



DOOR 84 EVALUATION 2024



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INTRODUCTION

Welcome to our Evaluation Report, which provides an insightful look at the delivery of our services for the Community of York during the financial year 2023/2024.

This evaluation has enabled us to identify and analyse the impact of Door 84.

The information gathered about our achievements, our community's requests and desires will inform the next stage of Door 84's strategy.

We are happy to conclude that the report shows continued success and growth across all aspects of our provision.

Our year's worth of consultation, gathered through conversations, questionnaires, surveys, observations and case studies; from many stakeholders including Young People, Community Members, Volunteers, Staff, Trustees, and Partnership organisations, provided rich data. This has helped us see Door 84 through their eyes, what we do well, and what our service users would like us to do more of in the future.

We thank everyone for taking part and look forward to the next chapter.

Executive Charity Managers - Lisa Green and Heidi Haywood



ABOUT US

Door 84 is a Youth and Community hub in York, creating bridges between children, young people, families, parents and caregivers.

Starting as a Youth Centre over 50 years ago, the charity has steadily developed and grown, building a reputation and track record as a trusted provider of high-quality services for children, young people, and the local community.

Door 84 is a registered Charitable Incorporated Organisation (CIO number 1203574), which has its own premises in the centre of York.

Door 84 provides opportunities for youth, from 8-25 years of age, adults with a range of abilities and disabilities, and the wider community in the Groves area and across the city of York.

OUR VISION



is to empower our service users to achieve their potential and lead happy, safe and fulfilled lives.

OUR VALUES

Our five core values underpin everything we do



OPPORTUNITY

Creating, enabling and delivering a wide range of opportunities for children, young people and community members to develop, aspire, grow and succeed.



DEVELOPMENT

Encouraging all aspects of individual and group development; physical, social, emotional, cognitive and creative.



EQUALITY

Treating, respecting and celebrating all people as individuals, creating a safe, welcoming, and inclusive environment that promotes understanding.



SAFETY

Putting safety at the heart of what we do, enabling the very best opportunities and experiences for all.

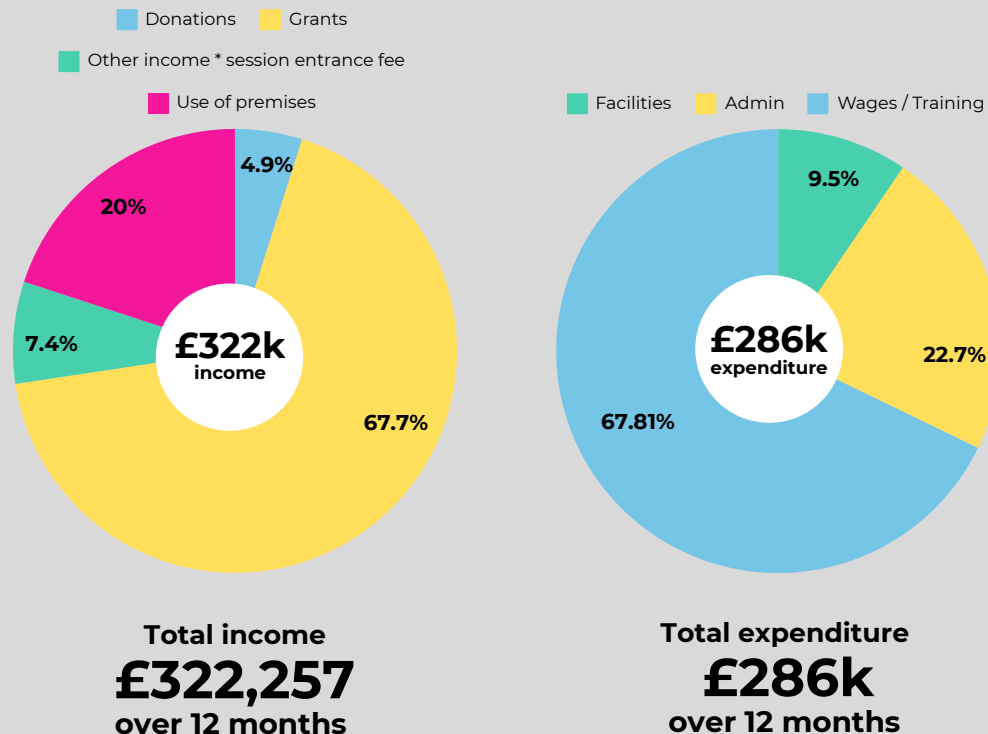


FUN

Creating an environment where children and young people, the community, staff and volunteers can enjoy life.

