



THE DOOR

THE STORY OF 2022



The Queen's Award
for Voluntary Service

CHARITY: 1131919

COMPANY: 6999936

THEDOOR.ORG.UK

@THEDOORSTROUD



1:1 MENTORING FOR
YOUNG PEOPLE AND PARENTS

TELEPHONE
SUPPORT



WHOLE FAMILY
INTERVENTIONS



WEBCCHAT 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



SERVING COMMUNITIES SINCE 1991



CHAMPIONING
MENTAL HEALTH



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**

The last year was once again full of ups and downs, but was generally very pleasing.

Many outbreaks of Covid at the beginning of the school year in September put huge pressure on our youthwork team. We decided to appoint a full-time Youthwork Manager at this time which has greatly improved the situation. Our work with schools has continued apace and we added Deer Park and Kingshill Schools in Cirencester to our number. We are gradually building a presence across the Cotswold District and started a new youthwork provision in Fairford. And 'Illuminate', our Christian outreach programme in school communities, started working in Dursley.

Our Intensive Support Team has had a very busy year dealing with the legacy of the pandemic in the poor mental health of young people and parents, which caused demand for our services to soar throughout the year. Over 100 trained volunteers provided 1:1 support to young people, helping many to turn their lives around. The Mentoring Gateway remote mentoring service also expanded, and was commissioned by two local Primary Care Networks to provide a referral channel for GPs.

Perhaps the most notable and exciting developments in the year were firstly the launch of the Gloucestershire Mentoring Programme, a county-wide initiative to support girls and young women at risk of offending. The Door is one of seven delivery partners, and we were also chosen to coordinate and manage the whole two-year programme. Secondly, we received the fantastic news that we have been awarded the Quality Mark from the National Youth Agency at an advanced level - the first youthwork provider in Gloucestershire to have attained this prestigious recognition.

Our 5-year strategy continued to guide us throughout the year, and our new management structure has worked well. On behalf of all our trustees, I should like to take this opportunity to thank our two chief officers and all our staff, as well as our volunteers and supporters for their commitment, dedication, and generosity. May God bless each and every one of them, and may our much-loved charity sail into the uncertain waters that lie ahead confident in His strength and guidance.

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.

HANNAH'S STORY

Hi, I'm Hannah and I'm 16.

To be honest my future wasn't looking that great when I arrived at The Door.

I'd managed to get expelled from school - I enjoyed shouting at people and hurling insults more than having an actual conversation. Most of the people I spent time with were older than me and let's just say the local police knew my name.

One day in the park The Door's youthworkers were doing something called 'detached youthwork'. They walk around the town and check to see that young people are doing OK.

They stopped to chat and see how I was. This was a really nice thing to do but my response was to shout at them to go away and leave us alone. I didn't need them in my space.

So they left, but then they came back again the next week, and the week after that, always stopping and saying hello.

They told us about youth club and I figured I'd check it out. After all I had nothing to lose. It's not like my life was going anywhere and they seemed to think they could help me.

I still wasn't sure about the team at first. I'd shout in the youth centre and be really annoying. I'm used to being in charge of how things go, so I think I was trying to work out where I fit in. One day I was particularly irritating - I got everyone else really hyped up and they had to close the session early.

At the time it felt like a win but after a while I felt bad about ruining the fun for the others.

The Door team were so patient with me, they sat me down and we talked about what had happened. Apparently it's called 'restorative practice.' Then we decided on how I was going to change my behaviour going forwards. No one had listened to me or asked my opinion in so long. It took me by surprise to be forgiven and trusted to try again rather than being told to go away.

So I started being calmer in sessions and trusting the team a bit more. They helped me get back into college and get a part-time job. Their belief in me has really helped me believe in myself.

I don't know what I would have done without The Door – they really are my family.

And now when I see the police I can smile and say hello instead of running away!

