



2017/2018

Our aim is to prevent homelessness.

Our mission is to eradicate rough sleeping in our community, and to support those without a permanent home to obtain and maintain one.

Chairs Introduction

The last year has been both challenging and encouraging for the Pathways team.

The number of homeless, and those in danger of homelessness, in Chesterfield has increased, as has public awareness of the situation. The demands on Pathways have increased at least proportionately-with many clients having complex issues and needs. Whilst focused on seeking long term accommodation solutions, the team have to also support physical and mental health issues, substance dependencies, finance and benefit problems, and more. The work is challenging but rewarding, with many more helped into accommodation in the last year.

The encouragement comes in several forms. We continue to be hugely grateful to our individual supporters and grant organisations, without whom we could not function. The local councils, in recognising Pathways` unique role, have significantly increased funding for 2 years to allow additional staff for a wider “hub” role for homeless and related services in the Chesterfield area. And encouragement comes from clients and partner agencies who so value the advice and service provided.

The Trustees continue to be impressed by and grateful for the care and commitment of the Pathways staff. The greater emphasis on outreach to those on the streets, and ongoing support for those helped into accommodation, is showing real benefit to clients.

We have outgrown the Saltergate premises to the extent that our service is being constrained, and have been seeking an alternative property all year without success. The hope is for a solution in the coming months.

With thanks to the Pathways staff, volunteers, trustees, and our many supporters. The service is an invaluable one, as is your role in it.

Richard Minns. Chair of Trustees

The support we offer

Housing Advice and support

Benefit Support

Assessments with qualified nurses

Mental Health assessments with qualified mental health nurses

One to one psychosocial interventions

Food provisions

Weekly social group

Street Outreach support

Tenancy Support for New Tenants

Massage

Podiatrist

CAB drop in relating to budgeting

Referrals to other agencies

Clothing

Access to showers



Mick's Story

Following an argument with his family, Mick found himself alone in a car park with nothing but a few clothes in a rucksack. Mick had nowhere to live and nothing to eat. His mental health was deteriorating and he was scared that he would have to sleep on the streets.


Mick asked for directions to the local citizens advice who signposted him to Pathways. Our housing team were able to find him a room in a local bed and breakfast the same day, where he was able to stay for foreseeable future whilst applications were made to local housing authorities.

Mick continued to work with us and it was evident due to the stress of being made homeless his mental health was suffering. Mick was registered at a GP in another part of the country so couldn't access them. Our nurses managed to get him registered and an emergency appointment the same day and he was quickly referred to the community mental health team who he is still engaged with now

During this time, Mick became a regular at our Tuesday Social Group and continued to work hard towards gaining his own tenancy. After a number of months, Mick was offered his own tenancy in the area that he was familiar with and desperately wanted to live. Pathways were able to apply for items for his house through the Derbyshire Discretionary Fund which helped Mick's new house to quickly become a home.

Mick is thriving in his new home, and is continuing to access support from Pathways new Tenancy Support program which gives Mick the help he needs to maintain his new home

Manager's Report



114 people supported into housing this year!

Pathways is into its 12th year of operating. Pathways continues to support people who are homeless or at risk of homelessness or vulnerably housed. In the last

year Pathways has supported more than 300 different people who have been having difficulties regarding accommodation, whether that be to find somewhere to live or to manage or sustain a tenancy.

Sadly homelessness both nationally and locally is continuing to rise, thus increasing the challenge of trying to support this client group. Pathways has faced another challenging this year with the beginning of the implementation of universal credit having a very evident impact upon both people trying to access housing and people trying to maintain tenancies. Pathways continues to see an increase in the level of work we do to prevent people being evicted from tenancies due to financial difficulties.

In the last year at Pathways we have changed the structure of the service to make it more accessible to people who unfortunately due to the nature of their lifestyle find it difficult to attend appointments. Pathways now has a drop in every weekday where people can just turn up and get support. Our housing team Andy Reaney and Michelle Brunt have worked tirelessly to ensure people get support to help them move forwards. Pathways often has queues of people at the door showing how high the need is for this service. In the last year we have supported 114 people to gain accommodation! Pathways has provided nearly 1400 housing interventions.

Although Pathways is primarily a housing service in many cases in order to support someone to gain housing and sustain it, many more areas need to be tackled. Our nursing team Laura Newbold Jones and Sarah Sammans continue to provide excellent support both with their mental health and general health, this hugely increases peoples chances of managing tenancies.