INCOME / EXPENDITURE

The total income and total expenditure amounts include a carried forward figure of £36K which is allocated for project work spanning two financial years and contingency planning.



Although Door 84 has been established for many years, we do not receive local or national government funding apart from small amounts of HAF (Holiday, Activities, and Food) and Ward funding. However, research shows that many people think the local authority financially supports us.

We have made significant progress in the past four years in broadening how we engage our wider community, and there is no doubt the pandemic has accelerated our position as a trusted, local community hub and resource.

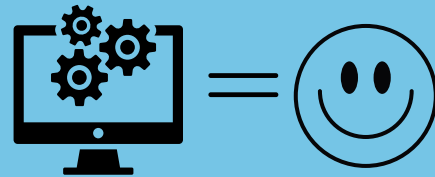
HIGHLIGHTS 2023 -2024

It has been a busy year with great outcomes, here's a few of our highlights.

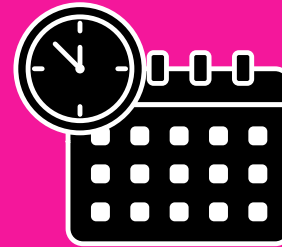
DAVE, the Easter bunny visited us in session at Community Sparks.



The Lord Mayor of York visited our Summer Event



New computer systems to make life easier!



403
sessions
provided



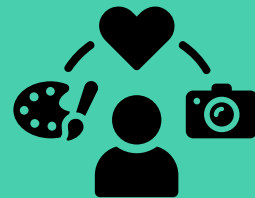
Heidi our Exec Manager awarded a fellowship from Rotary International.



We are proud to be a key member of TWYP, a group of partner organisations promoting joint working with young people in York.



5962+
attendances
across projects



500
activities
delivered

Our New CIO Status



Stability for the Organisation



Stability for our Trustees



363
8-25 year olds
attended a
session

Kingswood Residential Trip

16 Young People had the "Best trip ever!"



Investment in ActivAll boards that combine movement, coordination problem-solving and competition!



THE NEED

National Level:

Across the country communities are struggling under the weight of the 'Cost of Living Crisis' both financially and in terms of impact on wellbeing.

1.3
Million

Young people have stopped doing things they love due to the 'Cost of Living Crisis'.¹

80%

Of young people are becoming isolated from peers and their communities.¹

53%

The number of children needing help from councils for mental health related issues has increased by nearly 53% since 2018.²



7 out of 10

UK adults are concerned about not being able to pay general monthly household bills.³

Local Level: York

On a local level, we are seeing evidence of the impact of the 'Cost of Living Crisis' too. As of January 2024, 11.5% of children in York are living in low income families and there are 13.5% of households in fuel poverty.⁴

Local Level: Guildhall Ward

Door 84 Youth and Community Centre is situated in the Guildhall ward, where 12.3% of children aged 0-15 are living in low income families (this has been identified as an area of concern by City of York Council).⁴

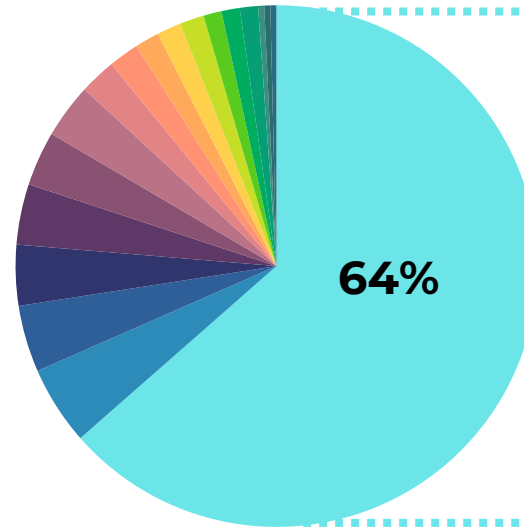
Guildhall Ward has **highest**

**Anti Social
Behaviour Rate**

Crime Rate

⁴.

