

Impact Report 2026

Registered Charity #1203574





Contents

Introduction	1
Organisation Overview	2-11
Youth	12
Sparks	14
Café	16
Commissioned Work	18
Volunteers	20
Our Building	22
Our Findings	24
Our Ambitions	26
Research Methodologies / References	28

Introduction

Welcome to our Annual Impact Report, offering a meaningful look at how we've delivered services and support to the York community throughout the 2025/2026 financial year.

Last year was all about listening to our community and planning for the future. This year has put those plans and our determination to the test.

It's no secret that the past 12 months have thrown some serious funding challenges our way. In a tough economic climate, we've had to work harder than ever to secure the resources needed to keep our doors open and our vital work moving forward.

Instead of stepping back, we stepped up and got creative by adapting our approach, successfully developing new ways to diversify our income and continuing to support our community.

The funding pressure remains for all charities. We are so grateful for our continued loyal supporters, without whom we could not operate.

We are incredibly proud to have accomplished so much. Most importantly, we ensured that our community members and young people continued to receive the steady support, sense of belonging, and opportunities to thrive they deserve.

This success belongs to all of us. Thank you to our incredible team, our volunteers, our partners, and our community for being with us on our journey this year.

Please open up the pages, look at what we've achieved together, and enjoy!

Warmest wishes,

Lisa Green
Chief Executive Officer



Financial Overview

With our status as a Charitable Incorporated Organisation (CIO) now providing a great foundation, here is a look at our income and expenditure for the period ending 31.3.25.

INCOME

£483,449



Donations



Other income
*session fees



Grants



Room
bookings

EXPENDITURE

£447,230



Facilities -
Maintenance



Wages



Administration



Session
Activities

Financial accounts can be found on the Charity Commission's [website](#).

Many mistakenly believe Door 84 is funded by the local authority. In reality, we receive no regular government support, and receive only small amounts of HAF and Ward funding.

Fundraising Our Mission

Navigating this year's funding landscape has been a story of real resilience.

Below, we break down the highs and lows of our funding journey, celebrating the wins that kept us moving forward while staying transparent about the challenges we faced.



Successes

- High success rate with returning funders who trust our impact
- Successful crowdfunding appeals
- Growth in local business support and volunteer-led sponsorship
- Diversifying income model via room hire & commissioned delivery
- Increased visibility of our impact has driven interest from donors, businesses, and wider community



Difficulties

- Overly specific national grants mean crucial, open-access youth work is harder to fund than ever
- York's wealthy reputation overshadows the high deprivation in The Groves, deterring funders
- Our observations: Surviving rising demand, soaring costs, and stagnant funding
- A shrinking pool of grants has intensified competition among small charities



In today's world, communities like ours will continue to face challenges that Door 84 can help address.

Funding to support and expand our work is the key to what we can achieve."

Trustee



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.

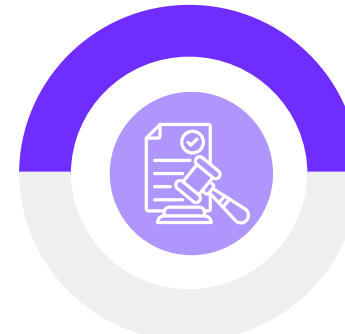
Our building is home to all the exciting things we do, from youth groups to community events, making it a safe space where people can come together, connect, and feel right at home.

Door 84 started out as a Youth Centre over 90 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

Back in 2024, we took a fresh look at what drives us and launched our new core values. Now that they're a part of our daily routine, this evaluation is a great chance to look back and see how we're actually bringing those values to life, shaping our culture, and growing together.



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.



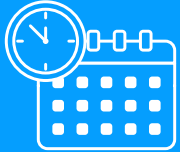
Door 84 plays an important role in improving wellbeing and strengthening the local community.

In the current climate, this is something that is needed now more than ever."

