

# DOOR WAYS

Youth Project  
Saltburn

Annual Report  
2017 – 2018

Together we  
make things  
happen

Saltburn Christian Projects

*Enabling change in Young People*

Reg charity: 1070063



# Chair's Report

It is with great pleasure that I endorse the Annual Report of Doorways for 2017/18 and encourage you to read the sterling work that has taken place this year in support of our young people. Doorways, alongside its partner Destinations, have effectively supported the many young people who have self-referred or been referred to the project. We would like to thank our staff, John, Vanessa and Sue for their wonderful work during the year. We would also like to thank the volunteers who have supported them in many ways, the gift-aid benefactors and the individuals who have donated food and money.

We know that these are extremely challenging times for many of our young people. John and Vanessa must be congratulated on the time and effort they place in their one-to-one sessions with our young people. They are very much aware of the mental health of many young people who seek their help and they have engaged in training in Mental Health and Mindfulness to enhance their effectiveness in supporting the young people.

Doorways is very clear in its approach to increasing our young people's wellbeing. The focus of their work is based on "5 Ways to Wellbeing." The resources that are used and detailed in this report clearly support this approach to wellbeing.

The Churches Together in Saltburn thank particularly John and Vanessa for their invaluable work in the Doorways project this year.

Liam Gardiner (Chair)



# Trustees, Staff & Volunteers

Rev Adam Reed

Rev Monsignor Ricardo Morgan

Rev Helena Harbottle

Mr Liam Gardiner – *Chair*

Mr Peter Fleck – *Treasurer*

Mrs Anne Findlay

Mrs Karen McGarrity

Staff: John, Vanessa and Sue

Volunteer support:

Outreach support – 2 volunteers

Project support – 1 volunteer

Peer support – 1 volunteer

IT support – 3 volunteers

We are also grateful to the following for their support through the year:

Emmanuel Parish Church / Saltburn Methodist Church / Our Lady of Lourdes

The Big Lottery Fund

Lloyds Bank Foundation

Tees Valley Community Foundation

From our monthly gift aid benefactors, also many donations from individuals – Food donations that are used to support our needy in the community & Volunteering; often in very simple ways. A very big thank you to so many. –

Copy of accounts are available on request.

# Discoveries

As we journey, we over-turn stones; discovering more about ourselves. This is a good process, as it improves our journey and increases our skills and future steps.

Our new data base is now populated back to 1<sup>st</sup> August 2016. The purpose of this digital storage is to record the core of the Doorways projects work i.e. Young people, one-to-one support – their issues and outcomes, age range, their locality and how they were referred. During this last year, the project has supported 89 clients. 69 were Male and 20 Female.

These clients engage with Doorways, from the following areas:



Radius	
1 mile	24.72%
2 miles	33.71%
3 miles	7.87%
5 miles	26.97%
Plus 5 miles	6.74%

Client referrals are broken down as:

Age range for Doorways engagement:

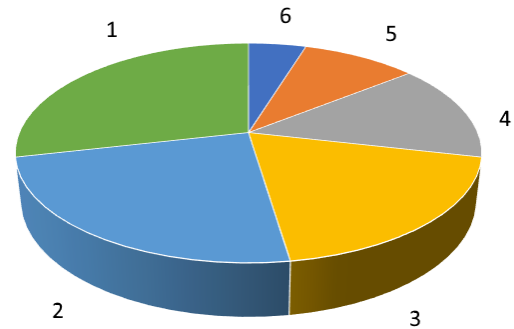
13 – 18	16%
19 – 21	33%
22 – 26	24%
26 Plus	27%

REFERRALS	
Self	37.1%
Job Centre	18.0%
Support agencies	18.0%
Family	12.4%
Friends	7.9%
Education	4.5%
NHS	2.2%

Visit activities	
Managing emotions	40.43%
<b>Employment</b>	<b>38.76%</b>
Mental health	28.23%
<b>Activities</b>	<b>13.40%</b>
Drop-in	7.89%
<b>Benefits</b>	<b>5.74%</b>
Housing	4.55%
<b>Addiction</b>	<b>3.83%</b>
Life-skills	2.39%
<b>Finance</b>	<b>0.48%</b>
Health	0.24%

### Initial assessments found presenting issues:

1. Mental Health which includes; anxiety, depression, panic attacks, stress, grief, anger, self-harm and low motivation.
2. Employment and job searching.
3. Academic support, learning disabilities, parenting and behaviour.
4. Housing and food.
5. Addiction and general health.
6. Safeguarding and bullying.



## Achievements

Doorways project supporting young people 13 – 25-years (on a one-to-one basis) 55 clients, of which 39 were new clients, creating 418 visits to the project.

As part of the project, our partner Destinations has supported 134 clients on employment and welfare to work activities (41 of which were under 25).

A further 38 have participated in health-related learning. This has resulted in 603 visits to the project for direct help and advice in these areas.

In addition to this 87 people were given assistance on financial inclusion issues and benefit advice via links with Lloyds Banking Group, HMRC and Good Things Foundation.

