

## **Welcome to Doorway's Annual Report (1.4.08 – 31.3.09)**

It has been another busy 12 months during which we changed our name from 'Nuneaton & Bedworth Doorway' to Doorway and changed our area of benefit. These changes were approved by the Charity Commission and our new constitution agreed. We have had several young people on work placement over the last year and asked one of them to design our Annual Report cover. We are very pleased with it - thanks to Kymberley and well done!

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## Chair's Report

In these difficult times it is important to maintain a positive attitude to all the challenges we have faced this year and overall it has been a good year. In the challenges Doorway has faced, the staff have done their utmost to find ways to meet them or get around them and my sincere thanks as Chair must go to all our staff and volunteers, without you, the work of Doorway would not be possible.

When Ian left all the staff pulled together and in a supreme effort kept the service running smoothly. Ian was a valuable member of the team for many years and decided to move on this year. However, all the staff rose to this challenge to fill the gaps that had been left, gaining new skills along the way and rising to these extra challenges admirably. My personal thanks goes to them all. We were very sorry to learn that Margaret James had died, she had been a member of Doorway's Management Committee since it was set up in 1997. She was dedicated to helping young people and is missed by everyone associated with Doorway.

We have attracted a lot more volunteers during the year. This has been a very positive experience. They bring with them many and various new skills and abilities, new energy and ideas. Volunteers have helped on the Management Committee, with fundraising and with the core work. Thanks to all our volunteers for your valued contributions and again to the staff for supporting them.

Funding is always a problem for a small organisation like ours and especially so in this economic crisis. In response we have increased our fundraising activities. These have proved both fun and profitable in many cases and cold, wet, and hard work in others but we are always open to fundraising ideas and suggestions. The 1<sup>st</sup> Doorway Fun Run proved to be a great success whilst the Christmas Quiz was taxing and in my case impossible! Other activities include supermarket bag packs, collections, tombola's and a fashion show. These have been fun in most cases and have raised enough money to make the difference between profit and loss for the year.

Special thanks are due to our landlords who are a special breed and our supporters who give of their money and time. In fact everyone deserves praise for a positive year in difficult times. One more thank you to Lynn our treasurer who has not only overseen the accounts, but explained them to the board in simple terms and has worked tirelessly on fundraising.

Thank you all, it's been a good year!

Fran Wilkins, Chair of Trustees

## Reference & Administration

The Trustees present its report and the audited financial statements for the year ended 31<sup>st</sup> March 2009

Charity Name:	Doorway
Charity Registration Number:	1067127
Registered office and operational address:	20, High Street, Bedworth, Warwickshire, CV12 8NF

### Committee Members

Chair	Frances Wilkins
Treasurer	Lynn Payne
Secretary	Susan Pearson
Trustees	Margaret James (died Dec 2008) Tara Butler William Sheppard (from Jan 2009)

Advisors	June Liggins Craig Evans (from April 2008) Councillor Sid Tooth Angela Coates Steve Clark (resigned July 2008) Jane Grant (from July 2008)
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### Staff Team

Project Co-ordinator:	Carol Gallagher
Finance Officer:	Pat Dickens
Senior Housing Services Advisor:	Ian Jones (left Oct 2008)
Housing Support:	Lyndsey Sanderson, Shona Mellor, Rehana Sodha
Housing Needs Advisor:	Janine Curtis

### Volunteers & Work Placement

Fundraising Volunteers:	Jay Archer (left March 2009) Jeff Thorburn (Nov 2008 – Feb 2009)
Admin Volunteers:	Michelle Patrick, Leanne Harris and Jenny Brown all helped out at different times before moving on to paid employment.
Advice Volunteer:	David Aspley (from March 2009)
Work Placement (Young People's Group)	Helen Maoudis (from Sept 2008)

## About Us

Doorway was established in 1997 in response to research by Centrepont that identified a lack of housing for vulnerable young people in Warwickshire. Since then we have been helping 16—25 year olds across the County to solve their housing crisis, then improve their life chances by learning to live independently and work through the particular emotional scars they may have been left with. We are the only charity in the County of Warwickshire working specifically with homeless 16—25 year olds.

