

Evaluation 2025





Contents

Introduction	1
Organisation Overview	2-11
Youth	12
Sparks	14
Cafe	16
Volunteers	18
Facilities	20
Findings	22
Research Methodologies / References	24

Introduction

Welcome to our Evaluation Report, offering a meaningful look at how we've delivered services and support to the York community throughout the 2024/2025 financial year.

This year's evaluation shines a light on the real difference Door 84 continues to make in people's lives. It captures the voices, experiences, and insights of the diverse community we work with – helping us celebrate what's going well and shape what comes next.

Over the past 12 months, we've gathered feedback through conversations, surveys, observations, and case studies. We've listened to young people, community members, volunteers, staff, trustees, and partners – whose honest input has helped us reflect, grow, and plan with purpose.

Through this process, we've deepened our understanding of what matters most to the people who use and support Door 84. This information will guide the next phase of our journey.

We're proud to see continued impact and development across our services – and are incredibly grateful to everyone who contributed to this evaluation.

Lisa Green, Executive Charity Manager





“Door 84 are a great example of how a community asset can sit at the cross-section of the community and formal services.

The organisation operates with integrity, holding people and relationships at the heart of what they do.”

Partner Organisation

Income, Expenditure, and Funding Our Mission

In June 2023, we became a Charitable Incorporated Organisation (CIO). This change reflects our commitment to ensuring a stronger legal framework for our charity enabling us to operate more effectively in delivering our mission.

This resulted in two sets of accounts for 2023/24: April-June 2023 (under Charity No. 523455) and July 2023-March 2024 (under new CIO Charity No. 1203574).

Our total income for this transitional year was £322,801, while expenditure reached £328,084.

Fundraising

Although Door 84 has been established for many years, we receive no regular local or national government funding - only small amounts from HAF (Holiday Activities and Food Programme) and Ward funding. Yet many people mistakenly believe we are supported by the local authority.

Like many UK charities, we face ongoing funding challenges due to financial pressures on individuals, funders, and the sector. In response, throughout 2024 and into 2025, we've driven forward our fundraising strategy - submitting targeted funding applications, hosting community events, and raising awareness of our work and future plans.

These efforts are vital to sustaining services, building partnerships, and increasing understanding of our impact.

INCOME £322,801



EXPENDITURE £328,084



For full financial details, complete accounts can be found on the Charity Commission's [website](#).

Who We Are

We are a registered charity, a vibrant youth & community centre with a place we proudly call our own, right in the heart of York!

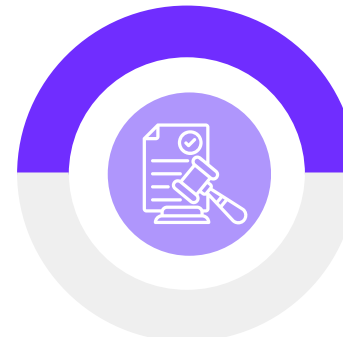
Our building is home to all the exciting things we do, from youth groups to community events, making it a safe space where people can come together, connect, and feel right at home.

Door 84 started out as a Youth Centre over 80 years ago, and since then, we've grown into a trusted name, known for providing support and services for young people, adults with disabilities and the local community.



The Magic Three

It's the strength of all three - our leadership, experienced staff, and committed volunteers, that enables us to truly make a difference.



Governance

Our Board of Trustees includes residents of York, volunteers, ex-company directors, with expertise spanning HR and education.



Staff

Collectively, Door 84's staff has decades of experience working with children, young people, and adults in both voluntary and statutory sectors.



Volunteers

Our vibrant team includes local residents, students, and community members who bring unique qualities and skills that help us make positive change.

Our Community Connection

The people we're here for extend far beyond the immediate attendees of our groups and activities.

We see a ripple effect in action, with our support touching many more lives in different ways.

We enjoy making a difference, big or small, for our community.

Our Vision

Our Vision is to empower the people we support to achieve their potential and lead happy, safe and fulfilled lives.

Our Mission

Our Mission is to be a sustainable physical and community hub, creating bridges between young people, families, parents and caregivers by providing opportunities and spaces for the community to come together.

Our Values

In 2024, we took a fresh look at what drives us – and from that, our new core values were born.

