

doorway

Moving on from Homelessness in North Wiltshire



HRH Prince Edward, Earl of Wessex visits Doorway

Annual Review

**April 1st 2008 to
March 31st 2009**



Doorway Volunteers



Mayoral Charity of the Year

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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.

“This place is like a breath of fresh air”

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’ve been all round the country and this is the best place I’ve ever been to. Other places they don’t really want to give you food and just throw it at you”

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.

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.

Structured activities led by volunteers this year have included:

- **Music improvisation** – weekly sessions led by volunteer Albert
- **Arts and Crafts sessions** – run by volunteers within the drop-in

“...was very depressed when he arrived, not wanting breakfast. His mood changed completely during this session and he really enjoyed the music – singing and laughing”

Miriam, Doorway Volunteer

Structured activities facilitated by professionals have included:

- **Monthly music workshops** involving up to 10 guests have been an important catalyst for self expression and personal development. Sessions were led by professional musician/teacher Al Summers

“The principles and aims of the music session are enabling people to find a ‘voice’ and means of expression. Total inclusion is encouraged (and almost always achieved during sessions). The sense of being to do something that seemed impossible is a great confidence builder. Many guests have become musically knowledgeable and adept as well as articulate.”

Al Summers



Music Workshop



IT Workshop

- **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

“I have been attending Doorway, on Thursdays, as an IT Learning Co-ordinator for over a year now. Regular attendance of guests is between 2 and 4. Topics covered have ranged from internet access, for benefit advice, accommodation, employment etc. In addition individual help has been given with word processing, internet and email. I enjoy working with the Project and look forward to continuing to the partnership.”

Chris Mahoney, Westlea Housing

- **Speaking Up and Assertiveness Skills** Doorway provided a 3 day course run by Westlea Housing encouraging guests to: know what they want; stand up for themselves; learn to say ‘no’; ask for help and information; feel happier; and live life fully. Guest feedback included:

“very confident to handle what life throws at me”

“I am not lazy and stupid”

“v helpful. I’m being and doing the best I can”

Doorway Guests

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.



Friends of Doorway



Abbeyfield School – Harvest Donations

Between April 1st 2008 and March 31st 2009 we:

- Welcomed HRH Prince Edward, Earl of Essex to Doorway
- Were chosen as the Mayoral Charity of the Year
- Organised a Strategic Planning Day in order to confirm the vision for the project and update the business plan.
- Hosted a 'Picnic of Ideas' event to gather ideas and recruit volunteers
- Advised 6th formers on a research project on the public perception of homelessness in Chippenham as part of the School Health and Social Care A level syllabus
- Addressed Primary and Secondary Schools assemblies in order to educate the pupils on the issues surrounding homelessness.
- Led Secondary School Yr10 lessons on homelessness as part of the PSRE National Curriculum
- Issued 21 media releases and achieved regular positive media coverage
- Gave talks to 31 groups and organisations
- Gave 5 radio interviews on BBC Radio Wiltshire, GWR and Heart FM including a guest interview on the reality of rough sleeping and drug addictions
- Celebrated that Central Methodist Church nominated Doorway as their charity of the year
- Met with Wiltshire Fire Service to advise on the content of rough sleeper packs for a new project distributing packs to street homeless in Trowbridge
- Worked in partnership with the Vine Project, Trowbridge in order to source donations of baby goods for a guest
- Initiated the production of a Doorway DVD and filmed interviews with guests
- Organised the sponsored Doorway SleepOut in January 2009 which attracted matched funding from local businesses through employee participation
- Had a two page feature on the drop-in published in the Salvationist Magazine
- Welcomed numerous visitors from local organisations to the drop-in sessions

- Joined a steering group to set up a new Rotary Club in Chippenham and contributed to Wiltshire Social Inclusion Partnership, Chamber of Commerce, Chippenham Neighbourhood Policing Team and Wiltshire Council Homelessness Strategy meetings
- Contributed statistics on local homelessness to North Wiltshire District Council's Homelessness Strategy
- Displayed a Christmas Tree at the Festival of Christmas Trees. The theme this year was a continuation of last year's "Hopes and Wishes". We wanted to celebrate the positive changes that have happened to our guests over the last year and therefore this year it was entitled "Dreams Can Come True"