We have also seen the isolating effect that the 'Cost of Living Crisis' has had; only 58.82% of residents in Guildhall agree that they belong to their local area, a figure which is in the bottom 5 ranking wards in York, and a figure that again has been identified as an area of concern by the City of York Council.⁴



Youth Session Attendance by York Council Wards

64% of young people attending Door 84 live in the **top 4 most deprived wards** in York.^{5, 6}

Looking further afield than the Guildhall ward, Door 84 serves communities across the whole of York, in addition to other areas such as Selby and the district of Hambleton.



Attendees travel as far as 16 miles away to access our Inclusive Adult Social Group "Community Sparks". Young People travel up to a 10 mile radius.⁵

Our newly painted wall mural in collaboration with York Mind



OUR PROVISION

YOUTH



YOUTH SESSIONS 4 x PER WEEK

8-12 Years / 13-17 Years / 8-17 Years
16 - 25 Years

A range of activities delivered in our café, games room and outdoor area. Include activities such as cooking, sports, creative arts & crafts and gaming.

TRIPS

Residential Trips / Day Trips

Available for all ages. 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.

TARGETED PROJECTS

We also work with young people needing additional support and have partnered on projects with York Mind, Refugee Action York and Big Future Foundations project to run targeted projects aimed at helping those most in need.

INDIVIDUAL SUPPORT

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



THERAPEUTIC PLAY SESSIONS

Sessions are delivered by our qualified Play Therapist registered with APAC (equivalent to BPAC). Each session is tailored to the participant, with therapeutic play activities including puppetry, role play, sand, art, and clay sculpting.



COMMUNITY



COMMUNITY 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. Activities include card making, clay sculpture, bingo, games and seasonal parties.

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 throughout their time. We believe that everyone has innate skills and abilities, and that these should be nurtured.

CAFE 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 - refreshments available.

Access to Support Organisations is also available eg: Local Area Coordinator / Ward Councillors / NHS

FOOD PROJECT

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.



COMMUNITY EVENTS

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

YOUTH

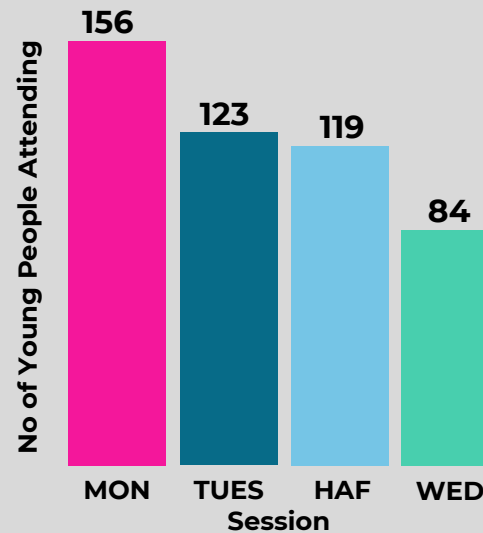
Our core youth provision are our youth club sessions, which run on weekday evenings throughout the year.

Monday evenings are for ages 8-17 yrs, Tuesdays for 8-12 yrs and Wednesdays for 13-17 yrs. It has been a busy year with more young people engaging in our sessions than previously.

We have also delivered three trips for young people to Clifford's Tower, ice skating and to the pantomime over Christmas. Additionally, we have delivered two residential trips: a one night stay at Snowball Plantation and a two night stay at Kingswood (an outdoor activities centre in the Peak District).

In addition to this, we have delivered sports, drama and cooking sessions as part of the Holiday Activity and Food Programme ('HAF') in the Easter, summer and Christmas holidays, a 6 week project with York Mind exploring issues around male mental health / suicide awareness through art and a 4 week project with Refugee Action York involving a range of different activities within our youth clubs.

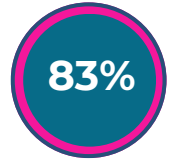
I love Door 84 because it makes me feel good when I'm sad



Have made friends since attending Door 84



Feel more confident since attending Door 84



Have learned new skills since attending Door 84

Survey results compiled from 24 Young People 2024



I always feel included and welcome



FINDINGS



79% of young people want more sport related activities and sessions. We are looking at options of how this could be facilitated in the latter half of 2024.



