



THE DOOR

THE STORY OF 2023



The Queen's Award
for Voluntary Service

NYA
Quality Mark



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**1:1 MENTORING FOR
YOUNG PEOPLE AND PARENTS**

**TELEPHONE
SUPPORT**



**WHOLE FAMILY
INTERVENTIONS**



**WEBCHAT FOR
YOUNG PEOPLE**

**SUPPORT GROUPS FOR
PARENTS OF TEENS**



**YOUTHWORK THROUGH
GAMING**



**FREE YOUTH CLUBS
FOR 11-17 YEAR OLDS**



**VOLUNTEER
OPPORTUNITIES**

**ON THE STREETS
DETACHED YOUTHWORK**



**SUPPORTING SOCIAL
PRESCRIBERS**



**CHAMPIONING
MENTAL HEALTH**

SERVING COMMUNITIES SINCE 1991



**COMMUNITY
COLLABORATION**



SOCIAL MEDIA COMMUNITIES



STUDY SESSIONS



**THE DOOR LINE
YOUNG PERSON'S HELPLINE**

PARTNERSHIPS



**YOUTHWORKERS AND
MENTORS IN SCHOOLS**



**CHRISTIAN OUTREACH YOUTH
CLUBS AND SCHOOLS WORK**

ONLINE RESOURCES



PARENTING COURSES

Bringing **HOPE** into the lives of **YOUNG PEOPLE** and their **FAMILIES**
by **UNLOCKING POTENTIAL** and **OPENING OPPORTUNITY**
so that their **PAST** does not define their **FUTURE**

What a simply amazing year this has been! The Door has grown and flourished, transforming lives and creating futures for more and more young people. All of our youth clubs have seen an increase in numbers, with a peak attendance of 63 at a session in Stonehouse. More importantly our surveys show that the young people attending feel safe, cared for and have developed strong friendships. Our intensive support team have had their hands full coping with a huge increase in demand, with referrals for mentoring support up by 22% on the previous year. This is supported by our wonderful team of trained and dedicated volunteers whom we thank from the bottom of our hearts. The Gloucestershire Mentoring Programme, a county-wide initiative delivered by a group of charities and coordinated by The Door, is now into its third year and we have a strategy in place to sustain the programme in the future.

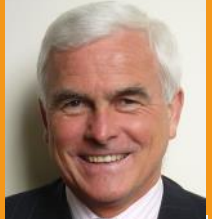
Our work with schools continued and diversified in secondary schools in Stroud, Stonehouse, Dursley and Cirencester together with a summer programme in primary schools supporting Year 6 students in their transition to secondary school. We continued with our strategic plan to embed our presence in Cotswold District with commissioned youthwork in Avening and Fairford, and we are about to start an innovative family support service in collaboration with The Churn in Cirencester.

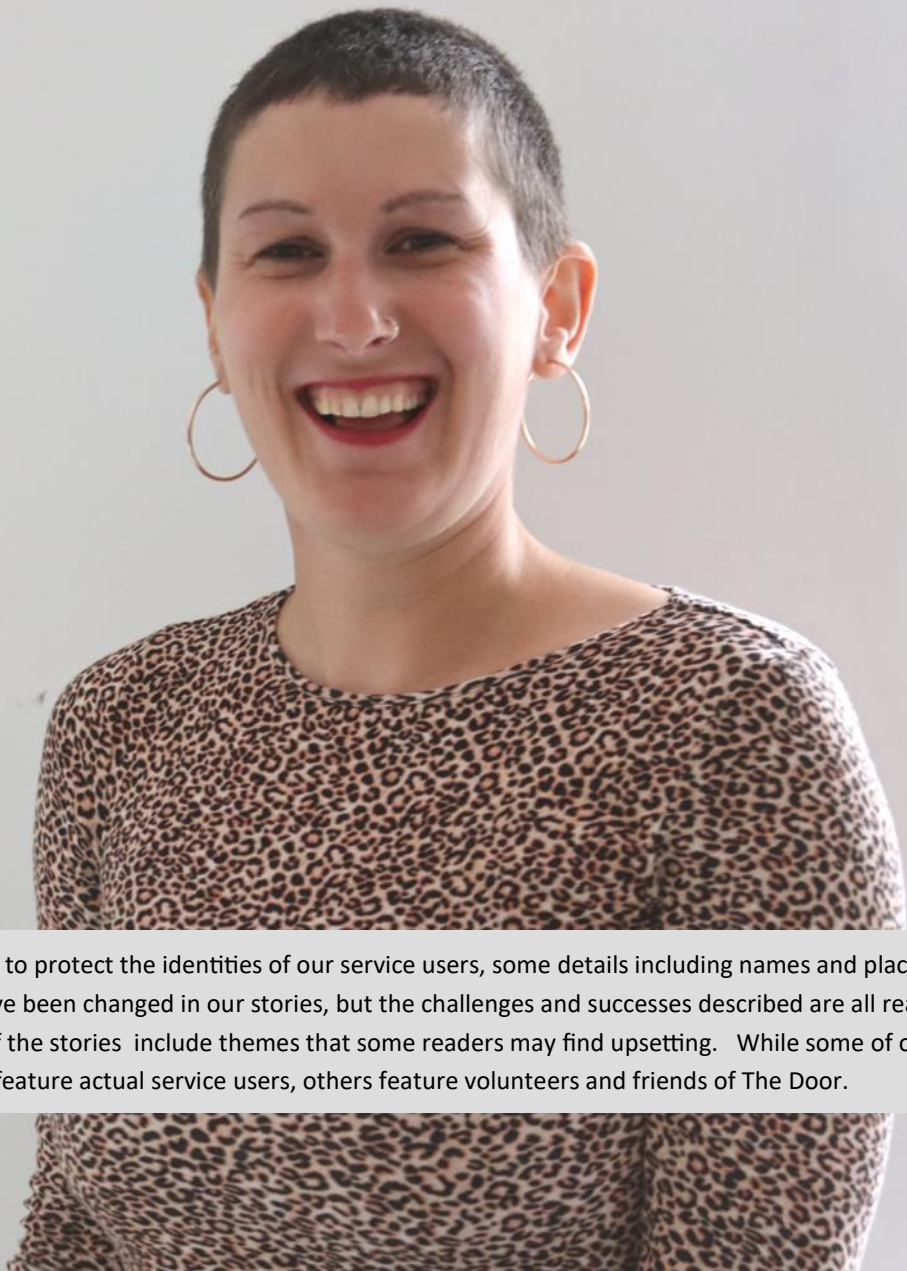
The illuminate project continues to flourish, with the baton handed to Chris after Barrie's departure; a thousand thanks to Barrie for his inspiration and great work.