Doorway SleepOut January 2009

"I found the sleepout to be a great experience and would certainly do it again as Doorway is such a great project to support...However, for those having to live this way life must be so tough and the sleepout made me realise how lucky most of us are"

Member of the public who slept out for Doorway

Doorway's Royal Visit

Doorway was very proud to host a visit in March 2009 by HRH Prince Edward, Earl of Wessex. The visit was arranged through The Community Foundation for Wiltshire and Swindon who have supported the project via their grants programme which aims to help groups across the county combat disadvantage and build stronger communities.

Doorway also welcomed HM Lord Lieutenant of Wiltshire, Mr John Bush OBE; The High Sheriff of Wiltshire, Mrs Madeline Wilks; The Chairman of Wiltshire County Council, Brigadier Robert Hall; The Chairman of North Wiltshire District Council, Councillor Ian Henderson; and The Mayor of Chippenham, Councillor Mrs Marian Stickland.



HRH visits a music session



HRH meets staff and volunteers

“Thank you so much for laying on such a wonderful presentation of the Doorway Project yesterday for His Royal Highness. You must have worked so hard to put up all the display boards which showed the project off, and all the staff and volunteers were able to put over the part they played in it so well. The Earl was enormously impressed by the high quality and range of what you are able to offer the clients by way of physical comforts and help with their problems.”

HM Lord-Lieutenant for Wiltshire, John Bush OBE

Project Review and Strategic Planning

The Doorway Project was launched in February 2006 and was based on the findings of our pilot scheme, North Wiltshire Homelessness Project. Now, well-established locally and with 2 years' experience behind us we felt that it was a good time to review the project so far, to see what we have learnt along the way and plan the direction of our work in the next 3 years.

Doorway therefore held a very successful Project Review Day, facilitated by The Learning Curve who also arranged funding for the day, in order to review our aims and objectives and update our Business Plan.

Our work impacts on our community at many levels and we were very grateful for the involvement from the diverse range of external organisations in order to achieve our aims for the day.

The aims of the day were to:-

1. To produce materials, evidence and thoughts to update the Business Plan
2. To review the various challenges and opportunities for the project and what needs to be in place to address them
3. To describe what the organisation will look like in 3 years

Mayoral Charity of the Year

Doorway was very proud to have been chosen by the Mayor of Chippenham, Councillor Mrs Marian Stickland, as her mayoral charity for the year. The highlight of the Doorway social year was an invitation to the Mayor's Ball attended by all members of staff and partners.

“In January of 2008 I was at St Paul’s Patronal with my fellow Town Councillors and listened to a lady talking about Doorway as they had slept out the previous night to raise money for charity.

I visited them to see what they provided for the homeless and disadvantaged and was surprised to see people I knew who had been working, but had lost everything and were now homeless. One lady who was very ill and without a home, died on the streets and I decided that no-one should have to go through that.



Cllr Marian Stickland at the Royal Visit



Cllr Marian Stickland meets Julian and Sue

I took Doorway as my Charity for my Mayoral Year 8th May 2008 to 7th May 2009 and everywhere I went I talked to people about the work they do. It was my privilege to raise money for them and visit as often as I could.

I raised quite a lot of money at my Mayor’s Ball but I could have done it without the support I received, particularly from the members of Doorway and The Salvation Army.

It was my pleasure to work with you all and I will continue to lift your profile and raise money for you”

Cllr Marian Stickland

The Moving On Project

In 2007 a grant from the Chippenham Borough Lands Charity enabled Doorway to recruit a Support Services Manager, Karen Moore, who now works one to one with guests within the drop-in and has piloted training for volunteers to enable guests to identify and work towards their personal goals.

Karen brings expertise in social work to the team – in particular with learning disabilities and mental health issues. Since she has been appointed we have been able to offer more in-depth one to one emotional and practical support to guests and therefore signpost to specialist agencies more effectively.

In the last year she has dealt with issues on a regular basis including: benefits, poor life skills, physical and mental health problems and relationship issues. Karen is able to gain the trust and confidence of guests with particularly threatening behaviour and is therefore able to establish ground rules so that they modify their behaviour. This has ensured that guests who were excluded by other agencies have been managed safely within the drop-in.