FINANCIAL REPORT

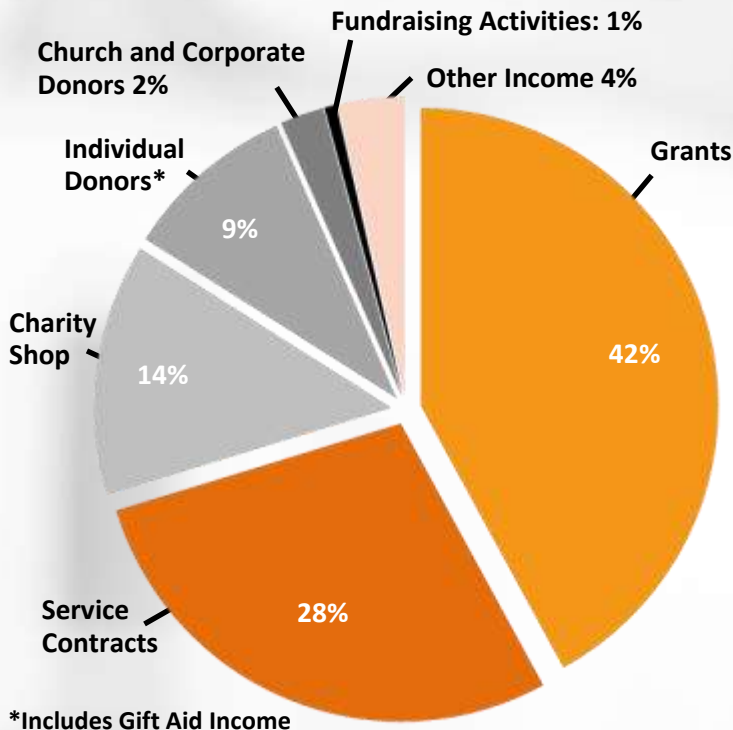
The year from July 2021 to June 2022 was one of increasing financial challenges in the wake of COVID –19. As the year progressed and COVID-specific funds dried up, income from grants became increasingly difficult to come by. At the same time the service delivery challenges of the adverse mental health legacy of COVID were increasing.

Overall our income for the year was down over 15% at £575,762, and we had an operating deficit of £48,273.

At the end of the year, with our restricted reserves depleting, our free cash reserves amounted to £285,328, representing 5.5 months' expenditure at 2021-22 rates, and 4.6 months' expenditure on our current budget. This is well within our policy target of between 3 and 8 months' expenditure.

Graham Gill - Chief Operating Officer

OPERATING INCOME: £575,762



Grants still made up the largest sector, although they were down to 42% from nearly 57% last year, despite the receipt of £113,720 from the CHK Foundation for the Gloucestershire Mentoring Programme (GMP).

Service contracts were slightly up at 28%, with new contracts enabling Primary Care Networks in the Stroud area to refer young people with mental health issues for mentoring.

Charity shop income was strong—over 85% up on the previous year, which had been blighted by lockdown closures.

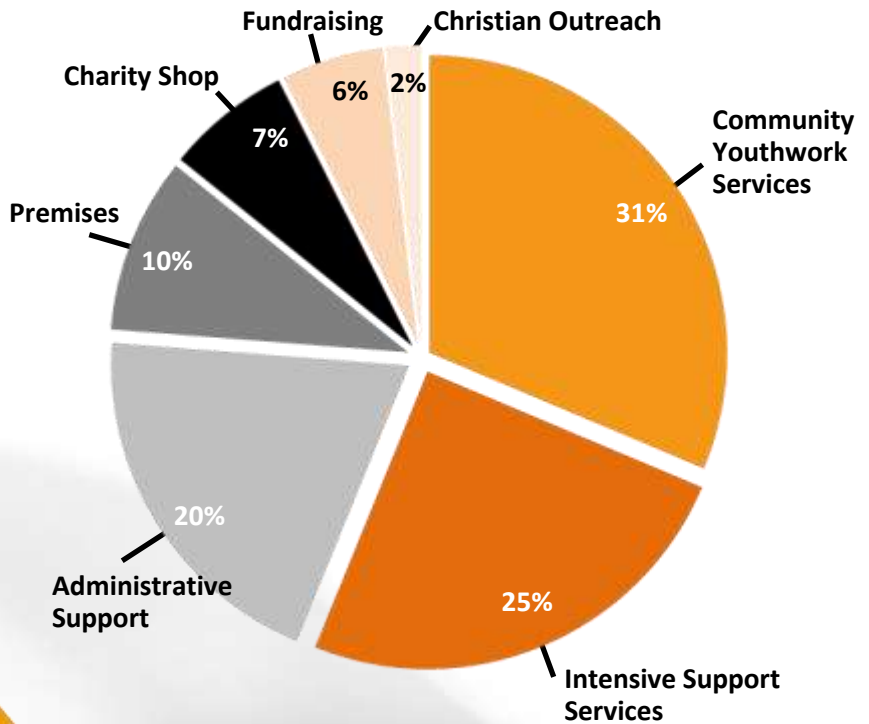
We continued to take a cautious approach to organising fundraising events in the wake of the pandemic.

OPERATING EXPENDITURE: £624,035

This pie chart looks remarkably similar to last year's, showing real continuity in the delivery of our services.

The main change is the expansion of Intensive Support from 21 to 25% with the advent of the GMP and the increased staffing level with it. In all, wages & other staff costs made up 79% of total spending.

Premises costs reduced from 12 to 10% as we took the opportunity of lease end to downsize our premises, with most of our staff now in a hybrid working pattern.



