ANNUAL REPORT

2017-18

Shaping a better future for homeless people
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 and specialist projects we support people who are facing difficult circumstances to improve their health and wellbeing, increase their resilience and prepare for independent living, learning and employment.
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.

Proud winners at the Foundation Derbyshire Awards 2017 for our Growing Lives project
SAFE & SUPPORTED HOUSING

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.

978 people lived in Derventio supported housing

54% responded to the satisfaction survey

My mental health is better for having somewhere to live

57% Mental health

71% have been supported to move closer to their goals

90% of people who responded to the survey say they are satisfied with the service on the whole

54% Rough sleeper

42% Offending history

41% Complex needs

18% Physical health

83% said they are happy with the quality of their home

More than anything I now have a bit more self-worth and pride in the way I take care of myself and appearance
Ian’s Story

I AM NOT USING ANY DRUGS, I AM EATING SO MUCH BETTER

“I was taking drugs such as heroin and crack cocaine and at first I became quite poorly with it and was hospitalised. Fiona was my housing officer and she was really helpful to me when I was in crisis.

“She made a referral to Derventio’s coach support service so I could get some extra help and support. Laura came to see me for an assessment and I remember asking her to urgently help me to get off the drugs.

“Laura made a referral to a drug treatment centre and attended all my appointments with me. I was prescribed methadone to help me come off the drugs. During this time I also had to attend court and I was convinced I would get sent to prison. However this was not the case and instead I was given a 12 week suspended sentence and this gave me more motivation to come off the drugs as I was still smoking some crack cocaine on top of my methadone.

“I asked Fiona and Laura if I could move to an area out of Derby so that I could start afresh and get away from the drugs and the people I was seeing all the time. Laura also discussed with me about attending the Growing Lives project and said she felt I would benefit a lot from this as there was so much to do there to keep me busy both mentally and physically.

“Since moving to the new property and starting at Growing Lives I have become so much more positive. I am not using any drugs, I am eating so much better and I am really enjoying my time here.”
ONE-TO-ONE ADVICE & SUPPORT

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.

172 people were supported during the year

14 people were helped to move on to a more suitable home

38% Managing money
36% Mental health
36% Meaningful use of time
23% Physical health
19% Being motivated

They help with anything like reading letters and help you understand what it means. Really nice staff.

I know now that I can turn my life around and being with Derventio has made me realise there is help for my needs.

20 people were supported to sustain their tenancy
Kate’s Story

*I NOW HAVE A SUITABLE HOME FOR ME AND MY BABY*

After leaving care Kate spent 18 months in prison for offending behaviour. She experiences mental and physical health problems and has a history of self harm.

Kate was three months pregnant and experiencing domestic violence when she was referred to the support coach service. Her support coach gave Kate practical and emotional help to move away from her partner and settle in a new location.

As well as helping her to find suitable housing, the support coach accompanied Kate to her ante natal appointments. This helped with her mental health and for reassurance as she was worried that her former partner would find her at the hospital.

Kate was overjoyed to get a suitable offer of accommodation. Her support coach helped her to furnish the home, sort out her benefits and set up utilities and payment plans.

After liaising with social services, the support coach service is now providing ongoing support until Kate is fully settled and feels able to live independently.
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.

44 people took part in Growing Lives during the year

Support Needs

75% Mental health
30% Social isolation
27% Physical health
20% Alcohol misuse
20% Drug misuse

9 different activities were on offer
- arts & crafts
- cooking
- healthy living
- relaxation
- gardening
- upcycling & wood projects
- IT
- bike club
- Men in Sheds

22 people took part in photography project, Change the Picture 2

31 vegetarian breakfasts and lunches were prepared and served during National Vegetarian Week

Having a reason to get up and put my makeup on in the morning changes my whole outlook

It keeps me out of trouble. If I wasn’t here all I would be doing is sitting around and smoking mamba.

15 people improved their wellbeing by attending Aspire sessions delivered by Wellbeing Works
Derek’s Story

GROWING LIVES HAS ALLOWED ME TO HAVE A LIFE AGAIN

“My name is Derek and I was offered to attend Growing Lives at Ilkeston via my worker at Derventio Housing Trust. I attended an induction session where I was introduced to staff. They were very friendly and welcoming.

