



Impact Report 2021—2022

**Together we can end
homelessness in Sheffield**

A message from our CEO

This year saw the tail end of national lockdowns, travel restrictions and social distancing, but the effects of Covid-19 dragged on through the year and will continue to present us with challenges as the year progresses; but these are challenges the Nomad and Four Trees Lettings teams are ready to overcome.

Our Training Flats, a key part of the Smart Steps programme, remained strong at the heart of the Nomad offer. We achieved occupancy rates of just over 95% throughout the financial year, despite the limitations that Covid 19 restrictions placed on staff and on delivery. The well-being of our tenants continues to improve as they work closely with our dedicated Housing Team and our Progression and Development Officer.

Four Trees Lettings expanded this year, taking on more properties than ever before and necessitating a growing team. We continue to place our values ahead of profits, even relinquishing a property which we felt was not meeting the standards we wanted for our client group. However, following a target review in the Autumn of 2021, we recognised that our current model of delivery was unlikely to generate the financial stability we expected. It was decided by the team and the Board of Trustees that we needed a 'mainstream' lettings project for this.

Early in 2022 Nomad entered into discussion with the owners of a Dronfield based lettings agency called Clarity Enterprises Ltd. about the possibility of Nomad buying the business. At time of writing in July 2022, discussions are nearing conclusion with the purchase likely to be completed in the Autumn Quarter. This agency, though operated as a separate, stand-alone project, will fulfil the function of providing financial stability to the charity and Four Trees Lettings.

Despite residual impacts on funding by the pandemic, our Fundraising and Communications Coordinator was able to secure over £120,000 in funding this financial year, to support all aspects of service delivery. This was an overwhelming success on which to build in future years. The coming financial year will see a focus on the diversification of income streams and the resubmission to the Lottery Community Fund.

I am proud of the work Nomad and Four Trees Lettings have achieved in the past 12 months and I have every confidence that as the impact of Covid begins to finally recede, it will give this outstanding team a chance to fully flourish.

Steve Rundell
CEO



Our Vision and our Values

Our mission is to eliminate homelessness in its many forms.

Nomad has a **vision**, which drives our work and helps to inspire us everyday. We want to improve access to **decent, affordable housing**, which can so often be out of reach for those without substantial savings. More than this, we want to **provide high quality accommodation** to our clients, for them to feel at home in. Our aim is to help people **transition quickly and positively out of homelessness**, by helping them to develop the **skills and resilience** to avoid facing homelessness in the future.

We know that in addition to this, we need to **change perceptions** around homelessness and its causes and to be a **positive and pro-active** organisation within our sector and our community. This, in turn, will help us to support both **our clients and our staff to develop their potential and achieve their goals**.

To achieve these aims, we will continue to place our values at the heart of everything we do.

We value and promote **diversity** both in our team and beyond.

We strive for **inclusivity** showing **respect** for all.

We are **supportive** of each other and of clients so that everybody has the opportunity to achieve.

We work in a **solution-focussed** manner to ensure problems are solved in a way which prioritises the needs of the people involved.

We **celebrate** success, **inspire** creativity and **encourage** new ideas.

We value **honesty** and **transparency**.

We are **empathetic** to the needs of others, tailoring our support to help people in a way which is appropriate and effective for them.

We are **non-judgmental** in dealings with clients, colleagues and partners.



Organisational Objectives

Over the next two years we aim to:

- Continue to invest in and develop our social lettings agency, Four Trees Lettings, offering a managed service to landlords in the private sector, enabling us to increase the supply, standard and affordability of accommodation for our clients.
- Complete our new venture of taking on Clarity Lettings, with a view to expanding this service for mainstream lets; taking with us our ethos for ethical business and high standard accommodation. The nurturing and growth of this service will then support the work we do in Nomad and Four Trees Lettings.
- Strive to develop Smart Steps to meet the growing need for our services. But we will continue to apply a strength-based approach to the provision of individualised client support, and only attain growth which is sustainable while putting our clients' needs first.
- Develop Nomad and Four Trees as sustainable, dynamic organisations with the teams, resources and financial stability to deliver a much needed service in Sheffield and beyond.
- Continue our volunteer programme, which is proving to be an essential part of our office team. We will offer placements to both Social Work and Medical students who want to learn about the real world needs of those at risk of homelessness. We aim to continue developing the relationships which make these placements possible.
- Diversify and strengthen our fundraising portfolio, with a focus on the development of corporate partnerships and community engagement, raising awareness of Nomad throughout Sheffield and growing our supporter base.



