



DOORWAY

ANNUAL REVIEW

**for the year ended
March 2011**

Registered Charity Number: 1067127

CHAIR'S WELCOME

This year started on a real high after the success of the 'Street Dance' project. Following that was always going to be difficult and the uncertainty following the election was very unsettling. Cuts were affecting all voluntary services and even public services like Connexions which have long been a first port of call for young people in need of advice. This threatened to put an even greater strain on our hard pressed service. Fortunately our worst fears have not yet been realised. In fact, the staffing situation was improved when we received Hardship Funding which allowed us to employ Sarah Bechmanis as a Housing Support Worker and the Governments Future Jobs Funding which allowed us to employ Paul Baxter as a trainee Housing Support Worker initially for six months. Both have fitted in well and Paul took five of our young people to Marle Hall in Wales on a five day residential organised by WCVYS which helped build leadership and communication skills.

Our fundraising is now very well established and our efforts have been successful. This is thanks to good organisation and hard work from eager volunteers, the staff and our young people. The fashion shows are not to be missed and the Fun Run is just that.

Carol Gallagher, our Chief Executive Officer was also interviewed and appeared on BBC Midlands today as Doorway is a charity who receives funding from BBC Children In Need.

The quality of our service has not suffered during this worrying time as we have been successfully audited both by the Community Legal Services and Supporting People. This rewards the staffs hard work and commitment.

Our young people are also a credit. They represent Doorway positively at events and even on air, they get involved with fundraising, run a successful social group, and produce an interesting newsletter. We now have 'old' service users volunteering to advise and support present service users which is gratifying.

The whole Doorway team, staff, volunteers, landlords, and young people have worked together well to produce a service which is well respected and invaluable in our community. A big thank you to all.

Fran Wilkins



TREASURER'S REPORT

Doorway had another good year and successfully bid for additional funding throughout the year which has taken a forecast deficit of over £40k at the beginning of the financial year to a surplus of £14,000 at year end thanks to increased fundraising activities. Payroll giving will also be promoted during the next financial year. All these activities help us to reduce our reliance on grants.

This is a marvellous achievement for the charity and is testimony to the hard work and effort by the Chief Executive, the team, the Management Committee and all our volunteers throughout the year which will allow the charity to continue to deliver its objectives.

At year end the Trustees agreed to transfer some restricted reserves to unrestricted reserves which means that unrestricted reserves have increased to £99,000 (37% of expenditure). This is approximately 5 months running costs and meets the requirements of our Reserves Policy which will allow the charity to achieve its aims and objectives for the following year. Doorway continues to operate in a very difficult financial climate.

Accounts are available to see on the Charities Commission website.

Doorway will continue to bid for large and small grants throughout 2011-12 and to increase fundraising activities.

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, including risks.

Lynn Payne
Treasurer



Summary of the main achievements during the period April 2010-March 2011

- 'A Place to Stay' – music DVD developed by YPG was launched in April 2010 at Nuneaton Odeon Cinema and raised awareness of youth homelessness to a wider audience. It was also shown at several multi agency forums with young people present to discuss the issues around youth homelessness, including a Business in the Community meeting.
- Awarded with Quality Audit Mark for Advice by Community Legal Service.
- Awarded with overall 'A' following a validation visit by Supporting People.
- The Advice Service was accessed 887 times during the year (442 new applicants).
- 81 young people received support. Of 23 young people who moved on, 85% did so in a positive way and maintained independent living.



ACCOMMODATION

DOORWAY provision continued to grow. We have a total of 10 private landlords renting their accommodation to young people through Doorway. This group of landlords rent various types of accommodation such as flats, bedsits, and shared houses.

We also work closely with Nuneaton & Bedworth Borough Council and North Warwickshire Borough Council by supporting Council tenants aged 16–25.

Advice Service

The Advice Service is the first point of call for all young people accessing the charity's services either at the office base or at regular outreach sessions. 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.'

Statistics:

The service was accessed 887 times (442 new applicants.)

Quality:

Doorway was awarded with a Quality Audit Mark for Advice by Community Legal Service in April 2010.



TRAINING

Thanks to funding from Nuneaton & Bedworth Borough Council's Area Committee we began our Life Wise training in September 2010.

The course is aimed at equipping disadvantaged young people with the skills and knowledge necessary to empower them to negotiate and manage everyday challenges.