(For every £1 spent)

Wages	468,156	75%
Premises costs	61,048	10%
Operational costs	45,930	7%
Other staff costs	22,697	4%
Organisational costs	26,204	4%
Total	624,035	

WHAT SERVICE USERS SAY

“Thanks to The Door I’ve been able to rebuild my relationship with my parents and talk more openly about my identity with my friends and family.” (mentee)

“I have been going to The Door for nearly a year and it has seriously changed my life. Tough times and good times feel so much better coming to The Door. If The Door ever shut I don’t know what I’d do.” (youth club attender)

“My last 20 years have been tough but now I’m excited for new beginnings and my journey. I thank God that The Door is available for us parents and young people because we would be lost without them. The Door is an amazing team, no judgement, safe, loving and supportive.” (parent)

“The Door is keeping me on the right track. I’ve been able to do so much here I didn’t feel I could do anywhere else.” (mentee)

“I have accomplished more in the sessions with you than I have with my years of therapy – I feel so much more like myself and I couldn’t be more grateful.” (telephone mentee)

“It was so lovely to just have a relaxed conversation. I felt like the old part of me was starting to materialise again after such a long time.” (young person - mentee)

Read more stories on our website:
thedor.org.uk/news
or scan the code



STOP PRESS - DOOR ACHIEVES NATIONAL YOUTH AGENCY QUALITY MARK

After a rigorous application and inspection process, The National Youth Agency (NYA) has awarded us their prestigious Quality Mark at the 'advanced' level. In many areas they said we were 'outstanding'. We're the first organisation in Gloucestershire to get this nationally-recognised award, so we think it's quite an achievement.

DOOR SELECTED TO COORDINATE INNOVATIVE COUNTY-WIDE MENTORING PROGRAMME

The Door is extending its influence across the whole of Gloucestershire and beyond after being selected by a national charity - the CHK Foundation - to play a key role in the Gloucestershire Mentoring Programme (GMP). It's a brand-new programme to support girls and young women at risk of offending. The Door is not only delivering it in Stroud District & South Cotswolds, but also coordinating the 7 delivery partners. It's by far the biggest collaboration we've been a part of.

OPENING DOORS IN THE COTSWOLDS

As a key thread in our current 5-year strategy, we've been pushing out into Cotswold District, testing the ground, understanding the need, working in schools, starting new youth club provision, running detached youthwork and more. In Cirencester, the town council is funding lunchtime youthwork in Deer Park and Kingshill Schools. Avening Youth Club is also back after a COVID hiatus and Fairford Youth Club has launched - commissioned by the town council.

HELPING GPs TO SUPPORT ADOLESCENT MENTAL HEALTH

A huge legacy of COVID has been the rocketing demand for mental health support in young people, overwhelming our local primary care and specialist youth mental health services. The Door has teamed up with two Primary Care Networks covering the Stroud area, who've commissioned us to provide remote mentoring to young people that they refer to us.

ILLUMINATE LAUNCHES IN DURSLEY

In partnership with Churches Together in Dursley, illuminate has launched in the town, taking on a placement student from South West Youth Ministries (SWYM) to support the work across churches and in the schools.

WE DIDN'T MOVE!

We came to the end of our lease at 44-45 High Street, Stroud in May. After a couple of staff surveys and much going around the houses (well, offices and shops really) we decided in the end that the best plan was to keep our offices and charity shop where they were. To reduce our overheads, we returned the youth centre and workshops to the landlord, and now we're running our Stroud Youth Club in the county council's youth centre across the car park on Ryeleaze Road.

MENTAL HEALTH SUPPORT

As with our physical health, even when we try our best to look after our mental health, sometimes we need a bit of extra care to get back to feeling ourselves.

When we are feeling low, or something unexpected happens life gets more complicated and scary. It's in these times that The Door's Intensive Support Team is on hand to help young people and their parents navigate their way through.

By creating safe spaces where individuals can have their voices heard, our team helps build confidence, improve resilience and empower those they support to take positive steps forwards, ultimately bringing hope to those that were feeling lost.

INDUSTRY LEADERS

Adverse Childhood Experiences (ACEs) are specified traumatic events occurring before the age of 18 years. High or frequent exposure to ACEs without the support of a trusted adult can lead to toxic stress. How we are able to respond to and deal with these issues when they happen has a huge impact on the person we become. Research shows that early intervention can positively reduce the impact on an individual.

The Door is proud to be part of 'Action on ACEs' - Gloucestershire's county-wide response, working collaboratively with other agencies across the private and public sectors to provide trauma-informed support towards building resilient communities for those impacted by ACEs.

