ANNUAL REPORT
2016-2017

Images taken from the Change the Picture 2 photography project
Derventio Housing Trust is a registered social landlord providing accommodation and support to people who are homeless or at risk of homelessness. Through our housing, support and specialist projects we support people facing difficult circumstances to improve their health and wellbeing, increase their resilience and prepare for independent living, learning and employment.

Our Year in Numbers

1,129 people supported in 2016-17

545 homes in the Midlands and South West

32 bicycles built at Growing Lives

8 hospitals supported by Healthy Futures

690 repairs carried out by the maintenance team

80% male

20% female

27% 16-25 years old

69% 26-54 years old

4% 55 years or older

We are extremely grateful to everyone who has shared their story for this report. Not everyone wants to have their name or photo appear in print, so we have changed some names and used stock images wherever requested.
When Amir was referred to Coach Support he had no benefits in place and was in arrears with his rent. The Support Coach team acted quickly. They made immediate contact with the Department for Work and Pensions (DWP) and discovered that Amir’s benefits had been sanctioned due to lack of engagement. They negotiated with the DWP on Amir’s behalf. As a result of this intervention payments were reinstated that same day and nearly £300 was paid into Amir’s account. This meant he could reduce his arrears and understand what he needed to do to avoid problems in the future.

Support Coaches like Eddie meet residents at a time and place that best suits their needs.

Support Coaches go the extra mile to help people living in our supported housing who need that extra help to maintain their accommodation, navigate the benefits system and access other services.

**SUPPORT COACH SERVICE**

**ONE-TO-ONE ADVICE & SUPPORT**

This year...

81 people were referred to the project

72 people successfully sustained their tenancy

8 people moved on to independent living

**Project Summary**
Before I came to Derventio I was street homeless for two months. I needed the support and pointing in the right direction.

It has helped me to feel more secure and I know that I can go to my support worker if I have any problems with my benefits or booking appointments for doctors and dentists. I always know that my support worker is only a phone call away.

In March my football team who I play for at college won a match and we became semi-professional! Some of the team were then invited to an interview where we could apply for a scholarship.

I feel if I hadn’t been supported by Derventio I would have been in and out of hostels and emergency accommodation. Being with Derventio has given me security and enabled me to go to college and achieve my goals. I’m excited for my future now. I’ve learnt a lot I feel it has prepared me for the world.
We provide accommodation for people who are facing homelessness. Each resident is supported to take positive steps to improve their situation and achieve their goals.

Project Summary

Support Needs

This year...

826 people lived in Derventio supported housing.

Before moving in, 41% had been sofa surfing or living with friends and family.

18% had no income.

We reached a milestone 500 units of accommodation

41% responded to our annual satisfaction survey

73% said that their overall happiness has improved while on the service

72% are better able to manage their money and debts.

66% have accessed other services.

49% have improved their physical health, 48% can better manage their mental health and 54% lead a healthier lifestyle.

Support and housing staff from our Swindon and Derby teams getting together to share best practice

Of those who responded 97% said they were satisfied with the service
Katie was abused, physically and sexually, by her partner. He was controlling and didn’t let her have any money apart from £3 to get her nails done how he liked them.

When she left him she lived in a refuge before moving to Derby. She was homeless, sleeping on a park bench for a month until she found out about Derventio. She was housed the same day.

Katie started coming to Growing Lives. She enjoyed it but kept herself to herself at first. She didn’t talk to anyone about her problems and was largely left alone.

The Growing Lives Tutor really helped her come out of her shell: “She helped me a lot. I can always talk to her - she is like a mum figure. Growing Lives has given me a purpose, a reason to get up in the morning. All I’d be doing if I wasn’t here is letting thoughts go round in my head and getting emotional. I’ve had a lot of support and it’s just amazing”.

Katie has really enjoyed crochet, mosaic making, painting portraits and working in the garden.

She was recently offered a job as a cooking assistant at a nursing home, and is looking forward to getting started.
Growing Lives provides a range of activities and opportunities to support people to develop their self-confidence and motivation, believe in themselves, gain new skills and improve their mental and physical health.

