



The Homeless Service for Chesterfield, North East Derbyshire
and Bolsover

Annual report 2021/2022



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

Welcome to our Annual report. I hope you enjoy reading what has been happening at Pathways. The coronavirus pandemic has continued to impact on us over this last year, although less so than previously. But the work of Pathways goes on.

I am again, immensely proud of the way our staff, trustees & volunteers have risen to the challenge. We have been able to deliver more of our services face-to-face but as covid has spiked, we have had to adapt several events such as our AGM which took place online and our Christmas meal for clients which became an outdoor event!

Our manager Sian, & all our staff have worked tirelessly as essential frontline workers, seeing clients face to face, providing food, clothing & bedding & telephones to maintain contact. Our volunteers have been able to return this year and have been busy in many invaluable ways. We are indebted to them.

A lesson that we have learnt over the last couple of years is the effectiveness of partnership working and relationships have continued to strengthen between the different agencies supporting those facing homelessness in Chesterfield, with Pathways taking a central role, alongside the three local Borough Councils, (who have commissioned our services, and funded accommodation), P3 and Freedom Project. Other local organisations including Hope House, Foodbank and Church on the Bus, have also been instrumental in keeping people fed and safe.

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, our local Clinical Commissioning Group (who fund our nurses), Chesterfield, NEDDC AND Bolsover councils, the Police and Crime Commissioner (who funds our Volunteer Coordinator), Lloyds Foundation 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 2021 despite the pandemic and we thank all those involved for both the fun and the funds!

Looking forward to 2022 and 2023, we aim to support into permanent homes all those who have been temporarily housed under Covid measures. I hope that Pathways can start looking ahead so that like everyone else we are no longer having to react to Covid but can start making strategic plans for the future. We will be applying to the Big Lottery, and want to improve our website, as well as to recruit new trustees. No doubt there will be new challenges ahead but with your support, Pathways will continue to provide a beacon of hope for those who are facing homelessness in our boroughs.

Cathy Madden Chair of Trustees Pathways of Chesterfield.

778 different people
have accessed the
service

Manager's report

Pathways is into its 16th year of operating, and what a busy year it has been. In some respects it felt a little like the calm after the Covid storm, but alongside this comes a lot of anxiety around "how do we rebuild what we had, and how do we incorporate all of the new learning we gained from the Covid Pandemic?"

Despite the anxiety about returning to business as usual, it feels really good to be back. Whilst we have been able to support people successfully through new ways in the last two years having our drop-in back makes our service so much more accessible to people who are struggling.

Despite feeling calmer than the last two years - with less need for reinventing ways to work with people safely - we supported more people this year than we ever have before. 778 People accessed Pathways this year, over 200 more people than the previous year. As ever, I am pleased we have supported so many people but saddened that so many need our support in the first place. In partnership with the local councils and P3 outreach team we have supported 279 people into new accommodation and prevented many more from losing tenancies.

We were fortunate to get some extra funding this year for two extra Housing Workers to support our service users. Mel and Jolene joined our team in September and hit the ground running to try and support people into accommodation and with other holistic support to meet their needs. Even with the increase in Housing Worker numbers, we have sadly had to run a waiting list for support for the first time in Pathways history. Some of this is down to our changed way of working, offering more follow up support where we lose contact with people, and the rest is down to increased numbers. We have prioritised those at risk of violence or rough sleeping and these were fast-tracked into support. We now also make our drop-in available to anyone wanting support to ensure that anyone who needs support has no barriers to access. Our Housing Team and Nursing Team have worked tirelessly to ensure people get the support which is appropriate for them. The nurses based at Pathways continue to provide an essential service. Other than housing, poor mental health is consistently identified as the greatest support need of the people who access our service. Our nurses work closely with our housing team, providing crisis interventions and support with accessing further healthcare.

Our Outreach and Tenancy Support Worker team have seen some amazing results, with people who have a long history of sleeping rough move into stable accommodation, and people who are in accommodation - after a very unsettled way of living - being supported to rebuild their lives and feel in control of their tenancies.

