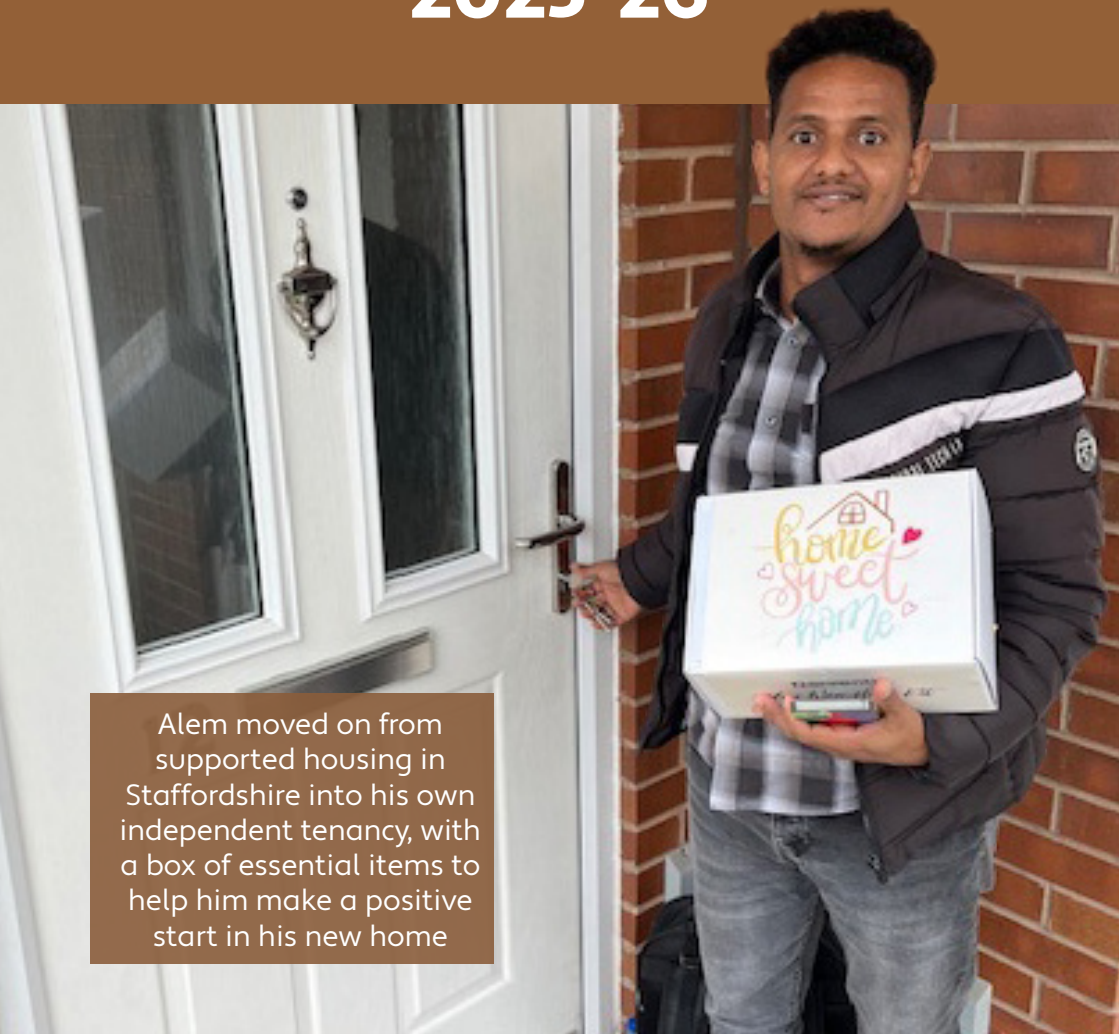
Derventio

People Really **Do** Matter

ANNUAL REPORT 2025-26



Alem moved on from supported housing in Staffordshire into his own independent tenancy, with a box of essential items to help him make a positive start in his new home

MESSAGE FROM OUR MANAGING DIRECTOR

I am incredibly proud of the people who make Derventio what it is. Our Housing & Support Officers and wider support teams are the bedrock of our organisation. Every day, they work alongside people facing increasingly complex and interconnected challenges, providing the practical support, encouragement and consistency that can help someone move forward.