During the period, 32 people gained a City and Guilds Entry Level 3 qualification in ICT, while a further 9 gained level 1 ICT qualifications and 2 gained a level 2 ICT qualification via the ECDL learning courses.

Total people helped – 276 (1,021 visits).

### Scope of work / events:

- Engagement at project base (one-to-one, Explorer’s lounge activities job club, & IT support)
- Skelton & Guisborough library job clubs
- Loftus & Guisborough Job centre drop-in
- School drop-in
- Remote support meetings & joint agency work
- Detached youth work (street and Pop up Park)

### Resources – created / used:

Sessions - BE U, 5 Ways to well-being, Quiet Space, Book Shuffle, Art & Craft Jig-saw therapy, Reading recovery, Mindfulness,

Activities - 26" Tablet, Big Question (Hot potato), Redcar & Cleveland Job site (Facebook) Outdoor Work, (Pop up Park), Mobile outreach (Van)

### Training:

NCFE Level 2 in Mental health awareness

Level 3 Mental health & Young people

Teaching Mindfulness (funded by Tees Valley Community Foundation)

Ongoing personal development & research in client related skills.

### Media items:

Talk of the Town – Coastal View – Zetland FM

Facebook – Twitter – Website. Our Jobsite (Facebook page) continues to grow, currently 9,650 likes and average post reach – 6,900. There is also interaction via this Inbox and emails, requesting information and advice – some result in visits to the project or referrals to other support.

## Making Plans

Planning for the future, first requires us to be clear about where we are, what we have grown into – assessing our strengths, weaknesses, threats and opportunities. Focusing on what we do well and with whom. The whole team have been involved with this process and have consolidated, who we are, what we are about – and produced a plan with milestones. It is recognised that any plan is flexible and will change in line with monitoring our effectiveness and reviewing the current needs.

The recognition that the project needs to engage more with the 13 – 18-year olds is clear. Increasing our visibility on the streets and in schools is important to us, and we know the need is there.

Reality checks are important, to ensure the project is not going off track – stretching its resources – neglecting its core business. These come in many guises, and often seem quite feasible; we always want to help!

As part of the Grow project, working with Lloyds Bank Foundation consultants; it became clear, just how important it is to keep a clear view of what the project is – who it supports and how. The bigger questions are, who are we engaging with, and how can we be more effective within our scope. Following our extensive work together, funding was provided to refresh our Logo and create a range of printed and digital corporate resources. These are being used throughout all aspects of the projects work.

Doorways were successful in their bid to Redcar & Cleveland Borough Council, Children & Young People's Emotional Well-being Framework. This framework provides accredited referrals into Doorways from Education and Redcar & Cleveland services.

A document is attached, detailing our services within this framework.



# Partnership & Working together

The work with Destinations continues to be very active and brings many positives to the project and those we aim to assist. Project participants continue to have access to learning activities and the possibilities of gaining qualifications, as well as help and advice on employability, welfare to work and financial inclusion issues. Destinations also have access to benefits advice and online health and wellbeing resources which can all be accessed by the project and its participants.

Nationally the links Destinations have, has allowed the project to raise its profile at events such as the National Digital Inclusion Conference, and the Good Things Foundation (UK Online Centres) annual conference.

## Groups worked with:

- U3A – Teesside Stroke club – Saltburn in Bloom – Grenfell youth club – Friday Friends
- Huntcliff school – SEN education – Centrepont UK – NCS – NEXUS
- Job Centres – DWP - Routes to employment – Flexitraining – Street League
- Mining Museum – Foodbank – East Cleveland Youth housing – Loftus Co-op
- Room4Change – Addaction – RCVDA – Positive Pathways – Well-Being Centre
- Social services – NHS – Adult Mental health – CAMHS
- University Teesside
- Barclays Digital Eagles
- Lloyds Bank Foundation (Grow project)
- Leonard Cheshire Home (Funding and Community Engagement group)
- We also engaged with our newly elected MP.

## Self-help groups:

We prefer to use the term Peer Support and use an image of Saltburn pier as a logo. These are beginning very gradually introduced as needs arise – we recognise it is not something people will rush into. We use a gentle approach and meet in the relaxed Explorer's lounge. A very informal setting and safe environment. Looking forward, there may be an opportunity to offer peer support to small businesses – incorporating the theme 5 Ways to well-being. Age Concern recently made an enquiry on this theme, for their isolated elderly.



# Going Forward

Doorways have been at the forefront of discussions around Youth work in our area, often hosting the sessions in the Explorer's Lounge. Several focus meetings have been held, covering youth groups and organisations from Tees Valley and Redcar & Cleveland; this included Together Redcar & Cleveland and NEXUS – building up a wider area profile of youth needs.

The focus is to create an awareness of the youth work in our areas – to support each other and to share resources. There is an ongoing discussion about some possible partnerships / joint working. This summer, Doorways project "Pop up Park" has been part of a wider group "Game On".