Since the big lockdowns throughout Covid, we continue to see fewer people rough sleeping than prior to Covid, so if we are looking for positives to draw from the last two years then this is a huge one. However, the number of people sofa surfing is rapidly increasing: we are concerned with the looming cost of living crisis that this could easily turn into more people rough sleeping again.

Covid has still impacted us this year; with rises and falls in the numbers of infections there have still been elements of our support that have needed rethinking. Our breakfast which we provided for people rough sleeping has not been restarted, returned based on concerns of so many people being in such a small place. We have tried to provide extra food provision and offered a hot cooked meal in all of our groups. We had planned a Christmas party at Pathways but unfortunately due to the high Covid numbers we had to change plans. Christmas is such a tough time for the people we support that we felt it was important to do something, so we hired a market stall and did Christmas sandwiches and games from there.

The groups run at Pathways are always well-attended and it's a pleasure to see people get the opportunity to take themselves away from their problems for a short time. One of the lovely things I have witnessed this year is people forming really strong, positive support networks through group which have then continued in the community. We have seen some amazing creative work produced by people accessing the groups: I wish I had that much talent!

Pathways volunteer team, as always, are amazing and help us to support more people than we ever could without them, bringing extra positivity and a 'can do' approach to the services we offer. From helping on drop-in, sorting out donations, befriending people, cooking and helping with groups, we could not do what we do without them.

Pathways has run a number of fundraising events from 'Garden sleep over', 'Non school uniform days', an open garden event and a huge donation push at Chesterfield football club. We are extremely grateful to everyone who has been involved and it has hugely helped us to continue providing the support we do. Also, a huge thank you to all the people who have individually raised money to support our work, from creative projects, to hiking, mini-triathlons and cooking food, we appreciate your support so much. Last but not least to the people bringing in streams of clothes, toiletries and food for us to keep people safe and healthy – we couldn't do what we do without their kindness.

Looking forward to the next year with some trepidation, to see how the cost of living crisis impacts the people we support and what we can do to try and improve people's situations. Also, how it will impact the charity as we are already seeing increasing competition for grant-funding with smaller pots of money available.

This year, due to a number of our funding pots running out, we will need to have a big push on acquiring funding to ensure that we can continue to provide the strong support we offer.



279 people
housed

The support we offer

● Housing Support

Health Support ●

● Benefits Support

Tenancy Support ●

● Outreach Team

Food Provision ●

● Clothing Provision

Recovery Service ●

● Dentist

Podiatry ●



Nurse's report

Pathways nursing team have had another busy year. As mentioned earlier in this report after housing mental health is identified as the greatest support need for people who access our service. Our nursing team has provided countless brief interventions and worked with 141 people on a longer term basis.

The nurses offer support and advice around mental health, health, accessing health services, medication, sexual health, trauma, pregnancy and so much more.

Initially at the beginning of the year the nurses were working partly through outreach and part through telephone support until we managed to get back to the office fully. Both models were successful but our nurses were very eager to get back to more face to face work.

Our nursing team has been highly active in working with our dentists to try and encourage people who have a lot of anxiety around accessing dentist treatment to be able to get the support they require.

Our nursing team are fantastic at working with people who have complex needs where investigation is needed to find out the full needs and history of someone to be able to support them in the best way.

Two pieces of work that the nurses conducted this year really stuck with me. One with someone who had become very mentally unwell and was experiencing a lot of paranoia and this was preventing his accessing any support or services and his mental health was deteriorating further. Our nurses spent a long time building up trust and with a gentle approach managed to support him to re-engage with his psychiatrist and get back onto his medication.

The second is a client whose health was poor and was refusing to engage in any medical treatment due to how he felt he was being judged in more mainstream health service due to a history of substance misuse. Our nursing team liaised with the hospital, and supported him to appointments. With a lot of humour and relationship building skills they and were able to support him to access the treatment he needed.