Partner organisation

Highlights of 2025/2026



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





445
Sessions delivered
(25% increase YOY)




20,000
Meal equivalents distributed via FareShare*



From First-Time Fundraiser to Door 84 Champion
Driven by a desire to ensure his peers don't miss out on life changing opportunities, 14-year-old Young Volunteer Josh spent the last year leading an incredible fundraising campaign.
Through sheer dedication and hard work, he raised a fantastic £1,000 to fund a trip for the young people!



Grace Goes the Distance for Door 84
University of York student Grace ran her first marathon in October 2025, raising an incredible £1,055, more than double her original target.
Despite the gruelling training, Grace was motivated by her firsthand experience volunteering with Door 84 and seeing the difference the charity makes to our community.



7746
Attendances across projects
(40% increase YOY)



715kg
Food saved from landfill and distributed every month

The Need

National Level:

The cumulative impact of the cost of living crisis continues to severely strain households nationwide.

Years of compounding price increases mean that the basic cost of food, fuel, and everyday essentials remains at an all-time high, leaving families with record-low financial resilience.



1.4 Million

families have had to use a **food bank** in the past 6 months ¹



Food insecurity and poor mental health are deeply intertwined

28%

 of people with mental health conditions live in food-insecure households ²

Local Level: York and Guildhall Ward

Children Living in Low-Income Families



15.8%

Dec 2025

York



23.6%

Dec 2025

Guildhall Ward

Door 84's Location



12.3%

 of households in York live in **fuel poverty**

Highest Crime Rate

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

Door 84: Addressing local gaps

59%

of our attendees report Door 84 has helped their mental wellbeing, an increase of 13% from last year. ⁴



This reflects a growing significance of our role within the community as statutory mental health services face increased pressure.



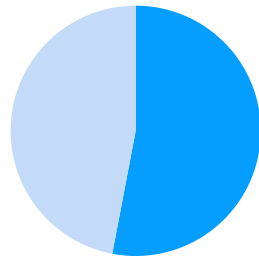
70+

 individuals, indirectly supported over 12 months

The café provision in collaboration with professional support organisations enables immediate crisis support, bridging the gap between intensive intervention and independent living.

53%

of young people who have attended Door 84 live in the top 4 most deprived wards in York. ⁵



These neighbourhoods are identified as being more deprived than the national average, according to the Index of Multiple Deprivation 2025.





It's good to be part of a team whose main aim is to improve the lives of others. That is a privilege."

Volunteer



Our Provision

Youth



Youth Club Sessions 4 x per week Ages 8-17 years

A range of activities include cooking, physical activities, crafts and free play.

Residential Trips / Day Trips

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

HAF (Holiday, Activities, and Food)

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

Individual Support

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

Commissioned Work



Tailored Cooking Courses

Providing support to help individuals facing complex barriers to re-engage with employment, training and education. Learning life and interpersonal skills.

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.

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 subsidised prices through our partnership with FareShare.

Individual Support

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

Marley's Story



I've learnt plenty of life skills and discovered the importance of being heard and having a voice."

Marley has been a regular attendee in our youth sessions for over 5 years, he has also embraced a Young Volunteer role, balancing having fun with his peers and more responsibilities acting as a role model for others.

"Attending the youth club has helped me meet new people and has opened up new possibilities for me," Marley explains.

The confidence he has gained gave him the courage to perform in a school dance show and even be interviewed for a national news channel.

Marley shared with us that some of the main challenges for young people today are a ***"lack of youth-friendly spaces, and the need for better mental health support and guidance."***

He recognises that young people need to feel safe and reflects:

"Parks are often designed for small children, but teenagers also need a safe place where they can simply 'be', whether that's playing football or finding a quiet space to chill out."



Youth

We run four 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 our Get Active session, currently features dance workshops and football utilising our brand new all weather pitch.

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, dance 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 2 day trips and a residential.

"I was lonely at home - here I can relax, make friends and also have my tea!"

Molly aged 10

Findings



Our 2026 pilot project provides music and vocal sessions shaped by the interests of our 13–17 year olds. We plan to expand into rehearsal and gig spaces as funding and interest grow.