Turning now to our organisation and people, we continue to embed The Keys - the behaviours that we expect from our staff and trustees which stem from our Christian values - to ensure that our culture makes for a great place to work with low staff turnover and high impact for service users. We have rolled out our new performance review process which keeps us all focussed and on track. We now have an expanded Senior Management Team with Chris and Shona joining Graham and Victoria, and we have appointed two very talented new trustees.

All that remains for me to do now is to thank everyone who has contributed to the work of The Door in this past year— our funders, staff and management team, our volunteers, trustees, and above all, our service users without whom we are nothing.

Karen Morgan OBE DL, Chair of Trustees





In order to protect the identities of our service users, some details including names and places may have been changed in our stories, but the challenges and successes described are all real. Some of the stories include themes that some readers may find upsetting. While some of our photos feature actual service users, others feature volunteers and friends of The Door.

KARA'S STORY (17 YEARS OLD)

"Where I live is pretty hectic: there's mum, my stepdad and me. Then there's my siblings, half siblings and step siblings. I suppose we are quite a complicated family.

There's never much to do at home, except look after the babies. It's loud. Mum's always busy with the house and dad's at work or down the pub. To be honest he's never really here. Social Services have been visiting since I was little. They check everything's ok and we seem to get by.

I do my best to help out when I can but sometimes it feels like I'm the third parent and no one's looking after me. My parents try but they don't really seem to have much time for me. I guess they think I'm old enough to sort myself out.

I started going to The Door's youth club when I started secondary school. It was far more fun hanging out with my friends, playing games and talking to youthworkers than being in the dreary chaos at home."

Community Youthworkers continue the story:

"Kara's great, always at the centre of youth club, on hand to help out or get stuck in with activities.

Last year we saw a change in her behaviour. She was quieter and spending more time on her own. So we asked what was going on.

Money was tight at home and dad was drinking more. She was struggling to sleep after her mum had another baby and she was worrying about her school work.

While we were talking it was clear that Kara didn't really know how to express how she was feeling - everything was so transactional. We suggested to her to apply for a mentor and Kara agreed."

Kara continues:

"Life had got pretty rough, but I remember just wanting to push through, thinking if I could sleep at youth club and do my homework on the bus I would be alright. I didn't really know what a mentor would do but I wanted to give it a try.

My mentor's called Shelagh and she's really friendly. We've been meeting for a year now and it's helped me so much.

When we started I was in year 11 working towards my GCSE's. I really wanted them to go well so I could go to college and get the qualifications to get a good job. The problem was that the last year had been so difficult that things weren't looking great. Shelagh helped me plan my revision and talk to my teachers about getting help during school.

We've also talked about my feelings and what it's like at home. We made some boundaries with my mum so that I get to be a child a bit more and have my own space at home.

When my exams started I suddenly got really anxious and kept having panic attacks. Shelagh helped me through them and taught me some coping mechanisms. I still missed a few sessions but I got to sit most of them.

Results day came around and I was terrified. I video-called Shelagh to open the envelope with me. I was completely amazed to see that I had passed everything. OK, it wasn't top grades but it was enough to get onto the course I wanted at college. And that's all I really needed.

So now I'm at college, I still go to youth club and I still meet with Shelagh once a week but most importantly I'm moving in the right direction.

I'm so thankful to The Door and Shelagh for all they have done for me, who knows where I would be without them."

FINANCIAL REPORT

In the year from July 2022 to June 2023, the financial challenges we have faced in the wake of COVID-19 increased further.

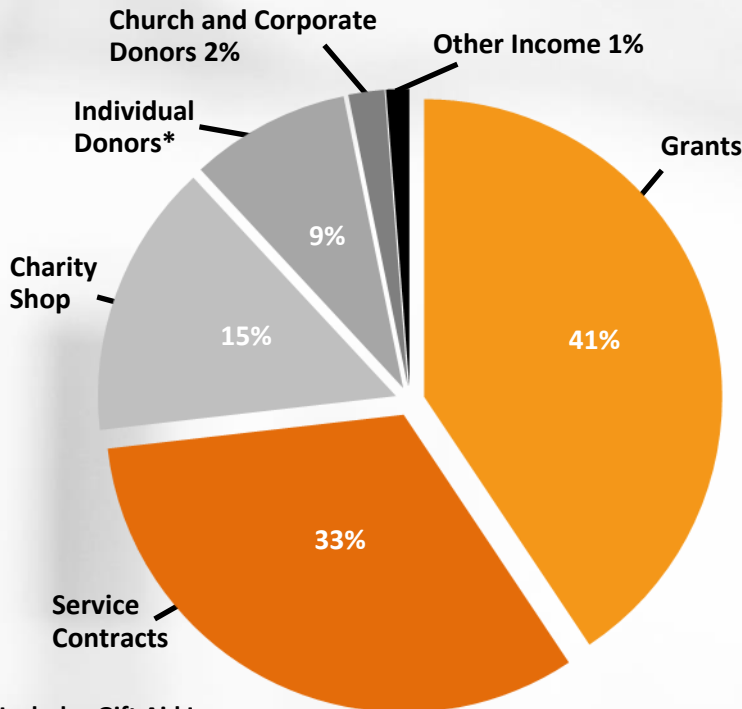
In common with many charities, and particularly those working in the mental health arena, we saw a further steep rise in demand for our services set against a reduction in available income and an increasingly competitive funding environment.

Our expenditure was up by nearly 7% at £666,211, while our income dropped by 1.5% to £566,806, leading to an operating deficit of £99,405.

At the end of the year, our unrestricted reserves of £203,252 represented 3.67 months' expenditure at the 2022-23 rate. This was towards the lower end of our policy target of between 3 and 6 months' expenditure.