Street Outreach

Outreach

Up to September 2021 our service continued to be predominantly outreach based, our staff worked tirelessly visiting clients and providing them with the intensive support they needed. When Covid-19 restrictions lifted we reopened our drop-in service but continued to offer a flexible working plan visiting people in the community especially those in temporary accommodation.

Outreach is an integral part of our service where trust can be fostered and connections can be made with rough sleepers through consistency of contact. Rob our main outreach worker has successfully housed some of our most challenging rough sleepers, he has achieved this by being the person they meet regularly, frequently providing food parcels, clothing and sleeping bags and obtaining updates on how their housing situation is progressing. We have put in place earlier morning outreach sessions to ensure that we catch up with the harder to reach people rough sleeping who often move on before Chesterfield awakens. Our outreach team has always included some volunteers, this has enabled our outreach service to run without pulling staff from other essential duties and they are invaluable assets.

Accompanying and supporting clients to housing appointments gives our clients confidence and reaffirms trust, this in turn gives the client a better chance of being successfully housed.

Case Study - Mr N

Mr N is 35, has lived in Chesterfield all his life. He has paranoid schizophrenia and a personality disorder, and has a dependency on Amphetamines and alcohol, he also has a history of criminal offences. For years Mr N has had a turbulent relationship with his Mother and has had long spells rough sleeping, he has lived in supported housing accommodation in the past but unfortunately was evicted due to an altercation with a staff member.

Mr N initially contacted Pathways in January 2021. We have visited him twice weekly with supplies such as sleeping bags, food, clothes, early morning coffees and essentially checking that during those cold winter months that he was okay. Since our involvement Mr N has slept at 3 different locations in his tent, but he has always been happy to share details of his location with us and has built trust and a strong relationship with Rob our outreach worker. Rob has made referrals, and supported Mr N with all his appointments, giving him reassurance and someone to rely on.

After an assessment with Housing First Mr N 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 N on his moving in date to support Mr N and bring him his food bank collection along with some trainers, a coat, and other things such as toiletries that he needed. Rob has visited Mr N many times in his new flat and has even sourced a picture and tv unit to make the flat more homely. We continue to support Mr N



Activities and Volunteers

The second building has been a great asset this year with room for our activity groups to grow. Our new Restoration group has been such a success with our service users. The public have donated numerous pieces of furniture and our service users upcycle an item of choice to their taste and then get to keep it. This group is always well attended and popular.

The monthly Music group is going from strength to strength with instruments been given on loan for service users to focus on practising in their own time. This group differs each session and the attendees enjoy the freedom of the group, creating music organically.

Our seasonal Allotment group at Inspire Community Gardens has been a good option for people who like to be outdoors and involved in nature, the collaboration benefits both parties and there is a good sense of accomplishment for the service user.

Pathways Art/Creative group has produced some excellent pieces of work including drawing, painting, pottery, crafts and creative writing.

We will be looking to complete the training package for Peer Mentoring soon and we will be introducing further groups such as a games group and women's group.



We have a strong panel of existing volunteers who all are experienced and established in their roles, we couldn't do the work we do without their support and time.

Now that face to face contact has returned our drop-in service is busier than ever and the support our volunteers provide to staff and service users is inestimable. Our volunteers provide a befriending service and also assist with group and the activities that we run.

Pathways would never run as well without our brilliant volunteers!

Tenancy Support



We received funding last year for a tenancy support worker to work with people who were placed in housing under the 'Everyone in' scheme, initiated through Covid. We are really pleased to say that everyone who we supported have remained in their tenancies. Many of the people we are supporting have a long history of rough sleeping and homelessness and quite a lot of complex needs. Making a transition from rough sleeping into a tenancy can be an extremely difficult time. Moving away from living in a more communal setting to be on your own can be quite terrifying to some of the people we support. To find themselves in a place of stability, where they can tackle some difficulties can feel extremely overwhelming. We support people to gain confidence managing their tenancies and accessing any other support they need.