They underpin everything we do today.



Respect

We believe everyone deserves to be treated with kindness and care.



Inclusion

We believe in celebrating our differences and creating space where everyone can feel like they belong.



Community

We are passionate about bringing people together, building friendships, and working as a team to make our community stronger and happier.



“There is something about Door 84 that makes you want to come back. It has such a good energy as soon as you walk through the door.”

Café Attendee

Highlights of 2024/2025

Here's a look back at some of the standout moments and successes that shaped our year.



Won the fastest charity team at 2024 Dragon Boat Race



New Branding
Same Mission



357
Sessions delivered



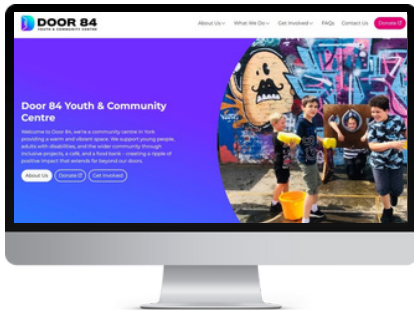
Summer fun family event.



Attendances across projects



We were nominated for the "Community Changemaker" Awards



New Website



£112k
Improvement Grant
To invest in the long-term sustainability and efficiency of the building



Community Cafe awarded 5-star Food Hygiene rating for the second consecutive year



313
Young people engaged in our sessions



154
Attendees enjoyed trips and residential



We had some very special guests visit our Sparks Group

The Need

National Level:

In our April 2024 evaluation report, we highlighted the growing impact of the 'Cost of Living Crisis' across both local and national communities.

This remains a significant concern for families; a recent survey conducted by 'Money Plus Advice' clearly illustrates this, with over **90%** of all respondents reporting an impact from rising living prices. ¹

 *The café and foodbank helps us feed our families. I come each week."*

Caregiver



22% of adults in Britain

said they had to borrow more money or use more credit last month, compared to a year ago. ²

27% of disabled adults

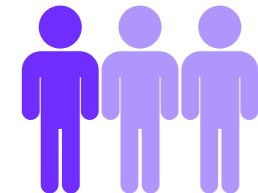
Were unable to pay a bill or standing order, compared to...

4% of non-disabled adults ³

Findings show the impact of financial strain, particularly debt, on the mental well-being of the UK population in 2025.

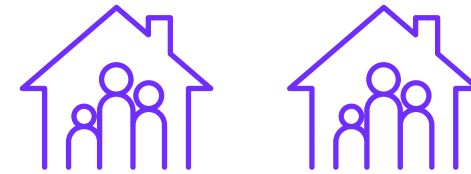
1 in 3
people

Who had faced debt problems in the past three years said their mental health got worse as a result. ⁴



Local Level: York

According to data released by City of York Council in January 2025, 11.0% of children across York are living in low income families. ⁵



Children Living in Low-Income Families

11%

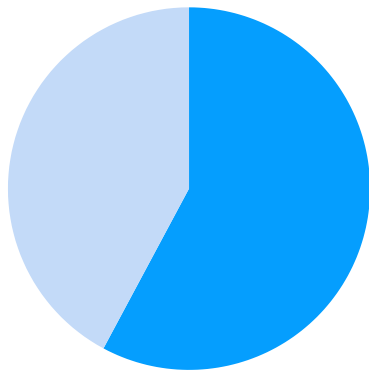
York

16%

Guildhall Ward

Local Level: Guildhall Ward

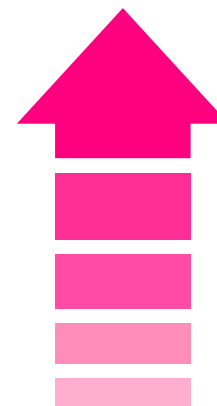
Door 84 is located in the Guildhall Ward, where this figure is even greater - in Guildhall, 16% of children are living in low-income families.



58%
of young people
attending Door 84

live in the top 4 most
deprived wards in York. ⁶

These neighbourhoods are identified as being more deprived than the national average, according to the Index of Multiple Deprivation.



