



The Queen's Award
for Voluntary Service



THE DOOR THE STORY OF 2021

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1:1 SUPPORT FOR
YOUNG PEOPLE AND PARENTS

ON THE STREETS
DETACHED YOUTHWORK



YOUTUBE VIDEOS

YOUTHWORKERS AND
MENTORS IN SCHOOLS



WHOLE FAMILY
INTERVENTIONS



FREE YOUTH CLUBS
FOR 11-17 YEAR OLDS

ONLINE RESOURCES



SUPPORT GROUPS FOR
PARENTS OF TEENS



COMMUNITY COLLABORATION



SERVING COMMUNITIES SINCE 1991

YOUTHWORK THROUGH
GAMING



PARENTING COURSES



THE DOOR LINE
HELPLINE FOR 11-25 YEAR OLDS



WEBCHAT FOR
YOUNG PEOPLE



SOCIAL MEDIA COMMUNITIES



CHRISTIAN OUTREACH YOUTH
CLUBS AND SCHOOLS WORK

WELCOME!

This last year has been a real roller coaster for The Door with many ups and downs and unforeseen challenges. We started the year in optimistic mood hoping and praying that the Covid crisis would soon be behind us and that 'normal services' could be resumed. However, this wasn't to be and we were faced, as we all were, with two further lockdowns in autumn and winter which put a stop to all indoor youthwork. But our team once again rose to the challenge and both maintained and extended our services in many different ways that you can read about in the pages that follow.

Highlights include the success of online youthwork, especially "The Door Tries.." video series on our YouTube channel, the expansion of the Mentoring Gateway telephone mentoring service including the launch of a webchat service and a weekday evening helpline, the extension of our Door to The Future mentoring service for care leavers and other vulnerable young adults to Gloucester and Cheltenham, and the beginnings of community youthwork in Cirencester. Later in the year we were able to reengage fully in schools work, including restarting mentoring in Thomas Keble School after a 7 year gap, and relaunching our Christian outreach service 'illuminate' in Archway School.

Overall, the pandemic has had a massive impact on young people's mental health, resulting in an ever-increasing demand for our services, and The Door's profile has been raised resulting in new funding opportunities and improved financial stability.

And if that were not enough for one year, the senior staff team and trustees took time out to develop a new 5-year strategy, which included restructuring of the management team and establishing two joint chief officers with Victoria Robson as CEO and Graham Gill as COO.

All that remains for me to do is to thank all our staff, volunteers and supporters for another, if bumpy, amazing year for this wonderful and much-loved organisation, and to wish them well for the future, uncertain as it may be.

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 reflect true events.

LIBBY'S STORY



Hi I'm Libby. I'm 17 and I go to Engine Room which is part of The Door's illuminateStroud project.

2021 has been a real roller coaster. Starting the year in another lockdown was a challenging experience, but it brought me even closer to my family which was amazing for us. As the world started to open up again, I went back to school; it was great getting back to seeing people again! Life has been a lot more stable this time around with things opening up, I got to enjoy a more normal summer and even go to a festival again! I'm getting into the swing of Year 11, and although I've had to have time off with COVID and we still have restrictions, the lessons are good. I'm excited for Christmas and hoping it will be much more relaxed than last year so I can spend time with those close to me.

Getting to go back to Engine Room in person (instead of on zoom) has also been really good. It's part of The Door's illuminateStroud project and it's a youth group based more around the Christian faith. It gives us young people the opportunity to explore our faith whilst meeting others and having fun. We meet every Sunday evening, starting with a fun activity like sport, games or a quiz and then we spend time discussing a 'big question' topic.

We talk and share between us all and bounce off of each other very well. We look at many aspects of faith - our topic last term was Social Justice where we explored into things like poverty and climate. Now we're moving onto identity. We all get on really nicely and have a good time whilst having those important conversations as well.

illuminate has become a massive part of my life. When I moved to Stroud 2 years ago my mum found the opportunity for me and my brother to join this youth group to keep growing our connection to our faith as well as social confidence in a new area. At first I was hesitant because I was a very shy person and in that situation I felt I was thrown into the deep end, but as the weeks went by I gained confidence and got more comfortable with the leaders and the other members. Fast forward to now and I love taking part in everything we do.

I have so much fun, learn so much about myself and my faith, and most significantly I have come on leaps and bounds with my confidence. I've even started helping lead sessions which is something I'd never have imagined myself doing.

The first session I led actually went really well! I created my idea around music in faith, because music is a big part of my life, and we spoke about what God means to us and how we portray that through music. This was a huge achievement for me because I felt more mature and confident. I also took charge for our Halloween session where we had a campfire with s'mores and hot chocolate and played some games in the graveyard, which was a lot of fun.

Illuminate is so important to me - I literally can't imagine how much more shy and anxious I'd be if I hadn't done this, and I'm so grateful for everything they've given me.