Graham Gill - Chief Operating Officer

OPERATING INCOME: £566,806

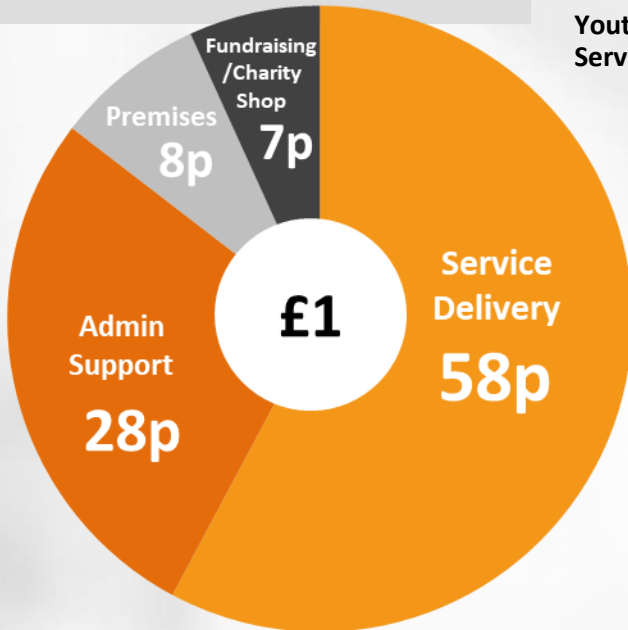
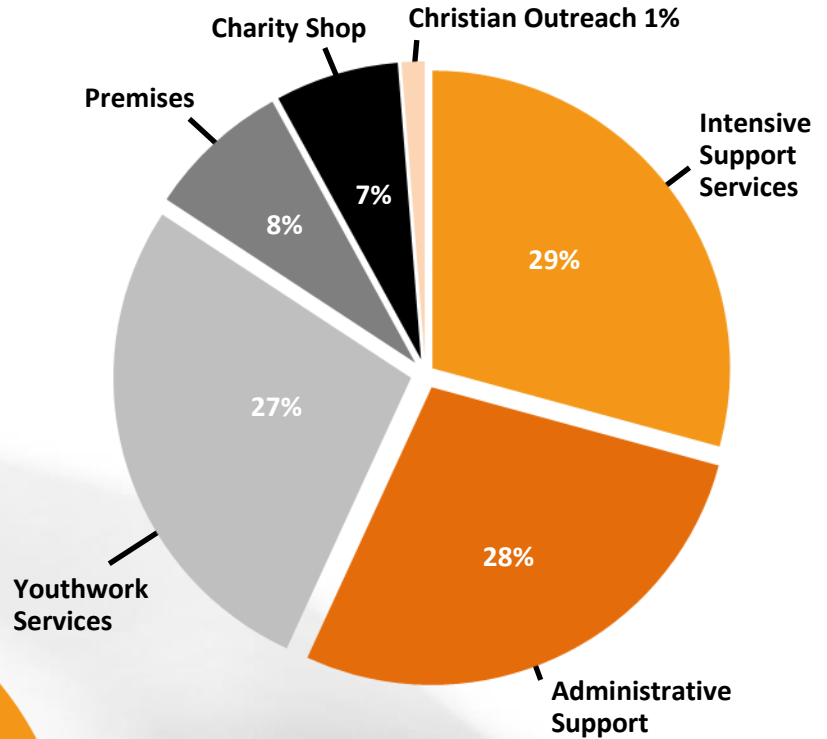


*Includes Gift Aid Income

Grants still make up the largest sector at 41% of total income, although this was dominated by the contribution of CHK Foundation for the Gloucestershire Mentoring Programme (GMP), and otherwise grant income was well down on the previous year. Service contracts in youthwork and intensive support now make up a further third of our income, and charity shop income was strong – up 7% on the previous year.

OPERATING EXPENDITURE: £666,211

Intensive Support has now taken over from Youthwork as the highest spending department, with GMP in full flow and the increase in remote mentoring work commissioned by Primary Care Networks. In total, wages & other staff costs made up a record 87% of total spending as we tried particularly hard to reduce our premises and other operational overheads in order to be able to invest as much as we could in the staff that deliver, coordinate and support our services.



(For every £1 spent)

Wages	550,877	83%
Premises costs	51,809	8%
Operational costs	27,756	4%
Other staff costs	24,559	4%
Organisational costs	11,210	2%
Total:	£666,211	

WHAT SERVICE USERS SAY

"I never used to talk to anyone about life or my feelings unless I really had to, but thanks to the youthworkers at The Door now they can't shut me up!"

(youth club attender)

"I'm so pleased that young person found you at lunchtime. He was asking after you at break because something happened at home this morning. You really have a positive impact on him and so many other students here; you really don't know how much this means to a lot of them." (school Head of Year)

"I come to youth club to hang out with my friends. It's safe there and we can just be ourselves. When my friends are busy I know I can come on my own because there's always something happening and someone to talk to." (youth club attender)

"Everyone is patient, understanding and caring no matter what their own struggles are." (parent)

"There's not a lot of things I can count on. But I can count on you calling." (telephone mentee)

"Talking to my mentor has really helped me. It's nice knowing I have somebody there to talk to and to really help me. Before I met you I had nearly given up hope."
(young person)

"I feel hopeful after talking to you." (parent)

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GLOUCESTERSHIRE MENTORING PROGRAMME (GMP) GOES FROM STRENGTH TO STRENGTH

With funding now secured for a third year, the programme is continuing with 4 of the original 7 delivery partners while continuing to be coordinated through The Door. The GMP has also procured funding for us to employ a dedicated administrator who will spearhead the administration of much-needed centralised work such as volunteer recruitment with a county-wide marketing effort as well as ensuring that the impact of this programme continues to be measured.

INNOVATIVE FAMILY SUPPORT PROGRAMME TO LAUNCH IN CIRENCESTER

In collaboration with The Churn in Cirencester, The Door is launching a new family support service in Cotswold District. The project will play to each partner's strengths by enabling The Churn to focus on families with pre-school and primary-aged children, while The Door will concentrate on families with secondary-aged children.