Of course, situations are rarely the same. Each individual has their own set of unique problems and difficulties to solve. Therefore our services are flexible, to meet the needs of each individual young person. We work with each of them to prepare a tailor made support plan, to address the unique set of issues and challenges they face. The next stage, our longer term development service helps the young people to create a new future for themselves. The letters in our Annual Report from former service users show their individuality and differing needs.

The various organisations we work with - local authorities, ConneXions, other housing agencies, The Foyer Federation, Police, youth services, drug services, to name but a few, all have an element of prevention within their area of work. Doorway is pro-active in working with young people to prevent homelessness. This includes comprehensive advice during drop in sessions, raising awareness through school sessions and Pre-tenancy Workshops. Once young people are with Doorway, if it becomes apparent that they are struggling to maintain their private tenancies, we help them find accommodation with a higher level of support. This means that they do not fail in their tenancies, avoids homelessness and does not affect their self esteem.

Our pioneering Private Landlord's Scheme has reduced problems with rent arrears so significantly that now, **less than 3%** of our young people experience problems with budgeting. Interest in our scheme has led to Doorway sharing its private landlord scheme with various other agencies. We are pleased to be able to access 35 units of accommodation for young people through this scheme. It is an invaluable resource, which would be otherwise unavailable to young people in the area.

We continue to see a large number of young people each year and as indicated by the following statistics. More background information about our services can be found in our full accounts.

## Statistical Information

### **Advice Service**

The Advice Service is the first point of call for all young people accessing our services either at the office base or at regular outreach sessions. Due to increased demand which has been exacerbated by the recession, we have increased the number of venues for our outreach sessions during the last year. Many young people on our waiting list are living a transient lifestyle, going between extended family and friends for two or three nights at a time and can be described as the 'hidden homeless.' Each month the waiting list reaches around **59**, following a monthly review this falls to an average of **41** young people per month remaining on our list.

During the accounting period the Advice Service was accessed **626** times by young people (this includes repeat contacts). We were able to help in a variety of ways such as accepting them on to our waiting list and by making referrals to other agencies which provide a higher level of daily support. Doorway also provided general advice to landlords, organisations and people who do not fall into our criteria. We received **68** enquiries from other parts of Warwickshire.

### **Support Service**

Young people are referred to this service by the Advice Service when they are due to move into private landlord or local authority accommodation (including hostels.) The aim is to help young people maintain their tenancies, achieve independent living and break the cycle of repeated homelessness by offering a floating support service. Once settled in accommodation young people are able to progress in other areas in their lives and are supported in making applications for training, employment or educational courses.

Doorway's Support Service is able to support a maximum of **42** young people in accommodation, it is expected that they will generally receive floating support for up to 18 months. Doorway looks for indicators which show that a young person is ready to move on (e.g. property cleanliness, regular rent payments, effective budgeting.) This is included in the support planning process and is mutually agreed with the young person. During the year a total of **61** people were supported in accommodation, this figure reflects inward and outward movement. Of the **25** young people leaving the service, more than **85%** moved on in a positive way by going to university, reconciling and returning to live with family and sustaining move-on accommodation.

### **Development Service**

Our Youth Homelessness Prevention Programme was delivered to years 9 and 10 in local secondary schools through PHSE classes. This was delivered to schools in both Boroughs to **1,059** pupils (this figure includes pupils who may have attended more than one session.)

## **Highlights in 2008-2009**

## **Doorway Achieves the Gold Standard.**

During this year Doorway was awarded the Gold Award from Warwickshire County Council, Warwickshire Awards for Involvement. This is a kite mark scheme to support projects such as ours and to bench mark and improve their practice and policy around how they involve children, young people and families in the design, development and evaluation of services. This was a real credit to our young people and the Doorway staff team – well done to everyone.

## **The Audit Commission.**

In 2008 the Audit Commission reviewed North Warwickshire Borough Council Landlord Service. Doorway was cited as being an example of good practice in joint working. Doorway and the Council provide joint housing assessments for 16-17 year olds within the North Warwickshire area. Doorway's pre tenancy workshops were also praised for enabling young people to live independently. Again it is great that our good work and efforts have been recognised.