"Individual" tailored support is often provided for young people and families. This may include supporting parents in School meetings, looking into financial advice for the family or referring them to professional groups.

Volunteers

51

Individuals Attending

346

Sessions Delivered

167

Data taken over 12 months

Activities that we increased this year from the previous year's feedback.



Residentials & trips



Regular cooking sessions



Drama workshops



Interactive gaming equipment

YOUTH 16 25 GROUP

The 16 - 25 age sessions have been going strong for a number of years and is one of York's only open access groups for this age range.

We offer tailored activities and support to suit the needs of the group including life skills such as cooking, budgeting, housing advice, benefits as well as healthy relationships and wellbeing.

The weekly sessions enables the group members to feel safe, relaxed and listened to. There is also plenty of opportunities to play, game, craft, enjoy trips and of course just chill out.



I now see everyone as an individual, with their own story

Stuart* enjoys attending sessions, and his role as a Young Volunteer. He told us since being involved with Door 84 it has helped him become more patient, understanding and open to what others may be going through. His confidence has grown and he grateful to be able use his new skills to help his community.

Staff supported Stuart with a job application, interview, and trial shift, he said "I don't think I'd be in the position to get the job if it weren't for my time at Door 84.

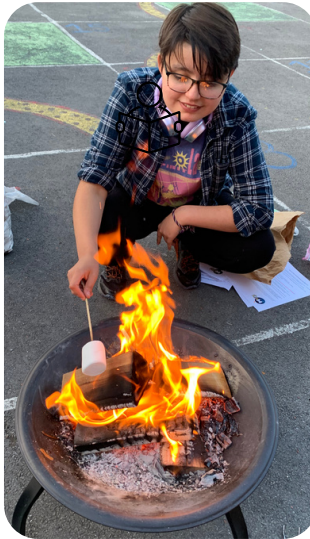
Participants

17

Sessions
Delivered

42

Data taken over 12 months



FINDINGS



The core group of attendees have built strong relationships with their peers and staff over time.



Explore ways to increase attendance and aid harder to reach young people that could richly benefit with support and social interaction.

THERAPEUTIC PLAY

Play Therapy is the dynamic process between the child and Play Therapist in which the child explores at their own pace and with their own agenda those issues, past and current, conscious and unconscious, that are affecting the child's life in the present.

The child's inner resources are enabled by the therapeutic alliance to bring about growth and change. Play Therapy is child-centred, and encompasses many approaches where play is primary and speech is secondary.



She now accepts love, hugs and support if needed



Harriet* (aged 9) experienced the recent bereavement of her Dad. Therapeutic Play sessions were offered alongside Youth Club sessions. Newly diagnosed as neurodiverse she struggled with friendships, managing emotions and frequently had meltdowns at home.

Since attending Mum said Harriet now comes in from school and is so much more content, the outbursts are minimal and if she cries, she can share why she was upset. Our home life is hugely improved; we have a much healthier, happier relationship and so much more joy in our lives.

PTUK research shows play/creative arts therapies supports clinical improvement of children with emotional, behavioural or mental health problems. 7.

Door 84's results show

83%
improvement

Participants

6

Sessions
Delivered

58

Data taken over 12 months

FINDINGS



Revamp the room with new flooring, better storage & additional materials /resources.



Invest time to create better partnerships within schools.



Potential to offer more sessions if funding and capacity allows.

COMMUNITY SPARKS

Our adult provision for attendees with additional support needs has entered its 11th year. Over this time, the service has developed and adapted to the needs of the group.

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

Whilst many local groups have ceased to exist post covid, we have strived to be a constant entity for our attendees.

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

Group numbers continue to grow each year. Friendships blossom and are nurtured with regular contact within session. This results in many additional social events organised externally, which also aids in increasing networks and reducing isolation for many.

Feedback from carers has highlighted the support they received via peers and the staff team are equally valuable to them as the sessions are to the participants.

“I enjoy attending on both a social & professional aspect. It helps with making connections, relationships and friendships within the community.”



FINDINGS



After an initial trial and overwhelming feedback of gratitude, we have extended our community pantry offering to carers in session which provides food at discounted prices.