Moving On – Trained Volunteer Feedback

“I was one of the first volunteers to undertake training for the Moving On Project and found it a very useful and successful programme for both myself as a trainee and for the guests as participants.

The process is aimed at providing the tools and support for guests to reflect on their actions and behaviour and through this take control of their lives. The project very much reflects the message that we consistently spread at Doorway which is the pattern of choice and consequence and by enabling the guests to reflect on this pattern they are empowered and realise that they are in fact in control of their lives.

This was a consequence of the work I did with my first participant, who eventually ended the programme as he felt that he no longer needed that type of support. He had employment and financial issues at the beginning of the project and with support improved his Maths and English qualifications and opened a bank account. Even after the end of his participation with the Moving On Project his confidence grew considerably and he is now far more assertive than we ever thought he could be! Just having one to one support and the tools to reflect on his life has allowed him to understand his actions and take control of them.

I found the Moving On Project a fantastic opportunity for me to improve my ability to work successfully with our guests and also invaluable for the guests who took part. Personally it also gave me a taste of advocacy and one to one work which I would like to continue in the future.

The Moving On Project has considerably improved Doorway's service both for the guests and the volunteers.”

Doorway Volunteer March 2009

The Moving On Process

The aim of the process is for support workers to provide guests with a structured way to reflect on their lives and behaviour and to help guests to:

- Map their situation
- Decide if and what they wish to change
- Agree steps they can take towards this change
- Plan and take the action that they have decided on
- Review and learn from the action they have taken, in preparation for taking further action

Not every guest even with the help of a support worker will be able to work their way through all stages of the process. Staff and guests can use the parts they think are relevant and helpful and which will help guests to make as much progress as they feel is appropriate for them.

Guests are encouraged to reflect on and learn from the action that they have taken, so that the process would become self-reinforcing:

reflection – insight – decision – action – reflection – insight etc

Moving On – Guest Feedback

1. *“I was at a low point and I didn’t have anyone else who I thought that I could turn to. It helped in a way to get me out of that low point. It got me doing basic Maths and English courses which helped keep my mind off feeling low. The courses made me feel more confident and assertive which has made me a lot stronger. I managed to sort out my finances by setting up a bank account. The moving on has helped a great deal in that I have come a long way from the low point and I feel better about myself and I don’t need it anymore.”*

Doorway Guest March 2009



Festival of Christmas Trees – ‘Dreams Can Come True’

2. *“I’m 45 and have been a guest at Doorway for just over 2 years. Through Doorway I have been able to find a decent place to live after being homeless for about 20 years following the sale of the family home.*

I was really pleased to be offered a place by Westlea but found the responsibilities of being a homeowner quite daunting. I have suffered from stress-related illnesses since a child, and would find it really difficult to cope without the support of the Moving On Project.

Karen, Lisa and Sue are so good, I don’t even have to ask half the time, they have helped me to organize my correspondence, communicate with various organizations and manage my finances better.

As well as helping me to get on with paying bills they have also helped to appreciate my resources and take care of them effectively which I find builds confidence in my ability to cope which has quite a far-reaching influence into other areas of my life.

I really can’t thank Doorway enough for the difference they have made to me and hope the Moving On Project moves on well into the future.”

Doorway Guest May 2008

“Dreams Can Come True”

Doorway, once again, displayed a Christmas Tree at the Methodist Church's 'Festival of Christmas Trees' between 12th and 15th December 2008.