Highest Crime Rate

Guildhall Ward has the **highest** Anti Social Behaviour and Crime Rates in York. ⁵



*I get to be myself and relax,
instead of having all this
pressure to be acceptable
and be a different person”*

Young Person

Our Provision

Youth



Youth Club Sessions 2 x per week Ages 8-17 years

A range of activities delivered in our café, games room and outdoor area. Time and space for young people - free play.

Targeted Youth Club Sessions 4 x per week

Specific activities include cooking, physical activities, arts and crafts. Based on demand identified in last evaluation.

Residential Trips / Day Trips

Residential Trips are outdoor adventure themed. Other trips including ice skating and theatre trips.

HAF (Holiday Food and Activities)

Providing a programme of activities during the school holidays offered as free sessions, for young people entitled to free school meals.

Therapeutic Play Skills

Each session is tailored to the attendee

Individual Support

Financial relief, advocacy, introduction and communication with other support services and mental health support.

Events



Community Events

Free events held across the year which are open to members of the community of all ages.

Adult Sparks



Sparks Sessions 2 x per week

Creative Tuesdays Session / Inclusive Disco Session
An inclusive group providing an opportunity for adults with support needs to take part in creative and social activities.

Day Trips

Enabling the group members to socialise in the community as a group, trips include picnics in the parks and ten pin bowling.

Supported Volunteer Programme

This programme gives our members the opportunity to volunteer at sessions and events. Training and support are provided. We believe everyone has innate skills and abilities, and should be nurtured.

Community Café



Café Session 1 x per week

Gives the local residents of all ages an opportunity to meet, chat and socialise with other community members in a warm, safe place.
Access to support organisations is also available.

Food Bank & Community Pantry

Community members have access to donated food and hygiene products. Our Community Pantry also provides a wide variety of ambient and frozen food items at discounted prices through our partnership with Fareshare.

Individual Support

Financial relief, advocacy, introduction and communication with other support services, mental health support.



It's definitely helped with our mental health. Here we can socialise, be active and do something positive"

Libby started attending Door 84 around five years ago and not long after, invited her friend Ella along. They've both been regulars ever since.

At first, they came just to join in the fun - enjoying the relaxed space, but it didn't take long before they stepped up into young volunteer roles.

At Door 84, you get to know each other so well – it's like growing up in a kind of family, they say. "You feel supported, and most importantly, you can be yourself" says Ella.

Both girls feel that Door 84 offers something that school doesn't – a chance to relax, be listened to, and look after your wellbeing.

"At school, you don't really get the chance to talk or be mindful of how you're feeling," says Libby. "Here, you can chat with staff and volunteers about anything."

Libby & Ella



Youth

We run six youth sessions each week for ages 8–17, including two open-access youth clubs (split by age) where young people can choose how they spend their time, from socialising to games and activities.

Our weekly Get Cooking session teaches practical cooking skills, while Get Creative offers two age-specific sessions focused on arts and crafts. We also run a weekly Get Active session, currently featuring dance workshops.

Door 84 regularly delivers sessions as part of the national Holiday Activities and Food (HAF) Programme, offering free meals and holiday activities, such as drama, sport, cooking, and community events for young people.

Day trips and residentials are a hugely popular part of our offer, giving young people the chance to try new things and gain confidence. This year has included four day trips and two residentials.



Door 84 has given me the chance to socialise and experience things I never thought I would"

Findings



Our Get Active sessions are popular, with young people regularly asking for more variety, especially the chance to try new sports like basketball.



The trips were a highlight, giving attendees the chance to explore new places, try new things, and enjoy time with friends outside of their usual routines.

84%
made new
friends

100%
feel it's a
safe space

100%
feel more
confident

Survey results
compiled from 7
young people 2025

 **100+**
Activities

 **43**
Volunteers

“Spray painting was my favourite, I also enjoy cooking!”

“Each session can be different, but always fun and I've learnt a lot”



6
Trips

=



59
Young
People



313
Individuals
attended



215
Sessions
delivered





These are my people, this is my community. I feel comfortable at Door 84"

Keith has been attending our Sparks project at Door 84 since 2022. He's made many new friends and regularly joins in with our creative sessions – but his favourite by far is the inclusive disco.

Keith brings energy, laughter, and fun wherever he goes, and here he shares what Door 84 means to him.