This work is not always easy. Alongside the growing complexity of the needs we see, our teams are working within an increasingly demanding environment, with greater scrutiny and professional standards, including the Chartered Institute of Housing's standards. We welcome these higher standards – but making sure we evidence what we do better and completing qualifications is an extra pressure on staff. Yet they continue to deliver with compassion, professionalism and determination.

I am also proud that Derventio creates opportunities for people to build rewarding careers in our sector. We employ people with a wide range of experience, including those who are new to housing and support, and give them the opportunity to learn, develop and make a real difference.

Thank you to every member of our team for the commitment, care and energy you bring to your work. You are what makes Derventio special, and I am incredibly proud of what we achieve together.

Sarah Hernandez

Sarah Hernandez, Managing Director



Our Services

At Derventio Housing Trust, we provide more than a safe place to live. We support people facing homelessness and other challenges to build greater stability, confidence and independence.

- Our **SmartShare Supported Housing** provides safe, secure accommodation alongside personalised support for people who are homeless or at risk of homelessness.
- **Healthy Futures** supports people experiencing mental and physical health challenges.
- **Home4Me** and **The Bridge** provide highly supported accommodation for people with multiple and complex needs, including people leaving prison.
- Through **Growing Lives**, people can develop skills, confidence and connections through practical activities including gardening, woodwork, cooking, crafts and IT.
- **Sylvester's Fund** provides practical financial support to help people overcome barriers and make a positive move into independent living.

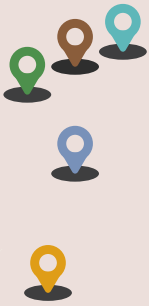
NOTTINGHAMSHIRE
Broxtowe

DERBYSHIRE
Amber Valley
Chesterfield
Derby
Erewash
North East Derbyshire

STAFFORDSHIRE
Cannock Chase
East Staffordshire
Stafford
Tamworth

WARWICKSHIRE
Warwick

WILTSHIRE
Swindon



OUR CORE VALUES

INTEGRITY
Do the right things in the right way

TRANSFORMING
Design and try new ideas

PROACTIVE
We get on and do more

A safe and secure place to call home

Safe homes and personalised support

Everyone deserves a safe, stable place to call home. We provide secure housing and tailored support for people who are homeless or at risk of homelessness, helping them take steps towards greater independence.

Our supported housing provides a vital bridge between homelessness and independent living. Many people we support face complex challenges, including poor mental health and substance use. Housing & Support Officers provide regular, personalised support, from a listening ear and practical help, to attending appointments and connecting people with specialist services.

By building trusting relationships and providing consistent support, our teams help people develop the confidence and skills they need to move forward.

Listening and responding

Our annual satisfaction survey showed strong levels of satisfaction across several areas, with many of our Tenant Satisfaction Measures scores (TSMs) exceeding national housing association averages.

We also continued to listen to people's experiences and use them to improve services and influence wider change. Following a serious fire caused by an e-scooter battery, we created a safety video highlighting the risks and reinforcing our fire safety rules. We also worked with 14 men living in our Derby supported housing through sexual health workshops. Their experiences and feedback contributed to a citywide report exploring how local services could be made more accessible and inclusive.

SUPPORTED HOUSING



▶ Adam's Story

Adam experienced homelessness, alcoholism and depression following a relationship breakdown. After being referred to Derventio through Burton Addiction Centre, he found a safe home and began attending creative art sessions.

Having struggled to express his feelings verbally, Adam discovered that art gave him a way to communicate and process his experiences. He has now been alcohol-free for a year and says the workshops have given him a renewed sense of purpose.

Adam has also begun leading creative workshops himself and hopes to use his experience to inspire others facing similar challenges.

> *"It has saved my life. I have found a way to express myself now."*

Supporting wellbeing and independence

Our support extends beyond housing. Thanks to National Lottery Sport England funding, 75 people took part in walking and swimming activities, providing opportunities to improve physical wellbeing, build confidence and connect with others.

The Centrepoint More Than a Roof programme also enabled 61 young people to personalise their living spaces, helping them create homes that feel more comfortable, welcoming and personal.

Helping partners

The Junction in Burton on Trent provides housing for people who approach the council as homeless. This is better than being in B&B for the individuals, and is cheaper for the council. Our staff work closely with the council's Navigators to support people.

Dignity and respect

Treating people with dignity and respect is central to the way we work. This commitment was recognised when our Learning & Development Coordinator, Joe Michael, received a Dignity Champion Award from the Derby and Derbyshire Safeguarding Adults Board.

