



The Homeless Service for Chesterfield, North East Derbyshire
and Bolsover

Annual report 2020/2021

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 last year has been dominated by the coronavirus pandemic for all of us and has had huge consequences for our clients and the services that Pathways provide.

I am immensely proud of the way our staff, trustees and volunteers have risen to the challenge, as the service has had to be repeatedly re-configured as the situation has changed. One thing has been constant throughout, however, and that is that Pathways has always been there for its clients.

Our manager, Sian, and all of our staff have worked tirelessly as essential frontline workers, seeing clients face to face, providing food, clothing & bedding & telephones to maintain contact.

Another thing that this last year has proved is the effectiveness of partnership working and relationships have strengthened between the different agencies supporting the homeless in and around Chesterfield, with Pathways taking a central role alongside local councils who have commissioned our services, and funded accommodation during the lockdowns (Chesterfield Borough Council, North East Derbyshire District Council and Bolsover District Council). Derby City Mission who have organised the night shelters. Several other local organisations including P3, Foodbank and Church on the Bus, and others, have also been instrumental in keeping people fed and safe. This has meant that our initial fears of many deaths on the streets, have not been realised, which is a tribute to everyone involved.

We also owe thanks to those who have supported us financially over the last year. This includes those who have given us grants such as The Henry Smith Charity, Lloyds Bank Foundation, Chesterfield PCC who fund our nurses and Homeless Link. Plus, the ongoing and generous support we receive from organisations and individuals. We are very grateful to everyone as without this there would be no Pathways. There have been successful socially distanced fundraising events over 2020 despite the pandemic and we thank all those involved for both the fun and the funds!

Looking forward to 2021, with your help, we aim to support into permanent homes all those who have been temporarily housed under Covid measures and to help those who find that the economic effects of the pandemic have left them without a home.

Cathy Madden,
Chair of Trustees, Pathways of Chesterfield

Manager's report

Pathway is into its 15th year of running and what a year this has been for so many of us! We have seen some really difficult times but with some amazing results coming from this.

At the start of this financial year the entire country was in lockdown and Pathways, in partnership with the local councils and P3, was extremely busy making sure that everyone who was rough sleeping at the time had somewhere safe to go.


At Pathways we have really had to rethink how we work to ensure we are continuing to support vulnerable people in the safest way as possible. We have never changed and adapted the service so many times in such a short space of time. From outreach, to phone support, to work in hotels and back to the office. We received funding for phones to give out to people we were supporting to enable them to keep contact with us.

A large part of our work this year has been supporting people placed in the housing provision provided during the lockdowns. We worked in partnership with the local councils' homeless teams, P3, Derby City Mission and Derbyshire Recovery Partnership to offer support and work on housing plans for all the people temporarily placed in hotels and Mount Cook due to lockdowns. We saw some amazing results for the people staying in the accommodation, with nearly all of them having a longer term offer of accommodation by the time the hotel provisions were closed, and those that didn't we continued to support when were placed in local B&Bs whilst this work continued. It was amazing how much learning we were able to take from the first lockdown provision to make the next lockdown's support offer greatly enhanced. Very positive feedback was received from the

Mount Cook winter provision project, with one person stating that it saved her life and helped her get her life back on track.

Our nurses provided invaluable support to people at the hotels from helping dealing with crisis situations; low mood; medication worries; to encouraging people to register with GPs to ensure they were prioritised for vaccines.

We have never changed and adapted the service so many times in such a short space of time.



541 different people
have accessed the
service

Despite the last year seeming like a blur of chaos we have managed to support 541 different people which is sadly more than we have ever worked with in a year. Statistics at Pathways always feel like a strange area as in most fields of work you would be so happy with the high statistics, whereas here I am proud the team have supported so many people but saddened that there is this many people that needed support. We have seen 243 of the people, we supported, go into accommodation (Just a note to say not all of the people

we have supported were homeless some were at risk of homelessness so not all needed accommodation).