Doorway's theme this year was a continuation of last year's "Hopes and Wishes". We wanted to celebrate the positive changes that have happened to our guests over the last year and therefore our theme this year was "Dreams Can Come True"

The following is a list of the positive statements made by our guests with their initials to protect their identities:-

- *I have a new baby and a home* CM
- *I now have contact with my dad* CM
- *I am no longer sleeping rough* BJ
- *I am expecting a baby in the New Year* AC
- *I am working on staying dry* AK
- *My son has come back to live with me* KH
- *I am more confident with my music and singing* PR
- *I am more assertive and can say 'no'* SG
- *I was given a new cooker for my flat* JM
- *I see more of my children* AK
- *I'm back with my partner* CD
- *I have a new flat and more contact with my children* KH
- *I haven't been arrested for a while* JW
- *I have moved into a new flat* KW
- *I went on holiday with the church* SG
- *I got out from an abusive relationship* ME
- *I moved into a new flat with my daughter* ME
- *I have been on a retreat and now feel better about myself* AK
- *I am now in a new relationship* J
- *I have a flat and a job* CV
- *I drew quick sketches and raised money for Doorway* JL
- *I am more in touch with my sexuality*
- *We have got a caravan* CL & S
- *I now have somewhere to cook* DS
- *I got a mental health assessment* KM
- *I got a job* HS
- *My cancer has been in remission for a year* PE
- *I was off the glue for 8 months* BJ
- *I opened a bank account* CD
- *My daughter comes to stay with me now* DW
- *I have re-established my relationship with my mother* JW
- *After sleeping rough for years I now live with my girlfriend* NM

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 the retirement of Margaret Cleverley, the Project Manager; and the leaving of both David Thompson, Support Worker and Captain Mary Wolfe, Salvation Army. Doorway welcomed new members to the team include Matt Smith, Salvation Army Centre Manager; Siobhan Chisholm, Project Assistant; and Captain Lisa Goble, Salvation Army.

Lisa Lewis was promoted to Project Manager in August 2008 and her job changed dramatically; the remainder of the year was then spent settling everyone in to their new roles and establishing a secure base for the running of the project. Although the changes were initially rather daunting, it evolved into a very exciting time providing the start of a new era moving Doorway on to the next level.

“(The high points were) Watching everyone cope and pull together during the major staff changes”

Doorway volunteer

We currently have 4 part-time paid staff. Matt Smith, Centre Manager helps run the drop-in and is employed by The Salvation Army. The other 3 staff are employed by CVS North Wiltshire: Lisa Lewis, Project Manager, responsible for day to day management of the project, Community Engagement, fundraising, marketing and PR; Siobhan Chisholm, responsible for administration; and Karen Moore, Support Services Manager, who recruits, trains and supervises volunteers and provides direct support to guests.

By the end of the year we had increased our drop-in volunteer team to 48. They work on a sessional basis in the kitchen and supporting guests directly in the drop-in. The dedication of the volunteers and their willingness to work extra shifts has meant that we have managed to open for 100 sessions this year including a very snowy Thursday session with very few volunteers and a reduced service.

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

“My first ‘year’ – a bit scary at first, but I’ve always felt safe – the scariness was doing something different out of my comfort zone. I’ve enjoyed it and learnt a lot from experienced staff and volunteers”

Doorway volunteer who ran art workshops

Doorway volunteers contributed a total of 4465 hours to the project which is equivalent to around £30,000

In addition we are supported by the project Advisory Group, a multiagency grouping which brings a breadth of knowledge and experience to Doorway. They 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 a partnership between two key community organisations, CVS North Wiltshire and the Salvation Army, and is supported particularly by local churches. In addition we have developed partnerships with other agencies which considerably enhance our drop-in services. During 2008/9 Community 4 floating tenancy support, and North Wiltshire Credit Union held advice sessions during drop-ins. We also worked with The Salvation Army to provide a weekly soup kitchen for guests on a Tuesday evening during the winter months.

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. As the accountable body, CVS North Wilts is responsible for raising and accounting for the remaining funds, a task which is carried out by paid staff employed by CVS and a team of volunteers.

This has been a positive year financially for Doorway compared to the insecurities of the previous year, thanks to our dynamic fundraising and Community Engagement programme.

In 2008/9:

- Voluntary donations from local people and organisations totalled £20,758.13
- Local churches donated over £10,000
- The second Doorway SleepOut in January 2009, raised over £5,699.84
- Friends of Doorway raised £486.17 by means of coffee mornings and other events
- Over £46,000 was raised in grants from voluntary, statutory and charitable sources

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

“The Salvation Army and the Doorway project have turned many lives around for the better and its drop in centre and spin off projects have a massive impact on those less fortunate than ourselves.”