'When I was at school I used a walking frame, people kept away from me and I felt that they treated me different.

I know that I am different but so is everyone here, these are my people, this is my community. I feel comfortable at Door 84.

I enjoy coming, and dancing at the disco, and going on trips. I love to talk to people, it makes me happy and there are always lots of friends that I can chat to whilst I'm here."

Keith



Sparks

Our inclusive Sparks Project started in 2011. We offer adults with diverse support needs, a fun, accessible space for creative and social activities.

Our twice-weekly sessions include creative arts & crafts, trips, and an inclusive disco, all which include refreshments.

Strong relationships are formed with both carers and attendees, which enables staff to regularly consult on activity planning, information sharing and any additional support that is needed.

Attendees can connect with others, and build friendships they truly value. It's a great way to tackle isolation with fun, laughter, and a real sense of togetherness.

"I cannot recommend Door 84 enough and would definitely advise other people that I support to try it"

Caregiver

Findings



Through our partnership with FareShare, caregivers can now purchase both ambient and frozen food at subsidised prices. The addition of frozen food has proven very popular, and demand for the scheme is at an all-time high.



Thanks to a generous funding donation, Sparks has introduced exciting new activities, including petting zoos, science sessions, and samba workshops. Attendance has increased during this period, and we will monitor over the next year whether these additions are contributing to that growth.

70%

tried new
activities

89%

have made
friends

100%

felt treated
with
respect

Survey results compiled
from 47 Group Members
2025.



259[^]

Caregivers



4

Supported
volunteers

"The social side helps me too. It can be a lonely job, but I can now chat to others carers"

"I like to make people smile. I am the bingo caller and the entertainer!"



64

Attendees

"It's special here, as I get to spend time with lots of my friends all at once"



93

Sessions
delivered



70+

Activities
provided



9

Trips
provided





The Café has such a strong community spirit and truly made life easier during the tougher times."

Door 84 has been a wonderful community resource for me and my family over the last couple of years.

While I was on maternity leave, we relied on the food bank every week. The staff and volunteers were always so kind - checking in on us and our new baby, and making us feel genuinely cared for.

The free items were always helpful, and the pantry food was affordable and full of great choices. We were given clothing vouchers for our son, which were a massive help and lasted us ages.

The support we received helped us keep afloat financially. I'm so grateful to the whole team.

Claire



Community Café

Our café was launched in 2021 and is open every Wednesday offering a warm, inclusive space for both local residents and the wider York community.

As well as coffee and biscuits, we also provide essential support helping people facing food poverty through our Food Bank and Community Pantry, supported by supermarket donations and our partnership with FareShare.

The café also acts as a community hub, offering a safe space where attendees can connect with professional support services.

This dual approach meets both practical and social needs, helping to build stronger connections and reduce isolation.

"I was very nervous about attending initially, but I was made to feel very welcome. Now it is a positive addition to my week"



Our community café saves an average of

650kg

of food from going to landfill **every month.**



17
Volunteers

"It's a busy bustling place to be. I can support people who need it"



29
Average Weekly Attendees



Purchased a double oven to meet the needs of community groups

"I am able to get support and not feel judged"



Supported 20 families to visit Santa and have a fun day out for free



Supported 9 families to visit the circus for free



Provided 10 families with supermarket vouchers to purchase essential items



Provided 15 community members with mobile data over 3 months

Findings



The Community Pantry FareShare offer is quickly becoming the main reason for customers attending the café. The significantly reduced prices on in date fresh food has a huge appeal to locals.



Over the past 12 months food donations available to Door 84 have depleted, especially tinned items and cereals. This has meant we have had to restrict the amount given to each person per week.



The Local Area Coordinator provides vital weekly access for local residents who might otherwise struggle to connect with essential services; we have seen an increasing need this year.



"We're happy at last, and could never have moved without all your support."



I've learnt a lot. It has been so valuable as this is the age group I want to eventually work with"

I was searching for a placement for my university course and, after exploring other options, I realised this was the perfect match!