Adam's story

Adam has been homeless for a number of years on and off, he struggles with substance misuse both heroin and alcohol. Adam has had a number of admissions to hospital due to feeling suicidal. Adam has numerous health concerns which impact his life greatly. Adam has been in several different types of accommodation including council and supported and has been evicted from all of them due to antisocial behaviour.

Adam was admitted to hospital in July due to having suicidal thoughts, we worked with the psychiatric liaison team and North East Derbyshire (NEDDC) Homeless team to try and find a suitable option for Adam when he was discharged. NEDDC were concerned about placing him in a temporary flat due to the antisocial behaviour caused the previous time he was housed. NEDDC asked if us would provide intensive support to Adam to support him to manage this option. A plan was finalised to enable him to move in the following day. NEDDC and Pathways supported Adam with the housing sign up. He was made clear about the nature of the support he would be offered, and a clear understanding of the level of behaviour behaviour was expected from him.

We quickly supported Adam to transfer his medication to a local chemist and agreed to support him to collect this and his medication for the first week whilst the transfer was completed. Adam struggled a lot with his mental health when he first moved into the flat. He talked about hearing voices and saying they were telling him to harm himself he was struggling to switch off from this. We have supported Adam to see his GP to try and access more support with his mental health and also provided him with a radio to block out the sounds.

Adam has engaged brilliantly and made huge progress. Adam has repaired relationships with family members, made the flat look very homely and has worked on making his garden nicer. He is very positive about the future and felt he was too old for to continue with his previous lifestyle. Adam has not used any substances since moving into the property and continues to engage with support for his to remain free from substances. Adam plans to attend the furniture restoration group at Pathways,

New dentist service at Pathways!

One of the biggest benefits to come from the Covid lockdowns the links Pathways built with Wheatbridge Community Dental Team. They approached me during lockdown and advised that they wanted to find a way to offer support to more homeless people. At the time Mount Cook provision was running and we were able to quickly build links that enabled them to offer support within this provision on the success of this trial - and the impact it had - we were extremely excited to partner with the team and bring a dental service in-house to Pathways.

In 'Groundswell Healthy Mouths', a peer-led health audit on the oral health of people experiencing homelessness, a number of findings demonstrated the huge need for <https://gyazo.com/1a93a96afabe60e3637d8267049b859a>

making dentist services more accessible for people who are homeless.

The audit found that:

- 90% percent of the people who were audited had issues with their mouths since becoming homeless.
- 60% Had experienced considerable dental pain with 30% currently in pain.
- 70% reported having lost teeth since they had become homeless.
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The audit found there are a number of reasons why people who are homeless suffer more with dental problems.

- Resources to clean teeth regularly.
- The diet of many people who are homeless is often high in sugary foods as it is what they can get access too.
- High rates of substance misuse – this often led to declining rates of self-care.

Poor mental health – again leading to declining self-care.



The audit highlights the impact poor dental health was having on people who are homeless quality of life.

- 21% had been unable to function on a daily basis due to unbearable pain.
- Using substances to numb dental pain, keeping people in the homelessness cycle.



Pathways has always offered dental products as part of its service, but we never felt like this was enough. The problem of people accessing dental health became even more apparent in recent times with increased demands for dentists and with less NHS provision. I supported someone to phone up to try and get an emergency dental appointment prior to this service, and they were offered an appointment 40 miles away. For someone with a dental phobia and extremely limited resources this was not feasible.

We are so excited to have the dental team at Pathways: they support people accessing Pathways with a huge deal of care and compassion and a lot of encouragement. We have seen people relieved from pain they have lived with for many years, and people get a whole new set of teeth which made such a huge impact to self-esteem.

Peters Story

Peter has a long history of homelessness and moved into a tenancy during the Covid pandemic. Peter has suffered with dental pain for many years, it not only impacted his day to day functioning due to severe levels of pain but also really effected his confidence.