## **Change of Name.**

Doorway has changed its name. We were previously called Nuneaton & Bedworth Doorway but as now our work extends beyond this immediate area it seemed appropriate as well as a little confusing. Therefore we have changed our name with the Charity Commission to be called simply "Doorway".

## **Volunteers**

As mentioned in the chair's report we have seen an increase in the number of people wishing to volunteer. Without volunteer support the work would be much harder. Volunteers are important to us as staffing is always an issue with funding constraints but anything volunteers can do to share the load is appreciated.

## **Young Peoples' Groups.**

These groups continue to take place on a bi monthly basis and between 5 and 10 young people attend each meeting for an opportunity to socialise and discuss issues. There have also been trips to ice skate and a photography trip to Stratford Upon Avon Butterfly Farm.

## **Advice Seekers**

The demand for Doorway's services continues to increase. During this year Doorway has seen a 38% year on year increase in new contacts wishing to access Doorway's services from advice on what to do next to seeking somewhere to live. Those seeking advice is also now much broader than in the past and includes couples and young families.

## **Successes**

The reason we all work for Doorway is to see young people settled in accommodation and successfully managing their lives.

One such success is G who came to Doorway homeless. Initially she had a room in a shared house and with Doorway's support found a job as a support worker herself and moved into her own accommodation. Within the next 12 months it is anticipated she will fly the Doorway nest and manage on her own. Doorway will always be a point of contact for her if required but she now has the confidence and empowerment to manage her own affairs.

L came to Doorway homeless and is now in local authority accommodation with her partner and settled with a new baby.

It is examples such as these that make the job Doorway does so satisfying for the staff and clients and helps sustain us all through the difficult times.

### **Testimonials**

In the past few years that I have been receiving support from Doorway I've worked with several of the staff and all have been both friendly and helpful. Anything I needed help with, they would point me in the right direction give advice and help where needed.

The support I have received has been invaluable at times, whether it was help finding accommodation or keeping my accommodation, the staff at doorway have always been there to help if needed.

As time has progressed the help I've received from doorway has also changed; they seemed to always make the support given fit with me, which kept it all relevant and helpful.

In the past year or two I have mostly been working with, Hana whom is not only good at what she does but a nice person too, meaning support sessions and such were never a hassle and pretty much always productive. She's helped me and given me advice on a plethora of issues, ranging at times from my desire to get back into education, financial advice concerning my JSA payments, housing benefit payments and general things in day to day life.

I believe that by working with Doorway, I have learned to manage myself financially; I've learned to live on my own and be as independent as possible. I mentioned earlier about the support being tailored to fit and it is because of that, that I feel I'm coming away with general life skills to help me in the future.

Support was always about getting me to do what I should for myself, giving me the means, advice and information needed to do that successfully, especially in recent

times. This worked for me and was the kind of support I needed and Hana did a great job in providing it. There was always plenty more support on offer if I ever needed it too, with young people meetings and social activities to just being able to call into the office if I needed some advice, all of these things together create a full support package and I believe anyone could be catered to in the way they need perfectly in the way doorway run things.

After having worked with Doorway, I find myself in a position where I'm really going toward what I want in life. I'm moving to Scotland, into a flat with my partner, college is well and truly in my plans and in fact I hope to start in September, all going well and I'm a lot more proactive than I used to be, thanks to plenty of help getting me motivated.

Honestly, Doorway has been a great help and I want to extend a big thanks to each and every one of the staff. They all professionally and helpfully go about their work with a friendly attitude and seemingly a genuine desire to help, which translates into a great service for young people. Oh and Hana, I lied, this took me 5 minutes to type up, not 2! Although most was reading over what I had wrote already. **CB**

I am very thankful for having the support of Doorway over the past 6 months. This year has been the scariest and most liberating year of my life and I have had to do a lot of growing up on the way, but I know it would have been ten times harder without the guidance and advice from Doorway. I have had to make many difficult decisions about my future; whether to follow my vocation no matter what or whether to find my feet as an independent young person. Hana my support worker helped me weigh up the possibilities and I realised that I am the sort of person to go for what I want.