OUR IMPACT IN 2025/26



1,299 supported housing residents



86% satisfied with the service overall



92% would recommend to others



59% supported with their mental health



40% moved on within 6 months



I realised that I couldn't keep doing the same thing, I couldn't keep on moving around. At some point, no-one would help me unless I helped myself.

▶ Selina's Story

When Selina moved into Derventio's supported housing, she had experienced homelessness and struggled with alcohol dependency for many years. She knew she needed to make a change, but rebuilding her life would take time and support.

With regular support from Derventio, alongside encouragement from Arena Church in Ilkeston, Selina began to rebuild her confidence and create a more stable future.

Selina has now moved into her own flat and plans to volunteer with the church, supporting others facing addiction.

"Derventio has given me a home when I was homeless," she says. "I'm worthy and I'm capable and I'm loved."

Sylvester's Fund also helped provide furnishings for Selina's new home, helping her make a positive start in independent living.

SYLVESTER'S FUND

Stability, dignity and the chance to start again



David with his Housing & Support Officer, Lee, who provided practical support to help David settle into his new home

OUR IMPACT IN 2025/26

227 people supported during the year

27% supported with household items

26% bought food & other essentials

9% bought essential ID

£97 average spend per person

Financial support to take the next steps



Set up with a donation from a former resident, Sylvester's Fund helps people across our services buy essential items that support their goals and build confidence.

From ID documents and clothing to art materials, haircuts and new glasses, these small, one-off grants provide practical help where it's most needed. Several people have also used the fund to buy basic items when moving on to independent living.

Sylvester was supported by our Healthy Futures service in 2017. When he became seriously ill, we helped him move into a care home with Polish-speaking staff, where he felt at home. Before he passed away, he chose to leave his money to Derventio – a lasting gift that became Sylvester's Fund.

Thanks to ongoing support from grants and donations, we awarded grants to 227 people in 2025/26, totalling £31,116.82.

▶ David's Story

For David, receiving the keys to his own flat marked the beginning of a new chapter.

Support from Derventio helped him secure his new home and access the practical help he needed to move in. Sylvester's Fund provided funding for a TV.

David says: "What may look like a simple moment of getting keys represents something much deeper for me – stability, dignity, and the chance to start again."

He particularly valued the support of his Housing & Support Officer, who helped him navigate the process during a challenging time.

"He went far beyond what his role required. From the very beginning he walked with me through the process with patience, understanding and genuine care."

HOME4ME THE BRIDGE



Home4Me resident Velimir was happy to receive a Christmas gift box made possible thanks to support to our Christmas Appeal

OUR IMPACT IN 2025/26

65 people housed and supported

94% supported with mental health

77% recovering from drug use

38% left in a positive move

51% kept their homes for 6 months or more

Personalised support for complex needs

Home4Me and The Bridge offer highly supported accommodation to people who would otherwise be sleeping rough in Derby. It is funded by Derby City Council, using national government money to tackle homelessness.

Home4Me's 24 rooms provide a vital lifeline for people with multiple and complex needs, including those leaving prison or hospital and people experiencing mental ill health.

The Bridge's six rooms support people with more complex needs, including prison leavers. Both projects provide intensive, person-centred support to help people take positive steps forward.

In 2025/26 we worked with 65 people. Of the 37 who moved out, 38% moved on positively, with many securing supported or social housing. Given the challenges people face, these outcomes demonstrate the difference the right support can make.

▶ Paul's Story

When Paul (name changed) was referred to Derventio, he was living in a hostel after experiencing rough sleeping and temporary accommodation across Derby. He was facing several challenges, including alcohol dependency, poor mental health, arthritis and the lasting impact of a volatile relationship and domestic abuse.

His Housing & Support Officer helped him access benefits, health services and a dentist, while supporting him to create a Homefinder account and bid for properties. Paul also began attending Growing Lives and engaged with alcohol support, reducing his alcohol use.

Paul secured his own tenancy and now has greater stability, improved wellbeing and a positive outlook for the future.

Better health, wellbeing and housing

Healthy Futures supports people at risk of homelessness when leaving hospital, providing housing and tailored support focused on health and wellbeing.