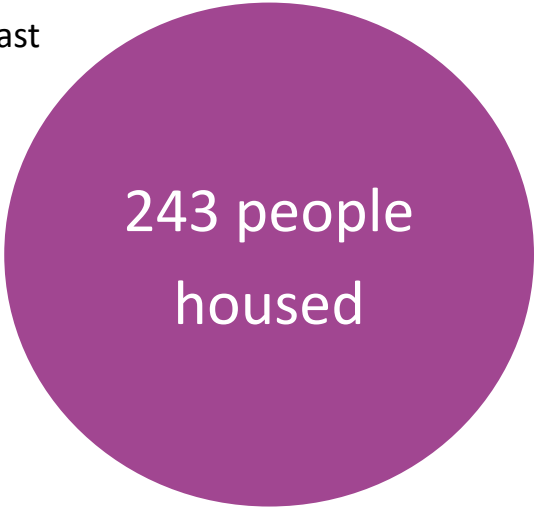
I am extremely proud of the Pathways team who, despite a lot of personal anxiety and many ups and downs along the way, have continued to work extremely hard to ensure the vulnerable people we work with are safe and continue to receive support.

We proudly received our Investors in Volunteers Award this year. We are extremely fortunate to have an amazing volunteer team, who wanted to be out supporting people even when we felt it was safer for them not to during lockdown. Despite difficult circumstances they have continued on volunteering with us, offering befriending support, outreach and publishing a recipe book for people going into tenancies for the first time.

We formed a really exciting partnership with a company named Xbite, who approached us wanting to find a way to support homeless people back into work. We have now seen two people successfully move into work from homelessness. Due to the success of this scheme, we have partnered with XBITE, North East Derbyshire and Chesterfield Homeless teams to try and roll this scheme out to more businesses.

Looking to the future we are expecting another tough year at Pathways with concerns regarding Covid-19 still being very present, the life of the eviction bans and cuts in benefits. We have just received funding from Chesterfield, North East Derbyshire and Bolsover councils for two extra housing workers to join our current team which will be a huge help.

Grants and funding available are tighter than ever with more competition, this year Pathways will be trying out new ways to fundraise to enable us to continue the important work we do.



243 people
housed


We are excited to finally get to use our second building for the purposes we took it on with new exciting groups soon to be launched. Some are already planned to include a furniture restoration group whereby people we work with will learn skills doing up old furniture then get to take a piece of furniture home to their new accommodation.

In the next year we will be trialling a peer mentor scheme. Working with some of the people we have supported to develop and enhance skills to support others to move forwards. We are really excited to get started with this.

Finally, I want to say a huge thank you to everyone who has supported us in different ways with funding or donating items for the people we support. We rely heavily upon your support, and we could not help in the way we do without it.

Sian Jones

Manager, Pathways of Chesterfield



We proudly received our
Investors in Volunteers Award
this year.

Ms F's Story

Ms F contacted Pathways in distress, following an argument with her ex partner and being arrested which meant she was not able to go back to the property. She'd been admitted to hospital with chest pains but had nowhere to go when she left. The social worker at the hospital had concerns about her mental health and she was also struggling with alcohol and suffering from Bulimia.

Pathways arranged for an assessment at the YMCA in Mansfield, collecting her from hospital to support her to the appointment. She had no access to her property so we provided her with a change of clothes, toiletries and some food. Despite her high levels of anxiety, she did well in the initial assessment and was offered accommodation if Pathways put in support for her in relation to her mental and physical health. The hospital agreed to Ms F staying for a few more days and on moving in day Pathways took Ms F to get her things from her ex partner's house and then to Mansfield to sign for her new property. One of the Pathways mental health nurses calls Ms F weekly and she has signed up to the befriending service run by our volunteers.

Ms F has made new friends at the YMCA and is feeling much better, her mental health has improved greatly, and her confidence has increased. She goes into Mansfield on a regular basis with her new friends, she has registered with a doctor and has gathered all of the required proofs of I.D for her Ryknelds housing application. Ms F is begin encouraged to eat well by friends and staff at the YMCA, she has cut down on her drinking and no longer uses alcohol as a crutch.

The support we offer

 Housing Support

Health Support 

 Benefits Support

Tenancy Support 

 Outreach Team

Food Provision 

 Clothing Provision

Recovery Service 

 Law Centre

Podiatry 

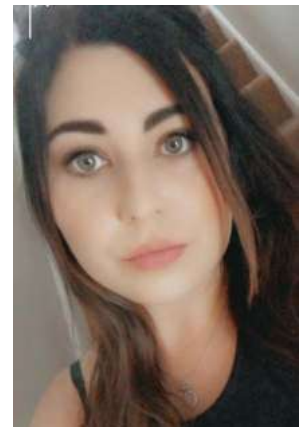
Volunteers– We couldn't do it without them



Volunteers have been crucial to running Pathways through this last tumultuous year. They've been helping with outreach, collecting donations, running our social media accounts and phoning newly housed people as part of our be-friending service.