Since the community dental team has been at Pathways Peter has had numerous tooth extractions and now has a brand new set of teeth It has taken a little getting used to but peter is now able to eat properly and no longer covers his mouth to hide his teeth when he talks.

Peter tackling his dental problems has motivated and given him the confidence to start addressing other long ignored health concerns in order to get a better quality of life.

Mr D's Story

Pathways received a phone call from a member of the public who knew somebody (Mr D) who was sleeping rough and was very concerned about him. Mr D had never slept rough before and had ended up on the streets following a relationship breakdown. Mr D was very anxious and nervous to speak on the telephone and had to be encouraged by the member of public.

Mr D was very low in mood, exasperated by the covid pandemic. Encouraged Mr D to contact the council and submit a homeless application.

Pathways contacted the Lighthouse who completed an assessment over the telephone with Mr D – Lighthouse relayed concerns regarding Mr D sleeping rough and believed he would struggle.

Lighthouse (Birmingham) agreed to accommodate Mr D that evening and reported he would get a support worker who would continue to support him during this tenancy. Pathways supported Mr D to get to the Lighthouse.

Unfortunately Mr D only remained at the Lighthouse for three months. He represented at Pathways after staying with a friend sofa surfing and this friend getting evicted.

Mr D was extremely anxious about rough sleeping and very panicky and tearful. He had lost all contact with family and friends due to losing his phone charger. No services could engage him. Pathways provided Mr D with a new phone charger which enabled him to speak to the council and us.

Liaised with hospital following an admission due to Mr D being anxious on the streets and excessively drinking. Detox was offered to Mr D who agreed to complete.

Supported Mr D to change his address to C/O at Pathways so he could receive his bank card and access benefits.

Staff at Pathways contacted YMCA in Mansfield who agreed to accommodate Mr D following an assessment. Pathways provided funding to enable Mr D to travel to the location. Staff at YMCA agreed to support Mr D with any needs but Pathways agreed to complete a Bolsover housing application with Mr D to get him on the housing register.

This process is still ongoing, but an application was submitted – Pathways will continue to support until this process is complete – liaising with the homeless team.

Mr D reported that he is no longer drinking and is looking for employment and hoping to move forward and gain independent accommodation.

Fundraising events at Pathways

Pathways ran a number of different fundraising events and activities this year. Thankyou to everyone who supported these events and everyone who participated in the organising

The Great Garden sleep over.

Following on from our garden sleep out, we decided with Covid restrictions lifted a little it might be nice for friends and family to get together and sleep in each others gardens and support the homeless at the same time. The event took place on the 20th of



August 2021 with a little awareness raising of the difficulties people who are homeless face. Followed by the sleep out.

Open Garden at Grove farm

On the 4th September 2021 Grove Farm in Chesterfield held an open garden with Brampton community band playing and teas and cakes. All proceeds went to Pathways.



Pathways Christmas cards

Once again our art group worked in conjunction with local artist Ella Bramwell to produce some wonderful Christmas cards. All of the proceeds from these went to support the work that we do. It is lovely how each year the cards are so different.

AVAILABLE NOW
CHARITY CHRISTMAS CARDS



Supporting Pathways Of Chesterfield. Registered charity no. 1118838

Coming soon

In April a number of schools in our local area are holding non-school uniform days to support Pathways.

The next year we have some exciting music and spoken word events coming up!

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.