The course has been devised by Centrepont who we have been in partnership with for the past six years. The course is accredited by the Assessment & Qualification Alliance (AQA).

The course includes various modules and listed are some of the sessions delivered: Living on a budget, Introduction to the Private Rented Sector, Introduction to debt management, assertiveness and confidence building, anger management, emotional awareness – stress and introduction to bill payment.

From September 2010—March 2011, 22 young people have achieved accredited qualifications.

We continue to focus on improving outcomes for the clients we serve.



LIFE WISE TRAINING— FIRST AID

YOUNG PEOPLE COMMENT

“Doorway has changed me from being aggressive and impassionate to calm and passionate. The Support Workers are great. They like to have a laugh with you. Sarah is always supportive and helps you out to the best of her abilities”.



RESETTLEMENT/SUPPORT

85% of young people achieved a positive move-on

Support Service:

The aim of the Support Service is to help young people maintain their tenancies, achieve independent living and break the cycle of repeated homelessness by offering a support service. This service is able to support a maximum of 45 young people

Statistics:

In 2010/11 a total of 81 young people were supported in accommodation, this figure reflects inward and outward movement. Of the 23 young people leaving the service, more than 85% moved on in a positive way by reconciling and returning to live with family or sustaining move-on accommodation.

Quality:

Doorway has 3 years accreditation for Supporting People services awarded in December 2008. A validation visit to ensure compliance with the Quality Assessment Framework (QAF) took place in August 2010 and Doorway achieved an overall 'A' grade.



YOUNG PEOPLE COMMENT

“Since being with Doorway I have grown in confidence. I can now manage my home, my bills, myself and my son”



VOLUNTEERING

Volunteers contributed over 1000 hours of help to young people through Doorway.

During 2011/12 we will seek new ways for Doorway clients to serve in the community, building their own confidence and skills, as well as making a positive contribution to society. At present lots of young people accommodated at Doorway volunteer in a number of ways such as attending meetings to campaign on Doorway's behalf as well as take part in various fundraising activities we undertake.

They have also undertaken their own fundraising to raise monies to run the Young People's Group.

We would very much like to thank Sheryl White who gives up a significant amount of time to help the staff at Doorway with fundraising events taking place and also to Paul Durrant who helps out with IT problems we have. Both these tasks come down to staff in the office as we can't afford the services of these people. Through their help we are able to concentrate on the services the deliver to vulnerable young people in Warwickshire.



YOUNG PEOPLE COMMENT

“Since I’ve been with Doorway I feel confident in myself and I’ve learnt to make friends which I found hard to do”



DOORWAY'S YOUNG PEOPLE'S GROUP (YPG)

This group keeps going from strength to strength. They meet bi-monthly and plan an activity in every other month. Thanks to funding from WCVYS we have been able to fund activities throughout the year such as a trip to Drayton Manor, Bowling, Ghost Walk around Coventry at night and a Christmas meal.

At some of the meetings other agencies such as Warwickshire County Council, Nuneaton and Bedworth Borough Council come and speak to Doorway's young people to get feedback on services for young people.

Our thanks go to Jess who is a volunteer and ex client who provides peer support at the groups meetings and helps the young people to organise various activities.



Some of the Staff and young people who produced our DVD "A Place to Stay"



CASE STUDY

When I was first with Doorway I was in a hostel and I wasn't very confident with living on my own or paying the bills etc. With having weekly support from my support worker I'm now confident with running my own flat and making sure all the bills are paid.

When I first found out that I was going to be living independently I found it quite scary but having my support worker around weekly, made me more confident about it.

It's nice knowing that you are going to get a weekly appointment. Doorway are a great service, they're young people friendly and offer support in many different ways and support the young persons in ways that make them feel comfortable.

I also attend Doorway's young people's group which has helped me meet new people in the same situation, and I have built new friendships from these.

I have also helped a member of staff with school sessions that helped prevent homelessness. This helped me build on my confidence and self esteem.



CASE STUDY

I first came to Doorway after falling out with my mum and getting kicked out of home. Doorway were very helpful in finding me a place quickly, as I was stopping at a number of friends houses and although it was in an area I didn't know very well, it was close to college.

My support worker has helped me through my personal problems and any issues I've had since I've been with Doorway such as claiming the right benefits and budgeting my money so I have enough food and things I need. She always encouraged me to try to rebuild my relationship with my mum again.