ADOLESCENT MENTAL HEALTH: GPs CAN'T GET ENOUGH OF THE DOOR'S REMOTE MENTORING SERVICE

After a hugely successful pilot year with two of the three Primary Care Networks covering the Stroud District - Stroud Cotswold and Severn Health - they have both recommissioned our dedicated remote mentoring service for young people, with the remaining one (Berkeley Vale) looking to start commissioning it in 2024.

DURSLEY AND CAM YOUTHWORK CONTRACT EXTENSIONS SECURED

In 2015, Dursley and Cam became the first councils to commission a community youthwork service from The Door, marking the start of a wider geographic expansion of our services beyond Stroud. Since then The Door has become embedded in both communities, and is really pleased that this has continued to be recognised by the recommissioning of our service. In Dursley we have been confirmed until 2026 at least, with an option to extend to 2028.

CHRIS TAKES ON ILLUMINATE

With Barrie Voyce deciding that the time was right to move on from The Door after 14 years, Chris Scolah our Youthwork Manager is excited to have taken over the reins of Illuminate. "Nothing lights my soul more than talking about Jesus with young people" says Chris. "In this messy world, there is nothing they need more!"

HELPING YOUNG PEOPLE TO THRIVE

The Door has launched the 'Thrive' Programme which aims to equip young people with the knowhow and tools that they need to be able to make healthy choices and increase their resilience in the face of adversity. It encourages them to adopt effective coping strategies which lead to a reduction in risky behaviours including substance abuse.

IN CONVERSATION WITH THE SENIOR MANAGEMENT TEAM

Graham: So, what stood out for you all this year?

Shona: For me it's been about relationship building – the strength of relationships that the team have built across the board, and the amount of skill in the team.

Victoria: There's been a real flavour of absolute dedication to the cause of bringing hope to people in all departments - back office, service delivery, shop, everywhere – despite our numbers going up and our income coming down.

Chris: It was really special to get the NYA Quality Mark last year, and to see so much growth in youth clubs—not just in numbers but really developed cohorts with a sense of family, and the development in our youthworkers. For Illuminate, a particular highlight was the 'Into the Wild' weekend, where lots of young people grew in their faith.

Graham: Our struggle for funding this year underlies everything, but that's not stopped people on the front line doing their stuff brilliantly, with amazing staff loyalty and remarkably low turnover. A year ago we'd just launched The Keys – our blueprint for the culture of The Door. This year we've been working on embedding them so that they're woven into all we do and not just words on paper.

Victoria: That's a standout piece for me – it's been a master class in embedding culture front and centre through the year in everything we do, and it's outstanding how everybody's embraced it. And I think it's kickstarted that culture of learning – the sense that we're 'never quite there', but we're on this journey of constant reflection on how we could do this better. And I'm particularly excited about our new Senior Management team, and the reflective collective leadership we bring, looking to serve this organisation in the best way we can.

Graham: How have you found the challenge of coping with a huge increase in demand within the limitations of static financial and human resources?

Shona: For us I think it's about the passion and commitment within the team. In previous years we would have closed referrals, but we keep making a conscious decision to keep them open. It helps us to see what the need is, and potentially signpost, support and hold people while they're waiting. Managing the waiting lists and triaging has been a key feature this year. It's back to relationship building, so that people waiting know that they've not been forgotten and that they matter.

Chris: The goodwill of people outside the team supporting us has helped, but for me the best way to face that challenge is simply prayer. I believe that God speaks through resourcing – where resourcing is abundant, that's where he leads us.



Victoria



Chris

Victoria: We have to stay on mission and say ‘no’ to some things, but there’s now an assuredness of who we are, and we know our value. We’re an intrinsic part of the response for young people, and not just in the Stroud District. People across the county know who The Door are and hold us in the highest esteem.

Chris: We’re confident in our competence, but we’re only one attitude shift away from being overconfident, or confidently incompetent, so it’s really important to keep that self-reflective attitude. Even if we’re hitting the spot right now, in 12 months time that will have moved, and are we going to move with it?



Graham

This year our youthwork commissioners have shown just how much they value what we deliver by meeting us where they possibly could in resourcing. As in Intensive Support, the passion of the team is paramount, driving us to high standards, but it’s also important that we’re providing the means for staff to keep some boundaries and look after themselves and each other.

Shona: Self-care isn’t selfish. It’s about making sure that people get the best of you, not the rest of you.

Victoria: I’d like to put in a word on collaboration. As well as the Gloucestershire Mentoring Programme we now have a collaboration with The Churn, and with Cotswold Counselling. Successful collaboration comes when both parties are assured, not competitive, and able to be vulnerable. And as we have been, our collaborators have been looking to us to lead. I don’t think that’s an accident.

Graham: Internally too, our Youthwork and Intensive Support teams have strengthened their collaboration and made time to meet.



Shona

Shona: We cross over with so many of the young people that we support – they ‘weave’ through our services, so it’s really important that we learn from each other about them, to make sure we get the support right. I’m particularly excited about the Digital Youthwork launch, as it’s another way that our services can weave together, especially with young people on the waiting list for support.

Graham: So what do you think are the greatest challenges going forward?

Shona: Volunteers, please! We have an incredible team of highly-trained, highly-skilled volunteers who are really committed. We also have growing waiting lists particularly in Dursley and Cirencester, so if I could magic up 60 more trained volunteers that would be truly wonderful. In previous years we’ve done 2 training courses – this year we’ve done 4 and trained over 40 volunteers.

Chris: And there’s a challenge with how illuminate goes forward with volunteers and resources. Are people praying for us? I’m not so sure there’s a culture of prayer for young people in churches in Stroud District – I’d like to see that shift in the year ahead.

illustrations by “Rhi” (Young Person)

EMOTIONAL INTENSIVE SUPPORT

Sometimes life can be chaotic. When we can't see the wood for the trees, our challenges begin to overwhelm us.

At The Door our Intensive Support Team provides young people, parents and whole families with a safe, non-judgemental space to step back, see the bigger picture and start to break down the task ahead into smaller, manageable steps.

Whether through 1:1 mentoring support, in person, on the phone or by text, with the help of a support group, training course or family intervention, we help every individual to rediscover their potential, empowering them to take ownership of what is possible, and bringing back all-important hope into their lives.