THE DOOR'S INTENSIVE SUPPORT SERVICE :



1:1 MENTORING



SUPPORT GROUPS FOR PARENTS OF TEENS



YOUNG PERSONS' WEBCHAT



WHOLE FAMILY INTERVENTIONS



TELEPHONE SUPPORT



PARENTING COURSES



YOUNG PERSON'S HELPLINE



ONLINE RESOURCES

LAURA'S STORY

Hi, I'm Laura and I'm a volunteer mentor at The Door as part of the Gloucestershire Mentoring Programme (GMP). It's a project specifically designed to support young women and girls who have had exposure to ACEs and trauma in their lives.

When I met my mentee, Millie, she'd just turned 11, she was quietly frustrated, confused by the world and her place within it.

To start with we talked about getting ready for big school and what it meant to be growing up. We'd meet once a week for a coffee and chat for an hour or so. I'd ask about what was going on in her life and she'd tell me about the challenges of her siblings, parents and friends - nothing too complicated, just the usual teenager stuff.

A few months into mentoring, as we got to know each other better, Millie shared more of her story with me.

Telling me about how her parents had split up when she was little and how her mum was struggling to manage addiction. I knew from the team at The Door that Millie was living with relatives after being removed from her mum due to neglect, but for Millie to share it with me was a massive step for her to take (and an amazing step in our mentoring relationship too.)

From there on we've continued to tackle slowly some of the trauma in her history, and focus on looking to what opportunities the future might hold.

We've started exploring her feelings about her family, thinking about the kind of relationship she can build with her mum and of course we're still drinking plenty of coffee along the way.

It's a privilege to be able to walk alongside her as she discovers the way she wants her life to be. And I'm so pleased with how far she has already come.

MILLIE'S STORY

Millie said "It's difficult to talk about things with my family because they all have their own opinions about what we've been through. I feel safe with my mentor and I can trust Laura to help me see when I'm in the right or wrong.

I'm a lot less angry now that I've got someone to talk to. When something's bothering me Laura helps me sort it out. She's helped me be a lot calmer now and I think I understand my relationships a lot better too. Especially with my mum. I'm so glad that The Door is here to help people like me."



MICHAEL'S STORY

Hi! I'm Michael and I'm 15 years old.

I've been in and out of hospital most of my life because I have long term illness. For a long time I've felt defined by what's wrong with me, by the part of me that's not working properly. Sometimes it makes me upset or angry. I get stuck in a circle of 'Why me?' I realised I needed someone to talk to about how I'm feeling.

My parents helped me to apply for a mentor from The Door. He's called Ian and he's really helped me. We go to a coffee shop after school once a week and talk about everything. We talk about the things I like, like gaming and food... we talk quite a lot about food.

But we talk about the serious stuff too, he's helped me realise that I don't need to keep everything inside and that I don't have to be defined by my illness - I can be defined by the good things about me instead. I don't spill over the edge or get bad thoughts anymore.

Ian believed in me and now so do I. Now I can't wait to see what the future holds - something I never thought I'd be able to say.



When you are in need of support, sometimes asking for help is the hardest part. The Door's Mentoring Gateway services break down the barriers young people may find when trying to access mental health support elsewhere.



Our helpline and webchat can be accessed without a referral; assessments by video enable those too anxious to leave home to talk to someone, and online resources are available 24/7 so there is always something to explore when the team are away from their desks.



Scan to find out more about our support services

AMY AND DOM'S STORY

Hello, we are Amy and Dom. We've been married 20 years and live in Stroud with our two boys.

We came to The Door after our eldest son Theo (15) started acting strangely. He would stay in his bedroom, refuse school, and go out late at night without telling us. As parents you go above and beyond to make your children happy, but as things got worse we started to feel like we were failing - that we weren't being the best we could be.

We met with Sandra from The Door and she suggested that we join a 'Triple P' Parenting course on Zoom. So we signed up with some other parents and started learning lots of techniques and strategies to use at home.

Soon into the course we realised as a couple that our approach to parenting varied quite a lot. So to help us to get on the same page, Sandra spent time with us as individuals. We looked at our own fears, struggles and history to understand why we parented the way we did. The most important thing we learned was that we needed to make sure we were serving the needs of our children, and not just ourselves.

The course included three weeks where we were sent off into the world to practise what we had learned. Each week Sandra would give us a call and check in on how we were doing. It was hard work but she reassured us that these things take time and reminded us that no one is perfect.

Soon Theo's school called us in for a meeting and to our amazement Sandra offered to come along. There was so much information to take in and sometimes it felt like everyone was talking in code. But Sandra took the time to explain what was going on, and advocated for our family when we couldn't. We would have been completely lost without her!

