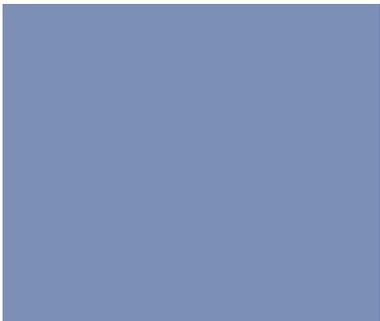


**NOMAD**  
opening doors

**Impact Report**  
**2019-2020**

The logo for NOMAD opening doors is positioned at the top of the dark blue block. It consists of the word "NOMAD" in a large, bold, white sans-serif font, with a vertical line separating "NO" from "MAD". Below "NO" is a white keyhole icon. To the right of the keyhole icon, the words "opening doors" are written in a smaller, white, lowercase sans-serif font. Below the logo, the text "Impact Report" and "2019-2020" is displayed in a white, bold, sans-serif font. The bottom right corner of this block is cut off by a white circular shape.

# A message from the CEO

This year has been a great success for Nomad. We have housed 61 people who were affected by homelessness. 34 people were offered permanent housing in shared, private rented sector housing. 27 were housed in our training flats, which we continue to manage for South Yorkshire Housing Association. The training flats provide an opportunity for young people to learn how to manage a tenancy in a very small house-share, while receiving intensive support from Nomad's Housing Officers, and strengths-based coaching from our PTS Asset Coaches.

We continue to build partnerships with private sector landlords, though now with a view to working with them from 2020/21 on a contractual basis through our new letting agency, Four Trees Lettings. Our reputation as experts in the management of shared housing helps us attract and retain professional landlords who are looking for a professional HMO management service. We continue to work hard to increase supply to the lower end of the rental market to ensure that everyone has access to an affordable, decent home.

We had scheduled a soft launch for Four Trees Lettings starting from February 2020, but this has now been delayed due to the Coronavirus pandemic. We will now be launching during Summer 2020 in a cautious and controlled manner to allow for the increased risks associated with the pandemic.

We have worked hard to develop a collaborative relationship with Sheffield City Council; this has gone from strength to strength this year as SCC has worked on implementing the Homelessness Reduction Act 2017.

Since the Homelessness Reduction Act was implemented last August, we have seen a sizeable increase in referrals for non-priority need homeless people from Sheffield City Council. Between August 2018 and April 2019 we received 250 referrals from SCC, but over 370 in the past 12 months. Our work is supporting Sheffield City Council to fulfil their duties

to non-priority need homeless people under the Homelessness Reduction Act. We believe our approach offers a model which could be replicated in Local Authorities across England.

Alongside housing, we continue to provide coaching that can give young people a chance to move on with their lives and develop their skills, resilience and potential. In line with the Housing First principles and the Personal Transitions Service model of asset-based support, we continue to provide both housing and coaching as distinctly separate strands of support, which ensure we can reduce imbalances of power and improve the standard of support we offer our tenants.

We firmly believe that when our clients work with both our Housing Officers and our Asset Coaches, they have far better outcomes and are able to successfully transition into training, education and employment and then are also able to move on into private rented accommodation with the support on offer as and when it is required. We definitely see a reduction in the level of support as time moves on and as tenants become more settled.

This year sees the end of the pilot phase of the Personal Transitions Service; we are working on a final report for our funders, Sheffield City Council and The Tudor Trust. We will be introducing a full-time asset coach into the Smart Steps programme from 1st April 2020 who will support our tenants using the principles of asset based support and applying the learning from the pilot phase to improving outcomes for our tenants.

Fran Ferris-Ockwell

## Changes to Board of Trustees

This year we have made a number of successful appointments to both the board of trustees / charity directors, and the subsidiary board of directors. We have attracted applications from several highly-skilled and experienced directors, with extensive high-level experience in the private, public, and non-profit sectors. We have a robust approach to governance and risk management, and we are in the process of undertaking skills audits on both boards to identify areas for recruitment in the coming twelve months.

“ I was really struggling and Nomad helped me turn things around. I feel safe where I am and I’ve got mates for the first time in ages.”