Intensive Support Manager, Shona

“So often, we can see in someone else what they can't see, or even what they have forgotten how to see in themselves. My fantastic team of staff and volunteers work tirelessly with our service users. We help them to build resilience, find peace and feel worthy of the love and care they are receiving. It's never an easy road and every journey is different, but with plenty of encouragement and celebrating every step, no matter how small it seems, it's a privilege to see self-doubt turn into self-belief, fear turn into confidence and despair turn into joy.”



1:1 MENTORING



PARENT SUPPORT GROUPS



YOUNG PERSONS' WEBCHAT



WHOLE FAMILY INTERVENTIONS



TELEPHONE SUPPORT



PARENTING COURSES



YOUNG PERSON'S HELPLINE



ONLINE RESOURCES

JOE'S STORY (TOLD BY HIS VOLUNTEER MENTOR, DEAN)

“Joe is a fairly typical 16 year old - a bit grumpy, passionate, always hungry and trying to find his way in the world.

When we first met he was angry, frustrated and often lashing out at those around him.

He'd withdrawn from family life, fallen out with his brother, and his mum was starting to worry about him.

As I spent time with Joe I started to realise that he was blaming himself for his parents' divorce a few years ago.

Joe was holding himself responsible for all the pain, anger and upset that had happened when they split up.

He blamed himself for his dad leaving and hadn't been able to face talking to him since the day he left.

So we spent some time talking about what had happened and why Joe felt it was his fault. It turns out Joe had tried with all his heart to keep his parents together but sadly it didn't work out that way.

As we explored the actual reasons behind why his parents separated Joe began to see that it wasn't his fault. He was more relaxed in our sessions and more open to trying new things.

Over time we built up more of a rapport and Joe's confidence came back. He's more at peace with himself and has started getting back to being a typical teenager again.

Joe's joined the local football club and some other after-school activities where he's making new friends.

The biggest challenge for Joe has been working towards meeting with his dad but after a lot of encouragement he has managed a couple of kickabouts and a trip or two to the chippy, with more planned.

It's been a privilege to walk this journey with Joe and once he feels confident to go off on his own I look forward to being there for another young person in need of that encouragement and listening ear.”

If you want to be like Dean and volunteer as a mentor for a young person or parent we would love to hear from you. Find out more at thedoor.org.uk







BREAKING DOWN BARRIERS

Developed during the pandemic, Mentoring Gateway is The Door's suite of remote support services for young people. By breaking down barriers faced by those in need of support we can reach young people that are too anxious to leave home, live in more rural areas or who find picking up the phone a challenge.

Our after-school helpline and web chat can be used immediately with no referral and our online resources can be used anonymously at any time of day or night.

Also, since 2022 The Door has been working closely with local Primary Care Networks and social prescribers to provide early intervention telephone mentoring support, taking some pressure off statutory services.



BEN'S STORY (18 YEARS OLD)

"The last few years have been horrible.

Most people will know what it's like to be bullied or picked on. For me it seemed to be the norm. No matter where I was. I was always the butt of the joke

I started to be convinced that what the bullies said was the truth, that no one wanted me, no one liked me and it would be better if I wasn't around anymore.

Besides, who would miss me if I was gone? They'd find someone else to pick on.

I'd go to college like normal, but just keep on walking. I'd disappear for days at a time, not telling people where I was or what I was doing. I was scared to share my feelings. I wanted to protect my mum. She didn't deserve to share my pain.

Mum told me a number of times that she was worried I wasn't going to come home at all.

One day she hit a nerve, for whatever reason I didn't want to feel like this anymore. I'd been thinking about my options for a while - disappear completely or try and sort myself out.

That day, I chose the latter and went to a doctor. Immediately, I felt a little better. I'd finally let someone else know what was going on inside.

They arranged for a telephone mentor from The Door to give me a call. It was nice to know someone wanted to listen to me and they didn't seem shocked by what I was doing.

Over time we've got to know each other a bit better and we have put together a safety plan. A list of actions for when I start to feel low.

I know that I have a long way to go. But now **thanks to The Door I know I can keep going.**"



NICKI'S STORY (PARENT OF 14 AND 16 YEAR OLDS)

"I was a challenging child - the one that took risks and in hindsight made some pretty terrible decisions. There were nights lost to drink, drugs and other misadventures. I fell out with my parents all the time and never really understood why. Now, years later, I have two children of my own and I'm starting to see that being a parent isn't always easy. Life always seems to be too busy to do everything, so I've had to rely on my own parents to keep us all going.

Last year my eldest son George was struggling with school. Every morning became a battle and I would feel such a failure as he rolled over... to stay in bed... all day... again. It didn't take long until all became too much and I gave up trying. I'd spend days in bed and just let my dad lead the way.

Home became complicated. No-one knew who was in charge and I had very different ideas about how to raise my children from my parents. Don't get me wrong I love them both dearly but I wanted to be able to stand on my own two feet and raise my family my way. So we'd often be moving in opposite directions.

After one particular bust up we finally decided we needed help, so we went to The Door. We met Sandra, their Family Support Practitioner, she suggested we do a Triple P parenting course so we signed up.

It wasn't all smooth sailing but eventually by the end of the eight weeks we were far more on the same page.

As part of the course we learned new strategies and negotiated new boundaries. Then we started Family Face Time and worked to reestablish appropriate relationships, defining who did what: me as the parent, them as the grandparents.

It's been a long and bumpy road, but The Door hasn't given up on us. Sandra has been amazing, making meetings happen with school and her seemingly endless compassion for our situation has been incredible.

We've learned to change the way we approach things with George, more informed by his experience and less about strict punishments.

It's been lots of small steps but to see him taking control of his life again and moving in the right direction is the best feeling.

While George hasn't gone back to school yet, we are supporting him at home with learning-based projects, Maths and English. With Sandra's help we are working towards what next steps will be best for us all.

I can't thank The Door enough for all they have done and are doing to help my family. If anyone is thinking of asking for help from The Door **Just do it. It's changed our lives."**



COMMUNITY YOUTHWORK

In youth centres, schools, parks and out and about in town, our youthworkers are embedded in the communities they serve, providing young people with trusted adults they can rely on to be there for them.