Member of the public who participated in the Doorway SleepOut

Our plans for 2009/10 are to:

- Carry out a complete project review to ensure that the needs of homeless and other vulnerable people in North Wilts are being addressed in the most effective way
- Review our business plan in the light of the above
- Continue to work towards sustainable funding – we currently still have a shortfall for the 2009/10 financial year
- Seek new and creative ways to increase the community's understanding and commitment to the project including producing a promotional video
- 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
- Develop a strong working relationship with the management (BCHA) of the hostel, Unity House, which will open opposite the police station in the coming year
- Extend activities available to guests including 5 a side football training and a structured creative writing course
- Continue to review and develop the Moving On programme so that it can evolve to include more guests with differing levels of support
- Explore the idea of providing an extra support session in the town centre in addition to the current Doorway drop-in sessions, to enable recession victims to access our services in a venue in which they feel comfortable
- Production of a 'Survival Guide to Chippenham' booklet which will include helpful telephone numbers and contact details of organisations and facilities within the local area. There are currently already guides for the Bristol and Swindon areas which are aimed at rough sleepers, whereas our guide will incorporate useful information for those who also have acquired tenancies. We are hoping that it will be used on a multi-agency level in the near future.

Appendix 1

Doorway Provisional Project Income and Expenditure (subject to audit)

(1st April 2008 - 31st March 2009)

	<i>Salvation Army Contribution in Kind</i>	Expenditure 1.4.08 to 31.3.09
Expenditure	£	£
Staff Salaries	12,232.00	57,391.54
Other Staff Costs		1,322.67
Volunteer Costs		3,508.36
Centre Costs	5,274.00	5,274.00
Maintenance/Repairs etc	1,648.00	1,986.91
Operational Costs		
Office Accommodation	6,592.00	6,592.00
Bank Charges		78.75
Postage, Printing & Stationery		1,291.29
BT Phone & Internet		1,139.99
Membership Subscription		69.00
Publicity		662.34
		3241.37
Insurance	82.00	99.34
Equipment Purchase/Replacement		762.38
Services for Clients		
Food		3,885.04
Facilitated Activities Sessions		1,445.52
Toiletries		138.71
Guest Communications – use of mobile phone		210.00
Other Guest Activities		85.94
		5,765.21
Management Costs	1,833.00	7,981.00
Monitoring and Review		102.50
Total Expenditure	27,661.00	94,109.28
Income		
<i>Salvation Army (Donation in kind)</i>		27,661.00
Income carried forward		36,597.37
Grants – all sources		46,200.64
Donations-General		20,758.13
Donations-Friends of Doorway		486.17
Sales of Big Issue		66.48
SleepOut -Sponsorship		5,699.84
Salvation Army – Helping Hand		6,247.35
Winter Fayre		717.00
Others		295.60
Total Income		144,732.58

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	2,513.00
Westlea Housing Association	10,000.00
Coutts Charitable Trust	500.00
Jack Lane - food for guests	1,000.00
Alchemy Foundation – Guest activities	500.00
Chippenham Borough Lands Charity-Support Services Manager's salary (2 nd of 2 years' funding)	16,935.64
North Wilts DC Area 3 Committee - equipment	488.00
Lloyds TSB Foundation – Manager – part salary for Community Engagement (2 nd of 2 years' funding)	10,764.00
Harris Charitable Trust	500.00
North Wiltshire District Council	3,000.00