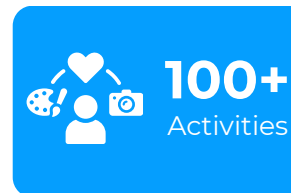
Based on feedback from our Young people we've added more weekly sessions to the mix! Alongside our structured cooking and dance classes, we've opened up way more time for "free play." Giving everyone more space and time to just hang out, relax, and a favourite pastime being a game of footy on the new pitch.

92%
tried new activities

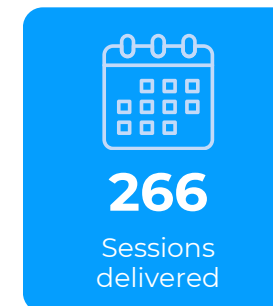
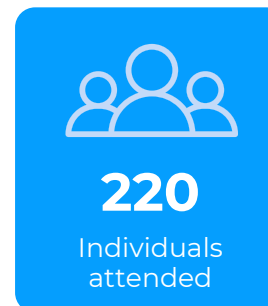
96%
feel it's a safe space

70%
feel more confident

Survey results compiled from 23 young people 2026



"I feel safe here and supported by kind people"



Robyn's Story



The people here are really kind and fun which makes me feel safe, calm and happy"

Before discovering Door 84 in 2024, Robyn's days were quiet and often felt empty. **"I felt really lonely,"** she recalls. **"All I did was clean my home to try and keep busy, but it was making me sad."**

Everything changed when her support agency suggested she give Sparks a try. Despite some initial nerves, Robyn quickly found her feet making a wide circle of friends to dance with, followed by a catch-up over hot chocolate in the café.

The impact on Robyn's wellbeing has been visible to all. Those around her have witnessed a huge surge in her confidence.

"I feel like I belong here, I can just be myself and not worry."

Whether she's dressed up in colourful wigs and hats, participating in drumming workshops, or performing a solo dance to her favourite song, *Jerusalema*, Robyn's joy is clear to see!

Robyn's newfound courage has even inspired her to join new community activities like drama classes.



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.

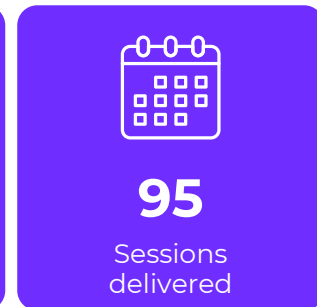


Coming here gives me purpose, I feel supported and I can be myself "

John, Attendee



Survey results
compiled from
79 Group
Members 2026.



Findings



We achieved greater community integration this year, with record attendance at our Community Open Days. Additionally, our supported volunteers expanded their life skills by branching into new areas, including the delivery of our tailored cooking courses.



Our "inclusive daytime disco," the only one of its kind in the city acts as a gateway for engagement, and we have seen an increase in attendance to our Tuesday craft sessions.



Through FareShare, we offer subsidised priced food to carers and their families. A significant year-on-year increase in carer spending sharply reflects the ongoing cost-of-living crisis and their rising need for support.



Stuart's Story



"I don't think I'd still be alive if it wasn't for Door 84, I'd given up."

Stuart first came to Door 84's Café in 2025, at the time, he was struggling with anxiety, isolation, and his mental health.

"I'd been on my own for so long I'd lost the confidence to talk to people. I felt like I had nothing to look forward to and wanted to give up."

At the Café, Stuart received vital help with his benefits and housing issues that had been overwhelming him. When Stuart's health meant he couldn't leave the house, Door 84 stayed in touch and delivered food parcels, ensuring he wasn't left isolated again. With this support in place, the stress began to lift.

Stuart reflects that it was how a member of Staff spoke to him that really helped. **"She didn't just tell me what I wanted to hear, she told me what I needed to hear. I'd go home, think about it, and realise she was right. I'm so thankful for that honesty."**

Stuart has now embraced more opportunities that we have offered, building his confidence and looking ahead with renewed positivity.

