experience some of the magic of the festive season.

Long-standing supporters Shacklocks Solicitors and The Ripley Academy again gave very generous donations. Flint Bishop in Derby gave enough Christmas cards for everyone.

In Warwick, NFU Mutual and Warwickshire CAVA put together boxes of treats. We also teamed up with award-winning gifting company Colleague Box to create special Christmas gifts.

Many other individuals and businesses donated over £5,000 as well as lots of Christmas treats and goodies. Festive hampers were hand-delivered to every resident in time for Christmas Day. We were blown away by the support and want to say a huge thank you to everyone who contributed.



## EASTER EGGS FOR RESIDENTS

Kind employees at Stratford-upon-Avon based insurer NFU Mutual showed their sweet side by donating chocolate Easter eggs for every Derwentio resident in Warwickshire.

A team of about 70 staff in the National Intermediary Services team contributed to a huge pile of Easter eggs, along with essential items such as shower gel, shampoo and toothbrushes, to help make things a little easier for residents.

In Derby, Blue Arrow Recruitment kindly chose us (for the seventh year running!) as one of their charities to receive Easter eggs.



YOUR IMPACT IN 2023-24



**£5,721**  
raised for our  
Christmas  
Appeal



**230** Easter  
Eggs donated  
to residents



**7** new  
corporate  
relationships  
established



**£1,907** boost  
to Sylvester's  
Fund from  
donations



**£56** average  
donation  
amount

TOPSOIL BOOST AT GROWING LIVES GARDEN

Derventio's Growing Lives project is blooming with the help of a whopping eight-tonne topsoil donation.

The donation was made by Alfreton-based Leedale Ltd, which provides a range of services to the construction industry, such as waste management. The topsoil was sourced from local construction projects, and was screened and tested at Leedale Ltd's recycling yard. Thanks to this donation there are a lot more vegetables we can use for meals made in the Growing Lives kitchen.



## FREE STAFF TRAINING FOR RESILIENCE & WELLBEING

Frontline Derventio staff were given free training sessions and a venue by organisations keen to help boost their wellbeing.

Housing support officers and team leaders - who work everyday to support people facing homelessness - received important support for themselves with two days of training delivered by Neish Consultancy of Derby.

Frontline officers were given sessions aimed at giving them tools to boost their own resilience and look after themselves emotionally. Employees were also given 're-framing' advice, aimed at helping people feel more positively about themselves

Neish Consultancy then delivered training to Derventio team leaders, aimed at helping with things like delegation, approaching conflict and how to motivate staff.

Sheila Taylor, chief executive of NWG Network, offered us use of their premises to enable the training to take place.

Derventio staff said they found the courses helpful in a range of ways, including how to spot signs of when people are struggling and need support, and how to take time for themselves.



## THANK YOU

Amber Valley Borough Council | Asda | B&Q | Blue Arrow Recruitment | Broxtowe Borough Council | Cannock Chase District Council | Chesterfield Borough Council | Colleague Box | Community Action Derby | Costco Coventry | Coventry & Warwickshire Integrated Care Board | Derby City Council | Derby Homes | Derbyshire County Council | Derbyshire Integrated Sexual Health Service Community Action Fund | East Staffordshire Borough Council | Electrical Safety Fund | Erewash Borough Council | Erewash Partnership | Erewash Voluntary Action | Flint Bishop LLP | Good Things Foundation | H2O | Homebase | Leedale | Marks & Spencer | Midland Lead | Morrisons | N Smith Charitable Settlement | National Grid | Community Matters Fund | Neish Consultancy Limited | Nelsons Solicitors Limited | Newbold Comyn Leisure Centre (Everyone Active) | NFU Mutual | North East | Derbyshire District Council | NWG Network | Ripley Academy | Shacklocks LLP | St Martin in the Fields Frontline Network Training Fund | Stafford Borough Council | Swindon Borough Council | Tamworth Borough Council | Tesco | Warwick District Council | Warwickshire & Solihull CAVA | Warwickshire County Council

# Our finances

Income <b>£9.9m</b>	Expenditure <b>£9.7m</b>
Surplus <b>£120k</b>	Reserves <b>£1m</b>

Derventio’s income, outgoings, surplus and reserves all continue to remain strong.

Our focus continues to be on generating social value and investing in communities, on streamlining and improving how we deliver services to make a real difference.



## COMPLAINTS HANDLING POLICY

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](mailto:info@derventiohousing.com).



# Looking ahead

**We will continue to provide supported housing and other related services to help people into positive futures.**

## SUPPORTED HOUSING

Local councils are introducing increased scrutiny of supported exempt accommodation, both properties and support. There may also be new national standards. We welcome this focus on high quality services, and will meet all scrutiny requirements and national standards.

We will continue to work with local authorities and respond to local need, providing housing where it is most needed. In the coming years we plan to expand our housing in Erewash, Amber Valley, Chesterfield and North East Derbyshire. We will also look to expand in Warwickshire to meet demand.

Housing and support staff are key to our services. In the next two years we will support managers, team leaders and frontline staff to achieve Chartered Institute of Housing (CIH) qualifications.

We plan to further improve the service for residents by embedding a trauma informed approach within the next two years.

## TRANSFORMING LIVES

In 2024-25 we will review all of our specialist projects including Home4Me, The Bridge, Healthy Futures, Multiply and Growing Lives, and publish an impact report.

We aim to secure ongoing funding and support commissioners to make a strong business case for why the services need to exist.

We will continue to meet all funding targets and achieve additional outcomes wherever possible.

## MAKING DERVENTIO STRONGER

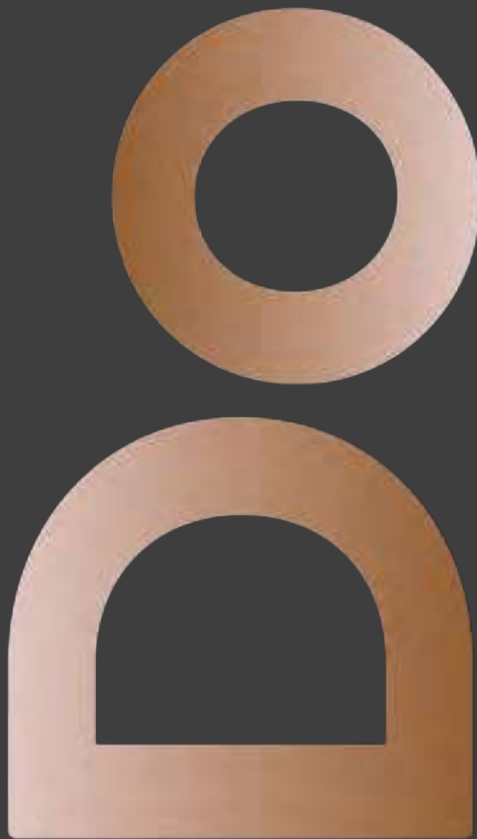
In addition to service improvements, we have plans in place to make positive changes across the whole organisation. These include improving our complaints reporting, reviewing our policy and procedure handbooks, and embedding an audit schedule to improve the quality of our data.

We will also continue to reinvest our surplus into our social mission so that Derventio can support more people facing homelessness and poverty.

*We were proud to be recognised for our work in the community as a finalist for the Community Impact Award at the East Midlands Chamber Business Awards 2023. We were shocked but pleased when we were announced as the winner!*

# Derventio

People Really **Do** Matter



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