THE FINANCE STORY

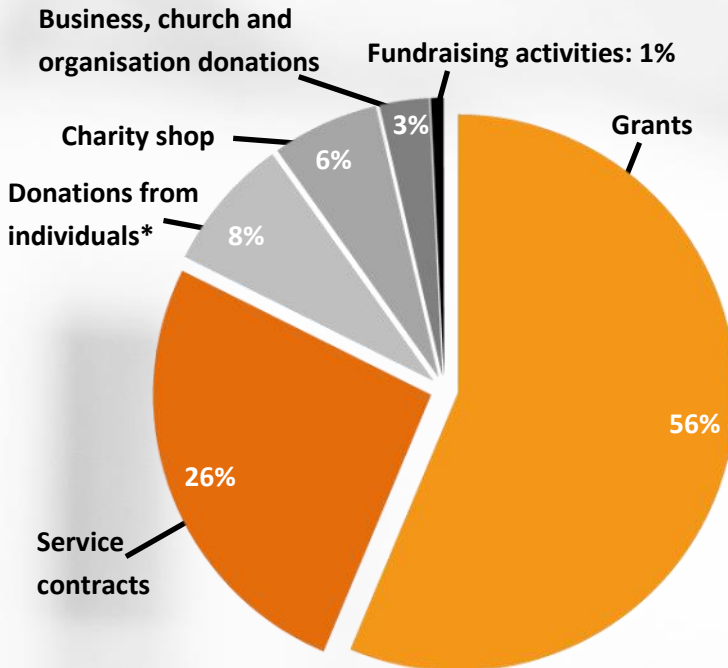
After the struggles of the previous 12 months, the year from July 2020 to June 2021 was a time of huge financial blessing for The Door against the continuous backdrop of COVID-19 and successive lockdowns.

Our income was up nearly 57% at £680,156, while operating expenditure was up only 2.5% at £465,510.

The operating surplus generated has allowed us to build up what were quite depleted reserves. Our free cash reserves at the end of the year amounted to £236,277, representing 5 months' budgeted expenditure, which is well within our policy target of 3 to 8 months.

Graham Gill (Chief Operating Officer)

OPERATING INCOME: £680,156



The mainstay of the increased income was grants (57%), including nearly £124,000 from the Julia and Hans Rausing Trust plus a number of COVID-19 related local government grants.

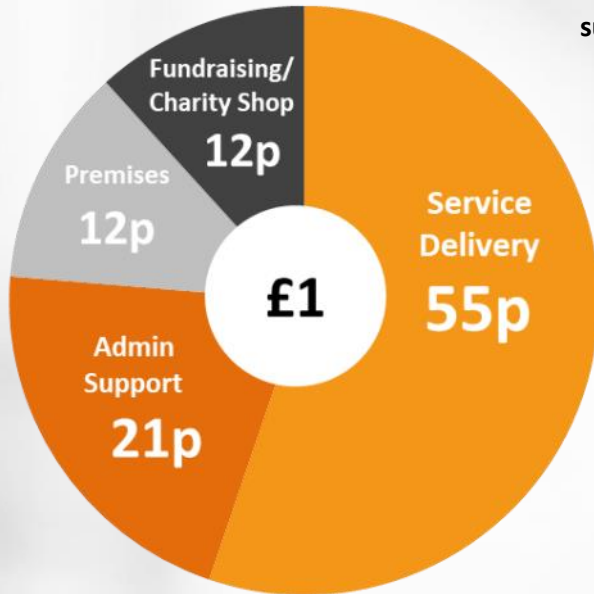
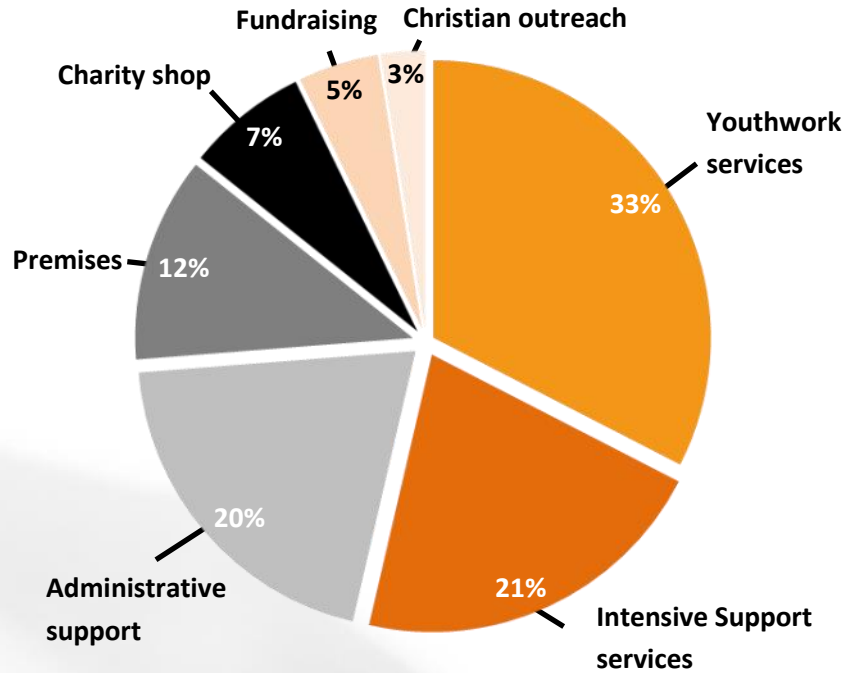
Service contract income was also up strongly at £177,041 (26% of income), while takings from the charity shop were well down due to lockdown closures, and fundraising events were virtually wiped out by the pandemic.

*includes Gift Aid Income

OPERATING EXPENDITURE: £465,510

We continue to aim to focus our resources as much as possible on our service delivery and the administration needed to support it directly.

Consequently the vast majority of our expenditure (79% this year) was on wages as we try to keep our overheads such as premises costs as low as possible. We are currently looking for more appropriate premises to carry us through the next stage of our development.