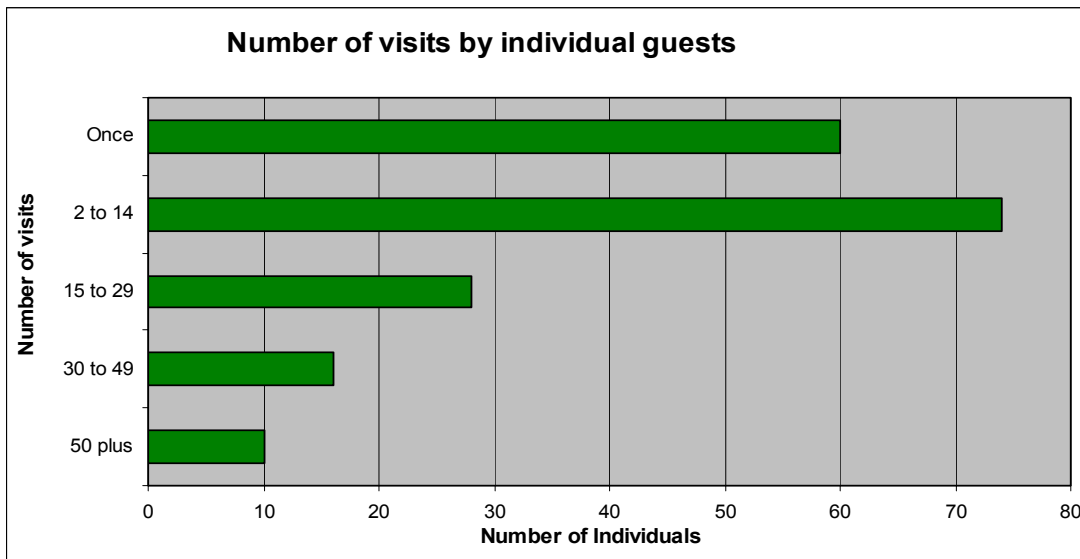
For audited accounts, see CVS North Wiltshire Annual Report and Accounts 2008/9

NB Salvation Army contributions in kind are shown in italics

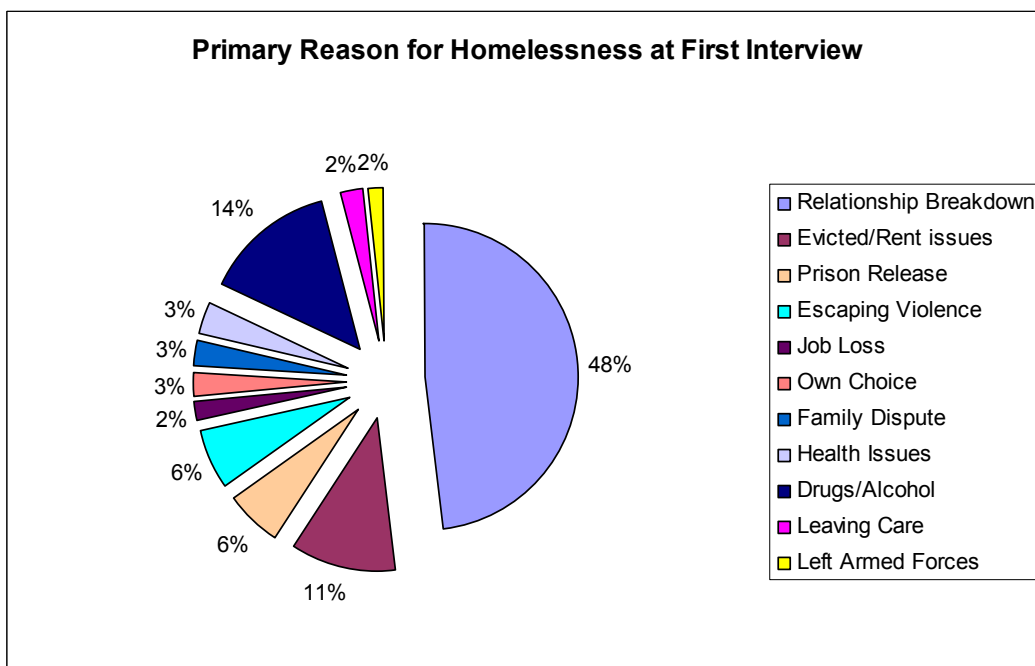
Monitoring the Drop-in

Between April 1st 2008 and March 31st 2009:

