



The Homeless Service for Chesterfield, North East Derbyshire  
and Bolsover

# Annual report 2018/2019

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.

# Chair's Introduction

The year saw a significant increase in demand for Pathways' services, with a related increase in staffing. The three local councils gave additional funding for the charity to provide a "hub" for homelessness services in the area and this is working well. We are also particularly grateful for the continuing grant support from three major funders (Lloyds Bank Foundation, The Henry Smith Charity, and Derbyshire PCC). We are hopeful of their continuing support as the current grant terms approach an end.

The income from donations was similar to last year. Early indications are of an improvement in 2019/20, but a wider donor base is being sought.

Increased funding supported greater activity in the core area of housing support. We saw many more clients and were successful in helping them, but also more "engagement" activities, including street outreach and involvement of volunteers working with our staff.

Pathways continues to play a key role with the various housing and homelessness agencies working in the area, having a central part in coordination, communication and advice. Staff liaise closely with a number of statutory and voluntary bodies to help find solutions to client problems, which may include physical and mental health, addictions, and finance. Pathways has worked closely with the new Chesterfield Night Shelter which opened in winter 2018/19 and will run again 2019/20.

The availability of appropriate accommodation remains a very significant issue, with Universal Credit benefit changes exacerbating the problem as has been widely reported.

Pathways has an excellent and well respected staff team, supported by a committed and experienced Board of Trustees. The service will continue to develop to meet the ever-present needs of those who are homeless or at risk of homelessness.

**Richard Minns**  
Chair of Trustees, Pathways of Chesterfield

# The support we offer

Housing Support

Health Support

Benefits Support

Tenancy Support

Outreach Team

Food Provision

Clothing Provision

Recovery Service

Law Centre

Podiatry

# Manager's report

Pathways is into its 13<sup>th</sup> year of running, supporting people in Chesterfield and the surrounding area who are homeless or at risk of homelessness. Pathways has seen its busiest year yet, which to most places would be a positive thing, however for Pathways this a double edged sword. It is very sad that this many people are in this situation but positive that we have been able to support them.

Sadly Chesterfield and the surrounding areas have seen it highest number of rough sleepers this year based on the rough sleeper count. This is very disappointing but not surprising seeing the high rates of homeless around the town. Nationally the figures around homelessness are similar seeing increases in most areas.

## **More support to help homeless people**

It is not all bad news this year, we have seen funding made available both nationally and locally to provide more support for people who are homeless. Pathways has been provided with funding to run the hub for single people who are homeless. This involves working closely with the three local councils to identify what housing options might be available to people; to help coordinate peoples support to ensure they are able to access services to meet their needs; and to break down the barriers preventing them getting housing. This new pathway has only been running since the beginning of January so is still in its early days but is going very well so far! This change has also incorporated the Derbyshire Law Centre and Derbyshire Recovery Partnership now running drop-ins at Pathways making it more accessible for people to access these services.

Pathways has also seen been granted funding from the Derbyshire Police and Crime Commissioner for an Activity and Volunteer Coordinator. We are really excited to have this role and we have been able to increase activities available to clients and also increase our capacity to see people who need support.

In Chesterfield this year we are also been really pleased to see the night shelter set up, running for the winter months by Derby City Mission, and a huge number of volunteers giving up their time to make this happen. The night shelter has given people somewhere safe to sleep, enabling them to engage better with support. A large number of people accessing the night shelter are now in accommodation.

350 different people  
have accessed the  
service

Pathways has supported over 350 different people this year, some homeless some sofa surfing and some at risk of eviction. We have supported 154 into accommodation, and continued to tirelessly to support the people who are still working towards this.

We continue to provide housing advice and support, specialist nurses on hand to help with mental health crisis and support people to navigate the health services. We provide street outreach and tenancy

support, activities to build confidence, rough sleeper breakfast and clothing and food provisions.

Pathways has experienced a lot of growth this year. We are really pleased about the increased level of support we have been able to give people who are experiencing very difficult times in their lives. The focus for Pathways this year is to consolidate and improve the services we have, to ensure we are providing the best support possible.

## **Thank you**

As always thank you to our amazing volunteers whose help lets us support so many more people, and a huge thank you to all the companies and individuals who support Pathways through both clothing donations and financial help.