Funded by Chesterfield Borough Council, the project helps people in extremely vulnerable situations, many of whom would otherwise frequently use emergency services. Once stabilised, we help residents plan for the future and move on to long-term housing.

In 2025-26, we supported 28 people with overlapping challenges including poor mental health, substance use and serious physical illness – resulting in a reduction in emergency healthcare use and NHS savings of £318,038.

Free gym passes provided by The Healthy Living Centre in Staveley gave participants the chance to keep fit and healthy.

▶ Noel's Story

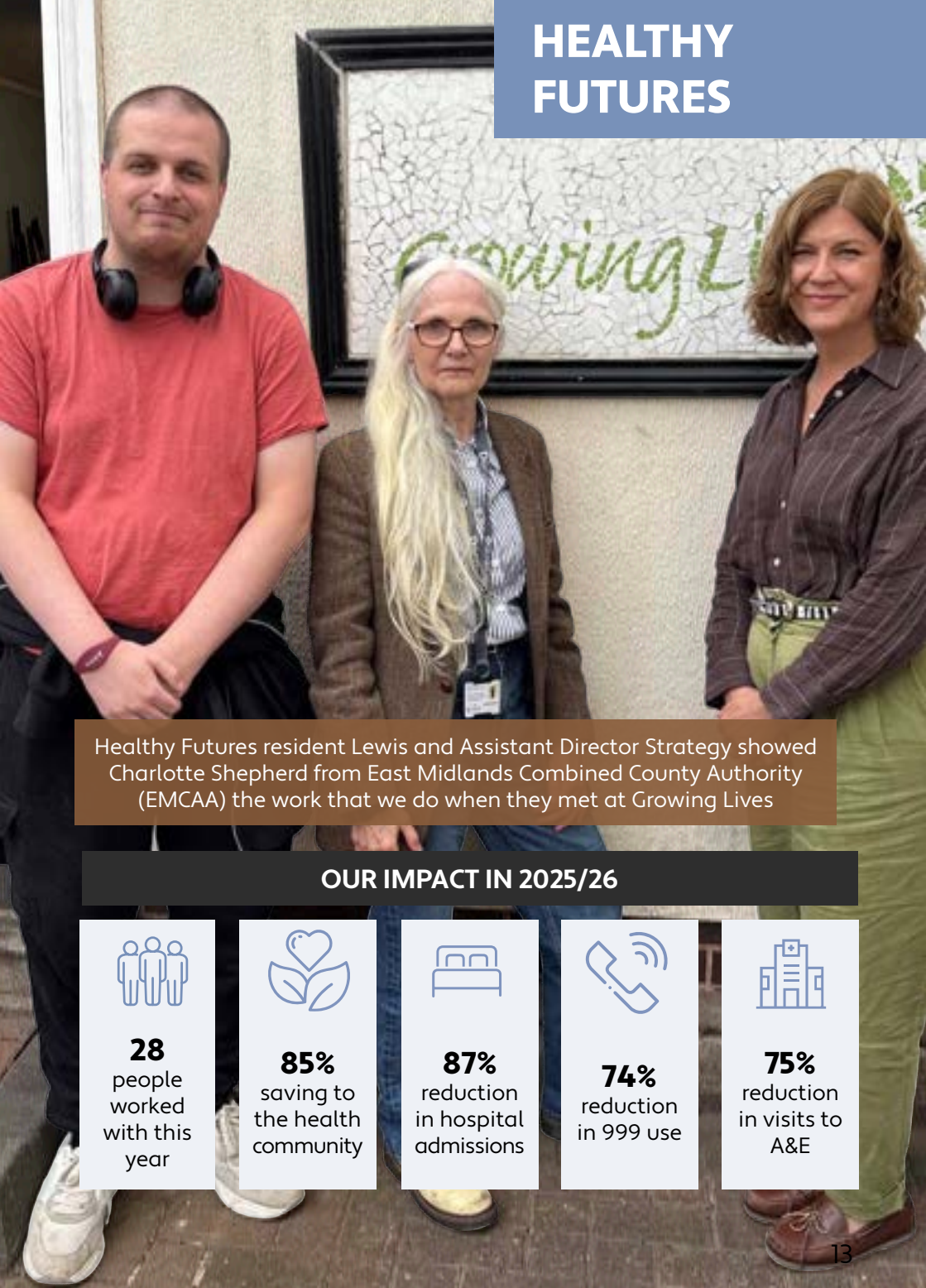
At 25, Noel (name changed) was facing significant mental and physical health challenges, substance use and spiralling debt. After his family asked him to leave, he lived in a B&B and struggled without the support he needed.

