

doorway

Moving on from Homelessness in North Wiltshire



Doorway wins award at the Wiltshire Health & Wellbeing Partnership Awards

Annual Review

**April 1st 2009 to
March 31st 2010**



'Nipper the Dog'



The Doorway Band Performing Live in Public

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Doorway is a partnership project between Develop (formerly CVSNW) and
The Salvation Army (Chippenham Corps)

Develop Enhancing Community Support Limited is a Company Limited By
Guarantee registered in England and Wales 01986363.
Registered Office is 3-4 New Road, Chippenham, Wiltshire SN15 1EJ.
Registered Charity 1096008.

The Salvation Army Trust: Registered Charity No. 214779

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.

“Doorway as the name applies is an opening to a new and better life and without their help and support I know I would not be in a position to say that ‘Yes I have got a new life’”

Doorway Guest

Our Mission Statement

To realise this vision, Doorway will strive to:

- Provide a warm, safe, non-judgmental environment
- Train staff to engage with guests and form professional bounded relationships
- Use these relationships to promote growth in guests’ self esteem, confidence and aspirations
- Provide information, support and, where necessary, practical help that will empower people to make and act on informed choices arrived at by themselves
- Provide activities within the centre which are likely to enhance guests’ skills and raise self-confidence as a first step towards changing their lives
- Encourage and empower guests to become involved in the running of the centre and in forums designed to give service users a voice
- Promote the needs of homeless and marginalised people locally by means of high quality PR, thereby helping to reduce discrimination towards them and influencing the local community to become more supportive and less judgmental

“I am pleased to tell you that you have helped me to turn my life around by supporting me tremendously. I thank you all for your ongoing support”

Doorway Guest

Our Values

We accept and value diversity and individuality in all people.

We believe that no one should suffer oppression or lack of opportunity because of who they are, where they live, their disability, the way they look, their lifestyle, their background or their beliefs.

We believe that time should be given to working with people who wish to fulfil their personal potential and participate fully in society but find it difficult to do so for whatever reason.

The Day Centre is committed to a policy of equal opportunities in all areas of its business. It is our intention that no one should allow their conduct or decisions to be unfairly influenced by feelings about race, colour, nationality, ethnic origin, family circumstances and personal connections, educational background, socio-economic status, gender, sexuality, age, health, disability, religious or political connections and everyone should work to eliminate such influences.

Mutual respect and support for colleagues and for guests of the day centre are central to our values.

“I owe so much to Doorway as I had nowhere to live before I started coming since then I have had so much support and encouragement it has really helped turn my life around and the music is FANTASTIC!”

Doorway Guest

Activities

Informal and more structured activities build skills and develop guests' self confidence and a belief that they can change their lives for the better. Table tennis, newspapers, drawing materials and computer games are always available in the drop-in.

"I have been coming to this group since it first came about 5 years ago. I love the music and without sharing this passion with others in the group I would have definitely taken a different path. I am very grateful for this outlet. Thanks to everyone involved!"

Doorway Guest

Structured activities led by volunteers & guests this year have included:

- **Music improvisation** – weekly sessions led by a guest
- **Arts and Crafts sessions** – run by volunteers within the drop-in
- **Creative Writing sessions** – run by a volunteer within the drop-in

"I've been very impressed by the way staff battled through the turbulent end to 2009. I think it has made me see that Doorway is a very special place and worth fighting for.

Thank you too for giving me the opportunity to do the creative writing sessions. I still have to pinch myself sometimes!"

Doorway Volunteer

Structured activities facilitated by professionals have included:

- **Monthly music workshops:** these structured sessions have been facilitated by Al Summers since 2005, involving both guests and volunteers. Historically, they have proved to be an important catalyst for self expression and personal development. Ray Bradfield joined the team in November 2009 which enabled the group to start writing their own songs, the first of which was recorded onto CD in December 2009. To write a song, learn it and record six versions of it in less than 6 hours was a remarkable achievement.

"It was clear that what happened today was that participants achieved something they didn't think possible at the start of the session: from previous guests we know that this has a positive effect which can relate to wider issues.

We were able to raise expectations and show that what seems impossible can be done: guests do this for themselves with mutual encouragement; we simply give them the initial guidance, the right environment and permission, ensuring they realise it is their achievement.

