

## Chairman's report:



## **Summary Report and Accounts 2009**

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This has been a really good year in the life of Open Door. We have developed our services, joined forces with the ICE (Initiatives in Christian Education) project, and undertaken reviews to ensure a sound financial future for our projects. Whilst this has been challenging at times I am excited about the future, and I am delighted at the way our staff and volunteer teams have embraced new ideas and ways of working.

The current financial climate is difficult for everyone, and we have taken steps to reduce our running costs, but without compromising the quality of our services, this is also a testament to the commitment of the people who work in our projects.

Bringing ICE on board has been the biggest change this year but will help to broaden our portfolio and widen the scope of our work. Links between ICE and Nightshift will also strengthen our brand, increase our visibility locally, and allow us to develop further services aimed particularly at young people.

The project updates reported here show that we continue to respond to real needs, with a flexible approach which has always been our hallmark. Our motivation to communicate the message of Jesus in our community through action and partnership working remains our key driver. We're pleased to work with local Churches as we've always done, but also with the Police, Local Authority, and a range of agencies in parallel fields, and with Education, all aimed at making a positive difference in our community.

To everyone who supports us Donors, Staff, Volunteers and Partners a huge Thank You.

Daryl Fulls  
Chair, Open Door Trustee Board.

### **Café Project:**

Our primary aim is to provide a contact point for people needing support. As in previous years the attraction of our budget priced food and drink means this is a way of appealing to those who benefit most from our services and opens the way for conversations, out of which we're able to offer assistance. Typically our volunteer teams will be asked for help with benefits enquiries, housing issues, or support in making contact with utility companies etc. Over 1000 individuals visited in 2009 and we spent nearly 200 volunteer hours providing 856 in depth support activities, in addition to the more general contact work we do, amounting to 1100 service provisions and 4600 meals.



We have taken the bold step this year of reducing costs, so our café will offer a simplified menu but without reducing quality or service provision. A new look Coffee Bar premises, promises some exciting new developments for the next 12 months, with positive feedback from customers already.

### **Child Contact Centre:**

Twice monthly we have the privilege of seeing children visit the Contact Centre to spend some quality time with the parent they don't live with. Sometimes it's been a very long time since they last saw each other and we watch the mixed responses when they meet again – sometimes excitement, sometimes anxiety – but with our support the two hours pass all too quickly. We provide toys, craft equipment and some light refreshments to make the time as enjoyable as possible. Three families who have been



using our services have now made sufficient progress in their relationships to meet outside without our involvement, which we consider a major success. They also gave us excellent feedback, which is also hugely encouraging.

Most of the children who come to us are very young but their little lives are complicated by the situations they find themselves in. Referring solicitors may give us some background, but we become quickly aware of the traumatic situation within some of our families, violence between the parents, or the threat of abduction by the absent parent, addictions, or prison sentences. For some of our families it's the breakdown of trust in a relationship that needs time to repair. Either way, we believe we have a crucial role in maintaining a positive atmosphere in the Contact Centre, and it's always a joy, if also a challenge at times, to welcome families who need our support as they work through some of their issues. There is no doubt in our minds that God is at work here and has changed lives as a result.

### **ICE Project:**

After 15 years of working independently, ICE has decided to come under the 'Open Door 'umbrella'. We share similar values and aims and, like Open Door, ICE is also supported by local churches. This is a very positive move which will benefit both organisations.



ICE helps train young people to become Youth Workers by providing practical placements alongside their academic training (provided by South West Youth Ministries). These placements include community action programmes and work in Exmouth College, the largest comprehensive school in the UK. So as well as supporting the schools programme of

Religious Education, we have been majoring on offering opportunities for the young people of Exmouth to develop their strengths and overcome areas of struggle.

This year, the Summer Camp programme included survival skills, dance, music workshops and IT experience, producing a very professional DVD of the week's activities.