We now have 12 volunteers and have more signing up to help us to start reopening the service.

This year Pathways of Chesterfield have achieved the Investing in Volunteers Quality Standard, recognising the work we do to support, manage and appreciate our volunteers. Investing in Volunteers is the UK quality standard for excellence in volunteer management. It aims to improve the quality of the volunteering experience for all volunteers and for organisations to acknowledge the enormous contribution made by volunteers.



Nurse's report

Our nursing team have had to work in a very different way this year from phone support, to work in the hotels, home visits and street outreach.

Our nurses conducted a huge piece of work at both of the hotels provided for lockdown provision. Initially in the first provision they were working with a lot of crisis situations and many people who had no accessed support for their health or mental health for a long time.

In the second provision the nursing team took on the work of ensuring that everyone was registered with the temporary GP near Mount Cook to ensure they were eligible for vaccines and seen as a priority group. With the difficult lifestyle people, who are rough sleeping, lead and struggling to engage and access health care, this group were potentially very high risk if they were to catch Covid-19.

For some people we worked with it was fast interventions helping them re-access medication, others needed long-term, more intensive support after gaining some stability and then really struggling to cope with their mental health.

A particular piece of work that has stuck in my mind from this year was working with an older gentleman who has rough slept for a number of years. The nurses needed to take a very gentle approach to supporting him as he was very proud and blocking out a lot of concerns regarding his health and if pushed would just disengage. The nurses worked tirelessly with this individual to build trust and just offering tiny bits of support regularly until bit by bit he was accessing more health care.

Mr K's story

Mr K has lived in supported housing accommodation in the past but unfortunately was evicted due to an altercation with a staff member. He has paranoid schizophrenia and has a dependency on Amphetamines and alcohol. He also has a history of criminal offences. For years Mr K has had a turbulent relationship with his mother and has had long spells rough sleeping.

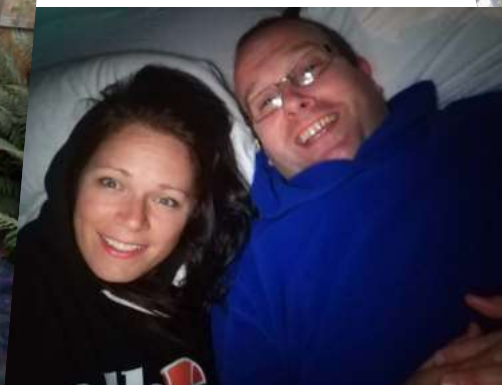
Mr K has always interacted well with us at Pathways. Since his initial contact in January 2021, we have visited him twice weekly with supplies such as sleeping bags, food, clothes, early morning coffees and essentially checking, during those cold winter months, that he was okay. Since our involvement Mr K has slept at 3 different locations in his tent but he has always been happy to share his location with us and has built trust and a strong relationship with Rob our Outreach Worker. Rob has completed forms, made referrals, and supported Mr K with all of his appointments, giving him confidence and someone to rely on.

After an assessment with South Yorkshire Housing (Housing First) Mr K was immediately offered a flat but he had to wait several weeks before moving in. We kept visiting often to reassure him that the move was going to happen. Rob visited Mr K on his moving in date to take him his food bank collection, along with some trainers, a coat, and other things such as toiletries that he needed. Rob has visited Mr K often in his new flat and has even sourced a picture and tv unit to make the flat more homely. We continue to support Mr K through his settling in period and call him weekly.

The Great Garden Sleep Out



In June 2020 we held the Great Garden Sleep Out as a covid safe version of the Sleep Out originally planned for March. We asked our supporters to join us by getting sponsorship to sleep outside in their gardens. On the night, we all joined together online through Zoom and played some games and did a quiz, then bedded down for the night. The weather turned stormy in the middle of the night with many of us getting soaked. Everyone who joined us did an amazing job of getting sponsorship and we raised an incredible £7203. We can't wait to see everyone again at future Sleep Out's, maybe we'll all be able to be together in real life next time.



Outreach report

Outreach has been even more essential this year than ever before. Due to being unable to run our drop-in in a safe way from the building, due to the impossibility of social distancing, we shifted a huge amount of our services to outreach.

Outreach this year has been a mixture of safe and well checks and more intensive work to help people move forwards. Initially with all the local food provisions that previously supported homeless people closing down, due to safety, it was essential for us to go out and check people who were street homeless were managing. We were supported with food provisions from Church on the Bus, The Community Food Bank and Trussell Trust foodbank.