Quickly it became clear that our biggest obstacle was communication. So Sandra invited us back to The Door for something called Family Face Time. It's like mentoring but for whole families. We'd sit there together, the two of us and Theo, or sometimes just one of us and Theo, and with Sandra's support we started to talk.

We've been able to negotiate curfews, maintain better contact by text and Theo has opened up about where he is going and with who. There's fewer arguments at home and now we have the skills to diffuse the atmosphere before it erupts.

We are so grateful to The Door for helping us become more confident as parents and for getting our son back. We still have plenty to learn but with continued support from Sandra, **the future is looking bright.**





CELEBRATING 30 YEARS



FANTASTIC FUNDRAISING



AMAZING VOLUNTEERS



PARTIES IN THE PARK



SCHOOL HOLIDAY ACTIVITIES





YOUTH CLUB FUN



YOUNG VOLUNTEERS



SCHOOLS



BRINGING JOY AND HOPE



SUPPORTING COMMUNITIES



TRIPS

CONNECTING WITH COMMUNITY

At some point in our lives we have all pushed the boundaries a little as we tried to figure out the world around us and our place within it.

As young people transition to adulthood, they want to become more independent, try new things and engage more with the world around them. The Door's youth clubs provide them with a safe place where they can be themselves and establish their place in the community.

Our youthwork team put young people first. Whether deciding what food to serve in youth clubs or sat around a council's boardroom table, our team champion the youth voice in the communities we serve.

RESTORATIVE PRACTICE

Forgiveness and second chances are part of The Door's values, so we have an inclusion (rather than exclusion) policy and follow restorative justice practices when working with young people and stakeholders.

YOUTHWORK AT THE DOOR:



YOUTH CLUBS



WORKING WITH SCHOOLS



DETACHED (ON THE STREETS)



STUDY AND REVISION SESSIONS



GAMING AND ONLINE



CHRISTIAN OUTREACH



Youth clubs offer young people somewhere to go where it doesn't cost anything to hang out with their friends, where there is always someone to talk to and where there is always something fun to do.

Dedicated sessions such as Key Café offer young people somewhere to focus on their studies or looking for work.

Detached youthwork takes our teams onto the streets to meet young people where they are.

Visiting **schools** during lunchtime helps to build strong working relationships with young people and staff.

Looking ahead we are continuing to explore **online youthwork** using social media and gaming.

BEN'S STORY (BY COMMUNITY YOUTHWORKER NOAH)

We first met Ben at one of our Year 6 taster sessions. He was very enthusiastic and engaged really well in the activities.

Almost immediately he became a regular at youth club, getting stuck in and starting to make friends. Like most teenagers, he pushed the boundaries to start with, shouting and swearing in sessions and getting a bit too carried away with his competitive spirit. After one particular incident I sat down with him and spent some time looking at "The Door Way" (our youth club rules). Something seemed to click and since then he has really settled down and become an true asset in the centre.

"I realised that I wouldn't like it if the other young people were behaving like I was all the time. And that acting grown up didn't mean being like the 'cool kids'."

During the summer holidays we ran a number of 'Party in the Park' events, taking youth clubs outdoors to a local park. Ben came along with his friends. **"It was really fun, I played lots of football and helped the youthworkers run their pop-up shop"**

In September, Ben seemed to be arriving at sessions quite frustrated and angry. He didn't want to say much to start with, but soon he was chatting away while we played pool.

"School is hard sometimes, there so's much to learn and do but talking to the youthworkers about it really helps and it was good to get things off my chest."

I really like coming to youth club, it's so fun and I've made some new friends. I like helping the youthworkers and hopefully I can volunteer when I'm a bit older."

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.



CARLY'S STORY

Hi I'm Carly and I'm 17.

My family are stuck. They're all the same - mum, dad and my grandparents. No one managed to leave school with qualifications and they don't have jobs. So there's never much money at home. I have to wait longer than other people for things like new shoes and clothes. We don't get to go on holiday or days out. They say that's just how life is.

I found school work really hard, and for a long time I assumed that I would get stuck like my parents. Rather than struggling through school I stopped trying. If my life is going to be like my parents'. What was the point? By the time my GCSE's came round there didn't seem to be a reason to go to school and at some point I stopped turning up at all.

One week I bumped into two of The Door's youthworkers. They were on the way to open youth club for the day - they said I should come. I wasn't sure, but they said it was free and there'd be hot chocolate and snacks so I went.

It turned out that youth club was actually alright. It wasn't like school, we didn't have to sit and be quiet and concentrate and it wasn't like home either. **It felt safe.**

The youthworkers asked me about school so I had to tell them I wasn't going. I thought they'd shout and tell me off like everyone else but instead they just said OK, let's talk about that. I explained how I'd messed up my GCSE's and that I was going to end up like my parents. They asked me if that's what I wanted to happen. I said no, but I didn't know how to fix it.