Our teams create safe spaces for fun, informal education and guidance. Where needed they can work alongside The Door's other teams to offer additional support, volunteering opportunities and more.

Working closely with local commissioning bodies, we ensure that the needs and voices of young people are kept high on the agenda.

RESTORATIVE PRACTICE

Forgiveness is an important aspect of our youthwork values, and this is reflected by our restorative practices and Inclusion Policy.

People that push boundaries soon learn that while there are consequences to their actions, there are also opportunities to grow.

At The Door we believe in second chances, and third and fourth and fifth...

GOING DIGITAL

Through a combination of gaming, live streaming and moderated chat spaces on Discord, The Door's Digital Youth Club embraces all things online.

This safe space connects young people with The Door in a whole new way, reaching those that can't make it to youth centres and adding value for those that can.



YOUTH CLUBS



SCHOOLS



DETACHED YOUTHWORK



DIGITAL YOUTHWORK



CHRISTIAN OUTREACH

THE DOOR WAY

Rather than 'rules' which can be off-putting to young people, The Door Way is a list of expectations.

Written by young people for young people, The Door Way ensures that we keep each other safe and well in youth club sessions.

The Door Way applies in our youth clubs, while out and about and in our online spaces too.

KELLY'S STORY (16 YEARS OLD)

"It's rubbish when you feel like no one is listening.

That's how I felt last year, at home, school and with my friends.

No one was listening to me.

So, I stopped talking. If no one wants to listen to me I must not be worth listening to, I told myself.

I felt worthless.

The only time people did talk to me was when I was messing around, so I messed around.

At least then someone was noticing that I was there.

When I started going to youth club at The Door I messed around so that the youthworkers would have to spend time with me.

One day a youthworker came and sat next to me. They explained that I didn't need to mess around to get their attention, that they were here to listen to me and support me with whatever I needed.

We talked about how I didn't think anyone listened to me and for the first time in a long time I felt heard. The Door didn't ignore me or tell me to be quiet, they took the time to listen to me.

Then we talked about how as I was one of the older young people in youth club that I should be being a positive role model for the younger ones. I'd never really thought of myself as someone worth looking up to but I liked the idea.

So since then I've tried really hard to set a good example. I've been helping the youthworkers set up activities and making them cups of tea. (Mine are the best, by the way)!

Most importantly we've been talking about my day and checking in about school and home.

Life's much easier when you have someone to talk to. So thank you for listening to me when I felt invisible.

Now I know my voice is worth hearing."

THRIVE PATHWAYS
FUNDAMENTALS
MENTORING
TO LEAD



YIL
YOUNG LEADERS



CASEY'S STORY (TOLD BY ILLUMINATE VOLUNTEER PETE)

"Hi, I'm Pete and I volunteer at illuminate's after school drop in.

Seeing the impact of something seemingly so small like a free biscuit has been a real eyeopener for me.

One young person that really stands out is Casey. When we first met, he was a bit under the radar, not saying much, sort of drifting through the session - not that there's anything wrong with that, we are here for young people at whatever level they want us to be.

We serve hot chocolate, biscuits and snacks for young people from the church kitchen while they wait for their bus or pass us on their way home. Safe to say we are particularly popular when it's raining!

I made sure to say hello each time he came in and as the weeks went by 'hello', became 'how was your day' or 'how's life going this week?'

To start with I didn't get much of an answer but Casey started hanging out in the space for a bit longer and it didn't take long until we were having some really big conversations.

Gone was the silent, stealthy lad sneaking in for a biscuit and here was a confident young man tackling some of life's biggest questions. It was like he had exploded into life in front of our eyes.

Casey's started going along to The Door's other youth clubs too and it's been a real privilege to be a small part in his journey. One biscuit at a time."



Youthwork Manager, Chris

"It's all about working with young people to create the conditions where they can thrive - a safe place where they can be the best versions of themselves. Whether facing social, economic or geographic barriers to unlocking their potential, we work in those disadvantaged spaces to ensure that no young person is left behind.

Young people so often don't recognise their own value, talents or giftings. It's our job as youthworkers to provide relentless encouragement, building self-esteem and confidence - to help young people be courageous, develop their character and expand their horizons."

Look out for the lightbulb! illuminate sessions provide young people with a safe space to explore spirituality and faith from a Christian perspective, working with local churches and schools to offer youth clubs, trips and more!



FOOD FOR THOUGHT

It's been a pleasure to provide young people with opportunities to cook in youth clubs.