This year...

47 people took part in Growing Lives during the year.

The most common barrier they faced was mental health issues (56%), followed by history of offending (43%).

Each person attended an average of 41 sessions and spent an average of 123 hours on the project.

11 different activities were on offer:

- Gardening
- Workshop
- Arts & crafts
- Cookery
- Photography
- Bike club
- Computer suite
- Relaxation
- Kitchen hygiene
- Healthy living
- Men in Sheds

Benefits include:

- Improved mental health
- Improved motivation
- Improved self-confidence
- Better optimism about the future
- Improved physical health
- Reduced social isolation
- Improved optimism about work
- Improved financial stability

1,930 sessions were delivered in total.
When I first came to Talent Match I met Linda, my mentor, every other Tuesday. Firstly to get myself a CV and then to complete online application forms for jobs.

I got myself an interview at a dispatch company in Manchester. Linda helped me out with questions to ask and Talent Match even paid for my train fare and helped me get some clothes to wear.

I got the job and started almost straight away. I was finding it really hard cos I had to get up really early to get to work for 8am and the train fare was really expensive. I told Linda this and Talent Match helped me with my train fare money.

All was great for ages then the company was set to move to the other side of Manchester which meant I had to get a train then a bus so this was more expensive and I had to get up even earlier to get there on time. I was going to pack in the job but my girlfriend had just had a baby and she wasn’t working so we had hardly any money. Linda suggested speaking to my boss and telling him about my difficulties. After I spoke to him he gave me a pay rise and sorted me a lift from the train station to the depot.

I want to start driving as my mum said she would let me use her car and this would cost me a lot less. Linda looked into driving lessons and got me a good deal. I am still having lessons and will ready for my test very soon.
Project Summary

Talent Match boosts opportunities for young people who face barriers entering the labour market - opening up doors for training, volunteering and employment. We deliver the Derbyshire parts of the D2N2 service.

This year...

80 young people took part in Talent Match

35 took part in work experience

59 took part in formal training

38 took part in basic skills learning

39 young people found a job

21 went into volunteering

5 people went into an apprenticeship

Talent Match has helped people into a variety of jobs.
Andrew was not in a good place. He was addicted to alcohol and his relationship with his partner was very volatile. Everything came to a head when he was violent towards her and ended up in prison.

Andrew came to the Opportunity and Change programme with a determination to turn his life around. Before prison he had 20 years’ experience as a forklift truck driver and was about to start training as a supervisor. Andrew’s Navigator worked with him to create a plan, improve his CV and access funding for a forklift refresher course.

Andrew was very proactive in searching for work and managed to get an interview with a local agency. He told them about his refresher course and the experience and knowledge he already had in operating forklift trucks.

The agency quickly snapped him up, and Andrew has now been happily in employment for three months. He has also completed his refresher course.

“I am really grateful for all the help and support I have been given by the project, it’s like getting a second chance.”

Andrew no longer needs support from the programme and his substance dependency has reduced dramatically. He is now in a stable relationship, continues to see his probation worker and is looking forward to the future.
A new project this year, Opportunity and Change is jointly funded by the Big Lottery Fund and the European Social Fund as part of Building Better Opportunities, a national programme to tackle the root causes of poverty and promote social Inclusion. Derventio Housing Trust is part of a delivery partnership led by Framework Housing Association to work with people in Derbyshire who face multiple challenges and barriers in their life.

Project Summary

Andrew was determined to get back to work when he left prison. He now has a stable job as a forklift driver.

In 6 months...

16 people took part in Opportunity and Change

6 people attended training

16 people attended specialist provision

1 person gained employment
When Simon was referred to Towards Work he had been out of work for four months and was struggling to make ends meet on his Universal Credit benefit.

Straight away it was clear that he needed additional support. As Simon’s Work Coach I met with him regularly. He was always early, happy to see me and willing to engage in everything I put forward.

He also met with our Towards Work Job Broker, Suzanne, who helped him find a job that suits his needs and capabilities.