By looking ahead at the next goal, while acknowledging previous achievements, we can show that differences are within reach and can be made to happen"

Al Summers

- **Weekly IT Club:** guests have learnt how to use various software packages, including surfing the Internet and using email, supported by staff from Westlea Housing
- **Weekly 5 a side Football Training:** guests were able to access facilities at Stanley Park Sports Ground for a 12 week pilot project during 2009. Training was facilitated by the Football Community Development Officer and the aims and objectives of the project were:-
 - To engage with guests who are more comfortable expressing themselves through structured physical activity
 - To promote and encourage teamwork/ social cohesion between individual guests
 - Aim to offer a positive alternative to congregating on the streets outside normal drop-in hours
 - To provide positive social engagement and motivation to counteract the boredom of guests' everyday lives
 - New opportunities for volunteering – individuals who work full time and are therefore unable to volunteer during drop-in sessions
 - To initiate a local charity 5 a side football league



Football Training



Doorway Christmas Party

“Doorway is one of those places that are run on a shoestring yet achieve results far beyond their seemingly-simple provisions; in this case a place of safety, a chance for a decent meal, shower facilities and a change of clothes.

But above all it’s a place of friendship and support from both staff and amongst the community of clients.

There’s a fantastic buzz about the place which spills over into everything that goes on there; a really positive feeling which has led to the discovery of some first-rate musical and creative ability which has had a self-generating effect. You see people coming in, at first very reticent and suspicious and within weeks gaining the confidence to express themselves. It’s a hugely rewarding experience for everyone involved...

Ray Bradfield, Songwriter

Doorway's Community Engagement Programme

The Community Engagement Programme is designed to raise awareness of issues around homelessness and marginalisation via the website, the media and talks to groups. It presents the 'human face' of homelessness and promotes the positive work which is done in the drop-in for the benefit of the whole community. Guests are encouraged to contribute to our PR events and media releases.

Our aim is to reduce local prejudice and fear of homeless and marginalised people and thus to reduce the amount of unprovoked aggression against these people. It also aims to raise awareness of the positive work achieved by Doorway and to both increase understanding and enlist the support and commitment of the local community which benefits from our service.



Doorway signs the Sheldon School Citizenship Manifesto

"K has asked me to write on his behalf and express his thanks to yourself and all the staff who work at Doorway for the continued support that you provided him over many years. K is well and settled in his new home..."

I would also like to offer my thanks and appreciation of all the support that you offered K. This also evidences that joint partnership working produces better outcomes for people and I feel that the joint working we have done, has proved successful for K. Once again, thank you.

Karen Cameron, Social Worker, Wiltshire Council

Between April 1st 2009 and March 31st 2010 we:

- Won an award for 'Action to prevent alcohol and drug abuse' at the Wiltshire Health and Wellbeing Partnership Awards.
- Organised an exclusive dinner and a local bands night for the general public, including the first live public performance by the Doorway Band
- Gave 5 radio interviews on BBC Radio Wiltshire and Heart FM on the effects of the recession and reactions to the budget; volunteering at Doorway and issues surrounding homelessness, drugs, alcohol and mental health

- Gave a telephone interview for a research project conducted on behalf of Wiltshire Advice Partnership
- Issued press releases and achieved regular positive media coverage
- Gave talks to 35 groups and organisations
- Organised two Stakeholder Days for supporters of Doorway in order to discuss both the vision, and future plans, for the project.
- Organised the annual sponsored Doorway SleepOut in January 2010 at Chippenham Rugby Club.
- Contributed statistics and information on local homelessness and our services to a number of organisations including Wiltshire Council, Chamber of Commerce, Nationwide Building Society, Alabare, Wiltshire Advice Partnership, solicitors, Jobcentre Plus etc
- Worked very closely with Bournemouth Churches Housing Association in the initial stages of the opening of the new hostel in Chippenham
- Worked in partnership with Wiltshire Fire and Rescue Service to provide Street Survival bags to rough sleepers.
- Attended multi-agency meetings to ensure that guests were accessing local services effectively
- Welcomed numerous visitors from local organisations to the drop-in sessions
- Displayed a Christmas tree at the Chippenham Methodist Circuit 'Festival of Christmas Trees'. The theme this year was entitled "The Benefits of Befriending" and we decided to celebrate and highlight the experiences of our volunteers during drop-in sessions.