The service also ensured we were able to find people who might not have been on the radar and offer them support and help get them into the safety of temporary accommodation during lockdown.

Due to so many people being in temporary accommodation it gave us the time to offer really intense support to those with a high level of complex needs who were still rough sleeping, We worked with one particular man who didn't have a local connection to the area he was staying and due to his complex needs and previous behaviour it would not have been safe to place him in the shared temporary accommodation. We worked with this man on a daily basis and in partnership with our outreach worker, mental health nursing team, CBC homeless team and social services were able to support him into more suitable accommodation where he was able to thrive.

All of our team have enjoyed getting involved in the street outreach and the outreach at the hotels and this should enable us to be an even more flexible service going forwards.

Mr L's Story

Mr L has worked hard all of his life, a 50 year old loving Father and family man. His mental state hit breaking point when he left his home leaving all his possessions behind him and moved to Gargrave where he stayed in a caravan for 3 months. The pandemic and lockdown seemed to be the catalyst for what happened next, the unnerving death toll which was constantly headline news increased Mr L's anxiety and made his condition worsen. He eventually had a nervous breakdown and was taken to the Priory where he stayed for 3-4 months recovering and receiving treatment. He was diagnosed with Bipolar and was treated with anti-psychotics for Schizophrenia. When the time came to leave the Priory, he went to stay with his Brother and Sister-in-law in a one bedroomed flat in Chesterfield. He knew that this was only a very temporary arrangement but needed to be near his Brother who would give him the love and support he needed. Eventually it was time for Mr L to leave, sleeping on the sofa in a small flat wasn't ideal and was understandably starting to cause friction. He slept in the back of his Brothers van for 2 weeks receiving meals from his Brother each evening, but he could feel his mental health deteriorating again and felt totally hopeless.

Mr L's Sister-in-Law gave him Pathway's telephone number. Being nervous and unsure of the processes he made the call, completed an assessment, and was placed in a bed and breakfast the very next day with the help of Chesterfield Borough Council. The Pathways outreach team visited Mr L often with food parcels, toiletries and also spent time with him to check on his general well-being.

“Outreach came to see me regularly with updates, food and always positivity. I needed that, someone to reassure me and to keep me in the picture of what was happening.”

Rob, our main outreach worker, completed a referral to Derventio Housing Trust who provide supported housing that accept people who are homeless and who may need support with their mental health. Mr L was a perfect candidate and luckily the referral was successful. He met the Derventio housing officers at the Pathways office with the support of the outreach team that he had come to trust and know well. He was accepted and offered a flat.

Mr L will be supported for approximately 2 years in his existing residence; he will have time to recuperate from such a difficult time in his life and to start to live life to the full once again. His medication is now in place to make being well possible. He has offered to volunteer for Pathways helping mentor others and is hoping to find paid work in the future. He will be in a good position to bid for a council property when his time with Derventio ends, they and we will be there to support him in his next steps to find a permanent place to call home.

“Pathways have not only guided me through the process but actually saved me.”

The Great Midlands Charity Coalition



During some fundraising training run by Community Chesterfield an idea was spawned for the group of charities present to club together their efforts to run a Christmas fundraising event. The Great Midland Charity Coalition (GMCC) was born and we ran the 12 Days of Christmas. Participants received a box in the post with family friendly activities for them to take part in. Over £11,000 was raised and the profits split between the participating charities.



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.





Mr G's Story

We met Mr G for the first time on the 19th of January in the Winter Provision at Mount Cook where he had reported to have had an altercation with his father, his parents had decided to ask him to leave the family home where he had lived his whole life. He was subsequently placed in Mount Cook by High Peak Council.