(For every £1 spent)

Wages	365,584	79%
Premises costs	55,718	12%
Operational costs	21,545	5%
Other staff costs	20,844	4%
Organisational costs	1,819	>0%
Total	465,510	

STORIES

“My daughter never had a voice - she thought that no one listened and no one heard or understood her until The Door came along. They gave back my daughter’s voice. Her mentor and the staff have helped by being there when other mental health services and professionals have let us down. They helped her build resilience and confidence in her voice. If it wasn’t for The Door I don’t know if my daughter would still be here today. They are the real heroes in our eyes.” *(Parent of a mentee)*

“Thank you for your courage and strength to share your experiences. They have certainly resonated with me and I'm reflecting on how vulnerable we all are. I totally support the truly wonderful services of The Door and the most inspiring people I have been so very lucky to meet through the Parent Support Groups. Thank you! Sending love and appreciation to you all.” *(Support group attendee)*

“The Door is one of the reasons I am still alive today. It really was the best thing to happen to me in my life and I will remember it forever.”
(Young person)

“We've missed youth club so much, I didn't realise how much we needed it.” *(Young person)*

“Thank you so much! It’s an amazing thing to do - to bring some fun and laughter back in the community.” *(Parent at event)*



EMPOWERING PARENTS



1:1 SUPPORT



SUPPORT GROUPS



PARENTING COURSES



FAMILY FACE TIME



ONLINE RESOURCES



WRAP-AROUND SUPPORT

Being a parent is hard. Balancing home, work, relationships and childcare can be a complicated business. Without a strong support system, being Mum or Dad can be an overwhelming task.

By providing a diverse range of services The Door's Intensive Support Team is able to provide a deep, meaningful and bespoke package of integrated support for parents, carers and whole families.

As a charity The Door is able to be adaptable and flexible in the support it offers. Our teams can be creative in how to fit support into busy family lives and stay with families through the highs and lows, even if it means a missed meeting or two along the way.

Without any restrictions on how long our support can last, The Door's professional team are able and willing to unpack the bigger picture - from parents' biographies and relationships to mental health issues, domestic violence, substance abuse and school refusal. Our support workers take time to learn about each family member as an individual and give them the space to share their side of the story.

1:1 TIME

Trained volunteer mentors and members of staff meet with parents 1:1, giving them somewhere to offload and be listened to in a non-judgemental space.

Weekly sessions create a safe space for parents to navigate the challenges of parenthood while gaining confidence in themselves.

Mentors walk alongside parents helping them to set achievable goals and above all to find hope for their future.

PEER-TO-PEER

Support groups bring together parents of similar backgrounds or who share similar experiences.

Monthly meetings give them somewhere to take time out for themselves, often including an activity such as craft or relaxation.

Over time these sessions build community, reduce isolation and empower individuals to help each other through knowledge gained from their own lived experiences.

FAMILY FOCUS

The Door's distinct Family Face Time service supports both parents and young people as individuals and families as a whole.

Our support workers meet families in different combinations to enable everyone's voice to be heard - strengthening relationships and enabling personal growth.

This also provides emotional support and helps families put together practical targets.

PRACTICAL PARENTING

One of the biggest barriers for parents looking to access our support is time - time to travel to the venue, time off work, time to find child care, time between the school run and bed: the list is almost endless. But during the pandemic time has changed. With more people working from home and the uptake of video calling, The Door's support has become more accessible especially to working parents.

A particular success has been the delivery of our first virtual parenting course, with parents able to join direct from their own homes without the need to travel and no need to book a babysitter.

The Triple P parenting programme delivered by our trained members of staff provides parents with the skills and techniques they need to support their families best.

By exploring different options, parents are encouraged to engage actively in how they can make small changes in their day-to-day lives - from homework and chores to bedtime and phone use. Our team spend time getting to know each family in detail and support parents to choose the methods that work best for them.

JESSICA'S STORY

"13 year old Jess was living between houses, being looked after by both her parents and other close relatives. The difference in approach between her guardians was leading to some serious issues for Jess. With contradicting household expectations and different value systems she was always confused about what she was allowed to do. Over time this was having a hugely negative impact on her self-esteem. The family were signposted to The Door by Jess' school and signed up to Triple P.

By taking part in the course each of the adults in Jess' life were able to better understand each other's perspectives, find a common language and explore their options. Meeting virtually helped keep tempers more subdued and conversations began to flow. By the end of the course they had decided on a consistent approach to parenting and had learned to appreciate each other a bit more.

Our team are continuing to support the family as they move forward with their new strategies.

And Jess has been matched with her own 1:1 mentor, to give her a safe space to express herself, have her voice heard and rebuild her relationships too."



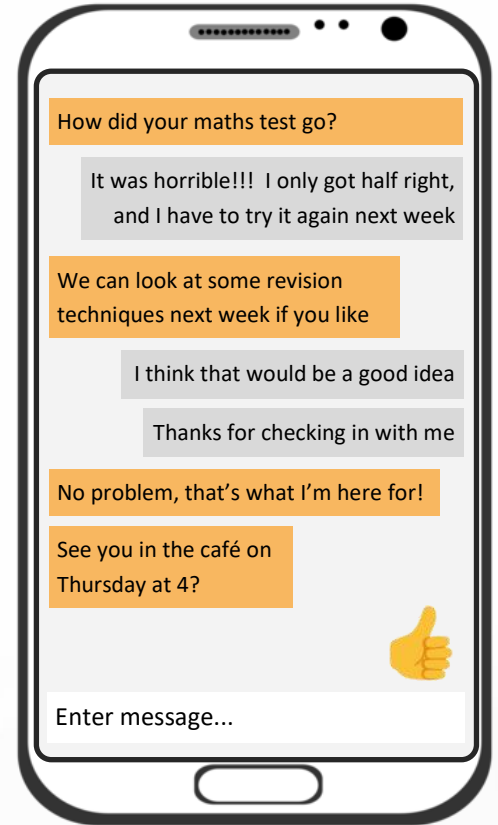
KEEPING YOUNG PEOPLE CONNECTED

Isolated, scared, anxious and worried. The pandemic has taken its toll on us all. Feeling stuck at home, separated from loved ones and uncertain about the future has all put strain on our mental resilience. It has been especially difficult for young people who, with their usual support systems of school and friends disrupted and whole households under stress, have felt unable to cope.