Abbeyfield School Donates Food



Islay Roberts Shaves Beard for Doorway

Doorway Wins Award from the Wiltshire Health and Wellbeing Partnership

Doorway's greatest achievement this year was to be nominated for 3 categories at the Wiltshire Health and Wellbeing Partnership Awards ceremony. We were extremely proud to be recognised and commended for our six years of commitment to improving the health and wellbeing of the community's most vulnerable adults, especially at a county level by such a prestigious organisation.

- Nominated for the 'Outstanding contribution to improved health and wellbeing' award
- Shortlisted for the AstraZenaca Award for 'Action to reduce health inequalities in community areas'
- Won the award for 'Action to prevent alcohol and drug abuse'

“There is no doubt in my mind whatsoever that I would not be where I am in my life today without the motivation, encouragement and direct honest ‘warts and all’ advice that you have given me. It is very humbling to realise that there are organisations out there like yours that are willing to help those in very difficult circumstances, especially when you think that a great many of the staff are volunteers.”

Doorway Guest

Schools

One of the benefits of our community engagement programme is the increased awareness of the services that Doorway provides to guests, which is thereby enabling us to gain greater recognition as an information resource. We are now regularly approached to give talks to local school pupils as part of the National Curriculum on the issues surrounding homelessness.

This year, Doorway has:-

- Addressed Primary and Secondary Schools assemblies in order to educate the pupils on the issues surrounding homelessness.
- Advised 6th formers on a research project on the public perception of homelessness in Chippenham as part of the school's Health and Social Care A' level syllabus
- Led Secondary School Yr10 lessons on homelessness as part of the PSRE National Curriculum
- Arranged to assist Yr10 students with an assignment relating to their Creative & Media Diploma. Doorway has commissioned the students to create original and thought provoking work to be presented to 14-19yr olds at the three Chippenham secondary schools. The students will be using a variety of media including dance, drama, film and music and will produce video/film footage which Doorway will be able to use in the future as promotional material. The project brief is entitled "Changing Minds" and has three objectives:-
 - To educate the target audience about the truth of homelessness
 - To challenge young people to be more respectful of individuals who find themselves homeless and vulnerable
 - To understand the issues surrounding homelessness and how the next generation can be prompted to make a difference

“As a volunteer, I find it is exciting and challenging to see how the project is engaging with our local community, especially youngsters at local schools. It is a huge privilege to be involved with Doorway”

Doorway Volunteer

Job Centre Plus (DWP) & The Community 5000 Project

The Community 5000 Project is a Department of Work and Pensions (DWP) initiative to give 5,000 hours of voluntary work each year to voluntary and community organisations. Feedback from participants demonstrates that the scheme is a morale-boosting, powerful and often humbling experience for staff.

Doorway was approached by Bristol JobCentre Plus as Chippenham branch's chosen organisation to benefit from the scheme.

We were able to welcome 23 members of staff, over a period of several weeks, into the drop-in sessions and they enthusiastically joined the team of volunteers. Feedback from all participants was extremely positive and some of the most common comments included just how welcoming and friendly the atmosphere was during a session, and how well everyone worked together as a team in both meeting the needs of the guests and ensuring a safe, secure environment.



Doorway Christmas Party



Doorway SleepOut 2010

“My name is Sue and I’m one of the original volunteers at Doorway. When I joined it was called the Homelessness Project and all we could offer was food, clothing, some sign posting and a safe, confidential place where no-one was judged and everyone could just ‘be’.

Things have changed a lot since that January in 2004. We have developed what we can offer, strong community links have been forged, respect and recognition of what we try to do have grown in the town, we consult others but now we are consulted too so that we can offer a better and better service to our guests.

Being a volunteer at Doorway is a great joy and privilege especially when guests begin to change their lives for the better because of something said or learned or shared at the drop-in. To see confidence and self belief slowly grow, to see courage to make changes of life style even when that decision comes at the cost of breaking away from familiar faces and places, to see heads held high and faces determined – these are the things that make being a volunteer at Doorway, through the good times and the tough times, a hugely rewarding experience. Long may the very necessary work of Doorway continue...”

Sue, Doorway Volunteer

Project Review and Strategic Planning

Develop (formerly CVSNW) and The Salvation Army:

A key factor in the success of both the Pilot Project and Doorway was the relationship between these two formal partners. From the beginning, the partnership was also supported and mentored by a multi-agency Advisory Group, including representatives from NWDC, CAB, the Probation Service and Community First.

Each partner brought their own networks to the partnership, enabling Doorway to benefit from high levels of support from local Church networks which provided volunteers, money, food, clothing and other practical help; and from voluntary and statutory sector networks which have provided professional advice, guidance and mutual support.