“They showed me all the activities which are possible to do throughout the day. This ranged from woodworking in the workshop where the weekly bike building sessions also take place. Other activities include an art room carrying out various tasks including sewing, knitting, painting and general art and design work. All activities are optional including gardening in the extensive allotment, down to preparing lunches and snacks which are provided free to participants on the days they attend.

“All the other participants are very friendly and all get on in a relaxed atmosphere. Growing Lives has allowed me to have a life again, other than staring at four walls and watching TV. I had major heart surgery last year - after this I became depressed and alcohol dependent (no excuse, but boredom does not help!)

“I feel part of the team at Growing Lives and enjoy the companionship. Growing Lives has given me the will and confidence to get my life back on track. People have actually said I look ten years younger, and the project has enabled me to reconnect with my family and I have regained their respect.”
TALENT MATCH  Steps to training and employment

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.

89 young people took part in Talent Match

16 young people found a job

18 took part in formal learning

14 went into volunteering

18 took part in basic skills learning

12 took part in work experience

NATIONAL LOTTERY FUNDED
Finlay’s Story

I HAVE FOUND THE PERFECT JOB FOR MY SKILLS

Finlay came onto Talent Match after graduating from university and looking for work for some time without any real success. His main barriers to finding a job were lack of communication skills and confidence due to his Asperger’s Syndrome.

Whilst on Talent Match, Finlay has done voluntary work, giving him the chance to try out different types of work in his area of interest - statistics, data analysis and accounting. He is also coming to the end of an online course in accounting.

Finlay started having joint sessions with members of the Employment and Enterprise Team, where he has been able to discuss his employment and apprenticeship options and build his confidence. He went for an assessment with 3aaa Apprenticeships where he really impressed with his intelligence, focus and methodical way of working. They began looking for suitable roles for him that would make use of his skills.

Eventually the perfect position came up - a Level 4 Apprenticeship in Data Analysis. Finlay put forward a really good application for the role, showing that he had done lots of research on the company, and was offered an interview. He attended a session with Talent Match staff for advice on interview skills and questions to ask interviewers. He took all the advice given and performed brilliantly at the interview. As a result he has been offered the job and starts in a few weeks time.
Opportunity and Change is 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.

23 people took part in Opportunity and Change

Reduced Barriers

- Substance misuse: 52%
- Mental health: 48%
- Housing: 43%
- Offending: 26%
- Domestic violence: 22%

5 people gained employment

6 people attended training
Desmond’s Story

WORKING HAS IMPROVED MY MENTAL HEALTH

Desmond was very low and in a negative mindset when he first came to Opportunity and Change. He suffered from depression and had no goals or direction in life. At 62 he felt too old to find work. At the same time he was worried about his finances and wanted a job.

Desmond’s Personal Navigator supported him through one-to-one sessions and carried out an employment assessment. Desmond is now a trained forklift truck driver and is working part-time as a handyman. He has a much more positive outlook on life and is happy in his new role.
TOWARDS WORK  Improving employability

We are 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.

72 people took part in Towards Work

11 people gained employment

5 applied to basic skills courses

2 people moved into education and training

24 applied to training courses

“Me and my children have a home and I am now working thanks to Towards Work. We still have challenges but life is so much better and Towards Work has played a big part in that.”
Jenny’s Story

IT HAS HELPED ME KEEP MOTIVATED AND IMPROVED MY CONFIDENCE

Jenny had been struggling with anxiety and lacked confidence, particularly around meeting new people, applying for jobs, interviewing skills and using public transport. She felt she did not have transferable skills, qualifications or experience that would allow her to pursue a career.

Her Towards Work Coach worked with Jenny to do a skills health check and discuss potential areas of work and routes into employment. She then supported Jenny to apply for a Health and Social Care apprenticeship with Derbyshire County Council that would last for 18 months. Interview skills training helped Jenny to prepare for her formal interview for the role. Jenny also attended our confidence course, which had a huge impact. She felt it really taught her not only how to improve her confidence but also what type of learner she was and what type of work she would excel at.