The Door's mentoring programme matches young people with trained volunteers, to give them a safe space to offload and seek the help they need - adapting to the needs of the young person and finding innovative ways to help them set positive goals for their futures and take steps towards achieving them together. Sessions can take the form of anything from a coffee in a café to a walk by the canal or even an online gaming session.

By increasing resilience and upskilling young people to recognise and deal with their own mental health issues as well as life's challenges, mentoring is proven to reduce long-term recurrence of worsening mental health

Young people tell us that they feel valued, empowered and more in control.



Moving out of the pandemic and back into some sort of normality we are seeing an increase in anxiety from young people for whom lockdown was a safety net.

As expectations and external pressures resurface our teams will walk alongside these young people to give them the strength and skills to face the 'real world' again.



PHONE CALLS



THE DOOR LINE



WEB CHAT



VIDEO CALLS



ONLINE VIDEOS



WORKBOOKS

MAKING SUPPORT MORE ACCESSIBLE

Mentoring Gateway is The Door's suite of emotional support services for young people. Running alongside face-to-face support, these programmes make support even more accessible for those that need it.



MAKING A CONNECTION

The Door's team of mentors also provide 1:1 support by phone and video call.

George's story: "In lockdown I became agoraphobic - too scared of the world to go outside. Phone calls from The Door have helped me control my fears and take small steps out of my comfort zone. Now I've got a mentor who I see in person and we've started meeting for coffee at the end of my street once a week. It seems silly but for me that's been a huge achievement!"

BREAKING DOWN BARRIERS

Running 5 nights a week **The Door Line (01453 705350)** and **Web Chat** services give young people the opportunity reach out for immediate support without the need for forms, paperwork or an appointment.

Nina's story: "I have seizures which mean I can't leave my house alone. It's so easy to get isolated and lonely I'm stuck at home. Remote support is all I can access, it's a real life line when I'm low."

HELPING YOUNG PEOPLE TO HELP THEMSELVES

Our online directory of resources can be accessed 24/7 by computer or on a phone. These are a perfect way for young people to take a first step towards support if they are too scared or embarrassed to ask for help.

This includes our **Interactive Resilience Workout** which helps young people create their own tailor-made plan of action for increasing their resilience. **YouTube videos** explain why working on your mental health is important and suggest ways to do this safely. And **downloadable workbooks** take young people through step-by-step to understand better how they are feeling and what they can do about it.

EMPOWERING YOUNG ADULTS

Becoming a fully-fledged adult is a challenge for everyone, but with family and friends around to help us through it doesn't always seem so daunting.

For young people in Care where a solid support system can be lacking or even non-existent 'growing up and moving out' can be a lonely, anxiety-inducing and fear-filled time. Coupled with other symptoms of a disrupted childhood such as poor academic attainment, self-harm, depression, antisocial behaviour or substance abuse, these young adults are left to navigate the world of housing, job hunting, finances and even the weekly shop alone.

Door to The Future provides young people in these circumstances with a consistent positive role model in the form of one of our amazing volunteer mentors.



BETH'S STORY

Hi, I'm Beth, I'm 20 and I have a phone mentor from The Door

I first came to The Door because my teacher forced me to. Yes, really! I had anxiety and I was finding life hard. She thought I should find someone to talk to. I resisted at first but I'm so glad that I agreed and asked for support because I'm sure I would be in a worse place than I am now without the help from The Door.

My year had been quite up and down, I was stuck in a job I didn't like and my gran passed away. With The Door's help I've managed to slowly come to terms with grieving. I got a new job as a carer which I really enjoy and I've also got into acting as a positive way to spend my time.

Mentoring is great because in amongst all the chaos I can always rely on The Door calling me every week. It gives me somebody to talk to about my struggles and helps distract me from other things.

It's great, the mentors don't pressure me to talk until I am ready and they support me practically by helping me to understand things.

I think I have come a long way but I know there's more to go. I'd love to progress further with my acting and to manage my anxiety better. But until then I know that if I need anything The Door team are there.



CELEBRATING 30 YEARS OF SERVING COMMUNITIES 1991-2021

Bar idea is on the Coffee perc for town's teens

By Tracy Baker

A LONG-awaited, and apparently popular plan to meet the needs of Stroud's youngsters could soon become a reality, if permission is given for a coffee bar in the town.

The idea, which aims to provide a place where teenagers can meet in the warm and snug atmosphere of the town, should come off in May if an application is approved by councillors.