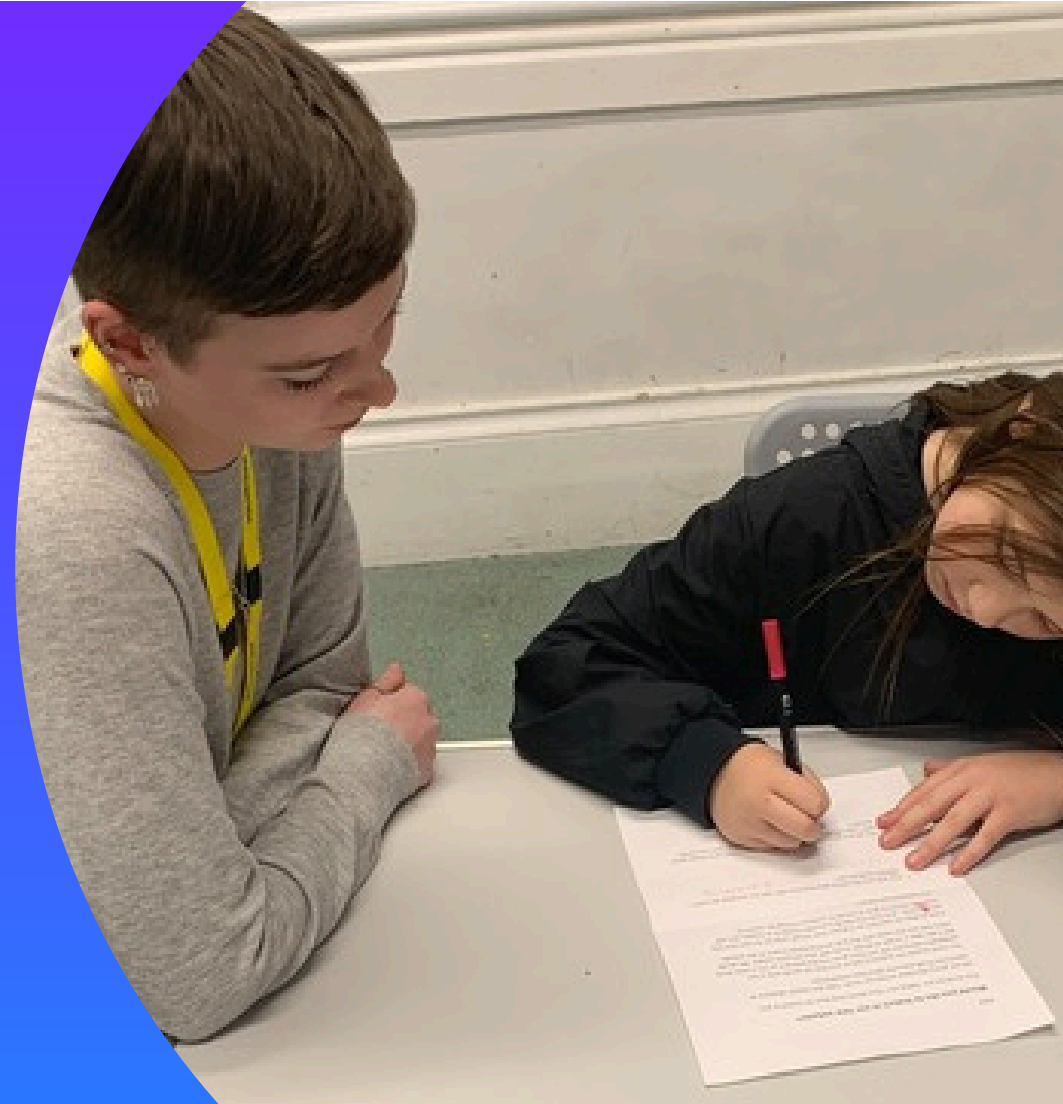
I have learned a lot, especially about working with young people, and knowing that every child is different.

Volunteering here has helped me gain valuable experience for my future career, I've been able to spend time with the age group I want to eventually work with.

One of my favourite parts of volunteering is getting involved in craft and board game activities. It's a great way to get to know the young people and have a conversation with them.

It's fun, meaningful, and you never know what to expect as every session is different!