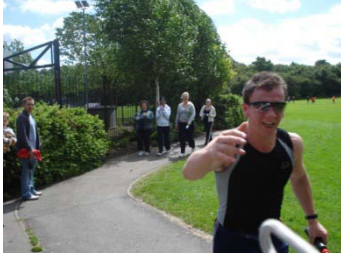
I have studied hard and on the 14th August I got the A-level results I needed to study broadcasting at University. The support from Doorway helped relieve pressure and stress from independent living and helped me to be able to focus on my studies.

Doorway gave me the positive attitude I needed to battle the depressing days and to know that there was a light at the end of the tunnel. Thank you all so much. **J.M.**

“When I left home 1 year ago, I came to Doorway for support and from then on they continued to support me well and dealt with any problems I have come into contact with. Since then I have moved into my own accommodation and they have still sustained their outstanding support. Its refreshing to see an organisation so dedicated to helping young people. I know from personal experience how helpful this support can be” **LS**

### **Fundraising Activities**

This year fundraising events included a tombola at Atherstone Carnival and Nuneaton & Bulkington Christmas Light Switch On, collections at Debenhams and Tesco, Wrestling Show, bag packing at Sainsburys, our first Fun Run and a Christmas Quiz. Obviously some events are more income generating than others but thanks to everyone who helped at these events and contributed to the funds that allow Doorway to continue its work.



Doorway's first fun run

We were also grateful to be chosen by the Mayor of Nuneaton & Bedworth Councillor Bill Sheppard to be one of 4 charities to benefit from his fundraising efforts, which raised an incredible £5,000 for Doorway.



Photo's of Mayors Appeal



Easter tombola

### **Give as you Earn**

Another way we have been able to generate a regular income is through the Payroll Giving Scheme and are pleased to confirm that we have received a Gold Award in Payroll Giving as 10% of our employees have participated in the scheme and we have been able to demonstrate that actively promote payroll giving. Information regarding this is available on our website.

If you wish to participate in any fundraising activities for Doorway please call us

### **Young People's Group**

Our Young People's Group (YPG) was supported by Helen Maoudis who was on a Youth Work Placement as part of her course. Some of the young people prepared a bid which was successful and received funding from Warwickshire Council for Voluntary Youth Services (WCVYS) to enable them to undertake activities that they would otherwise not have access to. The YPG is able to run from funding the young people do so that they are able to go out on various trips. It is also a good way for them to make new friends and learn various skills such as teamwork. When they have undertaken activities they come into Doorway and write a newsletter.

During the year they went to Gaydon Heritage Museum and had the opportunity to learn about safe driving – they were able to drive 4x4 vehicles under instruction which they all enjoyed. At one of their meetings they were taught basic self defence, their Christmas meal was held at Pizza Hut – always a popular venue. Working with ReVolve, eight young people undertook a digital photography project. This involved going to the Butterfly Farm near Stratford, taking photos, editing them and producing framed photos for community venues – one is in our reception area.

Photos from.....



Digital Photography trip



Gaydon Heritage Museum and 4 x 4'ing



Self-defence class

## Treasurer's Report

Doorway experienced a smaller reduction in income from the previous year of about 4%, largely due to reduced grants and investment income. Expenditure was correspondingly reduced through a reduction in staffing costs, largely due to the non-replacement of a member of staff who left the organisation. For the first time in three years the organisation has made a small surplus of £1,639.

Unrestricted reserves at 31 March 2009 amounted to £69,194, an increase of just over £3,500 from the previous year. Doorway's aim is to maintain unrestricted reserves of between £55,000 and £110,000 which is equivalent to three to six months running costs.

Doorway will continue to bid for large and small grants throughout 2009-10 and further increase the current level of unrestricted reserves.

The cash held in the bank at 31 March 2009 was £157,308, a reduction of just under £20,700 from the previous year. The net current assets increased by just under £2,000 to £131,108.

Doorway continues to operate in a very difficult climate and has sufficient unrestricted reserves to continue to deliver its objectives for the following year.

Doorway manages expenditure against income, regularly reviews the cash flow position, and prepares financial reports for discussion at Committee meetings. The Committee is kept up to date on the organisation's finances, including all income and expenditure and forecast outturn for the year.