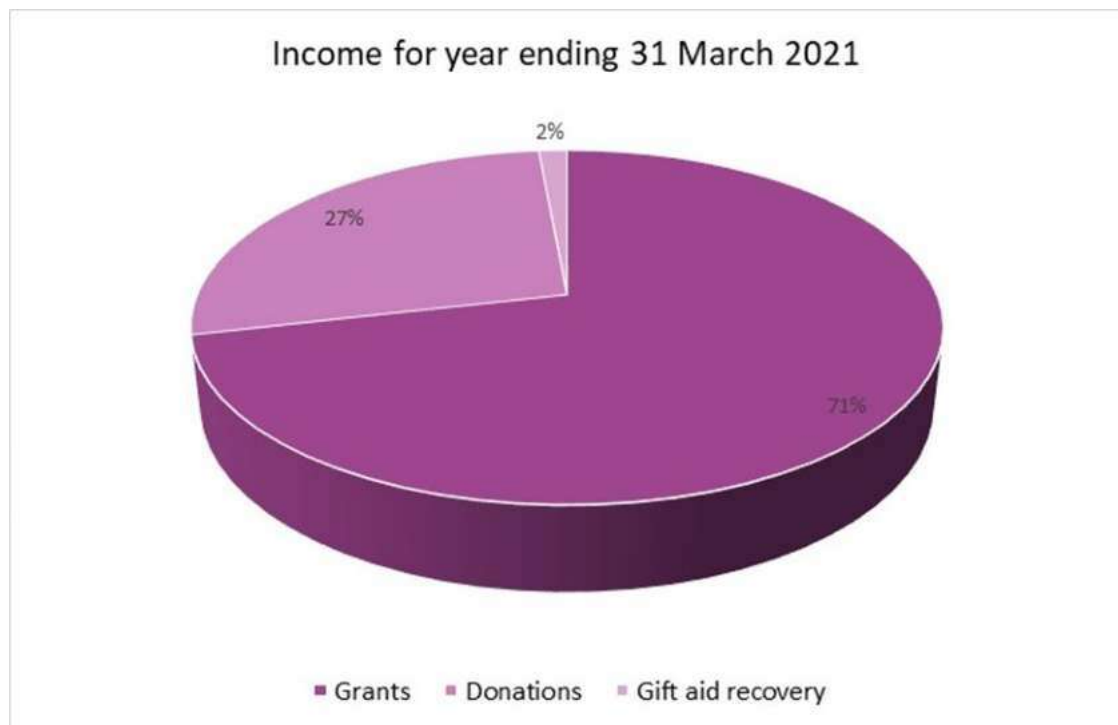
Just having completed his college course and passing with high grades, Pathways saw the potential Mr G had and put him forward to be involved in an employment scheme, after his initial interview, and with guidance and assistance from Pathways he gained employment at a local company in March 2021.

After Mr G moved to his permanent address we provided him with a starter pack which included a double bed, kettle, microwave, bedding, towels, toaster, cutlery set and dinnerware set. We moved his belongings into his new premises with him and also helped him set up his bills, council tax and arranged for his gas to be uncapped.

More recently we have visited Mr G's employer and they have stated he is going from strength to strength and will be taking on additional responsibilities soon. He is a dedicated employee who is driven to progress his career and have a bright future.

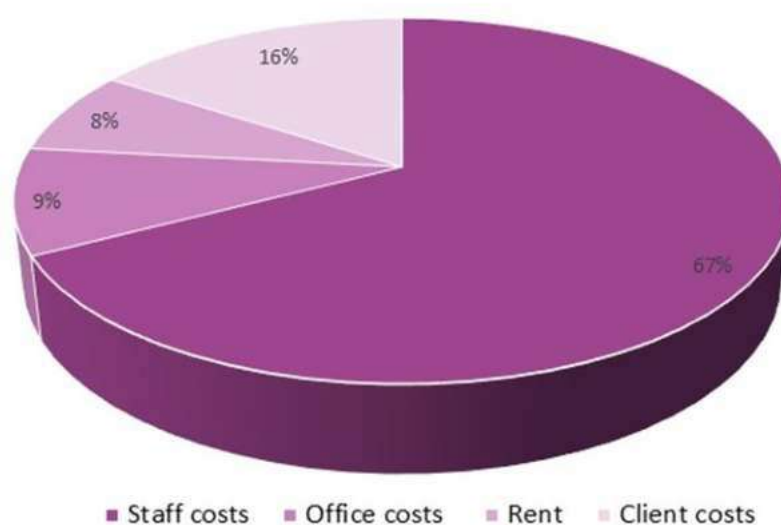
We remain in contact with Mr G ensuring he has the support he needs throughout his settling in period.

Financial report



Income	£	%
Grants	£225,228	71.37%
Donations	£85,728	27.16%
Gift Aid Recovery	£4,539	1.44%
Interest received	£89	0.03%
Total income	£315,584	

Expenditure for year ending 31 March 2021



Expenditure	£	%
Staff costs	£191,466	66.29%
Office costs	£26,662	9.23%
Rent	£21,167	7.33%
Client costs	£45,034	15.59%
Governance costs	£570	0.20%
Other	£3,923	1.36%
Total expenditure	£288,822	



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