Demand for Service

Hidden homelessness continues to be a hidden crisis in the UK, with an estimated 274,405 people affected in 2021. This crisis is having a devastating impact on the mental health and physical safety of those affected. Nomad's unique approach of providing long-term accommodation and wrap around support means our services continue to be in demand.

**Nomad received over
350 referrals and
requests for support in
2021-22**

**4,248 people were
homeless in Yorkshire
and the Humber in 2021**

**1 in every 206 people in
the UK is homeless**

**£593 is the average
rent for a room in a
shared house in
Sheffield**



Training Flats

Our Training Flats are at the heart of our Smart Steps programme. They are generally reserved for clients who have not rented before, who are very young or especially vulnerable, or who have not maintained a successful tenancy due to arrears and a lack of support. In Training Flats our tenants receive daily contact with a dedicated Housing Officer and are matched with our Progression and Development Officer to help them develop the skills they need to live independently. Currently all of our Training Flats are leased from South Yorkshire Housing Association.

95.15% occupancy rate 2021-22

29 new tenants moved in over the last 12 months

75% of tenants are under 30

30% of our tenants identify as LGBTQ+

1 in 5 of our tenants has been in care

48 clients were housed in 2021-22

70% of our clients have mental health issues

30% of tenants identify as BAME

Four Trees Lettings

95.4% occupancy rate 2021-22

**2 full time members of staff,
funded for the next 18 months**

**We guarantee 75% of rental
income for landlords**

**52 individuals housed within the
last 12 months**

**46 bed spaces managed in
2021-22**

**£4,165 average saving to the
public purse, per person in private
accommodation**

27% of our clients are refugees

**18 Tenants in private rental
transferred directly from our
Training Flats**

Four Trees Lettings Agency is now in its third year of operations as a commercial arm of Nomad Opening Doors, providing private rented accommodation for Nomad clients to move into when they are ready for the next step of their journey.

With rising rents and frozen Local Housing Allowance, Four Trees Lettings is working harder than ever to recruit landlord partners with HMO properties in Sheffield. This vital work ensures that clients moving on from Nomad's training flats have safe and secure accommodation to move into.

Four Trees Lettings aims to be an ethical lettings agency, both in its management of tenants and its relationship with landlords, offering outstanding support for LHA rental rates.



Client Development

To help our clients develop key skills and prevent future homelessness, Nomad has been running a Progression and Development Programme for the last 5 years. Formerly known as an Asset Coach, our Progression and Development Officer works with our tenants to discover their hopes and ambitions, to engage in meaningful activity and achieve outcomes in education, volunteering and ultimately, employment. This is also where clients can engage in external therapy with a BACP registered counsellor.

10.75 point average increase in people's wellbeing score, calculated by WEMWBS

£7,250 saved, per client, to the public purse through increased wellbeing*

35 meaningful outcomes were achieved in 2021-22

93% of tenants sustained their tenancy while engaged with PDO

52 clients engaged with our Progression and Development Programme

23% over target for client engagements

* Calculated through HACT



Our Volunteer Work

Over the past 2 years, Nomad and Four Trees Lettings have been developing an increasingly successful volunteer programme, centred around student placements and internships. We feel it is important to offer students an opportunity to see the causes and effects of homelessness and to gain real-world experience during their degree course, work-experience and on placement. We welcome these students and treat them as equal members of our team.