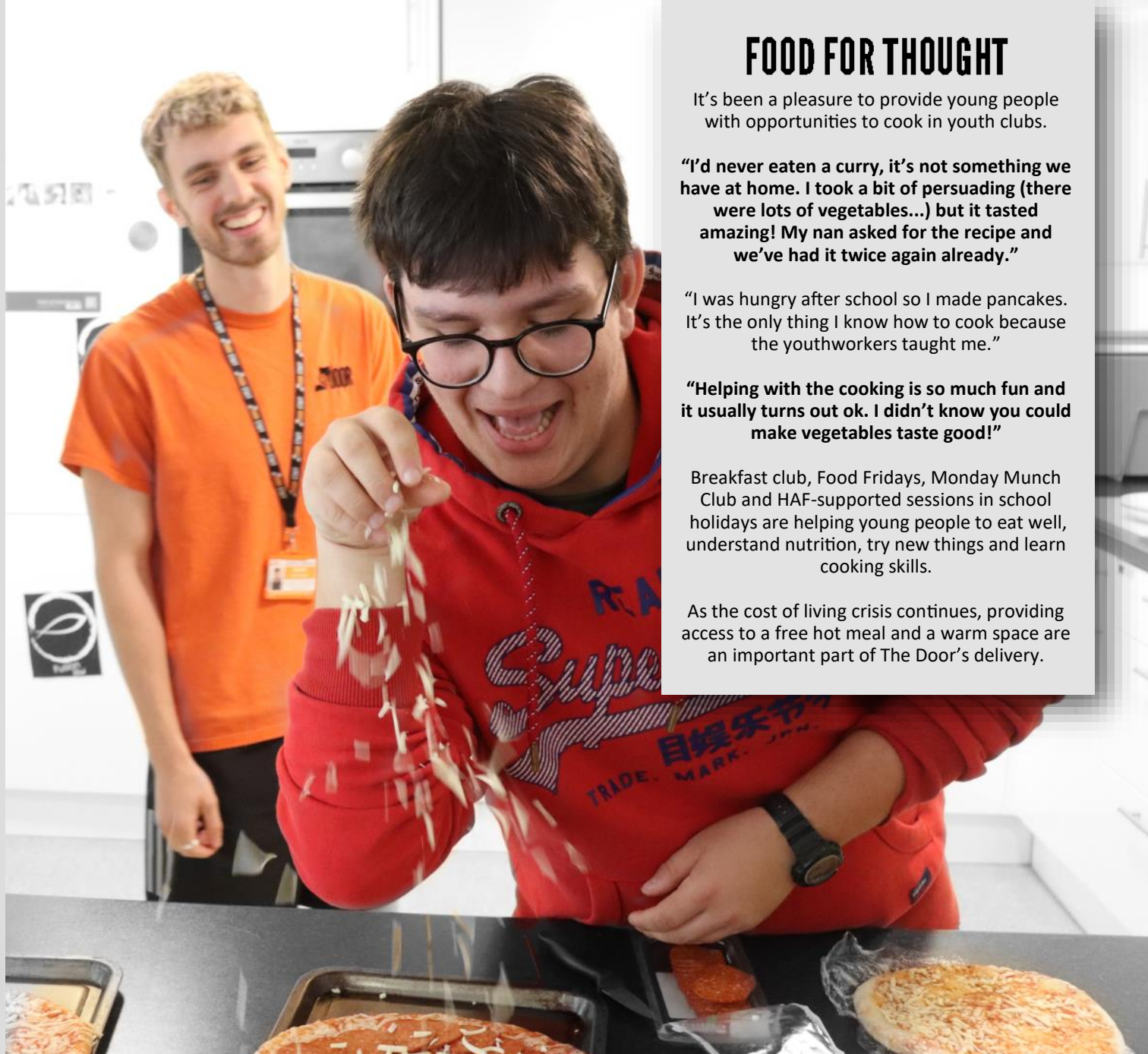
"I'd never eaten a curry, it's not something we have at home. I took a bit of persuading (there were lots of vegetables...) but it tasted amazing! My nan asked for the recipe and we've had it twice again already."

"I was hungry after school so I made pancakes. It's the only thing I know how to cook because the youthworkers taught me."

"Helping with the cooking is so much fun and it usually turns out ok. I didn't know you could make vegetables taste good!"

Breakfast club, Food Fridays, Monday Munch Club and HAF-supported sessions in school holidays are helping young people to eat well, understand nutrition, try new things and learn cooking skills.

As the cost of living crisis continues, providing access to a free hot meal and a warm space are an important part of The Door's delivery.



THE DOOR SHOP

The Door Charity Shop is a key landmark in Stroud High Street. With both loyal shoppers and supporters, the rails and shelves are packed with second-hand items for all budgets and styles.

With additional income raised through eBay sales, recycling unsaleable items and collecting foreign currencies, the shop is an important part of our income generation portfolio.

The shop also plays a vital role in The Door's service delivery, providing young people and adults in the local community with opportunities to give back or learn through volunteering.



GENERATING INCOME / VOLUNTEERING OPPORTUNITIES / RECYCLING

JOSIE'S STORY

"The Door has helped me and my kids a lot over the years. In fact they still do. Volunteering in the shop is my way of giving something back for all their hard work and support. The shop is a really friendly place and I can talk for England so I love chatting with the customers. If anyone is thinking of volunteering I would say, go for it, give it a whirl, **I think you'd really enjoy it.**"



SANDRA'S STORY

"After I retired and moved into the area I was starting from scratch. I was in a low place and life wasn't very bright. One day when I was exploring the town I saw a sign that said 'Volunteers Needed'.

I could have walked by but I said to myself "Well why not?", and I am so glad I did. It's been 5 years now and **I've never looked back.**

Volunteering at The Door Shop has really boosted my confidence; it gives me a reason to get out of bed in the morning, a purpose to get up and get on with things. The team are all so lovely and we have loads of fun. I think it helps that we are all a bit mad! I thoroughly enjoy it, every moment."



VOLUNTEERS

Since The Door opened in 1991 over 1,500 amazing individuals have given their time, expertise, care and energy to support The Door and our service users. This year we have a 180-strong team and we couldn't #KeepTheDoorOpen without them.

"Mentoring is enjoyable, it's very rewarding and I'm very glad that I made the decision to become a mentor"
(volunteer mentor)

"The best part about volunteering is speaking with the young people. There is always lots to do so there is never a boring moment."
(youthwork volunteer)

"I love everything about volunteering. I've been here for five years now and I wouldn't change a thing!"
(shop volunteer)

"Holding a safe space for young people to explore their faith and grow together is such a privilege."
(illuminate volunteer)

"It's a very fulfilling experience that enriches your life."
(youthwork volunteer)

"Everyone is so friendly and supportive. It's really helped me become more confident."
(volunteer mentor)

RE: WORK EXPERIENCE

"I loved my work experience with you! I thought that it was wonderful that I was able to see so many different aspects of the charity in just one week.

Meeting lots of people with different roles was also exciting as it meant that I was able to see the variety of jobs that go into making the company tick.

It has also opened my eyes to support options for young people who are struggling with their mental health as I feel that it is not discussed enough in school.

I am truly grateful for how welcoming all the staff were: you made me feel that I was part of the team and that my contributions were valued. The work that you do is inspiring and I am lucky to have been a part of it!



Volunteering including work experience at The Door is open to everyone aged 14 years and older. So if you want to experience the charity sector, give youthwork a try, do some fundraising, become a mentor or get to grips with retail, visit thedor.org.uk/volunteer or call us on **01453 756745**.

EMBEDDING THE DOOR KEYS INTO EVERYTHING WE DO

Last year we introduced 'The Door Keys' as a manifesto for why and how we do what we do, grounded firmly in our Christian roots.

We could have just agreed that it was a fine and worthy document, filed it away and moved on while the memory gently faded and other priorities took over. The histories of so many corporations are littered (sometimes literally) with such soon-forgotten and often unpopular initiatives.