**Sian Jones**  
**Manager, Pathways of Chesterfield**

154 people have been  
supported into  
accommodation

# Thank you!

The work of Pathways could not continue if it wasn't for our funders and donors. We are always grateful for the money and supplies we receive that help us to support more people who are homeless or at risk of becoming so.



# Outreach and Tenancy Support report

Pathways outreach and tenancy support continues to go strongly.

The street outreach gives us the ability to meet people who are rough sleeping and might not be accessing any services and try to support them. This year at Pathways we have also been responding to streetlinks, which is a national website where anyone can report people who are rough sleeping that they are concerned about.

Through outreach we have supported just under 100 people. Some of these people we have supported to access mainstream services and others we have continued to support outside if they have found it difficult to engage. This work takes time as it is important to give people time to build trust and feel confident to try and move forwards. A large number of people who are rough sleeping and engaged through street outreach will not have accessed any services for a number of years. It needs a holistic approach to look at all of their needs.

A crucial area of support for people who have previously been homeless is tenancy support. Often people find it very daunting moving into a property and having a lot of new responsibilities and it can also be quite a lonely time, breaking away from the rough

sleeper community. Pathways have supported 39 people intensively with properties and provided brief interventions around tenancies to many more. Tenancy support can include anything from helping someone set up housing benefit through to helping them feel like part of the community they have moved too.

100 people supported through outreach

39 people have received intensive tenancy support



## Nurse's report

Wow.....how time flies! A year here at Pathways passes by so quickly!

As the health team here, it is our ongoing duty to ensure each individual who accesses our service is given the opportunity to engage in a full health assessment. This can be very challenging given the number of clients who came through our door but one Laura and I embraced with enthusiasm and commitment. The numbers of clients we see has continued to increase and the number of those with complex needs is becoming increasingly more frequent. As a health team we saw over 250 Individuals for planned appointments and over 400 unplanned face to face contacts. A significant increase on last year's numbers.

One of the most important aspects to the nurse's role here is the ability to engage with individuals who are often the hardest to reach and ultimately establish a rapport with them. This is evident on a daily basis. Laura and I are tasked daily in engaging with service users who may have been let down by many other services due to their chaotic lifestyle and nomadic nature. These individuals are the ones who need our help the most yet many do not see their health needs as being important.

It is our duty to ensure these individuals have a full health assessment and all of their needs are recognised as being important. Our clients have often been turned away from services or felt they have been treated less worthy than others in society and therefore find trusting us difficult. Laura and I pride ourselves on our skills at engaging these individuals and ensuring their health needs are met.

The nature of needs our clients face vary on a daily basis, therefore no two days are ever the same and no two clients ever present with the same needs. The recognition of individuality is of upmost importance in our work as is the need to remain non-judgemental and impartial. We see clients with extensive forensic history and are given information that we sometimes have to act upon to safeguard our clients, our service and the local community. During these interventions it is imperative that Laura and I are clear on our safeguarding roles and responsibilities and sadly at times we do find ourselves in situations that require us to involve other services to manage risk and promote safety.

The close relationships we have with local GP surgeries has continued to grow in strength. More frequently we are now able to negotiate urgent appointments and registrations for our clients. This is pivotal to the work we do as without access to a GP our clients would essentially be deprived of care to meet even the most basic health needs and potentially increase the incidence of inappropriate A&E visits, thus reducing the cost to the NHS. Over the past year we have contacted GP's with various queries and information on over 100 occasions. This can be basic information from requesting a list of medications to seeking urgent appointments that have led to hospital admissions.

This year Laura and I have been called upon to liaise with the following local services:

A&E, Crisis Teams, GP surgeries, Sexual Health, Housing Departments, CPN's and hospitals from out of area, Opticians, Department of Work and pension, ESA department, Probation, Police, Bayheath House, Local CMHTS's, Social Care, Baby Basics, Domestic Violence teams, SAIL, Cruise bereavement and Talking therapy service, to name but a few.

We have engaged in over 500 Psychosocial Interventions with our clients that cover issues in all of the following areas. Drugs, Alcohol, Dentist, Housing, Talking Therapies, Mental Health interventions, Trauma, Self-harm/suicide interventions, Health Promotion, Medication, Challenging behaviour, Debt advice, Education/Employment, sexual health, Crime reduction, Social care interventions.