"My life was on the floor, but now it's building up."



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.



It's a place where you feel a sense of belonging without any pressure to explain your circumstances"


Attendee



150 people supported in free family wellbeing activities such as circus and theatre



20 partnerships sustain our successful food bank and community pantry.



Provided **75** individuals with mobile data support via the distribution of SIM cards



Provided **24** crisis food parcels to local residents facing hardship.



8,000 KG's

Food distributed in partnership with FareShare



35 Average Weekly Attendees

Indirectly Supporting **100+** People



Findings




Opening the café prior to the food bank has encouraged socialising, creating a more integrated, inclusive space that brings city-wide community members together.



We're excited to soon trial a weekly benefits advisor at the café. Our goal is to build strong, consistent relationships so we can support those who need it most. Because trust has been built up over time, attendees are feeling more comfortable sharing their wider support needs



 ***Door 84 pulls together people from all walks of life including those who need to feel they are not alone.***

When Jane first walked through our doors she was navigating a difficult chapter in her life, living alone as an adult for the first time, without a local support network.

The resulting depression and social anxiety meant she only left her house three times a week and each time, she chose to come to Door 84.

Jane decided to join our cooking course, the outcomes were as much about social connection as they were about food.

"I now feel I have a network of friends that genuinely care about how I am doing"

By providing an informal and fun space to learn and socialise, the course helped Jane manage her social anxiety and broke the cycle of loneliness.

"It's inspired me to sign up for a further Level 2 Social Care course. I feel confident and full of momentum. It's nice to be using my brain again and to feel challenged."



Commisioned Projects

In 2025, our charity expanded its reach by moving into commissioned delivery through a strategic partnership with Better Connect, a Yorkshire-based non-profit. By joining forces, we combined Better Connect’s expertise in partnership management with our direct community presence.


Together, we provided tailored support to help individuals facing complex barriers to re-engage with education, training, and employment.

To make learning less intimidating, we created a unique cooking course. By turning a familiar, social activity into a learning environment, we were able to break down traditional barriers and engage community members in a way that felt natural, supportive, and empowering.



This has brought me out of my shell, I have learnt new ways to cook which I can share with my family”

Maria, Attendee

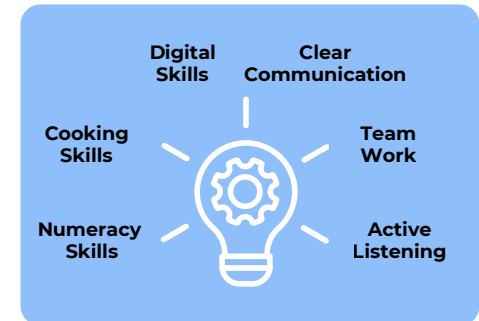


34
Sessions delivered



37
Attendees

Indirectly supporting
115+
People

Life & Interpersonal Skills gained through engagement

Findings



Getting up to speed with unfamiliar processes and procedures was a learning curve for the team and kept us on our toes! However it didn’t take long to hit our stride.



Due to our strong bond with the community through the café and our other projects, we knew exactly who would benefit most, which made recruitment straightforward and personal.



Having a large team of volunteers was the key to keeping things on track and making sure every attendee got the support they needed.



***If you're on the fence just jump in!
The work is highly rewarding and
the people you meet are so grateful."***

Clare, a local business owner spotted an advert through our social media for a voluntary chef at our Community Cooking sessions.

"Door 84 offers support to those who need it. I had the skill set, knowledge, and time that they were looking for; it seemed a great match."

As a business owner, Clare believes that while financial donations are vital, skill-based volunteering offers something money can't buy: inspiration.

By sharing her story of starting a business as a single mum with no money, she's provided a living example of resilience.