Now that he has started in his new job Suzanne and I have visited Simon at work to check how he is getting on and to see if he needs any additional support. He is happy and settled in his role, and feels that he wouldn’t have got this far without the support and encouragement from the Towards Work programme. Simon’s manager is so pleased with him that he has extended Simon’s contract from nine to thirty hours a week.

The company is now interested in taking on other Towards Work participants in the future.

Leyna (Work Coach)
A new project this year, Derventio Housing Trust is one of a partnership of local organisations delivering the Groundwork Greater Nottingham, Towards Work, Building Better Opportunities programme across Derbyshire, Nottingham and Nottinghamshire, jointly funded by the D2N2 Local Enterprise Partnership’s European Social Fund (ESF) allocation and the Big Lottery Fund. We aim to support people with those vital first steps towards gaining employment and overcoming barriers through a personalised service and support.

Project Summary

In 3 months... 

8 people took part in Towards Work

1 person gained employment

1 person applied for training

Simon had been unemployed for four months. He is now doing really well in a job that suits his skills.
Healthy Futures supports hospital patients with their housing needs and overall quality of life, preventing repeat admissions and promoting better health and wellbeing.

Project Summary

Sue was using emergency health services frequently. She is now healthier and happy in her new home.
Barry’s Story

Barry has a long history of substance misuse, physical health issues and insecure housing. He was admitted to hospital following a breakdown in his mental health. It was not suitable for Barry to return to his private rented flat due to safeguarding concerns.

Barry’s Healthy Futures project officer along with Barry, ward staff and a social worker decided that the best option was for Barry to move into temporary housing for 12 weeks - this would give time to find more suitable long-term accommodation.

Towards the end of his 12-week stay, a suitable flat was found in an over-55s complex. The flat was not yet available, and so Barry moved into a Derventio home for two weeks. During this period, we worked with Barry to provide support around GP appointments, shopping, mental health, applying for housing benefit for his overlapping tenancy, viewing properties, appointments to sort his debts and ending the tenancy with his previous private landlord.

When the flat was ready we used a grant from North East Derbyshire District Council to pay for Barry’s first month’s rent in advance which he did not have savings for. We also arranged for a company to help him move. Once he had moved in, Barry’s Healthy Futures project officer helped him to set up utilities, register with his new GP and arrange repeat prescriptions, set up a new housing benefit claim, arrange mental health appointments, made a social services referral and helped with shopping until social services were involved. Barry has settled in to a more stable lifestyle engaging with services and making more suitable relationships within his new community.

This year...

155 people were supported through the project

+ 93% reduction in hospital admissions

87% reduction in 999 ambulance calls

90% reduction in A&E use

Saving the NHS £696,230

The service covers the whole of Derbyshire (apart from High Peak). We work with Royal Derby Hospital, Chesterfield Royal Hospital, King’s Mill Hospital, Queen’s Medical Centre and Nottingham City Hospital as well as local community hospitals.
Debbie had been sleeping on her grandfather’s sofa for over a year. She has a history of IV drug use and several medical issues including DVT, depression, anxiety and degenerative disc problems.

Debbie’s HIU support worker helped Debbie to apply for housing and supported her to attend assessments. When an offer of accommodation was withdrawn, her support worker challenged this and successfully appealed.

Debbie has now moved into her new accommodation and is enjoying having a bed to sleep in. She has a ground floor flat with a wet room which is making life much easier for her.

As a result of this intervention, Debbie has reduced her use of urgent care by 83%.

The High Intensity User Service uses early intervention and community based support to prevent hospital re-admissions and crisis episodes and reduce isolation.
Statement of Comprehensive Income  
For the year ended 31 March 2017

<table>
<thead>
<tr>
<th></th>
<th>2017 £</th>
<th>2016 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gross income</strong></td>
<td>5,280,822</td>
<td>4,514,091</td>
</tr>
<tr>
<td><strong>Operating costs</strong></td>
<td>(5,191,698)</td>
<td>(4,459,717)</td>
</tr>
<tr>
<td><strong>Operating surplus</strong></td>
<td>89,124</td>
<td>54,374</td>
</tr>
<tr>
<td><strong>Interest payable and expenses</strong></td>
<td>(38,181)</td>
<td>(32,305)</td>
</tr>
<tr>
<td><strong>Surplus for the year</strong></td>
<td>50,943</td>
<td>22,069</td>
</tr>
</tbody>
</table>

There was no other comprehensive income for 2017 (2016: £NIL).