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IN CONVERSATION: SENIOR MANAGEMENT TEAM

Victoria Robson (CEO), Graham Gill (COO), Barrie Voyce (illuminate Coordinator/Service Delivery Advisor)
and David Hellens (Income Generation and Marketing Director)

- BV** One of the big changes this year has been the expansion of the Senior Management Team and you, David, joining us. We shouldn't underestimate the significance of bringing in a fourth person, but you've been such a blessing to us.
- VR** Done in part to meet the needs of us as an organisation in the same way that we meet the needs of service users – freeing you up Barrie to be a source of support and blessing to our team leaders means we can best serve our team.
- DH** To join a team of three people who have worked so closely and intimately together is daunting, but I can only say thank you for how you have welcomed me into the team. I already feel like I've been here for years.
- VR** There have been so many other new members of staff this year as we've continued to grow in size. It's been a real trajectory for us, and people want to come and work for us because of our reputation.
- BV** It's not just about service users' growth - it's about us growing too. We have seen people with immense potential, and given them the opportunities to grow in that potential. The circumstances of this year have thrust a few people into new places, and we've seen them grow and develop. You only have to look round the staff team to see how many of us started as volunteers and are now working, leading departments, or even the whole organisation!
- DH** It happens in all aspects of the charity. I look at The Door Shop, and the way they've coped, they're incredible.
- VR** We have so many amazing volunteers too, some of them really specialising in certain areas of need.
- GG** And there are so many different pathways for volunteers now. The challenge is that we need to keep recruiting, especially post-pandemic when people might have less time on their hands than before.
- DH** The number of volunteers we have, and the high calibre of them, is really humbling to me. They give so much for no return apart from a sense that they are contributing.
- VR** They are all a part of the family - friends and colleagues. We are mission-led. No-one is here to just "do a job" we're all here because we have the passion to see change. We are connected and there is something in that which is replicated in our services. We connect on a much deeper level with each other and our service users.
- It's what made the retreat we had in August so special. It was a time for us to connect together and get each others' "energy" - to BE together rather than DO together.
- GG** I think we all valued that time. There was a sense of us being a team, or a family, travelling together. We all have different roles to play, and though sometimes we're a bit disparate, we're all heading the same direction.
- DH** It was a way to understand more of the DNA of the organisation. A retreat like that is emotional in a way. It injects the DNA and understanding by giving the space to do that.
- VR** The retreat also gave us an opportunity to share our new 5-year strategy.
- It will give us focus for the coming years, but we need to hold that lightly because we've learned in the past that when God wants us to do something, things might not go quite to how they were planned.
- GG** Or when unexpected things happen, like a pandemic, we might have to throw the plan out of the window.

- VR** We've seen this year that when we've been faced with a challenge, there's an assuredness that we are going to get through it. I think that's testimony to our faith, we're not panicked by the challenges that have come our way.
- DH** Everyone has inner strength, a can-do attitude and is positive.
- GG** And we have to make sure we don't lose that inner strength as we expand, and hold onto that vital thread or risk losing our DNA. We can't just look at the big thing we're chasing - we need to keep remembering where we've come from.
- DH** If we lost that we'd just be an organisation, but we are something much greater than that!
- BV** It's because of who we are that we're strong. Being a Christian organisation shouldn't be a barrier, because it's the very rock on which our successes are built.
- VR** Our faith is the thing that doesn't change, even when everything else around us has been changing.
But the other thing that hasn't changed is the need - the needs of the people we work with. Everything we're working with is familiar to us, but it's just "louder" now than it ever was.
- GG** In the last year, it feels like mental health has gone mainstream. Everybody knows more about it, has experienced some aspect of poor mental health themselves, and is far more tuned into what we do at The Door and the need for it.
- BV** That recognition that what we do, and what we've always done, is the tonic to so many of the world's issues.
But suddenly we're not "niche" any more, we're mainstream because those issues are now recognised as being mainstream. We haven't changed the way we do things. We're working the same way we have for 30 years, now others are seeing that it works.
- DH** And it's really valuable.
- VR** The things we do change and adapt, but the core values and the relationships and hope at the centre of what we do doesn't change.
- GG** That message has got to places that it has never got to before. We've attracted new supporters and funding as other people's needs and agendas have aligned to ours.
- VR** We are seen as trustworthy by stakeholders, funders, communities, and service users. People have been able to call on us because they trust us.
- BV** When somebody represents The Door they are seen as a trusted individual because people trust the institution of The Door. In a society where institutions are increasingly mistrusted, to be a trusted institution is unusual.
- GG** And not to be taken lightly or for granted.
- DH** It has taken us 30 years to earn it, and I'm overwhelmed by the way people trust us and regard us. It's humbling how we've found strength in the adversity and challenge.
- VR** That's a really good word - "humility" is such an important value that we try to keep core. I'm just so very proud of what we've achieved again this year. It has been tough and not without injury, but we've got through this year gloriously.
- DH** It's a privilege to do this - to live this life, on this mission, as The Door.



AT THE HEART OF COMMUNITIES

Community is at the heart of The Door's youthwork provision. By connecting key stakeholders such as local councils, police, schools and other statutory services, we provide young people with the best possible opportunities to reach their potential.

This collaborative approach keeps young people as a priority on the local agenda and in turn helps them to become assets to the communities in which they live. Our needs-led approach is reflected in our delivery of a flexible, rich and diverse provision of tailored services in each of the communities we serve.



THE LEGACY OF LOCKDOWNS

Being stuck at home only able to connect with others through screens has had a long-lasting impact on us all. Young people especially have felt lost and alone without school or youth clubs to meet up with peers or connect with other people.

“LIFE WITHOUT SCHOOL OR YOUTH CLUB WAS A NIGHTMARE!”