They invited me to Key Café - a special youth club session for studying and school stuff. They helped me fill out the forms for college at my pace. **It was amazing to have someone believe in me.**

I started college in September, it's quite hard because I missed so much of school but the teachers are helping and I can talk to people at youth club about it too.

My attendance is getting better and the classes aren't so bad. I'm hoping next year I can sit some exams and get a job. Without The Door I'd still be stuck, and even though life's still difficult **I'm moving in the right direction.**



illuminate

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, the team provides young people with safe spaces for big conversations about life and faith.

In practical terms the team provides dedicated youth clubs, assemblies and school lunch clubs, as well as working with school staff to enhance the RE curriculum for all year groups.

Over the last year this has included expanding our offer in Stroud and opening a youth café in Dursley. We have run interactive prayer spaces for whole year groups and supported the creation of an art installation at a local school. We have also connected with South West Youth Ministries to welcome a youthwork intern to our team.



Kyle's Story (By illuminate Coordinator Barrie)

Engine Room - illuminate's Sunday evening youth club - is all about empowering and equipping young people to be culture-changers in their communities. This includes encouraging them to take a lead in sessions and setting a good example to their peers. Kyle is an amazing example of this. He joined Engine Room when he was still in year 7 and as the youngest regular in the group, he's had plenty of great role models to help him settle in over the last year.

This summer, in partnership with local churches, our staff team visited primary schools and invited year 6 pupils to come along to Engine Room for a taster session.

Kyle's response was fantastic – when the 'newbies' arrived he took it upon himself to welcome every single one of them, finding out their names and making sure they knew what was going on. He looked after them during the session, explaining what was happening & why things were the way they were. He even volunteered to run prayers at the end of the session.

His impact on the other young people was tangible, demonstrated by the fact that when Engine Room restarted after the summer break, the newcomers came back, and immediately wanted to know "is Kyle coming this week?" He has continued to act as mentor & guide to them as the new term has progressed, & stepped into other leadership roles without hesitation. **It's a pleasure to have him in the group and to see him continuing to grow in confidence.**

MAKING THE DOOR A GREAT PLACE TO DO GREAT WORK

**We want to make the world a slightly better place.
So let's start with us.**

Our service delivery has expanded over the year and, almost by stealth, so have our staff numbers - from 26 to 37. With hybrid working and geographical expansion, we're also more dispersed, and we're incredibly busy looking outwards. This cooks up a perfect storm in which our staff could feel disconnected and unsupported, and our DNA could get diluted without us even noticing.

However, after 31 years of operation, that DNA is as important to us as it was when we first opened a coffee bar at 26 Gloucester Street, Stroud in 1991.

We're a Christian organisation, and while we have many staff and volunteers who don't share that faith, we ask them all to support our Christian ethos.

But what does that actually mean in practice? How does it affect the way we deal with our service users, stakeholders and each other, and why do we think this is a positive thing for everybody? We continue to refer to the biblical Fruits of the Spirit - love, joy, patience, peace, kindness, goodness, faithfulness, gentleness and self-control. And now we felt it was time to articulate our company culture in more detail. We've drawn also on the biblical pillars of faith, hope and love to compile **The Door Keys** - a manifesto for why and how we do what we do, which incorporates 14 'key' behaviours.



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.



BECOME A FRIEND OF THE DOOR TODAY!

FRIENDS HELP THE DOOR TO MAKE A POSITIVE IMPACT IN THE
LIFE OF OUR COMMUNITY

ALL FRIENDS RECEIVE A 10% DISCOUNT IN OUR CHARITY SHOP,
REGULAR NEWSLETTERS AND OPPORTUNITIES TO VOLUNTEER

BECOMING A FRIEND IS FREE!

SIGN UP TODAY—SCAN THE CODE BELOW OR VISIT:

[THEDOR.ORG.UK/FRIENDS](https://thedor.org.uk/friends)

YOU MAY UNSUBSCRIBE AT ANY TIME—FULL DETAILS AT [THEDOR.ORG.UK/PRIVACY](https://thedor.org.uk/privacy)



THE DOOR SHOP

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 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

FREDDIE'S STORY

Hi I'm Freddie, I'm 19 and I live in Stonehouse.

After I'd finished school, I was looking for jobs but I couldn't get anything because I didn't have any experience. I'd heard good things about The Door Shop from my friends who volunteered there already so I decided to apply to join their team.