Balance Sheet  
As at 31 March 2017

<table>
<thead>
<tr>
<th></th>
<th>2017 £</th>
<th>2016 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing properties</td>
<td>837,452</td>
<td>689,014</td>
</tr>
<tr>
<td>Tangible assets</td>
<td>839,057</td>
<td>544,756</td>
</tr>
<tr>
<td><strong>Total fixed assets</strong></td>
<td>1,676,509</td>
<td>1,233,770</td>
</tr>
<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors</td>
<td>389,553</td>
<td>330,931</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>361,654</td>
<td>377,033</td>
</tr>
<tr>
<td><strong>Total current assets</strong></td>
<td>751,207</td>
<td>707,964</td>
</tr>
<tr>
<td><strong>Net current assets</strong></td>
<td>254,344</td>
<td>143,495</td>
</tr>
<tr>
<td><strong>Total assets less current liabilities</strong></td>
<td>1,930,853</td>
<td>1,377,265</td>
</tr>
<tr>
<td><strong>Creditors: amounts falling due after more than one year</strong></td>
<td>(986,383)</td>
<td>(824,738)</td>
</tr>
<tr>
<td><strong>Provisions for liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Dilapidation provision</td>
<td>(582,000)</td>
<td>(241,000)</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>362,470</td>
<td>311,527</td>
</tr>
<tr>
<td><strong>Capital and reserves</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revaluation reserve</td>
<td>156,029</td>
<td>156,029</td>
</tr>
<tr>
<td>Capital redemption reserve</td>
<td>417</td>
<td>3,429</td>
</tr>
<tr>
<td>Surplus/loss account</td>
<td>206,024</td>
<td>152,069</td>
</tr>
<tr>
<td><strong>Total capital and reserves</strong></td>
<td>362,470</td>
<td>311,527</td>
</tr>
</tbody>
</table>
The stories and numbers in this report are only possible thanks to the people, groups and partner agencies that have supported us during the year.

“Not only have you given me a roof to put over my head but you also gave me the chance to experience what independent life is all about and I absolutely love it.”

“It’s great just knowing someone is there to support you. It really does help.”

“I have more belief in myself than ever before.”

“It has given me a lot of confidence in myself on the inside and out.”

“I have tried new things, started volunteering, I’m gaining work experience and met new people.”

“I suffered with depression and still do at times. My stay here has given me a sense of security and time to feel in a better place.”

“It has helped me a lot with my mental illness and encouraged me to go to counselling which I have put off doing for years.”

“I finally feel that someone understands that I’m going through and how I feel.”

“Since living with Derventio I have come a long way and got myself sorted.”
Plans for the future

We continue to work with local authorities to expand our housing into areas where there is need. This year we will have new properties in Cheltenham and Gloucester.

We are extending the High Intensity User Service into Erewash and Southern Derbyshire.

We are working with the Mayday Trust as a national Innovation Partner in their Personal Transition Service, supporting people to build on their unique strengths and aspirations.

We will scale up both our Building Better Opportunities programmes.
Our Vision
Our vision is to have the courage to shape a better future for homeless people.

Our Mission
Accommodation that inspires optimism:
• Good quality
• Safe
• Homely
• Supported
• Promoting wellbeing

Our Values
Together it’s achievable: We can’t do it on our own and we work with others
Inspire potential: Everyone should be ambitious and have a grand vision for themselves
Value success: We appreciate our staff, volunteers and residents
Try new ideas and be flexible: We aren’t afraid to try and fail
Cut through barriers and open doors: We see possibilities, reach out to all and listen
Integrity: We are open and honest and aim to keep our promises