“LEARNING FROM HOME
IS REALLY HARD”

“WE’VE MISSED YOUTH CLUB SO MUCH, I DIDN’T
REALISE HOW MUCH WE NEEDED IT.”

Boredom and frustration led to an uptake in negative pursuits such as smoking, vaping and other challenging behaviour. Isolation and anxiety remain high with friendships affected by the long-term separation and confidence has been severely knocked.

Now schools are back open, while many young people are excited to be back, others are struggling because lockdown provided a safety bubble and feeling of control over life that has been taken away.

So as young people come to terms with the ‘new normal’ and fluctuations of restrictions, our youthworkers are on hand to help them find their feet in the world again.

YOUTHWORK PROVISION



YOUTH CLUBS



YOUTUBE



WORK IN SCHOOLS



COMMUNITY EVENTS



OUT AND ABOUT



SIGNPOSTING

GOING DIGITAL

Early on in the pandemic it became clear that in order to best serve the young people we usually support in centres that we would need to move online.

By adapting our provision and turning youth club sessions into YouTube videos, live streams, zoom chats and gaming sessions we were privileged to be welcomed by young people into their online spaces. Our teams quickly recognised the value of these online communities as youthwork spaces and are excited to be continuing to explore their post-pandemic potential.

OVER
20,000
YOUTUBE VIEWS

OVER
1,400
INSTAGRAM FOLLOWERS

OVER
3,500
MESSAGES RECEIVED

Not only did the introduction of online content help build connections with young people and reduce loneliness, videos brought some much-needed joy into their often monotonous lives.

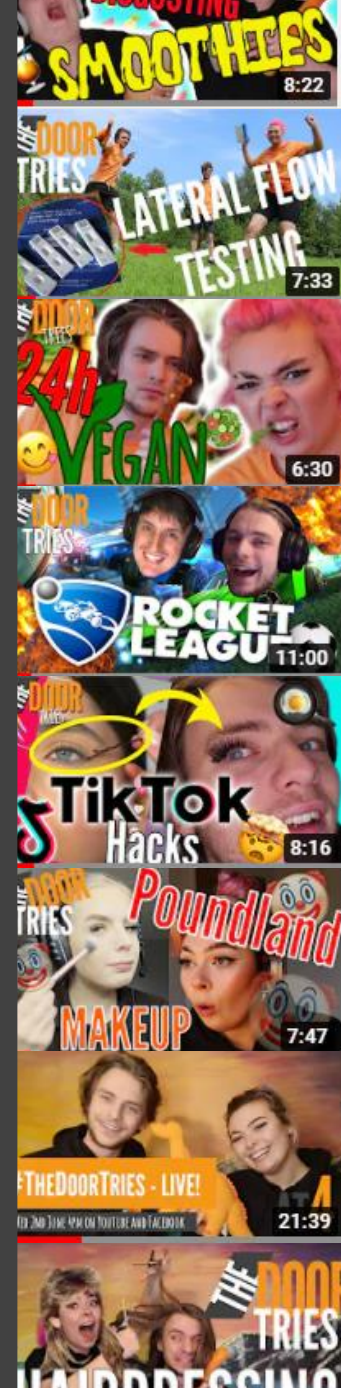
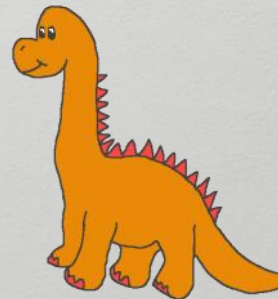
Looking ahead this online presence remains available as a 24/7 youth club and is its legacy is an accessible way for young people to discover The Door from the safety of their own homes.

“ I WATCH YOUR YOUTUBE VIDEOS AND THEY MAKE ME LAUGH! THEY MAKE MY DAY
100x BETTER. I LOVE DIPPY! THANK YOU FOR MAKING ME SMILE”

DINO DOOR?

One part of our online offering is #TheDoorTries where youthworkers 'have a go' at the latest trend or challenge, often suggested by young people. Dippy the Dinosaur quickly became the series mascot.

As well as videos, Dippy can also be found making an appearances in Discord chat, in our Year 6 development programme and he stars in his own range of merchandise sold to raise funds to #KeepTheDoorOpen.



SUPPORTING SCHOOLS

Over half of a young person's week is spent either at school or doing homework. Aside from home this makes school one of the biggest parts of a young person's life.

At The Door our teams recognise the importance of a positive school experience for young people and work across the board with head teachers, year leaders and pastoral teams to help this ideal be a reality.

The Door's service delivery teams engage with schools in a way that works for them - from youthworkers roaming the school grounds during lunch breaks and patrolling school gates at home time to specialist teams of mentors providing 1:1 and full class support sessions.

Our illuminate teams also go into local schools to support RE and PSHE departments with conversations about faith and spirituality



YEAR 6 DEVELOPMENT PROGRAMME

Faced with new teachers, new buildings, new subjects and new friends to make there's a lot to think about for an 11 year old stepping up to secondary school.

To make this journey a lot less scary, The Door's team of youthworkers went into local primary schools during the summer term to support year 6 classes by equipping them for their move up to 'big school'.

Focussing on team work, active listening, confidence and communication, the team helped pupils create a 'toolkit for growing up' through interactive games and times of reflection tailored specifically for this key age group.

Using a combination of YouTube videos, games and other creative activities the team created a safe and trusted environment for pupils to share their worries and fears about their futures.



EARLY INTERVENTION



WHAT TEACHERS SAY

“The Door team delivered a series of sessions to my 20 Year 6’s.