So the challenge for us this year was to get The Keys fully embedded into our organisational culture - in the way we deal with our service users, stakeholders and each other - in fact, to get them woven into our fabric.

We've had a number of training sessions with the whole staff team where we've talked over issues such as Equity, Diversity and Inclusion, unconscious bias and disagreeing well, which we will always need to continue to address with such a wide variety of personalities and outlooks within our staff team.

We've also built The Keys into our new performance management system, so that at each quarterly review employees and their managers have the opportunity to assess and reflect on how they've demonstrated the keys. We also have a 'key of the month.'

So have The Keys unlocked any particular benefits? Well, while many organisations are struggling with high staff turnover, ours is currently very low. Is that a coincidence?



THE DOOR KEYS

I am accountable to others.

I support and challenge myself and others in equal measure.

I am creative in the way I deal with challenges and opportunities.

I always trust that my colleagues have good intentions towards me.

I care enough to confront issues when they happen.

I talk to others when there is an issue, not about others.

I treat people the way I want to be treated myself.

I accept everyone regardless of their story.

I am open to discussing all views within any topic, even when I don't agree with them.

I forgive other's wrong doings as well as my own.

I am always prepared to give others another chance.

I look for ways to restore relationships with others when they are broken.

I value who I am and the importance of self-care.

I am open and honest when things go wrong.

BRING SOMEONE HOPE

VOLUNTEER AS A MENTOR

As a mentor you will provide a safe space, listening ear and positive role model for a young person or parent. Full training given. No experience needed. All we need is you!

Apply today at thedoors.org.uk or call 01453 756745 (over 18's only - DBS check required)



PLANNING FOR THE FUTURE

As a needs-led organisation we never really know what The Door will look like in 12 months time, but these strategic objectives are in the mix...

To expand our volunteer recruitment and development programme as demand continues to rise, investing in greater resourcing and improved training

To continue to develop innovative delivery formats for all our services

To develop our service delivery in the Cotswold District and other parts of Gloucestershire

To continue to diversify our sources of income, focussing particularly on increasing income from corporate donors

To ensure that the company culture encapsulated in The Door Keys remains at the heart of the charity

To provide pastoral care to ensure the welfare of our staff in mind, body and spirit by creating an internal chaplaincy role

To evaluate the trial of our new staff performance review process and use learnings to develop it further

To attempt to build up our unrestricted reserves to be safely within the target range of 3 to 6 months' expenditure

To consolidate our Christian outreach and discipleship through illuminate

To improve our office environment to make it a great place for collaboration

To invest in the development of staff professional knowledge and skills, including youthwork study & a service delivery-wide rollout of mental health training (e.g. MHFA, ASIST)

To continue to build an online community through our developing digital youthwork

To continue to develop expertise in tendering for public sector contracts regarding mental health improvement and out-of-school settings

To conduct an updated independent job evaluation exercise to review our staff remuneration

To have each service area appropriately staffed in terms of skills and capacity, with a succession plan for each key post

To implement actions resulting from the mid-term review of our current 5-year strategy (2021-26)

THANK YOU FOR HELPING KEEP THE DOOR OPEN!

Amazon ○ Arnold Clark ○ Arthur Smith Trust ○ Avening Church of England Educational Fund ○ Barnwood Trust
Bateman's Sports ○ Benevity Inc ○ Brimscombe PCC ○ Cainscross Town Council ○ Cam Parish Council ○ CHK Foundation
Christchurch Abbeydale ○ Churches Together in Dursley ○ Cirencester Town Council ○ Cotswold District Council
Cotswold Primrose Trust ○ Done Bros ○ Dursley Tabernacle URC ○ Dursley Town Council ○ Easy Fundraising
Every Click Ltd ○ Fairford Town Council ○ Five Valleys Fireworks ○ Four Acre Trust ○ Frampton Country Fair
France Lynch PCC ○ Futura Foods ○ Garfield Weston Foundation ○ Gloucestershire Police & Crime Commissioner
Gloucestershire County Council ○ Gloucestershire Community Foundation ○ Gloucestershire VCS Alliance
Gloucestershire Community Rail Partnership ○ Groundwork UK ○ Hicks Beach Lodge ○ Inforsight Ltd
J Bate-Williams ○ Jane Mann ○ King's Stanley and Selsley Trust ○ King's Stanley Parish Council ○ Langtree Trust
Kitsch Coffee & Wine Bar ○ Lux Rewards ○ Lyn Niblett Bookkeeping Services ○ Minchinhampton Baptist Church
MRG Systems ○ Paypal Giving Fund ○ Recycling for Charities Trading Ltd ○ Renishaw PLC ○ Rotary Club of Dursley
Severn Health PCN ○ Sisters Cox Trust ○ Souter Charitable Trust ○ St. James the Great, Cranham
St. James's Place Foundation ○ Stonehouse Rotary Club ○ Stonehouse Town Council ○ Stroud Christian Fellowship
Stroud Cotswold PCN ○ Stroud District Council ○ Stroud High School ○ Stroud Town Council ○ Sylvanus Lysons
The Big Give ○ The David Thomas Charity ○ Thomas Keble School ○ Westhill Endowment

**To all the trusts, foundations, churches, councils, community groups,
businesses, individuals, families and those who wish to remain anonymous...**

**Thank YOU for helping #KeepTheDoorOpen for the young people
and families that need us. Without you we wouldn't be able to continue providing
life-changing support to those in need.**

We look forward to serving your communities in the months and years to come.

**Find out more about how you can support The Door
whether with finance, resources, time or prayer, at thedoor.org.uk
or get in touch with the team today 01453 756745 @TheDoorStroud**



BECOME A FRIEND



DONATE



FIND OUT MORE



BRINGING HOPE INTO THE LIVES OF YOUNG PEOPLE AND THEIR FAMILIES
BY UNLOCKING POTENTIAL AND OPENING OPPORTUNITY
SO THAT THEIR PAST DOES NOT DEFINE THEIR FUTURE



THE DOOR

44-45 HIGH STREET

STROUD

GL5 1AN

01453 756745

@THEDOORSTROUD

INFO@THEDOOR.ORG.UK

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