Jenny was offered the apprenticeship. It is close to her home so she doesn’t have to worry about travel. It has really improved her confidence as she now knows what she will be doing for the next 18 months and feels happy knowing that she will be learning skills, earning money and getting a qualification. Though Jenny had worked in the past, she had never been supported in a way that let her know she can have aspirations and can pursue anything if she set her mind to it.
Healthy Futures supports hospital patients with their housing needs and overall quality of life, preventing repeat admissions and promoting better health and wellbeing.

158 people were supported through the project.

94% reduction in hospital admissions

The support gave me stability, improved my mental health and I would not have achieved my goals without it.

83% reduction in emergency department attendance

I would never have been able to end up in suitable accommodation for my needs with all my benefits in place and my debts sorted.

83% reduction in 999 calls

Saving the health community £450,694

60% Mental health

18% Medical needs

11% Drugs

11% Alcohol

95% primary care appointments attended
Colin’s Story

MY ONLY SOCIAL INTERACTIONS WERE WITH MEDICAL SERVICES

Colin has a long history of alcohol dependency, suffers from depression and has chronic liver disease. In the six months prior to being referred to Healthy Futures he had presented at A&E 32 times, called an ambulance 33 times and had been admitted onto a ward 32 times.

He had his own tenancy which he was managing well. However, Colin had disengaged from all services apart from the emergency department. His only social interactions were with medical services.

Colin was given 12 weeks of intensive community support through the Healthy Futures project. This support focused on helping Colin engage with primary care, out-patients and treatment services.

Colin’s cost to the social and health economies in the six months prior to support was £69,363. In the following four months it was £3,945 showing a reduction of 94%.
HIGH INTENSITY USER SERVICE   Reducing urgent care use

The High Intensity User Service uses early intervention and community based support to prevent hospital readmissions and reduce isolation. This year the service expanded into Derby City and North Derbyshire.

74 people were supported through the project

80% reduction in hospital admissions

99% reduction in 999 calls

66% reduction in A&E attendance

“I’m grateful for everything you have done for me. It’s made a massive change to my life”

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

Saving the health community £282,269
Jane’s Story

MY CONFIDENCE AND MOTIVATION HAVE IMPROVED SO MUCH

Jane had lived in the same house for many years as she worked and brought up her daughter. Five years ago her father died and this had a massive impact on Jane’s mental health. She started drinking to cope which led to her often becoming intoxicated. She ended up losing her daughter and her employment and was struggling to pay the rent and manage her tenancy with the local authority. Jane’s alcohol use became problematic and her use of emergency services became disproportionate.

Jane was referred to the High Intensity User Service by Derbyshire Constabulary. She had made 57 calls to the police in the previous three months and had made several visits to A&E with injuries she had sustained while drunk.

In the three months she has been using the service, Jane has completed the alcohol recovery programme and has reduced her drinking. She has improved the property she lives in and is making regular payments to reduce her arrears.

Jane’s confidence has grown and her motivation has improved so much that she is currently on a back-to-work programme and is talking about what jobs she would like to do in the near future.

As a result of Jane’s improvement there has been a big reduction in her use of emergency services.
YOU MADE A DIFFERENCE!

The stories and achievements in this report are only possible thanks to the people, groups and partner agencies that have supported and worked with us during the year. Thank you!

Albert Hunt Trust
Alchemy Foundation
Beechwood Mazda
Big Lottery Fund
Chesterfield Health and Wellbeing Partnership
Derby Cathedral
Derby City Council
Derby Homeless Officer’s Group
Derby Homes
Derbyshire County Council
East Midlands Airport Community Fund
Erewash Borough Council
Erewash CCG
Erewash Voluntary Action
European Social Fund
Foundation Derbyshire
Framework HA
Fuelcard Services
Groundwork Greater Nottingham
Grow Wild
Hardwick CCG
Healthy Bolsover
Healthy North East Derbyshire Partnership
J & O Lloyd Trust
Kieran Mullin Ltd.
Macular Society Derby Support Group
Open Gate Trust
Shacklocks LLP
Southern Derbyshire Clinical Commissioning Group
St Mary’s Roman Catholic Church
Staffordshire Community Foundation
Tamworth Borough Council
Tudor Trust
Vegetarian Society
Waingroves Drama Group
Wash Arts
Yew Tree Littleover WI

And not forgetting all of the individuals who have shown support throughout the year. Every penny counts. Thank you all!
I know now with the support from you I can turn my life around and being with DHT has made me realise there is help for my needs.