Doorway then managed to move me to a shared house back in the area I was from, meaning I was closer to my family and friends, after 6 months of living quite far away and with my support workers help and encouragement I am now back on speaking terms with my mum and I feel part of the family again.

I have recently completed my A Levels and I am expecting my first baby in January 2011 and I am very happy about this.

I am very thankful for the support I have received from Doorway and my support worker in particular. I really can not imagine how my life may have turned out with all their hard work, help and support.



CASE STUDY

I became homeless at 17 whilst studying for my A-levels. My Mother had moved to Australia when I was 16 and my Father moved to Canada a year later. I was left to live with my step-mother in the UK, my Dad only returning for one week a month.

The stress of losing my parents caused me to lash out at the world and made life at home very difficult for myself and my step-mother. My step-mum decided it was best for me to leave the family home and I spent Jan 09 on the floor of my friend's council flat. My friend had her own commitments and so I also spent several nights wandering around waiting for the next day and then catching up on sleep at college. Soon my friend and I were living off £11 a week between us and after several tearful journeys back and forth to the Council. I felt terrible and didn't want to burden my friend anymore. I spent the next few nights wandering again when an old family friend bumped into me and saw I was a state. I then lived with her for the next four months. In that time I someone mentioned Doorway to me and I remembered a presentation they held at my secondary school and dug the business card out. I called them and although the waiting list was long they made sure I had somewhere relatively secure for the time being.

Finally I was housed in a shared house with 3 other people. Upon arrival at my new accommodation I was briefed with the rules of the shared house and a risk assessment was carried out. Although the questions for the risk assessment were very personal, I felt that this method is a very good ice-breaker and a great way for the support workers to understand each client individually and cater their support to each individuals needs, in turn building a personal, reliable and long term relationship. Even if the client may not need/want any emotional support or advice often, the weekly meeting is very informal and relaxed and so even just a chat is enough to make the client feel better and help the support worker to learn about the client and with the right questions really offer some support, even without the client having to directly ask which I personally think is a great tactic.

Living independently is very scary and confusing for anybody; let alone young people who have had a hard time. I think a lot of people wouldn't have come as far as they have today if Doorway wasn't around. Personally I would certainly have not got that far as I had no clue. Anything you don't understand, you know exactly where to turn. Whether it's for emotional advice, trouble with benefits, budgeting, boyfriends, housemates, college, accessing external specialist agencies, and finding work. You know there is always someone on the other end of the phone more than happy to help!



Below are those who made a vital contribution to Doorway and our thanks go to you all

Anita Blower	Coniston Tavern
Angela Winterburn	Sheryl White
Louise Jones	Aby Edmonds
Jenny Price	June Brotherhood
Nick Cadd	Paul Durrant
Anker Inn	Mr & Mrs Cashmore
Greggs Foundation	Tony Mindham
Aura—Warwick School	Bedworth Ladies Circle
Bedworth Inner Wheel	Christine Ingall
Bedworth Almshouses	St Nicolas PCC
Attleborough Baptist Church	Ben Gallagher
Staff at Skills Funding Agency	Nuneaton Lions
Queen Elizabeth School	Yorkshire & Clydesdale Bank Foundation
Sheena McBride & Jane Wood	Bedworth Round Table
Mr & Mrs Anstey	HMRC Coventry
Staff and students at North Warwickshire & Hinckley College	Norton Foundation
Edgar E Lawley Foundation	Baron Davenport's Charity
Nuneaton & Bedworth Area Committee	Warwickshire Council Voluntary Youth Services
Heart of England Co-operative	BBC Children In Need
LloydsTSB Foundation	The Henry Smith Charity
LankellyChase Foundation	Sheldon Trust
Warwickshire County Council - Supporting People	Sarah Bechmanis
Domestic & General Bedworth	Higham Lane School
St James Church	St James COE Junior School
Staff at Young People's Learning Agency	Student Ambassadors at Nicholas Chamberlain College, Bedworth
Children, Young People and families directorate	Jess Davies
Dee Gallagher	EON
Jon Mann	Greggs Foundation
Nuneaton & Bedworth Borough Council	North Warwickshire Borough Council
Staff at NWCAVA	Mark Blower
Susan Kirk	Denise Bayly