Alex, 33

**A message from the CEO**

# Organisational Objectives

Over the next four years we aim to:

- Open a social lettings agency Four Trees Lettings in 2020 offering management services to private sector landlords, to enable us to increase the supply, standard, and affordability of accommodation for Smart Steps clients.
- Continue to develop the Smart Steps Programme, separating housing and support, and using the strengths-based approach to the provision of individualised support of clients (introduced in recent years through the PTS (see page 8)).
- Continue to cement strengths-based\* support into all we do, and to embed evidence-based approaches including Psychologically Informed Environments and Trauma Informed Care.
- Use grant funding for the next three years to give us an opportunity to generate a trading income which will support our long-term sustainability. After this time, we expect Smart Steps to be funded through a blend of trading income, grant funding, social investment, and local authority funding and/or housing benefit.
- Further develop Nomad as a sustainable, dynamic organisation with the staff structure, resources and finances to deliver a fully rounded service for clients in Sheffield and beyond.

\* Such an approach centres on the skills and qualities that clients/beneficiaries already have and building on these rather than focusing on the deficits (what might be lacking). Also known as Asset Based Community Development (the ABCD approach)

There continues to be high demand for Nomad's service to people aged 18-35; we know that this service will be needed for the foreseeable future. Despite the increasing need and the perceived rise in numbers of people who find themselves in poverty, for many the PRS is their only available housing option.

### Nomad received 600 referrals in 2019-20

**2700**

Estimated number of people in Yorkshire and the Humber

**141%**

increase in rough sleeping in England since 2009\*

**2%**

2019-20 reduction in rough sleeping in Yorkshire and the Humber on the previous year.

**£610**

Average cost of renting a property in Sheffield, per calendar month in 2018

\*Crisis estimates that nationally 62% of people who find themselves homeless are hidden. Shelter estimates that the number of people in temporary accommodation in our region has risen by 12% compared with last year. Shelter also estimates that 1 person in every 2000 in Yorkshire and the Humber may be homeless

**Demand for Services**

## Facts & Demographics - Private Rented

**11686** Total nights sustained in the private rented accommodation.

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**343** Nights on average people stayed in private rented accommodation.

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**34** People housed in private rented accommodation.

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**82%** Of people accessing private rented accommodation are male.

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**£4,320** Average saving to the public purse per person who accessed private rented accommodation.

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**65%** Of people accessing private rented accommodation are BAME.

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**47%** Identify or are diagnosed as having mental health issues.

### Jane's Story

Jane was referred for coaching since when she was first housed with Nomad she was at a crossroads in her life with regards to her mental health and what she wanted to do with her time. Jane made the decision to leave her college studies to focus on her mental health. She is currently on the waiting list for IAPT and has been to speak with her GP about her mood and how she would like to move forward with her mental health, taking control of her situation. Jane was due to start volunteering in a local charity shop in an attempt to increase her customer service skills and confidence as well as increasing her employability, but due to lockdown, this did not happen. She plans to pick this goal back up when she feels that it is safe to do so. Nomad staff have worked hard with Jane supporting her through to identify ways of tackling her mental health issues such as mindfulness training. Jane's journey is ongoing but it is lovely to see a smile on her face when meeting with her.

Martin's story.

Martin came to us as street homeless person, evidently in a bad way. When assessed, he had just had many of his belongings stolen. We have seen him through a long journey from taking the initial assessment all the way to getting him housed and have been supporting him for over 12 months now.

Martin is a very nice man, born in Poland who worked as an English teacher until he decided to come to the UK for a better life and better money.

Martin has no living relatives and seemingly only a very small handful of friends in the UK. He suffers from bouts of alcoholism and depression that have much to do with his loneliness.

We faced a few challenges in setting up universal credit for him as he had no recourse to a phone or the internet so everything had to be done via Nomad staff and the facilities in the office.

He was housed in one of our private rented properties, and as he had no benefits prior to moving in he had no funds (issues with his universal credit claim being accepted). His first 2 months rent were paid for by the local homeless assistance team.

Martin has been very successful on his own merit in finding work, and has only recently needed advice from our PTS team (Asset Coach). He is a true grafter and thrives when working and often dips in mood and seeks alcohol if he is without work.

Following a couple of incidents with his drinking going out of control (only during the covid-19 pandemic), we sought help from the alcohol service in Sheffield, Fitzwilliam Centre and from St Wilfred's Centre where Martin can gain additional support and speak to workers in his mother tongue should he wish to. However, the most positive effect on his mood has been providing many crime novels for him to enjoy and pass the time whilst he's job hunting. He has read at least a dozen over the last two months.

I hope you can see that Martin, although has and will continue to have difficulties in life and has his own set of unique challenges, is very resilient and smart and ultimately a survivor who just needed a small helping hand.