Healthy Futures gave Noel a safe, stable home and tailored support. His support worker helped him manage his physical health, reduce the risks associated with substance use and tackle his debts. He was also supported through hospital appointments and encouraged to think about his future.

With greater stability, Noel was able to focus on his ambitions, and decided to pursue a career in ecology. He now lives with his grandfather and works as an assistant ecologist.



HEALTHY FUTURES



Healthy Futures resident Lewis and Assistant Director Strategy showed Charlotte Shepherd from East Midlands Combined County Authority (EMCAA) the work that we do when they met at Growing Lives

OUR IMPACT IN 2025/26

28 people worked with this year

85% saving to the health community

87% reduction in hospital admissions

74% reduction in 999 use

75% reduction in visits to A&E

Boosting skills, wellbeing and confidence

Growing Lives is a safe, supportive space where people in recovery or facing other challenges can build skills, improve wellbeing and feel part of a community.

Activities include gardening, woodwork, cooking, crafts, bike club and walks. It's a welcoming place to socialise, eat well, stay active and receive support.

Highlights this year included trips to Matlock, Calke Abbey and Wild Maple Field rewilding project near Wirksworth. There were also plenty of activities, including pumpkin carving, the Big Butterfly Count and even being part of a Guinness World Record. Four participants successfully completed Peer Mentoring training, gaining the skills and confidence to support others.

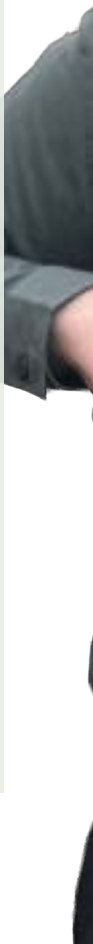
Over the year, 56 people took part, with outcomes including improved mental health, wellbeing and confidence.

▶ Leo's Story

When 19-year-old Leo first moved into Derventio Housing Trust's supported housing, he was extremely shy and found it difficult to communicate. Within months, attending Growing Lives helped him find confidence, community and a passion for gardening.

Leo now attends Growing Lives every day, getting involved in growing vegetables and plants from seed. He has also transformed the greenhouse, creating an organised and productive space. At home, he grows his own fruit and vegetables and uses them to cook for his housemates and Derventio staff, including making carrot cakes from carrots he has grown himself.

"Gardening is just peaceful," says Leo. "You can listen to your thoughts."



GROWING LIVES



Gardening is good for your mental health, and teaches you how to look after something in your life

Leo with his Housing & Support Officer Katie

OUR IMPACT IN 2025/26

56 people took part this year

21% went into training or work

67% feel their confidence has improved

56% have improved mental health

87% feel optimistic about the future

PARTNERSHIP WORKING



Ripley Academy student Beth Lockwood handing over a donated Christmas box filled with festive treats for supported housing residents

Working together to change lives



Your help is invaluable - we know we can't do this alone.

This year, individuals, businesses, community groups and partner organisations have come together to help us provide safe homes, support and opportunities to people facing homelessness and housing insecurity. From practical donations to strategic partnerships, every contribution makes a difference. We are incredibly grateful to everyone who has worked alongside us this year to help people build more secure futures. Thank you!

Working together to tackle homelessness

We were proud to join other Derby organisations at Derby Cathedral's Homelessness Service, bringing together charities and not-for-profit organisations working to provide accommodation and support to people without a home. Derventio shared the work taking place across the city, including Home4Me and Healthy Futures, alongside partners including YMCA Derbyshire, Derby City Mission and Faith, Hope and Enterprise.

Bringing Christmas cheer

Our Christmas Appeal once again showed the difference a small act of kindness can make. Businesses, schools and members of the community helped provide festive gifts and treats for people living in supported housing. NFU Mutual provided specially created festive boxes for all our houses in Warwick, while the whole school at Derbyshire's Ripley Academy continued their long-running tradition of donating gifts.

A day out in Warwick

A local golf simulator business helped bring a little fun and connection to people living in our Warwickshire supported



Hollie and Sara from the Swindon team met with Swindon South MP Heidi Alexander (centre) to discuss the challenges facing people experiencing homelessness and the importance of supported housing

housing. The opportunity to try something new provided a welcome break from everyday challenges and demonstrated how local businesses can support wellbeing in simple but meaningful ways.