Anna



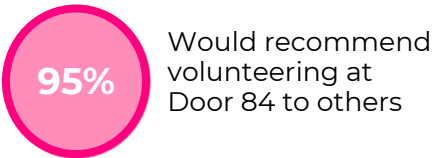
Volunteers

Our vibrant team of volunteers is a vital component in Door 84's success, contributing in many areas such as the Board of Trustees, fundraising, supporting service delivery within Youth, Café, and Sparks sessions.

Volunteers include students from the University of York and York St John University, alongside local residents. Our Young Volunteers (aged 14–17) play a key role in enhancing sessions while developing confidence and friendships.

Additionally, Adult Supported Volunteers from Sparks sessions contribute their unique skills, such as singing and hospitality to help create a welcoming and vibrant atmosphere.

It has increased my confidence and has given me more reassurance of how capable I am as a young adult”



Survey results compiled from 19 Volunteer / Trustees 2025

The number of volunteers it has taken to support our services over 12 months

Youth	43
Café	17
Sparks	14
Trustees	10
Facilities	2
Fundraising / Admin	2



Volunteer hours across Door 84 in last 12 months



Equivalent value in salaries

Findings



We've switched from continuous volunteer recruitment to batching through open days, streamlining the process.



We've seen an increase in local community members, particularly non-students, volunteering their time.



Finding volunteers to assist with bid writing and fundraising, (crucial for our growth and sustainability) is an ongoing challenge.





Room booking

Looking for a versatile space for your event, workshop, or meeting?

Door 84 offers a variety of spaces available to hire, perfect for community groups, businesses, and individuals.

The facilities can accommodate small meetings to larger gatherings and outdoor events.

To hire a room at Door 84 or explore options that best fit your needs, speak to one of our team or visit door84.org.uk/room-booking



01904 623177

Facilities

Our large premises, originally built in the 1830's, are wholly owned by the charity.

The space comprises a kitchen & café space, games room, gaming hub, four office spaces, a sports hall, and a playground. There is a car park and two annex buildings.

The building allows us to run our services across the available spaces and facilities. In addition, it enables us to hire out rooms through Licence Agreements and ad-hoc bookings.

Progress in addressing accessibility and layout improvements, highlighted in past evaluations, has been slowed by structural and financial constraints. However, we continue to adapt Youth, Sparks, and Community Café sessions and are actively seeking building grants to expand what's possible.

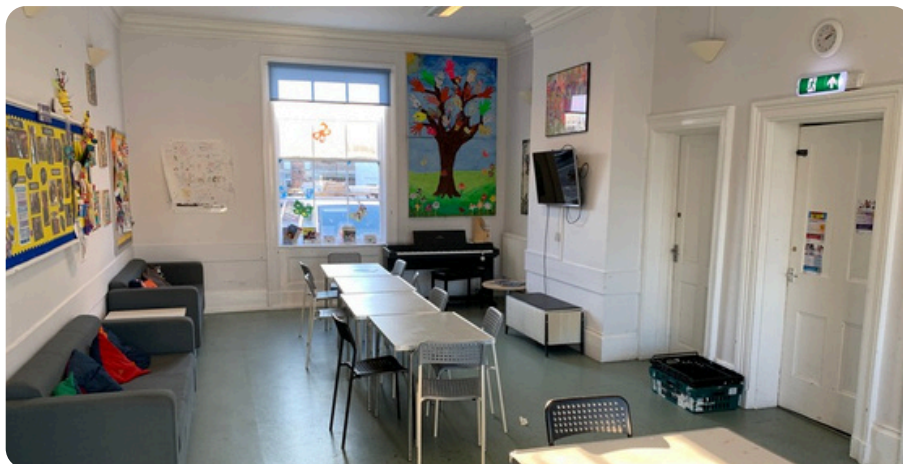
100%

Agreed Door 84 Staff are friendly & helpful

89%

Would recommend working with Door 84 to others

Survey results compiled from
9 Licensees / Partnerships 2025



£293

solar panel rebate
in first operational
month alone.

In 2025, Door 84 was awarded a £112,000 improvement grant by VCSE to invest in the long-term sustainability and efficiency of its building and operations.

These improvements significantly reduce the building's carbon footprint and operational costs, allowing Door 84 to re-invest savings into frontline services.