Six years after being set up as a joint project by the Salvation Army (Chippenham Corps) and the Council for Voluntary Services North Wiltshire (now Develop), plans were initiated, during the later part of the financial year, to enable Doorway to become an independent charity.

At a meeting of Doorway stakeholders, friends and volunteers in March 2010 a Steering group was formed to establish a new form of governance for the project. This will take the form of a Charitable Company Limited by Guarantee, and will be registered with Companies House and the Charity Commission during 2010.

During the transitional period, the Salvation Army and Develop will continue their partnership in order to provide Doorway with a legal partnership until the new entity is established in law. Day-to-day management of Doorway will be handed to the new Board of Directors from April 2010.

Doorway Wiltshire Ltd & Reach Out:

In April 2010 the formal partnership between Develop and The Salvation Army will be dissolved and Doorway will establish itself as a new entity and formally called Doorway Wiltshire Ltd.

This will enable a new partnership to be formed with Reach Out, thereby leading to a sharing of external networks and partnerships in order to provide a more comprehensive service to both sets of clients/guests

Reach Out was set up in early 2001 in response to an awareness of the issues associated with heroin use in North Wiltshire. The service was founded on the belief that medical interventions alone are inadequate to overcome addiction and that a range of other services are also required

The work of Doorway will continue and expand to meet the ever growing needs of homeless and marginalised people in Wiltshire. Doorway will also continue to provide Reach Out's mandate of providing social support and diversionary activity to young people up to and including the age of 25, who had issues with their own or another person's substance misuse

Resources

The Team

One of our greatest strengths and crucial to the success of the project, is the team of paid and voluntary staff who bring such a wide variety of skills and experience to the project united by their deep commitment to our guests and our community.

This financial year witnessed some very significant changes to the staffing at Doorway including Karen Moore, Support Services Manager, leaving the organisation and Matt Smith, Salvation Army Centre Manager leaving the Salvation Army Chippenham Corps.

We currently have 2 part-time paid staff employed by Develop (formerly CVS North Wiltshire):

1. Lisa Lewis, Project Manager, responsible for day to day management of the project; recruiting, training and supervising volunteers; provision of direct support to guests; community engagement; fundraising; marketing and PR;
2. Siobhan Chisholm, responsible for administration

“I felt low this morning. Came to Doorway and was kept busy all of the time, clothing store, washing up in the kitchen. Lots of opportunities to talk to guests and volunteers.

Ate dinner and realised that I felt a lot better, less stressed / dissatisfied throughout the day.”

Doorway Volunteer

Crucial to our success has been the high ratio of staff to guests, ensuring that we maintain a safe environment where guests receive individual support when they need it. Most of our staff are volunteers who work to a rota and we need at least 10 volunteers per session.

At present we have 39 trained volunteers aged between 18 and 75 who bring a wide variety of professional and life experience to the role. Some are seeking work and hope to enhance their CVs by working at Doorway. All volunteers attend an induction interview covering our aims and our ethos as well as elements of health and safety, confidentiality and equal opportunities. This is followed by practical experience in the drop-in. Only when we are satisfied that volunteers are suitable, do they sign a formal agreement and join our team.

Over time, most volunteers attend a day’s training in Active Listening and those who work in the kitchen undertake Level 2 Food Hygiene training. Our monthly team meeting offers information and further training and staff surveys indicate that volunteers feel well supported to do this challenging but highly rewarding work.

“Where else can I get a free meal for doing what I enjoy most – i.e. talking to people...My early stage Alzheimers is not a problem for, or very noticeable to, guests. This is very ‘positive’ for me”

Doorway Volunteer

Volunteer training over the year has included both formal and informal training in:-

- Active listening
- Assertiveness
- Food hygiene
- Issues around homelessness
- Drugs awareness
- Mental health awareness
- Alcohol awareness
- First aid training

Last year we expanded our support services to include our 'Moving On' project and trained a team of volunteers to provide holistic individual support to guests, helping them to identify changes they want to make in their lives and work to achieve them. We have seen remarkable increases in our guests' self-confidence and very positive feedback from those who have taken part.

In addition we are supported by the project Advisory Group, volunteers who monitor Doorway and use their wide-ranging skills and experience to support the Project Manager, and the Friends of Doorway, volunteers in the community who raise funds and raise awareness of the work of the project.