**27** People housed in training flats accommodation in 2019-20

**45** People lived in training flats during the year.

**229** Nights was the average tenancy length during this period.

**74%** Of those tenants reported a mental health issue

**10329** Total days of sustained tenancies during this period

**33%** Of people accessing training flats identify as BAME

Facts & Demographics - Training Flats

**69** People worked with a coach towards their goals and aspirations.

**£7,250** On average saved per person to the public purse through increase in wellbeing.\*

**62%** Of people who engaged with PTS were male.

**58** Outcomes were achieved in employment, volunteering, training, education and meaningful activity.

**46%** Of people engaged with PTS are BAME.

**12** Point average increase in peoples wellbeing score, calculated through WEMWBS

**91%** Of people sustained their tenancy while working with a coach

### Abeo Case Study

Abeo came to the U.K from Nigeria after being imprisoned and tortured due to his sexuality. When he came to the U.K he was placed in Home Office accommodation and was further persecuted by other tenants and discriminated against because of both his sexuality and the effects his time in prison had on his mental health.

It was decided that Abeo would benefit from the support offered in the training flats. Working with PTS and his Housing Officer, he quickly gained the confidence and skills needed to find work.

Abeo accessed coaching to develop those skills. Ideally he wanted to get into care work but due to a blemish on his DBS record this did not happen. His CV was edited to better showcase his skills. As part of his coaching journey, Abeo asked for jobs to be sent to him on a daily basis so that he could apply and decided that warehousing work would be the next best thing compared to care work.

Abeo eventually secured full time work with Amazon working as a warehouse operative and moved into his own property. Abeo has a passion surrounding nutrition and the physical and mental benefits of eating healthily so was also signposted to organisations where he could put his knowledge to good use, but due to lockdown, this did not happen. He now has the option to dip into these organisations in the future and work towards continued good health.

\*calculated through HACT

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Company number: 3846994



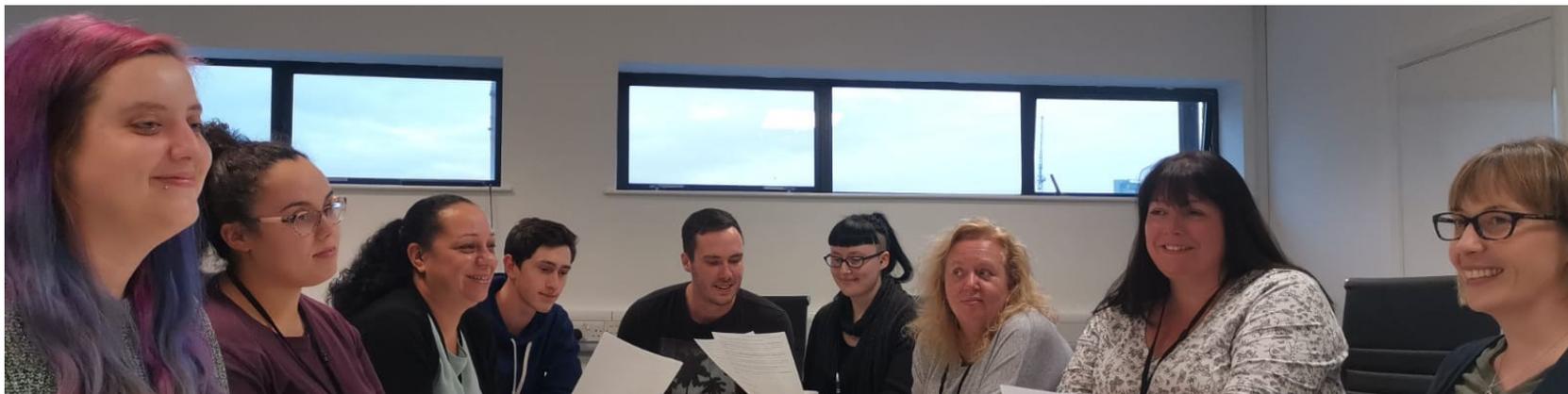
Four Trees Lettings Agency  
The Blades Enterprise Centre

John Street  
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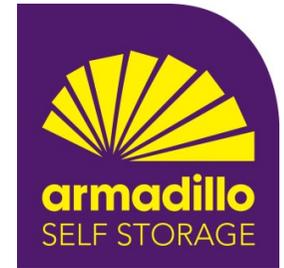
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# Funders and Partners



the  
**Tudor**trust



**LOTTERY FUNDED**



**LLOYDS BANK FOUNDATION**

England & Wales



**SYHA** South Yorkshire  
Housing Association



Shelter



CHERRY TREE

With thanks,

**Nomad**