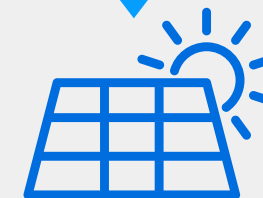
£112K grant



Installation of a low-carbon heat pump to replace outdated, less efficient heating system.



New doors and windows to reduce heat loss and improve insulation.



Installation of solar panels, lowering electricity costs.

Our Findings



Listening & Learning

At Door 84, community is at the heart of everything we do and the overall feeling this year is that we're doing something right. People told us they feel safe, respected, welcomed, and enjoy their experiences with us – which is exactly what we want to hear.

Echoed from previous years' findings, there's a strong emphasis on how Door 84 is central to attendees' lives and how it provides essential services for many across York's community.



From Ideas to Impact

Last year's evaluation gave us some thoughtful feedback, and several key themes stood out:

- More Door 84 - new activities, new skills, new experiences
- More food – to enhance socialising, develop life skills, and support the wider community

In response to your feedback, we launched **Get Active, Get Cooking, and Get Creative** – structured, bookable sessions for young people.

After a pilot in October 2024 and consultation with young people, the sessions officially launched in March 2025.

While it's early to report on numbers, we're confident attendance will grow as awareness builds.

These sessions were also designed to better support those who may find traditional youth club formats challenging – our goal is always to ensure Door 84 is a safe, supportive, and a fun place for everyone.



Continued...

We're committed to continuously learning and adapting to best meet the needs of all the young people.

Looking ahead, we will be building on new sessions for adults during the next year, including cooking and technical skills support.



Building a Stronger Identity

Behind the scenes, we've also made some exciting improvements:

- **Rebranded** – moved away from outdated logos and towards a style that feels more modern, vibrant and true to who we are today
- Launched a **new website** – better functionality, modern, fresh, and more "us"

We've strengthened our marketing and fundraising strategy by bringing together our new branding, website, and social media – creating a more joined-up approach that reflects our tone, voice, and clearly communicates why our work matters.



Looking Ahead

We're proud to be a trusted and supportive organisation – but we're not standing still. We'll continue to listen, learn and adapt to meet the needs of our community.

Thank you to everyone who took part in this evaluation and is helping to shape the future of Door 84.

We're excited for what the next year will bring.



Questionnaire Surveys	105 service users completed structured questionnaires (2025) Staff Survey - Trustee / Volunteers - Licensee / Partnerships - Young People / Cafe Attendees / Parent / Caregivers / Community Sparks Attendees Community Sparks Carers / Others
Case studies / Interviews	Case studies and interviews prepared by Staff of Service users across the provision.
Observations from Staff and Volunteers	Information collected via session reflections which are carried out after each session across the provision. This opportunity enables informal feedback to be noted, discussed and actioned.
Desk Top Research	National and Local data / statistics were sourced in specific relation to Cost of Living Crisis and Isolation.
Internal Statistics	Data compiled via use of organisational information systems (Upshot , Xero)

REFERENCES

APPENDIX 2

1 - <https://moneyplusadvice.com/blog/tips-advice/the-expense-of-living-in-2025/>

2 - <https://moneyplusadvice.com/blog/tips-advice/the-expense-of-living-in-2025/>

3 - <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/bulletins/publicopinionsandsocialtrendsgreatbritain/march2025>

4 - <https://malg.org.uk/people-in-debt-more-than-twice-as-likely-to-report-very-poor-mental-health-money-advice-trust-research-reveals/>

5 - Guildhall - Ward profile. Produced on 14/01/2025 by the Business Intelligence Hub

6 - Data compiled from 'Upshot', Door 84's internal monitoring and evaluation system. Note: not all attendees provided an address when registering with Door 84 .The figure depicts 210 addresses that were provided by YP attending in a 12 month period.

^ this figure is high due to many of the participants having a number of different carers attend the session with them.

* names have been changed in case studies for anonymity purposes.

Inspired by our impact?

Please donate to Door 84.
Together, we can achieve even **more**.



Scan Me



- ✓ Registered Charity 1203574
- ☎ 01904 623177
- ✉ info@door84.org.uk
- 💻 door84.org.uk
- 🏠 84 Lowther Street - York - YO31 7LX