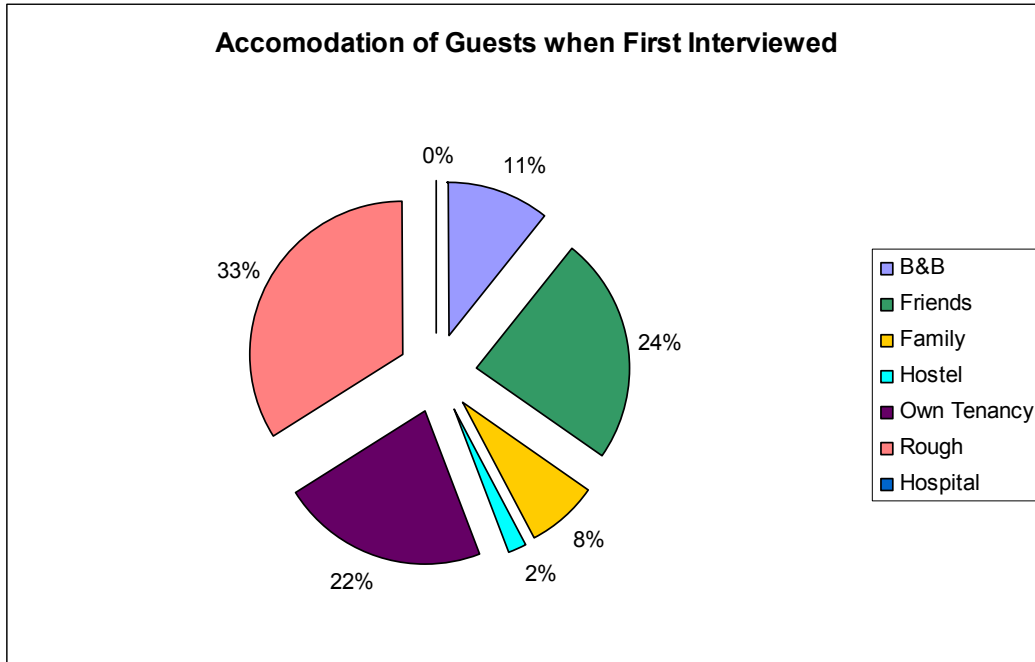
- We opened for 100 sessions and served 3245 meals
- Average attendance was 33.3
- Up to 6 guests were sleeping rough in or near Chippenham on any one night
- 246 individuals used the drop-in - of these about 1/3 visited only once
- 111 attended for the first time



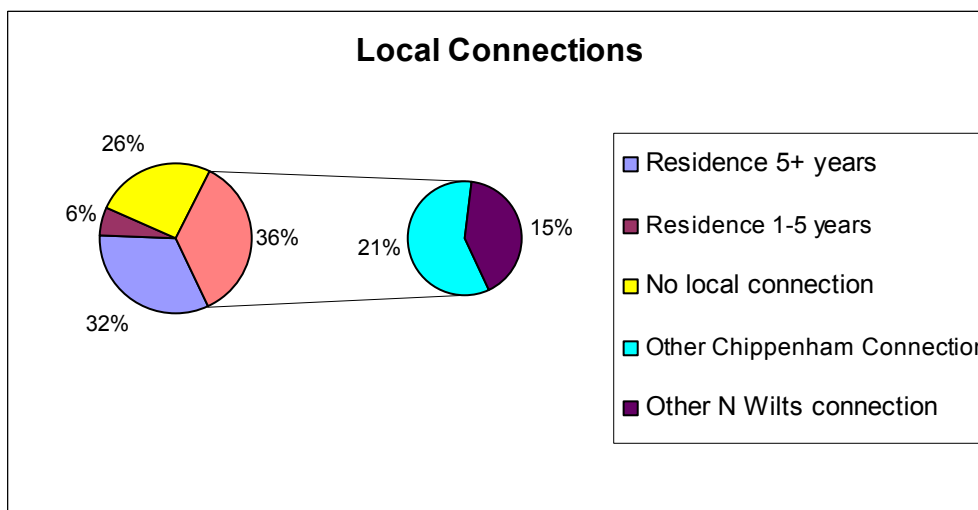
Of those who attended for the first time, 88.3% were willing to give information about themselves:



- 33% were sleeping rough
- The primary reason for homelessness was as a result of relationship breakdown = 48%
- 22% had a home but had complex needs likely to affect their ability to manage a tenancy



- The average age was 32 – but nearly 22% were aged under 25
- 74% 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



Doorway is a partnership project between
CVS North Wiltshire & The Salvation Army



CVS North Wiltshire

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CVS North Wiltshire is the operating name of Council for Voluntary Service North
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