The current offering of activities, trips and parties provide a creative, inspiring environment where friendships are encouraged reducing isolation for attendees and their carers.



47% who completed the survey wanted additional sessions. Further consultation on this to be carried out.

Supported
Volunteers

5

Participants

60

Carers

254~

Sessions
Delivered

93

Data taken over 12 months

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

98%
have
made
friends



Survey results
compiled from 85
Group Members
2024

83%
tried new
activities



67%
gained
more
confidence



He feels safe here, his
confidence has grown



Ian* is profoundly deaf, Jackie* has been Ian's carer for over 5 years. They started attending Community Sparks over 18 months ago. Jackie shared "After his first week of attending Ian said that he felt "safe", which is the most important thing for him as it gives him security".

Staff and other group members have learnt some sign language so they can communicate better with Ian. The team sets up the big music speaker next to him so that he can touch it, feel the vibrations and join in.

"Ian has gained confidence and is happy to engage with others which is brilliant as he is usually clingy" said Jackie

COMMUNITY CAFE

The community cafe has evolved substantially over the past two years. We now offer a selection of free surplus foods for residents to access while providing hot drinks and biscuits.

Alongside this, we run our new Community Pantry. We subscribe to Fareshare and offer a food bank and affordably priced food to help combat food poverty. The introduction of the Community Pantry has proved a great success with local residents and Cafe attendees.

Each week, external organisations are invited to work alongside the team to support our attendees with their specialisms, such as housing advice, debt advice, and gambling advice.

Partnership work with York Learning provides opportunities to complete courses include sewing, cooking, and arts and crafts. York Hygiene bank is a new partnership that has been very welcomed by attendees. They provide weekly supplies of personal hygiene and home cleaning products.

Everything we provide in support of the wider family needs is sourced via additional funding from a variety of providers.



Purchased a washing machine to assist local residents with laundry needs



Provided 1 caravan holiday to a family that does not have access to holidays



Provided 12 families including 22 children with bespoke vouchers tailored to their needs



Supported 16 families to visit Santa and have a fun day out for free.



Provide children's clothes, toys, books & games for free



Provided for our community members over 12 months



The service you provide shines a light in the darkness, it helps us feed our families. Thanks from the bottom of my heart.



Most of the time I don't speak to anyone, it's very lonely



Jack* used to be homeless and didn't know Door 84 existed until a friend told him about it. Although accommodation is now secured he still struggles to manage his finances and attends the cafe every week.

Jack told us his story; I have tried to manage without food banks in the past but it's becoming impossible now.

What has also helped me is the personal support I have received from the staff and other professional services. In particular, helping me with the job centre and applying for jobs because I don't have a computer at home and I struggle with my reading and writing. It's nice to have some company as well because most of the time I don't speak to anyone as I live alone and can get very lonely. I really look forwards to Cafes sessions.

Average weekly headcount

31

Sessions Delivered

51

Data taken over 12 months

FINDINGS



We work with other professional organisations and chose to alter the cafe day, to earlier in the week to resolve issues and assist with early interventions. We found there was a reduced amount of food waste due to increased attendance, and better distribution options.



Despite promotion via social media and posters - additional networking is necessary to engage with local families that are in need.



Partnership work with groups such as the Groves Association and York Learning. This is proving successful and provides opportunities for attendees to gain skills and generates further joint working.



FACILITIES



Door 84 owns the building and outbuildings, which were originally constructed in the 1830s.

The large building consists of a Games Room, Gaming Hub, Cafe, 121 Therapy rooms, three office spaces, a sports/event hall and a large playground.

The plot has 12 car parking spaces and two annex buildings, one of which is solely used by a private nursery.

The building allows us to run our services across the spaces and facilities, allowing us to hire out the rooms under Licence Agreements and ad-hoc Agreements.



To hire a room at Door 84 ring 01904 623177

100%

Agreed D84 Staff are friendly & helpful

100%

Would recommend working with Door 84 to others

95%

Are happy with the service they receive from Door 84

Survey results compiled from 23 Licensees / Partnerships



The team are exceptional. Caring, kind and go above and beyond to help the community. We are proud to be involved with them.