The most high profile annual event is a talent contest – Exmouth's Got Talent – attended by hundreds of young people, their parents and friends who support them through the auditions and at the grand final. This high energy event showcases the talents of the most gifted young people and attracts a lot of interest from local press. The ICE team are fully involved in mentoring, encouraging and working with young people throughout the process to improve self confidence, performance skills, and healthy competition.

Each week, extra curricular activities are run during break times at college to help young people work through problems related to family, peers, relationships, and increasingly, alcohol and drug issues.

As part of the merger with Open Door, we have one of our team members working with the Nightshift project to develop the contacts we have with young people outside the school environment and to take further our work with alcohol and drug misuse. We now regularly contact 30-40 young people at the weekends.

### **Nightshift:**

As with all our projects, this has been a year of growth and development. From running one shift each weekend, we now run two, an 'early shift' from 9pm to 12.30am, and a 'late shift'



from 11.30pm to 3am each Saturday night. The early shift contacts young people mainly, while the late shift continues to help late night revellers.

Whilst the early shift operates every fortnight, we have plans to increase this to every week in the New Year. Late shift has had teams on the streets every week all year, irrespective of weather conditions, which has communicated a strong message to our community that we are committed to this project and it aims to help make the streets safer for everyone.

We're often asked by people out at night whether we're paid to do this, and they are amazed that we all volunteer! So whether it's been freezing conditions on New Year's Eve, wet in Spring or warm in Summer, we have kept on going. Street patrol teams are in radio contact with CCTV and can respond to calls to attend incidents. Our base teams provide respite facilities and the street patrols can bring people back to us for coffee, all are supported by our prayer teams.

Emergency service personnel, shop owners and taxi drivers have all in some way or other benefitted from our presence. The people we have helped to get home or to find friends again have all responded warmly to our assistance, even if some of them have been too drunk to be fully aware. But by taking them off the streets for a while, we have helped reduce incidents and lightened the load for the emergency services.

Because the Nightshift project is held in high esteem, we now have regular input to the Community Safety Partnership group and network with others to improve services for residents and visitors to the town.

## Financial Statement 31st December 2009

Incoming Resources from generated funds	Unrestricted Funds 2009	Restricted Funds 2009	Total Funds 2009	Total Funds 2008
	£	£	£	£
Voluntary Income	113,511		113,511	50,103
Activities for generating funds	549		549	3,405
Incoming resources from charitable activities	21,785	228	22,013	13,434
Other incoming resources	1,718		1,718	1,724
<b>Total Incoming Resources</b>	<b>137,563</b>	<b>228</b>	<b>137,791</b>	<b>68,666</b>
<b>Resources Expended</b>				
Charitable activities	106,529	1,000	107,529	-
Costs of generating voluntary income	7,332		7,332	1,610
Governance costs	9,442		9,442	-
<b>Total Resources Expended</b>	<b>123,303</b>	<b>1,000</b>	<b>124,303</b>	<b>1,610</b>
<b>Movement in total funds for the year-net Income/(Expenditure) for the year.</b>				
	<b>14,260</b>	<b>(772)</b>	<b>13,488</b>	<b>(6,990)</b>
Total funds at 1 January 2009	22,057	1,183	23,240	30,230
<b>Total Funds at 31 December 2009</b>	<b>36,317</b>	<b>411</b>	<b>36,728</b>	<b>23,240</b>

## Balance Sheet As at 31st December 2009

	2009	2008
	£	£
<b>Fixed Assets</b>		
Tangible Assets	4,951	-
<b>Current Assets</b>		
Debtors	-	336
Prepayments	706	550
Cash at Bank	31,629	23,157
	<u>32,335</u>	<u>24,043</u>
<b>Creditors</b>		
<b>Amount falling due within one year</b>		
Accruals	(558)	(803)
<b>Net Current Assets</b>	<u>36,728</u>	<u>23,240</u>
<b>Total Funds of the Charity</b>		
Unrestricted Funds - General	36,317	22,057
Restricted Funds	411	1,183
	<u>36,728</u>	<u>23,240</u>

Full accounts are available on request from Open Door  
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