My class thoroughly looked forward to the sessions and thought that both of the adults were ‘so cool’ - this can be really hard to achieve with older children in primary school, so credit where it is due to them both!

The children listened attentively during the sessions and all of their voices were heard and their opinions were valued.

Based on boosting their self-esteem, confidence and developing their teamwork skills; the sessions were engaging with a range of practical teamwork activities, pitched appropriately for the age of the 10/11-year-old children.

They had a really good pace and they were fun and relevant to what I wanted from the sessions as a teacher.

I would LOVE the team to support my new cohort next year.

They are truly a valuable, inspirational and effervescent team, and they inspired, educated and motivated the young people in my class - thank you!”

(Year 6 teacher at a Stroud primary school)



SECONDARY SCHOOLS

A connected approach is key to ensuring young people have an established support system whether at home, school or The Door.

Youthworkers visit local secondary schools during lunch times to engage young people where they are at.

“ I’M SO GLAD I’M AT THIS SCHOOL BECAUSE
THE DOOR IS HERE TOO”

Separate from teaching staff, our teams keep relationships fun and informal. And while it may be mostly silly conversations about what crisp flavour is the best or last night’s TV, over time these conversations help build trust and their positive relationships mean that young people feel safe to come to the team looking for help with their worries and concerns.



Parents can feel disempowered or alienated as they don’t know what is going on at school. Our support teams can help bridge the gap and keep all sides of the conversation in the loop as to what is going on.

DEVELOPING LEADERS

The Door's new Young Leaders Programme helps young people increase their confidence and improve their self esteem while equipping them with leadership skills through real life experience in our youth centres.

By encouraging young people to discover and work on skills they may not realise they have. The scheme empowers participants to unlock their potential and grow as individuals. Turning them into assets for their communities and improving their employability.



MOLLY'S STORY

Hi I'm Molly. I'm 17 and I volunteer in The Door's youth clubs.

I'd never done much volunteering but I needed something to put towards my Duke of Edinburgh Award. I knew there was a youth club near me because my younger brother was going there. At the time I was really low in confidence and asking someone if I could volunteer seemed really daunting and scary. DofE forced me to apply to be honest - if I wanted to achieve something I had to make that first step.

I met up with one of The Door's youthworkers and she made me feel a bit more at ease. I started to help in the youth club once a week, and immediately I enjoyed myself so much, I became a regular in the centre. It was really nice to feel included and have a safe space to be myself.

Through The Door I signed up to have a mentor. Doing my GCSEs and A levels I had a few really bad experiences so it was really helpful to get personal help and be able to talk to someone outside of youth sessions. I'm really grateful that The Door has been there by my side and given me a helping hand or advice when I needed it.

I completed my Bronze DofE and when I signed up to do the Silver Award I knew that I wanted to continue volunteering at The Door to contribute to it. I really enjoy volunteering and I wanted to help young people in sessions again.

By being a volunteer I've definitely grown in confidence. I feel like I've become a well-rounded person with life skills that will help me for the future.

EMPOWERING
YOUNG PEOPLE

YOUNG LEADERS



WORK EXPERIENCE



SOCIAL ENTERPRISE



CONTENT CREATORS



CULTURE CHANGERS

CREATING CULTURE CHANGERS

As a Christian organisation it is important for The Door's portfolio of support to include the exploration of the Christian Faith.

illuminateStroud (The Door's Christian outreach arm) inspires, equips and empowers Christian young people to be culture-changers in their schools and communities.

Meeting in both churches and schools illuminate provides young people with safe spaces for big conversations about life and faith.

YOUTH CLUBS

illuminate's Youth Club Sessions bring together young people from across denominations, breaking down geographical and academic boundaries, helping to reduce isolation and building strong communities amongst Christian young people.

Together these young people discuss what it means to be a young Christian in today's world, becoming more confident and comfortable in their beliefs and convictions.

ENHANCING EDUCATION

In addition to church-based youth clubs, the illuminate team work closely with local schools to enhance the RS/RE curriculum., bringing teaching to life by putting 'real life Christians' into the classroom in lessons, through prayer spaces and other initiatives in both primary and secondary schools.

Lunch clubs for young people encourage those of all faiths and none to come together and explore ethics and morality from a Christian perspective, in turn boosting confidence and embedding values to make them positive catalysts in their school community.



POWERED BY VOLUNTEERS

Volunteers play a vital role in the delivery of many of The Door's services. Their dedication, time and commitment as well as willingness to go above and beyond the usual call ensures that we can continue to offer exceptional levels of support.

- Over 100 mentors support young people and parents across Intensive Support
- The Door Shop's volunteer team ensures customers get the best possible experience when shopping with us.
- Fundraising volunteers help #KeepTheDoorOpen collecting donations, researching grants and taking on challenges
- Young volunteers and work experience students give back to their communities while learning new skills.

BILLY'S STORY

Hi, I'm Billy and I'm a volunteer mentor in the Door to The Future team.

Being a mentor has shown me the impact that an unstable childhood can have on a young person, and why support, especially for anyone leaving the care system, is so critical. It's clear that they need to know that someone is there - someone that can be trusted and will be consistent in their lives - and to feel that someone genuinely cares.

I meet my mentee about once a week for a walk and a chat. We talk about her feelings and mental health while exploring her hopes and aspirations. Looking ahead to her future we've been working on job applications and looking into benefits and housing.