Celebrating culture and housing equality

We were proud to sponsor a specially designed costume for the 2025 Derby Caribbean Carnival, worn by Derventio Allocations Team Leader Elaine Yorke as Carnival Queen. The hand-crafted costume explored the experiences of the Windrush generation and the barriers Caribbean communities faced in accessing housing. The partnership provided an opportunity to celebrate Caribbean culture while highlighting an important part of housing history and the continuing importance of fair access to safe, secure accommodation.

Community kindness at Easter

Easter brought another wonderful example of community generosity. Children at Norbury C of E Primary School collected more than 100 Easter eggs for people living in Derventio accommodation. Their thoughtful gesture helped people feel remembered and included in seasonal celebrations, showing that even a small gift can make a meaningful difference.

Skills, training and volunteering

Our partnership with PfP Thrive goes beyond staff training. During the year, volunteers from the Thrive training centre joined us at Growing Lives in Ilkeston, helping participants maintain and improve the garden. They built raised beds, trimmed hedges, weeded and cleaned the site, helping create the peaceful and welcoming space that is so important to the people who use it.

Together, these partnerships show what can happen when people bring their time, skills, resources and compassion together. Every contribution helps us create better opportunities and brighter futures for people we support.

THANK YOU



The team at NFU Mutual created 14 treat-filled Christmas boxes for residents in Warwick

'Av IT! Media ● Amber Valley Borough Council ● Blue Arrow Recruitment ● Broxtowe Borough Council ● Cannock Chase District Council ● Centrepoint ● Chesterfield Borough Council ● Chesterfield Rotary ● Community Action ● Derby City Council ● Derby Homes ● Derbyshire County Council ● Digital Support Derbyshire ● East Staffordshire Borough Council ● Efficiency East Midlands Foundation ● Electrical Safety Fund ● Erewash Borough Council ● Good Things Foundation ● H2O (Homes2Opportunities) ● Hintons Nursery ● MacMartin ● NFU Mutual ● Norbury C of E Primary School ● North East Derbyshire District Council ● Office of the Police & Crime Commissioner Derbyshire ● Shacklocks LLP ● Sport England Movement Fund ● Stafford Borough Council ● Swindon Borough Council ● Tamworth Borough Council ● The Ripley Academy ● Toyota Manufacturing UK Charitable Trust ● Voluntary Action Swindon ● Warwick District Council ● ....and, of course, all the wonderful individuals who donated money and practical gifts!

OUR FINANCES

£12.3m	£12m	£367k	£1.5m
Income	Expenditure	Surplus	Reserves

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

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

As required by the Housing Ombudsman, under the Complaint Handling Code, we completed our annual self-assessment, reported on last year's complaints, and reviewed our policy.

There is a section of our website dedicated to complaints, which you can find at https://derventiohousing.com/about-us/complaints/

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

LOOKING AHEAD



Warwick residents enjoyed a golf simulator experience thanks to The Warwickshire's Strike Shack.

What's next for Derventio Housing Trust

We remain committed to providing supported housing and related services that help people move towards brighter, more secure futures.

As we look to the year ahead, we are focused on strengthening our services, listening to the people we support and building on what works.

Our biggest challenge is to keep improving our services and how we evidence impact as supported housing faces greater national scrutiny. We welcome this as an opportunity to raise standards and drive out rogue providers. Last year, leaders and managers gained qualifications, and this year housing and support officers will do the same.

We are adopting Home Star, the latest version of the Outcomes Star tool for people with housing and complex support needs. It will help us and the people we support to better identify strengths, measure progress across areas such as housing, health, money and relationships, and agree where to focus next.

We will also establish a Resident Scrutiny Group, giving supported housing residents a genuine voice in shaping and improving our services. The group will provide an opportunity to share experiences, challenge how we do things and help ensure services reflect the needs of the people who use them.

We will be expanding our short-stay accommodation in Burton-on-Trent, helping people avoid being placed in emergency B&Bs, hotels or hostels. Horizons builds on the success of our existing Junction project, providing safe, good-quality accommodation in partnership with East Staffordshire Borough Council.

Together, these developments will help us continue to learn, improve and put people at the heart of everything we do.

Derventio

People Really **Do** Matter



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