

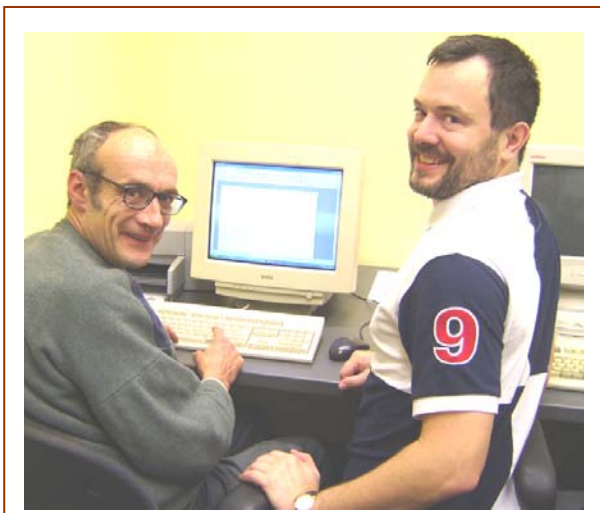
# doorway

Moving on from Homelessness in North Wiltshire

## North Wiltshire Homelessness Project - One Year On -

### Annual Review

December 1<sup>st</sup> 2005 to  
November 30<sup>th</sup> 2006



*Report by Margaret Cleverley*



# Doorway

## Our Vision

We believe that homeless and marginalised individuals are capable of change and will only achieve their full potential when offered a safe, supportive, empowering and non-judgmental environment – it is our vision to provide such an environment and meaningful activities which will help reverse the spiral of homelessness.

## The Partners

Doorway is a dynamic partnership between CVS North Wiltshire and The Salvation Army, Chippenham Corps and is supported by an Advisory Group including representatives from CVS, The Salvation Army, North Wiltshire District Council, the Probation Service, the Youth Offending Team and Community First, as well as interested private individuals.

A much wider group of interested Church, voluntary and statutory agencies and individuals offer advice and support as needed and receive regular reports.

## Doorway

In February 2006 Doorway was launched at a public meeting to continue the work of the 2-year Pilot Scheme, The North Wiltshire Homelessness Project.

The Pilot Scheme had provided clear evidence of single homelessness in North Wiltshire. In common with other rural areas, single homelessness is largely an invisible problem, with individuals 'sofa surfing' rather than sleeping outdoors. The pilot scheme also highlighted the needs of marginalised adults whose housing security was likely to be compromised by complex issues, such as mental illness, poor life skills, substance use and debt.

## What we do:

Our core service, the Drop-in, opens for two sessions a week on Monday mornings and Thursday afternoons, providing, free of all charge:

- A warm safe place to socialise and enjoy a freshly cooked meal
- Laundry and shower facilities, with a change of clothes if needed
- Sleeping bags and food parcels
- Befriending by trained staff and support to access specialist housing, health and social services
- Activities e.g. table tennis, Music improvisation, newspapers, computer games

## Review of the Year

**December 1<sup>st</sup> 2005 – November 30<sup>th</sup> 2006**

### **During this period we:**

- Opened for 98 drop-in sessions and served 1,866 meals to 191 individual guests.
- Were visited by 110 new guests for the first time.
  - Their average age was 32.5 and 22% were women.
  - Nearly half were homeless as a result of relationship breakdown when first interviewed.
  - 11% were not homeless but had other complex needs such as mental health issues, poor life skills or addictions.
  - 30% of new guests willing to give information were sleeping outdoors at first interview
- Ran 35 additional activity sessions offering IT training, music and arts and crafts workshops attended by 22 guests. As a result:
  - 3 learners are expected to achieve CLAIT modules in IT skills by the end of 2006.
  - One formerly homeless guest moved on to study music at Chippenham College, after regular tuition at the centre

- Launched a major PR campaign to inform and involve the local community, including the 'Pictures and Words' exhibition of guests' arts project work which toured local libraries and other venues.
- Increased voluntary donations by nearly 400% compared with 2004/5
- Launched 'Friends of Doorway' – volunteers who raise awareness and fundraise. They organised events and a new recycling initiative to raise funds.
- Launched our new website in September which was receiving 800+ hits per month by November 2006.
- Engaged with Wiltshire College to inform and involve students.
- Researched new models for supporting guests more effectively and reviewed our Business plan

The major upheaval of moving from our Salvation Army premises for 3 months while they were refurbished affected for a time the use of the drop-in. Having moved back into the hall with its vastly improved facilities, attendance is building back to former levels.

## Resources

### Funding

Staff time, premises and facilities valued at over 42% of our core running costs this year have been contributed by The Salvation Army Chippenham Corps and our hosts during the refurbishment, Central Methodist Church, Monkton Hill, Chippenham

Community involvement in the form of donations and gifts in kind from churches, groups and individuals have increased this year, including one gift of £7,000 from an anonymous private donor.