Partnerships

Doorway is of course a partnership between two key community organisations, supported particularly by local churches. In addition we have developed partnerships with other agencies which considerably enhance our drop-in services. During 2009/2010 we worked very closely with Community 4, floating tenancy support, to enable them to provide advice and support during our drop-in sessions.

Our information resource database has become a very useful tool within the drop-in sessions, enabling us to access contact information for local services and organisations very effectively. By supporting guests in making phone calls to these organisations we have developed some very useful partnerships which leads to more effective signposting.

"I think the staff are genuinely caring and concerned for our problems. Can't rate them highly enough, especially the ladies in the kitchen who give their spare time to cook and serve us lovely food. And to all the others who listen to our troubles. Can't think of anything that should be changed. Think you are all stars and thank you for your time and effort."

Doorway Guest

Funding and Support

The Salvation Army contribution in kind (staff time and premises including all utility services) is valued at around 25% of the needs of the project. We also receive regular donations of food, clothing and bedding from the public and local organisations, schools and churches.

In 2009/10:

- Voluntary donations from churches, local organisations and individuals totalled £30,832.32
- The second Doorway SleepOut in January 2010, raised £3897.42
- Over £28,000 was raised in grants from voluntary, statutory and charitable sources
- Salvation Army contribution in kind was budgeted at £28.490

For details of income and expenditure and a list of grants, see Appendix 1.

“Although I am not homeless I come here as I am lonely and coming here provides a break from the anxiety and depression which I feel. The meals are very nice. The staff are very supportive and some have supported me by listening to problems I have. I am really lucky to have the opportunity to be able to come to a place like this.”

Doorway Guest

Future plans for 2010/11 are to:

- Review our vision, mission statement and business plan as a part of the complete organisational review to ensure that the service Doorway provides continues to meet the needs of both our guests and the local community
- Extend activities available to guests outside the twice weekly open access drop-in sessions: including indoor football training; arts & crafts workshops; community gardening project; and complementary therapies
- Continue to review and develop the Moving On programme so that it can evolve to include more guests with differing levels of support
- Launch our new Practical Housing Units programme – a system of 10 computer based modules covering life skills needed to obtain and support and tenancy. This system is AQA accredited and recognised by local social housing agencies.
- Investigate and research opportunities for drop-in sessions in other nearby towns and a multi-agency outreach project
- Investigate and research opportunities for a community centre offering a service for the increasing numbers of Doorway guests who have been affected by the current economic climate. We believe that there are also a significant number of individuals who are not currently accessing our services.
- Investigate and research the opportunity for a social enterprise charity shop. This exciting venture would enable guests to offer their services, thereby increasing their own self confidence and sense of purpose which would tie in with our “Moving On” programme.
- Continue to work towards sustainable funding whilst researching and applying for charitable funding, locally and nationally.
- Increase the support from the local community by setting up a new Friends of Doorway fundraising group
- Seek new and creative ways to increase the community’s understanding and commitment to the project
- Continue to develop our work with schools and colleges to reduce preventable homelessness among young people and to dispel prejudice which leads to the victimisation of homeless people
- Continue to develop our work with local businesses to increase awareness and opportunities for sponsorship
- Actively seek new partnerships which will enhance our services to guests
- Maintain a high and positive profile for Doorway and increase local ‘ownership’ and commitment to support the project.

Appendix 1

Doorway Provisional Project Income and Expenditure (subject to audit)

(1st April 2009 - 31st March 2010)

<u>Expenditure</u>	<i>Salvation Army Contribution in Kind</i>	Expenditure 1.4.09 to 31.3.10
	£	£
Staff Salaries	12,232.00	54642.09
Other Staff Costs		1110.23
Volunteer Costs		2902.05
Centre Costs	5,432.00	5,432.00
Maintenance/Repairs etc	1,697.00	1,905.30
Operational Costs		
Office Accommodation	6,790.00	6,790.00
Bank Charges		32.00
Postage, Printing & Stationery		1,250.48
BT Phone & Internet		1,065.06
Membership Subscription		76.38
Publicity		429.49
		2,853.41
Insurance	84.00	84.00
Equipment Purchase/Replacement		498.34
Services for Clients		
Food		3,207.82
Facilitated Activities Sessions		2,024.37
Training package - PHUs		300.00
Toiletries		52.51
Guest Communications – use of mobile phone		170.00
Other Guest Activities		125.00
		5,879.70
Management Costs	1888	9020
Monitoring and Review		0
Total Expenditure	28,490	91,117.12
<u>Income</u>		
<i>Salvation Army (Donation in kind)</i>		28,490.00
Income carried forward		43,447.00
Grants – all sources		57,472.00
Donations-General		26,312.76
Donations-Friends of Doorway		242.00
SleepOut -Sponsorship		3,897.42
Mayoral Charity of the Year		2,750.00
Winter Fayre		717.00
Other Fundraising Events		1,527.56
Total Income		135,648.70