Pathways is always looking to try and enhance the support we offer to the people we work with. We were successful in our application for funding to The Police Crime Commissioner for funding for a volunteer and activity coordinator to try and increase the activities we are able to provide to increase client engagement in order for them to improve their wellbeing and

resilience. We will be up and running with this post in the next financial year.

Due to help from many businesses, church groups and members of the public we have had a constant supply of clothing, toiletries and sleeping bags to give out to people when we are not able to find them accommodation quickly. We are extremely grateful for this.

In November 2017 we were able to host a folk night fundraiser with help from Spoil the Dance, and music from Spoil the dance, Judy Dunlop and Pete Garratt, Ken Atkinson and Geoff Heppell. The night was a wonderful success and sold out! We hope to hold a similar event in the next year.



Our Christmas card fundraising project was successful for the second year in a row. At our Tuesday social group clients all took part in Christmas drawing with Volunteers Anna and Ella. Then Ella collated them in to a final design. We were sold out in about a week of the going on sale.

Our partnership working with other agencies, in order to ensure people get the support they need, continues to grow stronger. Continued work with CAB, numerous housing providers, the three local councils. We have been able to do some joint working with Derbyshire Recovery Partnership. We are looking forward to working more closely with the Derbyshire Law Centre in the near future.

I would like to say a special thank you to our volunteers, Pathways really wouldn't be the same without you from nice hot meals, to group work and outreach and even helping us manage donations.



Another big thank you to the Royal Mail team who have supported us all year with donations and even renovating our client room, it certainly brightened the place up.

Finally to say thank you to Guy and his team at SEO-Copilot who have voluntarily managed our website, and are always offering support, nothing is ever to much trouble.



Outreach report (Street outreach and tenancy support)



Our exciting new outreach post was formally launched this January funded by The Henry Smith Charity.

We are extremely excited by this role as it gives us the opportunity to work with people who are rough sleeping and might struggle to access services and take Pathways service out to them.

In the three months we have had our outreach service we offered our street outreach support to 31 different people who are rough sleeping. Some of which were not accessing any other support at all and hadn't for a long time!

To enhance our street outreach service we relaunched the Rough sleeper Breakfast, this gives client's an opportunity to attend Pathways very informally and build up a trust in the service before accessing support.

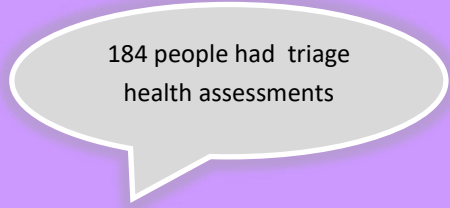
We are really looking forward to see how this role develops in the future. It gives us a real opportunity to get Pathways support out to people who might find it difficult to engage for a number of different reasons.

From January 2018 to March 2018 since the launch of the outreach and tenancy support role we have supported 13 clients to manage their property including home visits and support to appointments. Alongside this our housing team also do shorter pieces of work with people when they move into properties for those who need less support.

We hope to really increase the number of people we are able to support to sustain their tenancies. All too frequently we see people move into properties and then quickly lose them because people don't always have the coping strategies to manage these stresses so bury their heads in the sand.



Nurses Report



184 people had triage health assessments

This year Pathways has been extremely busy with an increase in clients, whom we have previously struggled to engage due to the appointment structure. With the increase in this client group we have found ourselves working with people with many more complex needs. We have also adapted to this higher level of need by having shorter triage health assessments which help us to identify who needs further support from us.

This year we have provided health or mental health support to 183 different individuals. Some of this is providing in-house crisis interventions whilst other people need support to navigate support from different health services.

A very high percentage of our clients present with mental health needs, some already accessing treatment and others who have never received support around this. Despite people more openly talking about mental health it is evident that it is still very difficult for them to discuss this and therefore even harder to get the right support in place for them. We spend a lot of time supporting people to have the confidence to broach this issue and write many supporting letters and advocate on peoples behalf to help the access treatment.

Due to homeless people often having a transient lifestyle so many people who attend Pathways are not registered with GP's and then often end up presenting in A and E as they are not able to tackle any health issues until they reach crisis point. We have supported over 30

clients to register with GP's and supported many more to reengage with GP's to help prevent health concerns reaching crisis point.