We are very grateful to:

- Chippenham Churches together, individual local Churches and individuals for gifts of money, food, clothing and volunteer time
- Local businesses for substantial gifts of food

In addition we have received generous funding from:

- Westlea Housing Association
- North Wilts District Council Area 3 Committee (Arts Project)
- North Wilts District Council and The Community Safety Partnership

- The Wiltshire and Swindon Community Foundation supported by the EU (Progress 2 funding for activities sessions)
- The Wiltshire and Swindon Community Foundation (staff time)
- Zurich Cares (to support service development)
- The Jack Lane Charitable Trust (for food etc)
- The Anchor Foundation (Arts Project)
- Coutts Bank
- The Lions Club of Chippenham

*A detailed financial report for the year ended 30.11.06 is available in Appendix 1*

## People

We now have:

4 part-time staff, including a newly appointed PR and Marketing Officer

37 highly trained and dedicated volunteers who bring a wide variety of life experience and skills to the task and have created the welcoming, positive atmosphere at the drop-in.

6 volunteers who have been with us since the pilot scheme started in 2003.

We are very grateful to the following who also gave volunteer time and professional expertise:

- Stephen Pickering of Pickering Communications who designed and produced our Newsletter, Doorway
- The Geo Roberts of the Wilsher Group for support in the form of executive coaching
- James Scanlan, Marketing and Public Relations Manager from Morris Owen, Accountants, via the ProHelp organisation, who helped us to develop our PR and Marketing Strategy.
- Christine Smith who typed and produced the monthly staff newsheet.

## Future Plans

### Short Term

**We will secure funding for the next 2 years by:**

- Pursuing an intensive PR and marketing plan from now until the end of March 2007 concentrating particularly on the business sector and schools to raise public awareness and support

- Developing the role of the Friends of Doorway to fundraise and engage with our community
- Researching and applying to statutory and charitable funders.

## Longer Term

### **We will:**

- Work towards sustainability, seeking new funding opportunities and developing new partnerships to achieve this
- Reach out to all who need our support in the rest of North Wiltshire
- Introduce new models of support and structured activities to help our guests to move on in their lives, including better ways to monitor their journey
- Increase community understanding of the issues around homelessness in North Wiltshire and commitment to the project
- Work with partners towards integrating the drop-in into a comprehensive service for homeless people in North Wiltshire including a direct access hostel

## In Conclusion

As Manager of North Wiltshire Homelessness Project and now of Doorway, I have witnessed signs of change in some of our guests and feel proud of the difference our service has made to our community in such a short time.

At times I have been moved by the stories people tell us and at other times I have been alarmed by the challenging behaviour of a small minority of our guests. I have marvelled at the glorious music that fills the hall on Thursday afternoons and I have rejoiced at the laughter which often arises spontaneously during sessions.

Above all I have felt humbled on occasions by the dedication of our volunteer staff for whom caring is truly a way of life. They support guests at the drop-in and beyond, they cook, serve and clean up with love, energy and humour which is at the root of all that we have achieved and is the foundation for all that we hope to achieve in the future. To all of them I offer my very grateful thanks.

*Margaret Cleverley*  
*Doorway Manager*

*December 2006*

**Doorway Income and Expenditure Summary - 1st December 2005 - 30th November 2006**

	<b>Core Drop-in Sessions</b>	<b>Structured Activity Sessions</b>	<b>SA Contri- bution</b>	<b>Total</b>
<b><u>Expenditure</u></b>	£	£	£	£
<b>Staff Salaries</b>	19,227	4,084	11,876	35,187
<b>Other Staff Costs</b>	590			590
<b>Volunteer Costs</b>	2,132	129		2,261
<b>Centre Costs</b>				
Rent		780	5,120	5,900
Cleaning/maintenance	44		1,600	1,644
<b>Operations Costs</b>				
Office Accommodation			6,400	6,400
Postage, phone, publicity etc	3,100	60	80	3,240
<b>Equipment Purchase/Replacement</b>	3,205			3,205
<b>Services for Guests</b>				
Food etc	1,403	124		1,527
Activities	126	6,482		6,608
<b>CVS and SA Management Costs</b>	3,703	633	1,780	6,116
<b><u>Total Expenditure</u></b>	<b>33,531</b>	<b>12,292</b>	<b>26,856</b>	<b>72,679</b>
<b><u>Income</u></b>				
<b>Grants</b>		Actual to date		
N Wilts Safety Partnership(IT)		1,534		1,534
Salvation Army (Contribution in kind)			26,856	26,856
Zurich Cares (Service development)		5,000		5,000
Westlea Hsg Association		18,000		18,000
Coutts Charitable Trust		250		250
Lions Club of Chippenham		300		300
WSCF-Project assistant		4,142		4,142
Jack Lane-food etc for guests		1,000		1,000
North Wiltshire DC -General Contribution		6,000		6,000
Anchor foundation, Arts Project		2,416		2,416
N Wilts Area 3 Committee -Arts project		1,000		1,000
WSCF supported by EU (activities)			8,772	8,772
<b>Other Income Sub-Total Grants</b>		<b>39,642</b>	<b>8,772</b>	<b>26,856</b>
Income c.f. from Pilot Scheme		11,243		11,243
Donations-General		13,759		13,759
Donations-Friends of Doorway		375		375
Mayor's Charity c.f. from Pilot Scheme		3,314		3,314
<b>Total Income</b>		<b>68,332</b>	<b>8,772</b>	<b>26,856</b>
				<b>103,960</b>

*NB Doorway's accounts are being brought into line with CVS's April to March financial year, so that this summary represents 12 months of a 16-month financial year.*