The mentoring journey is not always easy. It's certainly a walk and not a run! Some weeks we do the big stuff like applying for jobs. Sometimes I just sit, listening and reassuring her that it's going to be OK. It's amazing that something so simple can help her so much.

Since I started meeting with my mentee she has managed to secure a job at a local café. No longer feeling stuck and alone, she holds her head high and her confidence has gone through the roof. It's been so rewarding and a privilege to be part of her journey.



BUILDING CONFIDENCE

The Door Charity Shop remains a key landmark in the Stroud shopping scene. With both loyal shoppers and supporters the rails and shelves are packed with second-hand items for all tastes.

With additional income raised through eBay sales, recycling unsalable 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.

As volunteers, individuals gain not only the skills and retail experience to make them more employable in the sector. They also grow as people, gaining confidence and people skills as well as reducing social anxiety and improving self-worth.

RAISING FUNDS AND
REDUCING WASTE

RECYCLING



REHOMING

EVA'S STORY

Hi I'm Eva I'm 19, and I volunteer in The Door Shop.

I've always had quite low self esteem. I first started volunteering when my college course came to an end and I wanted to continue building on my confidence and social skills.

I was introduced to The Door charity shop by my tutor.

To start with I was really shy and I didn't say very much but the other volunteers were so friendly it didn't take long before I was talking too much! Eventually I felt more confident and I started serving customers and helping out more and more.

It's such a wonderful place to be and meet people. That was 2 years ago! It's gone so fast and I'm so grateful to the team for all their support. Now I'm even thinking about getting a job and taking my next steps.



PLANNING FOR THE FUTURE

As a needs-led organisation we never really know what The Door will look like in 12 months time, but as well as celebrating our 30th anniversary these are the objectives from our Strategic Plan for the next 5 years to 2026.

To establish the organisation as a thought leader, contributing to strategic debate & influencing policy to support young people & families, through research & engagement with government and NGOs in promoting wellbeing and improved mental health

To explore potential new income generation streams including social enterprise and legacies

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

To fully analyse and understand our donor journey, and massively widen and strengthen our base of individual donors

To consolidate our Christian outreach and discipleship through illuminate

To locate and move to appropriate premises as our current lease ends

To develop our online support for young people by building a virtual community

To develop and deliver training, education and support services remotely for young people, parents and professionals across the country

To broaden access to our existing Door to the Future and Mentoring Gateway services geographically and technically

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

To review the way we operate and deliver our services in the aftermath of COVID-19, including hybrid home/office working and blended service delivery

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

To invest in the development of staff knowledge and skills in specific areas of need, prioritising youthwork knowledge & skills and mental health

To develop strong partnership working with both primary and secondary schools, with a focus on early intervention and pastoral support

To remunerate staff in line with our recent independent job evaluation exercise

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

To invest in the process of organisational growth and cultural change that this strategic plan will involve

THANK YOU FOR HELPING KEEP THE DOOR OPEN!

Allchurches Trust ◦ Amazon.co.uk ◦ Archway School ◦ Arthur Smith Trust ◦ Avening CofE Educational Fund
Avening Parish Council ◦ Barnwood Trust ◦ Benevity Inc ◦ Brimscombe PCC ◦ Cam Institute Fund
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Cirencester Town Council ◦ Corinium Education Trust ◦ David Brooke Charity ◦ Deo Gloria Trust
Dursley Town Council ◦ Easy Fundraising ◦ Edgar E Lawley Foundation ◦ Edward Gostling Foundation
EveryClick Ltd ◦ Five Valleys Fireworks ◦ Four Acre Trust ◦ Gloucestershire Community Foundation
Gloucestershire County Council ◦ Good Exchange ◦ Goodnews Evangelical Mission ◦ Groundwork UK
Heart of England Community Association ◦ High Sheriff of Gloucestershire ◦ Inforsight Ltd
Julia & Hans Rausing Trust ◦ Keogh's Books ◦ King's Stanley and Selsley Trust ◦ King's Stanley Parish Council
Kitsch ◦ Langtree Trust ◦ Lloyds Foundation ◦ Marsh Christian Trust ◦ Masonic Charitable Foundation
Medlock Charitable Trust ◦ Midcounties Co-operative ◦ Minchinhampton Baptist Church
MRG Systems ◦ National Lottery Community Fund ◦ NHS Gloucestershire CCG
Office of the Police & Crime Commissioner Gloucestershire ◦ Paganhill Community Group
PayPal Giving Fund ◦ Platform 14 Medical Devices ◦ R J Shaw Trust ◦ Rank Foundation ◦ Renishaw PLC
Rodborough Parish Council ◦ Rotary Club of Dursley ◦ Severn Trent Water ◦ SMB Charitable Trust
Souter Charitable Trust ◦ Sovereign Housing Association ◦ St James's Place Foundation
St Mary's Painswick PCC ◦ Stag Developments Ltd ◦ Stonehouse Town Council ◦ Stroud Christian Fellowship
Stroud District Council ◦ Stroud Hospital League of Friends ◦ Stroud Methodist Church ◦ Stroud Town Council
The Church Charity ◦ The Rowlands Trust ◦ Thomas Keble School ◦ Western Power Distribution
Whiteshill & Ruscombe Village Shop ◦ Whiteshill Primary School ◦ Woodroffe Benton Foundation
Wotton Lions Club ◦ Wotton-under-Edge Town Council

**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**



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



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LOVE JOY PEACE PATIENCE KINDNESS GOODNESS FAITHFULNESS GENTLENESS SELF-CONTROL