50%

Would like Sport Sessions for all ages to be available at Door 84 (eg Football, Basketball, Dance, Yoga)

Survey results compiled from 119 responses 2024

FINDINGS



A 200 year old property is costly to maintain. Building grants are difficult to source.

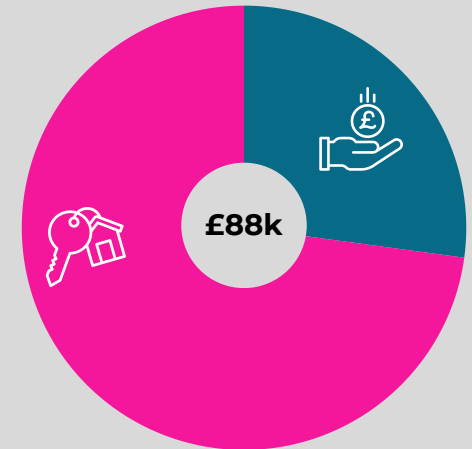


Adaptation to improve service provision is limited. Changes would improve accessibility, adaptability, energy efficiency and more aesthetically pleasing.

Building Related Costs over a 12 month period

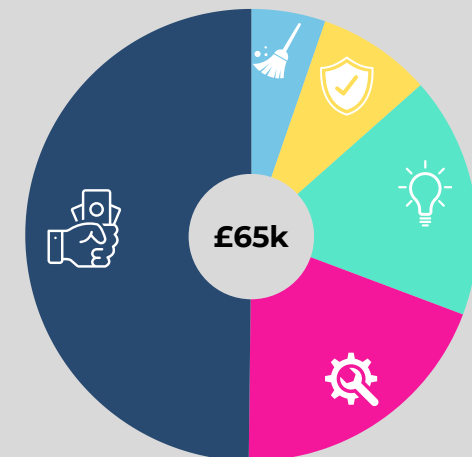
INCOME

- Other Income
- Rental and Licensee Income



EXPENDITURE

- Cleaning
- Insurance
- Utilities & Rates
- Repairs & Renewals
- Wages



OUR VOLUNTEERS

Volunteers work across the organisation contributing in many areas such as the Board of Trustees, supporting service delivery within Youth, Cafe and Community Sparks sessions.

Our vibrant team of volunteers are a vital component in Door 84's success, bringing ideas, experience, commitment, labour and a common goal to help support and provide for our community.

Volunteers include students for Yorks's two Universities, local residents, and session participants (young people and adults) who have upskilled into supported volunteer roles.

Several have started as service users, progressed through volunteering and are now paid members of staff.

 **An amazing experience to develop my skills. I feel that I have made a difference!**

 Area of service

 No. of volunteers

Youth	50
Cafe	14
Community Sparks	13
Trustees	12
Facilities	1

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



 **Volunteering keeps my anxiety under control** 

*Sally originally attended the sessions as a participant but soon came to realise that her gift was helping others stay happy and have a laugh. Her focus turned to supporting the running of the sessions to get fully involved.

Sally voiced that volunteering kept her motivated, gave her purpose and enabled her to go home after the session and get on with other important things in her day.

FINDINGS

 Increased engagement seen after adapting volunteer training programme to current specific needs rather than a generalised format.

 Many Youth volunteers are students and therefore absent during holiday periods. However, due to their course content, they already possess knowledge and relatable experience to enhance their roles and the provision.