Appendix 1

continued

Details of Grant Funding

We are very grateful to the following organisations which have supported the project with grants and donations:

Community Foundation for Wiltshire and Swindon – Information Database	1,256.00
Westlea Housing Association	10,000.00
Lloyds TSB Foundation – Manager – part salary for Community Engagement (3 rd of 3 years' funding)	7,176.00
Jack Lane Charitable Trust - food for guests	1,000.00
John Laing Charitable Trust – volunteer package	2,500.00
Community First 'Solve – Local Solutions' – football	300.00
Chippenham Rotary and Inner Wheel Trust	500.00
The Leonard Laity Stoate Charitable Trust	500.00
Austin and Hope Pilkington Trust	1000.00
Zurich Community Trust – volunteer package	4000.00
David Fogwill Trust	750.00

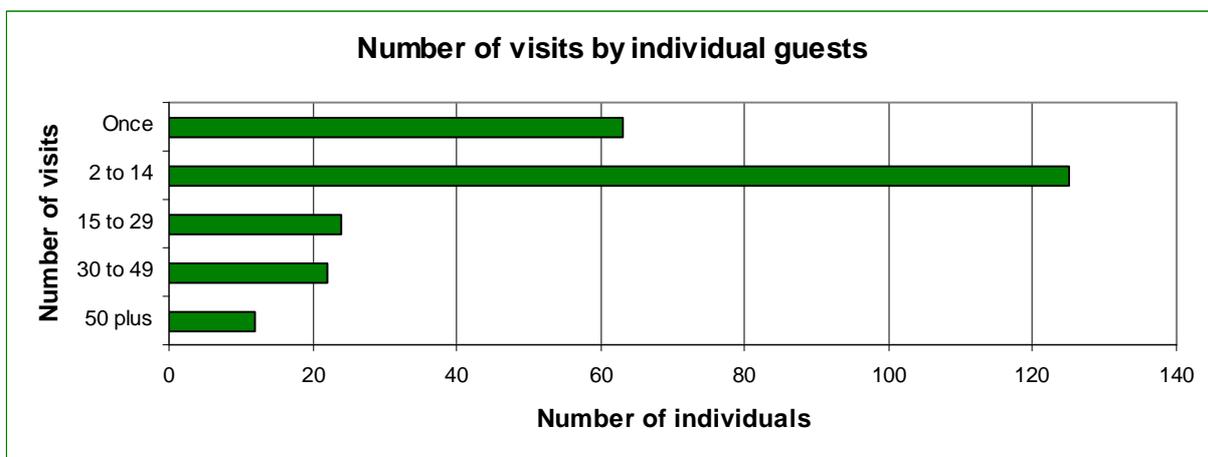
For audited accounts, see Develop Annual Report and Accounts 2009/10