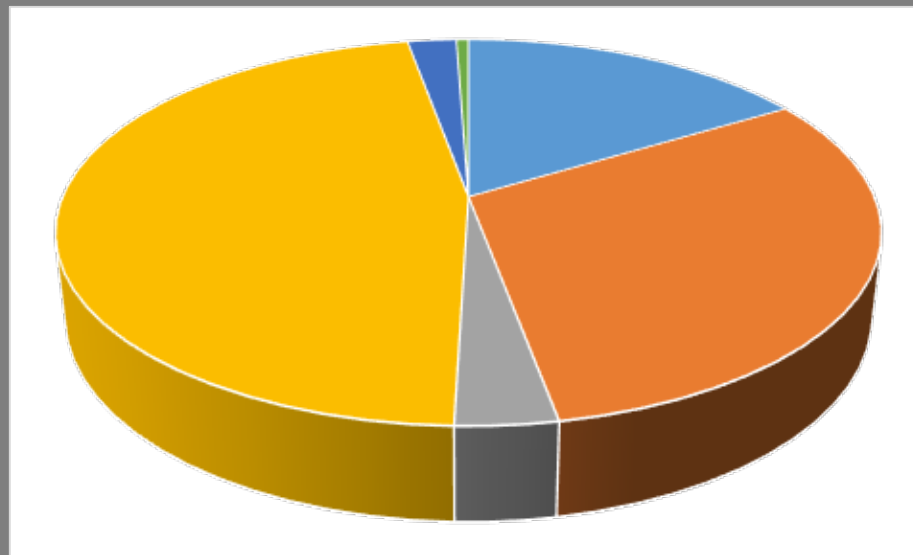
We continue to see a high number of people using novel psychoactive substances. There are still many unknowns with this drug and due to the affordability and the speed of effect it tends to be the more commonly used drug for homeless people. We continue to engage people to build up confidence to get support .

Our partnership with local schools continues to get stronger to raise awareness for the impact that homelessness can have upon a person. It was very touching to receive Christmas cards written for the clients of Pathways!

In the coming year we hope to build on our triage system and multi-agency working to continue to ensure everyone has the support in place to improve their health.

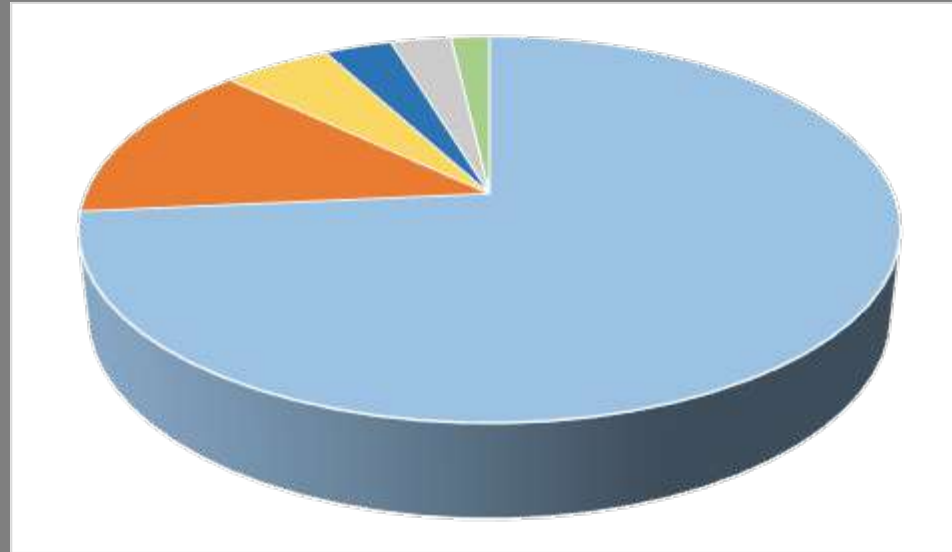


Pathways income analysis 2017/18



Source	£	%
Regular Donations	£ 13,069.00	16.35%
One Offs	£ 24,559.00	30.73%
Tax Recovered	£ 2,707.00	3.39%
Grants	£ 37,321.00	46.69%
Fundraising	£ 1,823.00	2.28%
Other	£ 452.00	0.57%
	£ 79,931.00	

Pathways expenditure analysis 2017/18



Source	£	%
Staff costs	£ 65,107,00	73.5%
Rent	£12,000,00	13.55%
Building costs	£4,520.00	5.10%
Office costs	£2,810.00	3.17%
Client costs	£2,524.00	2.85%
other	£1,598.00	1.80%
	£89,558.00	





Office

Pathways of Chesterfield
120 Saltergate
Chesterfield
S40 1NG
Tel: 01246 498204

Board of Trustees

Chair:	Richard Minns
Secretary:	Terry Deveney
Treasurer:	Frank Bacon
	Sandra Johnson
	Cathy Madden
	Sue Walker
	Damian Angus
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www.PathwaysOfChesterfield.co.uk

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