I had got myself into a precarious situation being homeless. Derventio showed me that people still care.

My mental health is better for having somewhere to live.

Derventio Housing have given me the time and help so I can now start another chapter of my life.

I'm not homeless. I was rescued from the hostel life. I am now an ex-addict from heroin. My life has improved 100% since I was given a lifeline from Derventio.

It’s been a good service but I am looking forward to moving to my own home. My support worker has been a great help in doing this.

Since being on the streets my life has changed so much. I'm now stable which I find brilliant.

I've had the time to recover without worrying about a roof over my head.

It's been a Godsend to me as I lost my private rented place because of sale of property while I was ill. So Derventio stopped me being homeless!

My experience has been excellent. It has changed my life. Thank you.

Since moving in I am less stressful, getting my life back together.
The company’s financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime. The financial statements were approved and authorised for issue by the board and were signed on its behalf on 13 September 2018.

### Statement of Comprehensive Income
For the year ended 31 March 2018

<table>
<thead>
<tr>
<th></th>
<th>2018 £</th>
<th>2017 £</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turnover/Gross surplus</td>
<td>6,536,318</td>
<td>5,280,822</td>
</tr>
<tr>
<td>Operating costs</td>
<td>(6,430,025)</td>
<td>(5,191,698)</td>
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<tr>
<td><strong>Operating surplus</strong></td>
<td>106,293</td>
<td>89,124</td>
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<tr>
<td>Interest payable and expenses</td>
<td>(38,903)</td>
<td>(38,181)</td>
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<tr>
<td><strong>Surplus for the year before taxation</strong></td>
<td>67,390</td>
<td>50,943</td>
</tr>
<tr>
<td>Tax on surplus</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Surplus for the year</strong></td>
<td>67,390</td>
<td>50,943</td>
</tr>
</tbody>
</table>
### Balance Sheet
As at 31 March 2018

<table>
<thead>
<tr>
<th></th>
<th>2018 £</th>
<th>2017 £</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fixed assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing properties</td>
<td>824,899</td>
<td>837,452</td>
</tr>
<tr>
<td>Tangible assets</td>
<td>794,728</td>
<td>839,057</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,619,627</td>
<td>1,676,509</td>
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<tr>
<td><strong>Current assets</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Debtors: amounts falling due within one year</td>
<td>490,183</td>
<td>389,553</td>
</tr>
<tr>
<td>Cash at bank and in hand</td>
<td>514,222</td>
<td>361,654</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>1,004,405</td>
<td>751,207</td>
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<tr>
<td>Creditors: amounts falling due within one year</td>
<td>(556,312)</td>
<td>(496,863)</td>
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<tr>
<td><strong>Net current assets</strong></td>
<td>448,093</td>
<td>254,344</td>
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<td><strong>Total assets less current liabilities</strong></td>
<td>2,067,720</td>
<td>1,930,853</td>
</tr>
<tr>
<td>Creditors: amounts falling due after more than one year</td>
<td>(948,760)</td>
<td>(986,383)</td>
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<tr>
<td><strong>Provisions for liabilities</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other provisions</td>
<td>(689,100)</td>
<td>(582,000)</td>
</tr>
<tr>
<td><strong>Net assets</strong></td>
<td>429,860</td>
<td>362,470</td>
</tr>
<tr>
<td><strong>Capital and reserves</strong></td>
<td></td>
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<tr>
<td>Revaluation reserve</td>
<td>156,029</td>
<td>156,029</td>
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<tr>
<td>Restricted funds</td>
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<td>417</td>
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<tr>
<td>Profit and loss account</td>
<td>273,831</td>
<td>206,024</td>
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<tr>
<td><strong>Total</strong></td>
<td>429,860</td>
<td>362,470</td>
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</table>