I had to fill in a form and do a little interview which was so much more relaxed than I thought it would be. When the manager told me I could join the team I was really surprised and excited to get started. I'd been told 'no' by so many people I guess I wasn't expecting it to be a success.

Volunteering in the shop was awesome - the people were very friendly and they made me feel so welcome. It's such a fun and chilled environment to be in and I learned a great deal in a relatively short time.

A few months in and I already felt so much more confident. Volunteering helped me improve my customer service and social skills and that's benefited me greatly.

I started applying for jobs again and because I could put my volunteering on the applications I got more interviews. It wasn't long before I got a job at a shop in Stroud which I'm really enjoying.

If it wasn't for The Door I would probably still be looking. I'm so grateful to the team for helping me get prepared for work and for helping me get more confident.



LEON'S STORY

Hi I'm Leon, I'm 16 and for my school work experience I went to The Door in Stroud.

I go to one of The Door's youth clubs and it's never really occurred to me before how much happens outside of those few hours of youthwork each week.

I'm not too sure what I want to do in the future so I wanted to use my work experience to get a wide view of the opportunities and to see what I like doing.

At the start of the week I was in the office - updating posters and working on the website with Anne.

She also showed me lots of the behind the scenes jobs, like counting collection tin donations, collecting data for reports to funders and monitoring social media.

Later in the week I helped in the shop where I learned about the till, stocktaking and how to use the steamer.

I also met with people from the mentoring teams and the youthworkers. It's been interesting to see different people and find out what their job roles contain.

I really enjoyed my time at The Door, everyone was very nice and so friendly.

I'm still not sure what I want to do in the future but now I've got a much better idea of some of the things I could be doing. And I'm hoping to keep volunteering in the shop at weekends too.



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**

VOLUNTEERS

Since The Door opened in 1991 over 1500 amazing individuals have given their time, expertise, care and energy to support The Door and our service users.

This year we have a 120 strong team and we couldn't #KeepTheDoorOpen without them.

Here's what they say about volunteering:

"The satisfaction that you get from helping someone to grow is huge. Building that connection with someone and seeing the time you've invested in bearing fruit in their lives is amazing."

"Volunteering has really improved my skills and confidence, it has helped me greatly."

"Being invited in to the lives of young people and trusted enough that they share their deepest thought with you is incredible."

"It's a privilege to be able to walk alongside someone on their journey and see how far they have come thanks to your work together."

"I volunteer because it's great fun! The team are wonderful and you never know what a session will bring!"

IN CONVERSATION WITH THE SENIOR MANAGEMENT TEAM

Barrie: What one thing would each of us say has brought us the most joy over the last year?

Graham: I think getting the team structure in place – a resilient team who can run all aspects of the business has put us in a really strong position. We've got a great team with amazingly talented people across all areas of our organisation.

Victoria: The same for me! Knowing that it doesn't all rest on my shoulders—that I'm not always needed on a day-to-day basis. We're not dependent on any one person - there is a real interdependence and accountability that everyone has. If you get real commitment from people they will go the extra mile and then some.

David: Because it really matters to them.

Graham: We've now got more staff than we've ever had. We're covering a wide diversity of support in places that we've never been in before. Which means the whole thing is getting bigger to maintain.

Victoria: Which means that it is really important that we look after the staff – so things like the retreat, and group professional supervision, are vital.

Barrie: We've invested in those that are managing so that they lead their teams really well.

Victoria: And you, Barrie, have stepped back over the past year, which has meant that the shape of us as an SMT has changed too – Graham and I are very much holding the scales between us for the most part. That's been quite a big transition.

David: The value is that you are still here, with knowledge and legacy, and you get to share that with us as a sounding board for us as we look forward.

Barrie: I'm conscious that the legacy is really important but it shouldn't be a thing that holds us back. It's there to inform us and guide us, but none of it is a sacred cow.

I think it has been great to have Jenny a part of us this year to bring more of that objective, outside view and guidance to help us shape what we're doing.

Victoria: Her initial reflections are that we are delivering quality of a national level, and a comprehensive service that is unique, to a standard that is way up there, and we're only really in two districts.

Barrie: That's been borne out in us receiving the NYA Quality Mark. We've been assessed at the Advanced Level, but the feedback was that in a lot of areas what we do is at the Outstanding Level.

Victoria: And yet I think it is true that we sometimes still underplay and undervalue the impact that we're having.



Barrie



Victoria

David: The biggest thing for me was getting the CHK grant [for the Gloucestershire Mentoring Programme (GMP), and the trust they have placed in us, which should be a catalyst for us as we move forward. And it delivered the 5 year plan a few years early!

Graham: That a national funder has got hold of us, and commissioned us to manage a piece of work across the whole county in collaboration with other organisations has been a catalyst for change.