Considering our post equates to just one full time member of staff the sheer volume of individuals life's we have a significant impact on is overwhelming and of paramount importance. The impact our service has on some of the hardest to reach yet most vulnerable clients in our local community continues to be immense and at times lifesaving.

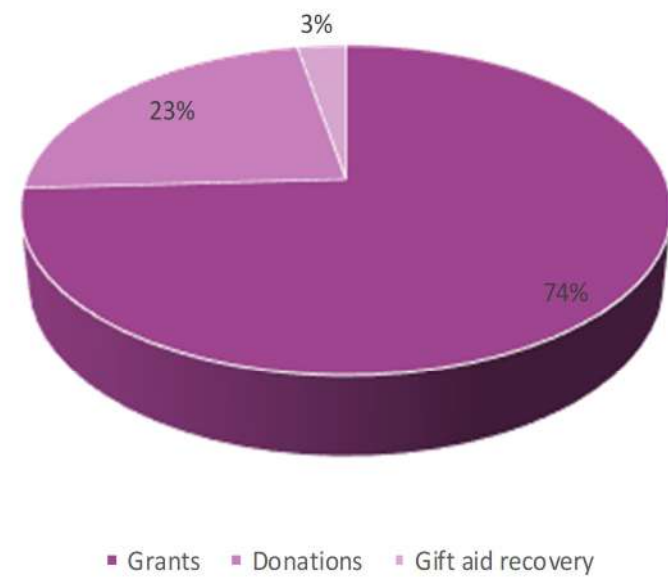
We are determined to ensure we continue to provide a professional seamless service to all of our clients despite the increasing number of individuals including families that come through our door.

**Sarah Sammans**  
**Specialist Homeless Nurse, Pathways of Chesterfield**

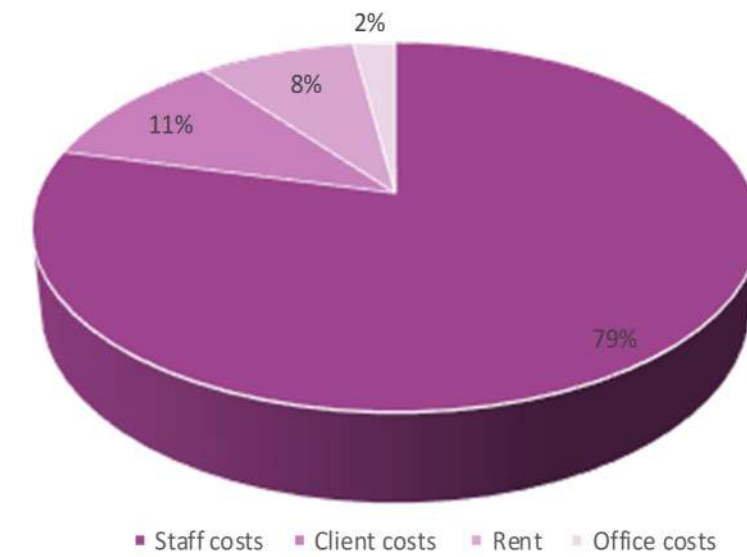
Over 500 Psychosocial  
interventions

# Financial report

Income for year ending 31 March 2019



Expenditure for year ending 31 March 2019



Income	£	%
Grants	£116,885	73.97%
Donations	£36,222	22.92%
Gift Aid Recovery	£4,568	2.89%
Fundraising activities	£311	0.20%
Interest received	£37	0.02%
<b>Total income</b>	<b>£158,023</b>	

Expenditure	£	%
Staff costs	£113,672	78.47%
Client costs	£15,215	10.50%
Rent	£12,000	8.28%
Office costs	£3,246	2.24%
Governance costs	£552	0.38%
Other	£180	0.12%
<b>Total expenditure</b>	<b>£144,865</b>	



## Board of Trustees

Chair: Richard Minns

Secretary: Terry Deveney

Treasurer: Frank Bacon

Emily Coy

Stuart Joce

Sandra Johnson

Cathy Madden

Laura Newbould-Jones

Sue Walker

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