It is the intention to further develop the interaction with the younger age range – 13 to 18-years. Further street work, Pop up Park, School drop-in and youth club visits will be the main focus.

New lease holders at Destinations. The café is in the process of change; a new owner is taking over. Our partner (Destinations) are not changing anything they do, except the running of the café. The new owner (Milo's) do not want to change anything regarding our areas of working within the building, nor will they be making any changes that could negatively impact the project.

Longer term, the café will extend its opening hours to include evenings. This is a bonus for our project, as we will be able to run youth group activities during these times.



Building on our detached youth work and an ethos of listening for questions, rather than asking lots of them.

The concept of a Tent is in progress. A safe place of meeting, a place just to be. Creating a youth group environment where questions can be asked and space for reflection.

The Tent is a movable item, and can be outdoors or in – watch this space for more ...

You are a TARDIS – You are much bigger on the inside







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01287 236006  
[www.door-ways.co.uk](http://www.door-ways.co.uk)

Young people 13 – 25-years

*Promotes resilience, encourages prevention and delivers early intervention.*

### **Interventions & Activities**

The focus of our work is “5 Ways to Well-being.” Our aim is to increase people’s wellbeing, which in turn improves their Health, mental ability, sense of awareness, choices and achievement; enabling change in outlook and an ability to set positive outcomes for themselves, their families and the community.

Early intervention is provided, within small groups, and one to one environment.

Use of NLP (Neuro Linguistic Programming) and counselling skills are embedded in our one to one intervention. The NLP process, benefits from the use of sub modalities – an individual’s representational system, that encodes and gives meaning to their experiences and behaviours.

This process enables change in beliefs and creates motivation.

Our services are very much co-productive, drawing on the needs and motivation of our young clients. Each client is an individual and is treated as such. Progress is monitored, and client feedback is part of the process.

Limits of scope are recognised, and individual will be referred as appropriate and in consultation with all parties. Involvement of Doctors, CAMHS, statutory and other agencies are viewed with the best interest of the individual. Co-operation of parents and carers is encouraged, whilst respecting the individual’s confidentiality.

### **Doorways resources include:**

- 5 Ways to Well-being  
(developing: Connections, Noticing, Learning, Fitness, Creativity & Play)
- Mindfulness (creating peace of mind and ability to focus, accessing inner resources)
- Resilience (building confidence & self-esteem through achievements)
- Life skills Labyrinth (exploring choices, strategies, relationships and consequences)
- BE U (discovering identity, values and beliefs – may also include employability skills)
- The Hero’s Journey (Overcoming barriers – fear, guilt and limiting belief)
- Perceptions (how we make sense of our surroundings, events & behaviour)
- Reality Check (understanding Cause & Effect, taking responsibility)
- Opps Knocks (building employability skills – Reaching opportunities)

**Change:**

The process of change begins with understanding the situation.

Through one to one initial assessment, a strategy is agreed with the individual and all involved parties (as required). The process is monitored, and feedback from the individual will inform any change in direction. A full recorded client file is also monitored. Internal project reviews monitor our programmes and ensure outcomes and quality of service “PQASSO.”

**Services for:**

Our staff and volunteers work with around 100 young people per year, supporting young people (13-25) living throughout East Cleveland.

The project specialises in young people 13-25 years, with social & behaviour issues.

This may include: Anxiety, Depression and Risk-taking behaviour.

Doorways have a detached youth team (engaging with young people on the streets, schools drop-in & youth clubs).

**Outcomes:**

- Overcoming barriers – Reaching opportunities
- Increasing learning ability
- Developing identity
- Gaining employment

**Our project & ethos:**

Doorways is a faith-based organisation based in Saltburn, a registered charity established in May 1998. The project has a wealth of experience, engaging effectively with young people and their emotional well-being. We can be found on the first floor, at Destinations Internet Café – next door to Barclays bank. Our hours of business are Mon-Fri 9:30 to 4 pm.

Doorways has a responsive drop-in service, and may also be directly contacted via phone, text or email. A referral system is also in place.

Our ethos focuses on the individual, offering empathy, congruence and total positive regard. Our approach is non-judgmental and believes that each individual has the resource to overcome the presenting issue. Our part in the process is to facilitate (unlock) those resources.

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## 5 Ways to Well-being:

New Economics Foundation created a report for the Government's Foresight Project 2008; and coined the phrase "5 Ways to Well-being."

- To Connect with others
- To take Notice of things around us
- To keep Learning
- To be Active
- Creativity & play



### Increasing my well-being:

- Improves my health – I have more energy
- Greater mental ability – helps me think more clearly
- Stronger sense of awareness – I think better of myself, this helps me to manage my Stress &, Emotions
- Changes my outlook – I can make better choices

### **Referrals:**

Young people may be referred to our project, by contacting staff at Doorways. The project would be happy to visit and explain more about how we can help.

Email: [john@door-ways.co.uk](mailto:john@door-ways.co.uk)

Phone: 01287 236006