"Hands-on support brings interactions and conversations," she explains. **"Some attendees may feel inspired to cook more at home or consider volunteering and work in this area."**

Clare told us that although the sessions focus on food, the magic happens around the prep table. **"Beyond essential skills of teamwork and communication, I witnessed trust, kindness, gratitude, laughter, friendship, and confidence."**

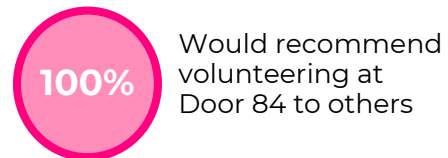


Volunteers

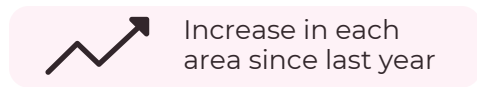
Our vibrant team of volunteers is a vital component in Door 84's success, contributing in many areas such as the Board of Trustees, fundraising, supporting service delivery within Youth, Café, and Sparks sessions.

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.



Survey results compiled from 23 Volunteers / Trustees 2026



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

● Area of service
● No. of volunteers

Youth	46
Cafe	16
Sparks	15
Commissioned	4
Trustees	7
Facilities	2
Fundraising /Admin	2

My volunteering placement gave me deep insights into the operations of charities and the barriers they face in achieving their goals.”



Chisom, Volunteer



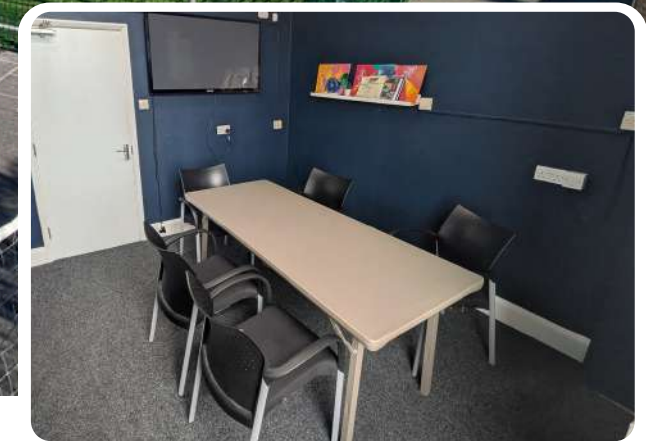
Findings



By offering remote opportunities which allow volunteers to contribute in their own time has removed the barrier of attending weekly evening sessions. This has attracted more people with diverse skills, such as digital editing for our social media projects.



We've seen an increase in volunteers choosing to stay after fulfilling their university requirements, continuing to dedicate their time purely to give back to the local community.



Room Hire

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

We offer 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 space, speak to one of our team on

01904 623177

or visit door84.org.uk/room-booking

Our Building

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

Owning our own building is incredibly important to our success. It gives us the flexible space we need to run all of our projects and events. On top of that, we can rent the space out to local community groups and organisations when we aren't using it. This helps towards a steady income needed to support our mission and long-term goals.

We are determined to improve our building's layout and accessibility despite funding and structural challenges and are actively pursuing building grants to fund the improvements we need for our varied provision.

Building Transformations



We wanted to give our café a cosier, more welcoming vibe. Thanks to generous donations of paint, plants, tables and chairs the room has been totally transformed.

Our attendees absolutely love the new look. It is now the most popular room in the building, acting as the perfect hub for our Café, Youth, and Sparks sessions!



Thanks to generous public donations and a successful funding bid in early 2026, we have finally installed our all-weather Multi-Use Games Area (**MUGA**), a dream our youth people have shared for years!

This versatile pitch will be open to the wider public for community events, activities, and external organisations. Most importantly, it allows us to host affordable, inclusive sessions where anyone can enjoy sports in a friendly, welcoming environment.



The Big Wins and the Real Challenges



- Permanent base & long-term security
- Reliable rental income stream
- Freedom to innovate & adapt
- Stronger brand & local community trust



- Costly building repairs and maintenance
- Compliance and legal responsibility
- Property management steals staff time



I've always wanted a football pitch at youth club, its amazing!

Daniel, aged 11 years



The staff are great in chatting and asking me about my life and the activities I do.

I'm treated as a human, not just a face."