David

Victoria: It has been a significant shift for us this year, with GMP and with collaboration with the Primary Care Networks. Those connections have enabled the profile of The Door across the county to grow.

David: But a lot of funders and supporters still see us as a little local charity. The collaboration and the NYA Quality Mark need to help us step up into that next big stage.

Graham: So the challenge for the next two years is how we capitalise on it.

Barrie: The thing that sticks out for me is the sports day at the retreat. The spirit of it, the togetherness, the teams being mixed up across the departments. It felt like a moment in time coming out of COVID and the restrictions. The enjoyment from being in that place of fun and laughter and having a great time together. Within our team our attitude was “how do we do this activity in a way that enables each of us to work within our range of ability so we accomplish it as a team?”



Graham

Victoria: I think that sums up the culture and ethos of who we are. That mutual accountability across the team, so that no-one takes the full strain of everything.

David: It was spiritually uplifting too, that time we spent in the outside prayer space, reflecting and praying together.

Victoria: Despite all the growth and development, we have stayed true to our mission, and to why we’re doing all this. The service user is right at the heart of everything. And that’s something that I really treasure about The Door – the service user and what’s best for them.

Graham: As we’ve expanded we recognise the need not to lose our identity and our DNA. So this year we’ve spent more time redefining our mission and our values, which has helped everyone lock into that DNA and our culture.

David: That’s really helped our identity and be secure in who we are as a Christian organisation. We are what we are, and have been for 31 years, and we should be very proud of that. We need to make sure we articulate it well so that people understand how valuable we are.

Victoria: That serves us well in preserving who we are and the “family” feel of it. That helps us to attract and retain staff. I’m looking forward to see how the work we’ve done on the ethos and culture galvanizes us as we enter a period where we know financially things will be a challenge because of what’s happening in the world.

illustrations by “Rhi” (Young Person)

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

To continue to raise our profile through networking and collaboration

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

To continue to diversify our sources of income, exploring potential new income generation streams such as social enterprise and legacies

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

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

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

To promote the company culture encapsulated in The Door Keys, including embedding them in our performance management process

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

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

To continue to move towards remunerating staff in line with our independent job evaluation exercise

To undertake a mid-term review of our current 5-year strategy (2021-26)

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

To consolidate our Christian outreach and discipleship through illuminate

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

THANK YOU FOR HELPING KEEP THE DOOR OPEN!

Amazon.co.uk ◦ Anno Domini Publishing ◦ Apak Sopra Banking ◦ Archway School ◦ Arnold Clark ◦ Arthur Smith Trust
Avening Church of England Educational Fund ◦ Avening Community Café ◦ Barnwood Trust ◦ Benevity Inc
Brimscombe PCC ◦ Cainscross Town Council ◦ Cam Parish Council ◦ Charles Hayward Foundation ◦ CHK Foundation
Churches Together in Dursley ◦ Cirencester Town Council ◦ Deo Gloria Trust ◦ Dursley Tabernacle URC
Dursley Town Council ◦ Easy Fundraising ◦ Ethical Giving ◦ Every Click Ltd ◦ Fairford Town Council
Five Valleys Fireworks ◦ Four Acre Trust ◦ Frampton Country Fair ◦ Give As You Live ◦ Gloucestershire County Council
Gloucestershire VCS Alliance ◦ Groundwork UK ◦ Inforsight Ltd ◦ King's Stanley and Selsley Trust ◦ Kitsch
Langtree Trust ◦ Lyn Niblett Bookkeeping Services ◦ Marsh Christian Trust ◦ Maurice & Hilda Laing Charitable Trust
Minchinhampton Baptist Church ◦ MRG Systems ◦ National Lottery Community Fund
Nora Smith Charitable Settlement ◦ PayPal Giving Fund ◦ Rank Foundation ◦ Renishaw PLC ◦ Schroder Charity
Severn Health PCN ◦ Sister Cox Trust ◦ Souter Charitable Trust ◦ Stonehouse Town Council ◦ Stroud and Stonehouse
Round Table ◦ Stroud Christian Fellowship ◦ Stroud Cotswolds PCN ◦ Stroud District Council
Stroud Hospital League of Friends ◦ Stroud Methodist Church ◦ Sylvanus Lysons ◦ The Big Give
The David Thomas Charity ◦ The High Sheriff of Gloucestershire ◦ The Honourable Company of Gloucestershire
The Van Neste Foundation ◦ Thomas Keble School ◦ Waitrose Ltd ◦ Wotton-under-Edge Town Council ◦ Wycliffe College

**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

LOVE JOY PEACE PATIENCE KINDNESS GOODNESS FAITHFULNESS GENTLENESS SELF-CONTROL