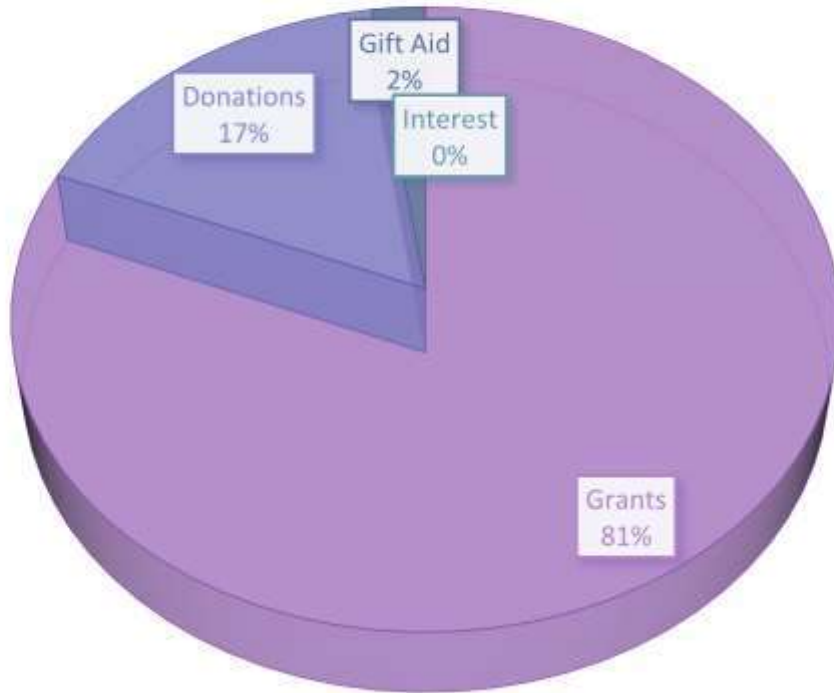


Thankyou to everyone who has supported our work!



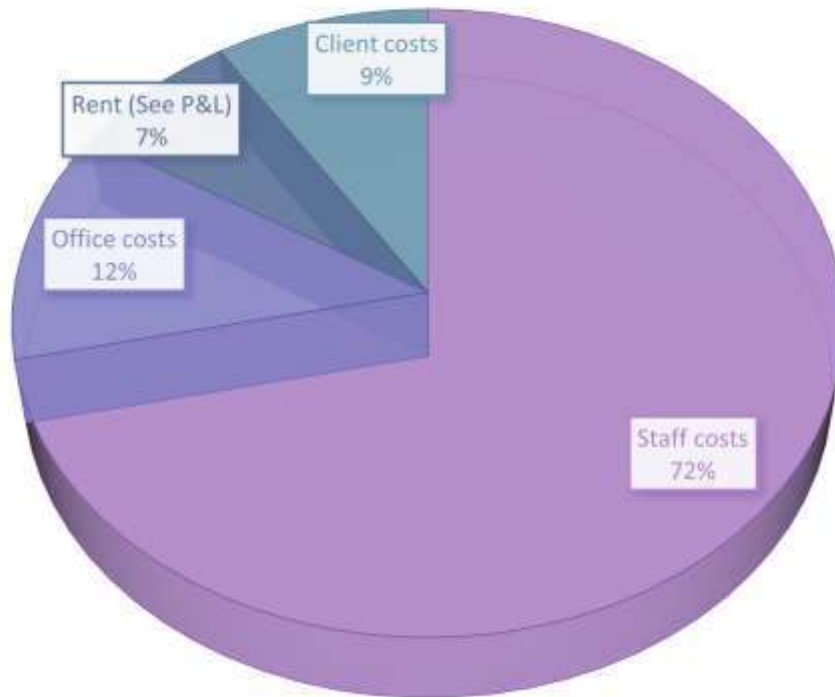
Financial report

INCOME FOR THE YEAR ENDING 31ST OF MARCH 2022



Income	£	%
Grants	£244,759	81.21%
Donations	£49,790	16.52%
Gift Aid Recovery	£6,846	2.27%
Interest received	£10	0.00%
Total income	£301.405	

EXPENDITURE FOR THE YEAR ENDING 31ST OF MARCH 2022



Expenditure	£	%
Staff costs	£22,885	70.56%
Office costs	£37,648	11.97%
Rent	£22,000	7.00%
Client costs	£28,371	9.02%
Governance costs	£570	0.18%
Other	£3,998	1.27%
Total expenditure	£314,472	100%



Pathways

OF CHESTERFIELD

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