NB Salvation Army contributions in kind are shown in italics

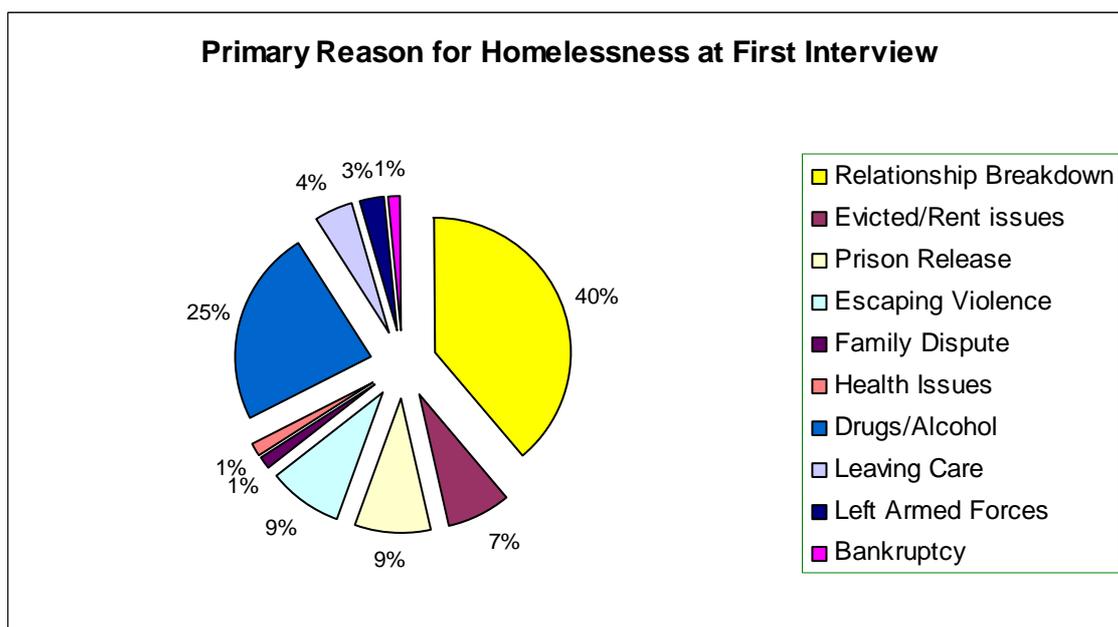
Monitoring the Drop-in

Between April 1st 2009 and March 31st 2010:

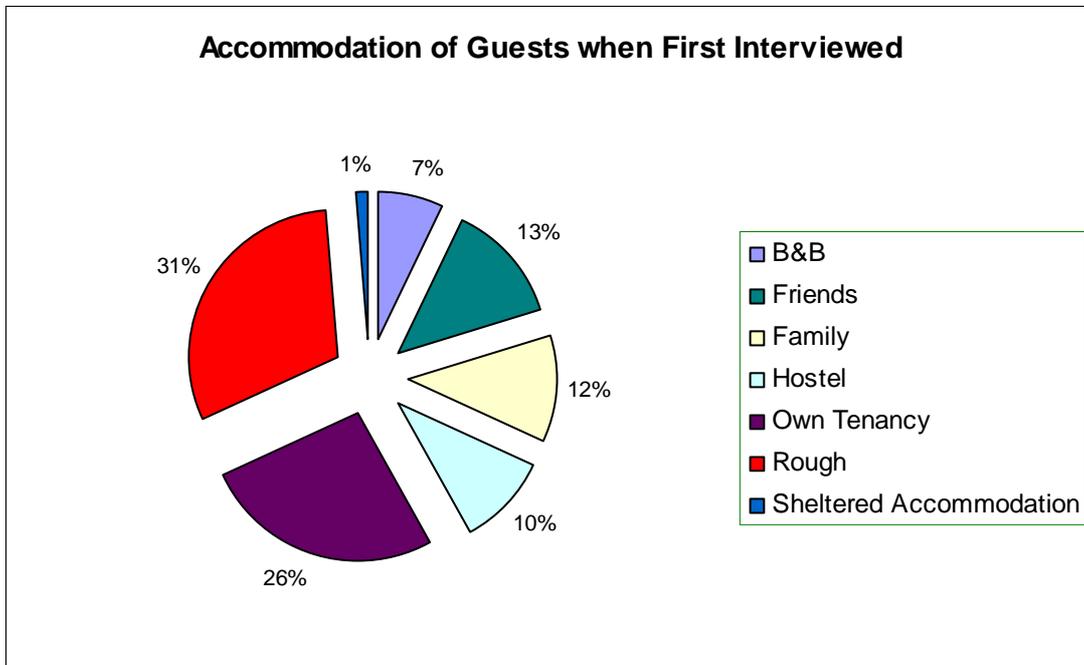
- We opened for 96 sessions and served 4011 meals
- Average attendance was 30.9
- Up to 7 guests were sleeping rough in or near Chippenham on any one night
- 246 individuals used the drop-in - of these about 1/4 visited only once
- 101 attended for the first time



Of those who attended for the first time, 69% were willing to give detailed information about themselves:



- 31% were sleeping rough
- The primary reason for homelessness was the result of relationship breakdown = 40%
- 26% had a home but had complex needs likely to affect their ability to manage a tenancy



- The average age was 35 – but nearly 29% were aged under 25
- 56% of all those who attended and who were willing to give information either had a strong local connection with Chippenham or North Wiltshire, or resided in the area