**2 medical students as
part of a research
project**

**2 Occupational Health
students joined us on
their placements**

**70 weeks worth of
placements for Social
Work students**

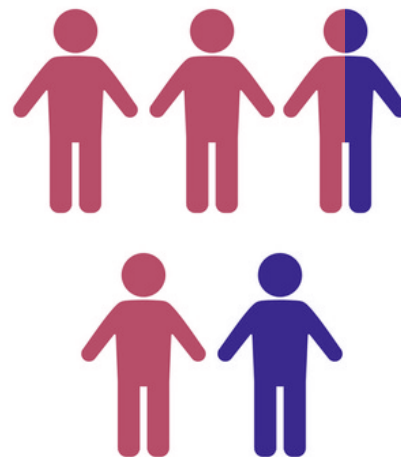
**3 school aged
volunteers on work-
experience**



Our Clients in Numbers

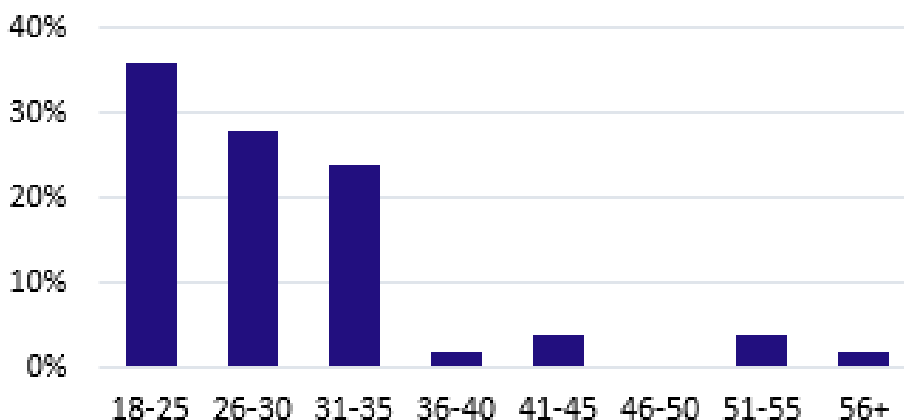
At Nomad we strive for equality, diversity and inclusion and we know our clients are so much more than numbers, but it is important to understand the figures behind our client groups. We have assessed our clients from the last financial year to help us understand where our services are most needed and how we can maximise the funding applications needed for our vital work.

21,900
Nights of
accommodation
provided in 2021-22



3.5 out of 5 of
our clients
have mental
health issues

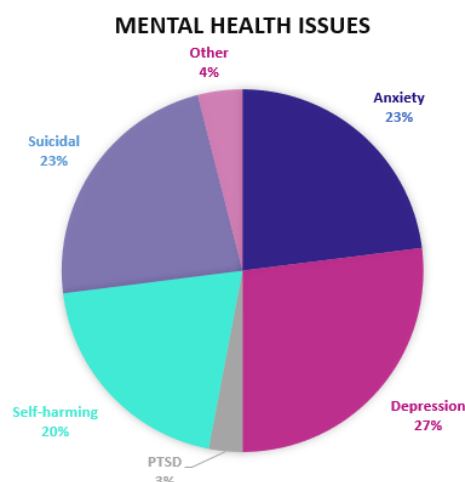
Client Age



73

Clients were
housed in the
last 12 months

20%
Of all our clients
identify as
LGBTQ+



12%
Of our clients have
experienced domestic
violence

Our Team



Our team has overcome much in the last 12 months, from covid restrictions to changes in staff, from office changes to the changing needs of our client group. These challenges have taught us a great deal about ourselves and our team. The strength and resilience we have, our ability to learn from and support each other, and above all our dedication to supporting those affected by homelessness.

In the last 12 months we made several changes to our work to better support our clients, making access to technology as well as increased face to face support a priority. Nomad has reaffirmed the importance of face to face work and the need for our team to be in the office and safe, as our team are our most important asset and our work would not be possible without them.

Our work is not always easy. Our clients face challenges which they share with our team. We try to be the support network our clients need and so often lack; we face an increasing need without increases in government support or funding options. Although it is difficult, our team has achieved so much this year, and done so with dignity and respect for each other and our clients.

We are Nomad Opening Doors. We are working to end homelessness in Sheffield.

Our Partners



Nomad Opening Doors

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Four Trees Lettings

Four Trees Lettings

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