OUR FINDINGS

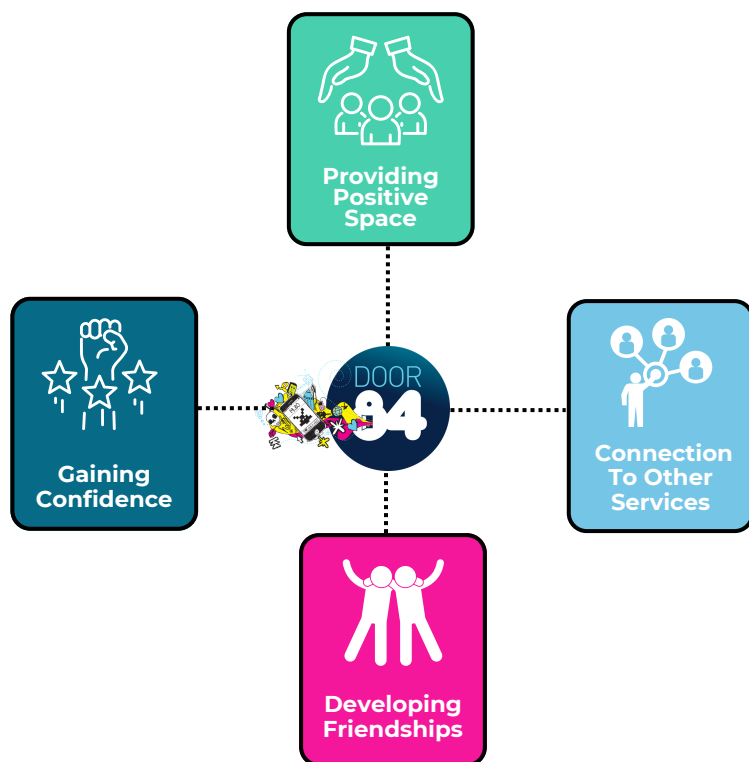
Door 84 is collaborating with York St John University students and lecturers in undertaking our current "Reimagining Door 84" Project.

Est.
1841 | YORK
ST JOHN
UNIVERSITY

This is evaluating what the community understands about Door 84 now and how the charity could be developed in the future to support those who use our provision better and encourage extended engagement.

The project involves all service users and the wider public, employing various methods to ensure that our community is immersed in shaping this consultation by being at the core of the project. Service users are undertaking the research, asking questions where answers will lead to change and development.

Already, participants have clearly expressed their feelings that Door 84 is vital in its function for the Groves and the wider York community.



During mapping exercises, people have emphasised how vital Door 84 has been for their lives in developing friendships, gaining confidence and providing positive space for them.

Participants across the project have emphasised the centrality of Door 84 in the lives of many and how it performs a vital role in bringing together many strands of essential services that would fall apart in the absence of Door 84.

The interviews already conducted with external stakeholders by the young researchers have demonstrated the great value that the York community places on the work undertaken by Door 84 in acting as a crucial connection point with other services. Where the research projects have focused on potential futures and changes, there has been an overriding response for "more Door 84".

We are committed to supporting the requests and to continue developing and building on what is needed.



Food

A theme from the findings that is presented as necessary, is the inclusion of food in sessions. Food becomes essential in the sessions to socialise, develop life skills, develop personal opinions and identities in a safe space and practically feed young people.



Increase

Rather than change substantial aspects, apart from the physicality of it, participants have generally emphasised wanting to increase the capacity and availability of the current work being done.

The Reimagining Door 84 Project continues and will be completed by the end of July 2024, when the full report will be available.

Questionnaire Surveys	143 service users completed structured questionnaires in March 2024. 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.
Focus Groups to discuss themes or questions addressed in the evaluation.	Carried out within sessions led by *YSJ Research Staff
Creative research	Art, Drama based activities carried out within sessions with Service Users
Collaboration with YSJ University Research Team	Participatory mapping activities, Reflective journal based on observations and conversations, Suggestion board-based research, Youth researcher interviews with service users.
Therapeutic Play	Strengths, Difficulties, Questionnaire (SDQ's) (Pre / Mid / End), Reviews, Case Studies - Parents / Caregivers / Professionals
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 - Onside's Annual Study into Young People's Lives Outside of School - October 2023
 - 2 - <https://www.local.gov.uk/about/news/social-workers-seeing-record-numbers-children-mental-health-problems>
 - 3 - Mental Health Foundation (2023). Mental Health and the Cost-of-Living Crisis: Another pandemic in the making? Glasgow: The Mental Health Foundation
 - 4 - Guildhall - Ward profile. Produced on 14/01/2024 by the Business Intelligence Hub
 - 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 266 addresses that were given by YP attending in a 12 month period.
 - 6 - <https://www.data.gov.uk/dataset/a64b08cf-3b02-4d56-bcf7-fd69f24b8bf5/indices-of-multiple-deprivation-in-york>
 - 7- [Our Background - Play Therapy UK](#), 2024
- * names have been changed in case studies for anonymity purposes.