Sparks Attendee

Our Findings



"Keep Doing What We're Doing!"

For three consecutive years, our findings have told a consistent story: Door 84 is central to our attendees' lives and provides a highly valued, safe and supportive service for the York Community.



Putting Door 84 on the Map

We've elevated our branding and social media, which has led to positive networking experiences, new commissioned work, and funding to successfully install our brand-new MUGA (Multi-Use Games Area)



A Year of Closer Connections

Inclusion has flourished, with Sparks and mainstream project attendees naturally integrating across our public community events and cooking courses. Witnessing shared experiences, has been genuinely heart warming.



Space & Sustainability

Optimising our building has increased rental income and enhanced our sustainability, complemented by our new MUGA, which expands our capacity for exciting city-wide collaborations.



The Power of Food

Our adult cooking courses proved that food is the ultimate connector. Learning informally while making and sharing delicious food together has been a total success.



Rising to the Challenge

With demand for early crisis intervention rising rapidly both during and outside of café hours, staff time and resources are being stretched. We are actively pursuing funding to increase our capacity, ensuring we can deliver faster, more effective support.

Our interventions save NHS time, supports the education sector and prevents young people entering the justice system.

Our Big Ambitions!

We aren't stopping here. We are looking forward to the future with big dreams to make Door 84 even better for our community. Here are a few of our top ambitions:



Transforming Underused Space

We are looking to develop an underutilised area of our building. The goal? Creating dedicated spaces for exciting new ventures, like a music project, and creating more rooms available for hire.



Installing an Accessible Lift

To fully unlock the potential of our large upstairs space, we are aiming to install an accessible lift. This vital upgrade will directly benefit groups like our inclusive Sparks project, whose disco sessions are currently restricted by limited ground-floor space.

The upstairs area is currently used as a sports hall with basketball court as well as for hosting concerts, conferences and events.

This upgrade will transform the experience for our community and generate vital room-hire revenue to support Door 84's long-term sustainability.



A Full-Time, Thriving Community Café

Right now, staff costs limit our café to just one day a week. Our dream is to secure funding to run it regularly.

We want it to be a consistent social hub, a robust food bank, and a training kitchen where our youth and adults with additional support needs can learn, grow, and gain skills in an environment where they already feel safe and supported.

Help Us Build the Future of Door 84

If you would like to help us build a lasting legacy at Door 84, whether through funding, partnerships, or sharing your expertise we would love to hear from you.

Get in touch today.



info@door84.org.uk



01904 623 177



Thank You!

A heartfelt thank you to everyone involved in creating this impact report, as well as to all the amazing fundraisers, donors, volunteers, and community members who have poured their time and energy into helping Door 84 flourish this year.



Questionnaire Surveys	145 people completed structured questionnaires (2026) 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 the people we support across our provision.
Observations from Staff and Volunteers	Information collected via session reflections and observations across our 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 ward data.
Internal Statistics	Data compiled via use of organisational information systems (Upshot , Xero)

REFERENCES

APPENDIX 2

- 1 - <https://www.jrf.org.uk/cost-of-living/jrfs-cost-of-living-tracker-winter-2025/>
- 2 - <https://foodfoundation.org.uk/press-release/people-mental-health-condition-more-twice-likely-be-living-food-insecure-households>
- 3 - <https://data.yorkopendata.org/dataset/york-ward-profiles-2025-26-q3/resource/e8350e0f-312d-4511-8f4b-26b0c646a64d>
- 4 -Data compiled from 'Upshot', Door 84's internal monitoring and evaluation system. Annual provision attendee questionnaire.
- 5 -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 171 addresses that were provided by YP attending in a 12 month period.






*All statistical data related to FareShare is provided by Fareshare Yorkshire.

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

Inspired by our impact?

Want to learn more about us?
Scan below to visit our **Linktree**.



-  Registered Charity 1203574
-  01904 623177
-  info@door84.org.uk
-  door84.org.uk
-  84 Lowther Street - York - YO31 7LX