Lynn Payne  
Treasurer

August 2009

**DOORWAY**  
**Statement of financial activities**  
**for the year ended 31 March 2009**

2008			Unrestricted Funds	Restricted Funds	2009 Total Funds
£	Note		£	£	£
		<b>Incoming resources</b>			
		<b>Income resources from generated funds:</b>			
7,983		Donations, legacies and similar resources	15,418	-	15,418
		<b>Activities for generating funds:</b>			
5,171		Investment income	2,713	-	2,713
706		Other income	1,917	-	1,917
		<b>Incoming resources from charitable activities</b>			
235,298	6	Grants	300	217,765	218,065
		Fees receivable	-	-	-
<u>249,158</u>		<b>Total incoming resources</b>	<u>20,348</u>	<u>217,765</u>	<u>238,113</u>
		<b>Resources expended</b>			
17,378	2	<b>Costs of generating voluntary income</b>	1,159	17,863	19,022
		<b>Charitable activities:</b>			
199,049	2	Advice, information & support services	12,541	160,076	172,617
50,233	2	<b>Governance costs</b>	3,121	41,714	44,835
<u>266,660</u>	2	<b>Total resources expended</b>	<u>16,821</u>	<u>219,653</u>	<u>236,474</u>
(17,502)		<b>Net incoming/(outgoing) resources</b>	<b>3,527</b>	<b>(1,888)</b>	<b>1,639</b>
147,603		Total funds brought forward	65,667	64,434	130,101
-		Transfers between funds	-	-	-
<u>130,101</u>		<b>Total funds carried forward</b>	<u>69,194</u>	<u>62,546</u>	<u>131,740</u>

**DOORWAY**  
**Balance sheet**  
**at 31 March 2009**

2008		2009
£		£
	<b>Fixed assets</b>	
945	Tangible assets	632
<u>945</u>	<i>total fixed assets</i>	<u>632</u>
	<b>Current assets</b>	
3,090	Debtors	5,187
<u>178,002</u>	Cash at bank and in hand	<u>157,308</u>
181,092	<i>total current assets</i>	162,495
	<b>Liabilities</b>	
	Creditors:	
<u>(51,935)</u>	amounts falling due within one year	<u>(31,386)</u>
129,157	<b>Net current assets</b>	131,108
	Creditors:	
<u>-</u>	amounts falling due after one year	<u>-</u>
<u>130,102</u>	<b>Net assets</b>	<u>131,740</u>
	<b>The funds of the charity</b>	
65,668	Unrestricted income funds	69,194
<u>64,434</u>	Restricted income funds	<u>62,546</u>
<u>130,102</u>	<i>total funds</i>	<u>131,740</u>

The trustees declare that they have approved the accounts above.

Signed on behalf of the charity's trustees:

Signed \_\_\_\_\_ Dated \_\_\_\_\_  
 Fran Wilkins, Chair of Trustees

## ACKNOWLEDGEMENTS

### DOORWAY WOULD LIKE TO THANK THE FOLLOWING PEOPLE AND ORGANISATIONS FOR THEIR FINANCIAL HELP THIS YEAR

Mr & Mrs Anstey  
Alan Edward Higgs Charity  
Arbury Inner Wheel  
Attleborough Baptist Church  
Baron Davenport's Charity  
Barrett Homes  
Chater Dance Academy  
Children in Need  
Coventry Building Society  
WCC Supporting People  
Alan Edward Higgs  
Mrs James  
Kings Community College  
Lankelly Trust  
Staff at the LSC  
John F Miller  
Mr Mindham  
Newdigate Primary School  
North Warwickshire Borough Council  
North Warwickshire Borough Council & Mayor  
Norton Foundation  
Nuneaton & Bedworth Borough Council  
Nuneaton & Bedworth Borough Council Mayor's Appeal  
Ms E Parker  
Pricilla Gent Charity  
St Nicolas PCC  
St James Church Bulkington  
Sheldon Trust  
The Henry Smith Charity  
WCVYS  
West Bromwich Building Society/Mercian Trust  
Wrestling Show – wrestlers.

Also a big, big thank you to everyone including the young people who we support, who have given up their time to come and help out at various fundraising activities we have held throughout the year, including all those who participated in our first sponsored fun run.