



## Monthly e-Newsletter Issue 3 Jan 2013

**Welcome, and hope you enjoy the Open Doors e-Newsletter.**  
Please feel free to send us your feedback about it using the contact details below.

### Message from Management:

**'People Helping People'** is what it is all about here at Open Doors. Money is all about people, - in the right hands that is.

John Wesley, our beloved founder, had his heart warmed so much by God, that money burnt a hole in his pocket. So he urged his followers to **'Earn all you can, save all you can, give all you can'**. He died with few belongings but was the **'most well loved man in England'**.

An Open Doors supporter asked me ... **'Would you rather have money or food?'** *'Both I said...because the people who feel they cannot afford to give money out of the little they have, can go to the supermarket 'Morriasdatescosainbuymore' and get B.O.G.O.F items ('buy one get one free), and give the free one to Open Doors. 'Was that a good answer?'*

Many thanks to all the supporters who collect and deliver money, food, or both, to Open Doors, and of course, not forgetting those who give clothing and furniture. *Stephen Rippon (Line Manager).*

### Spotlight on – The FRONT DESK Volunteers:

Here is a flavour of life on **Open Door's** first port of call – The **Front Desk**.

#### **Key Volunteers:**

Joan Selby & David Turner (*have been doing it for a number of years*)

#### **Team Ethos:**

We try to ensure any one coming in receives a warm welcome

#### **The Day:**

**Registration:** Doors open at 10am, to a rush of people coming in. Some often want to go straight through, before the mandatory registration. For obvious reasons, registration is mandatory i.e. for Open Doors General Monitoring, Food Parcel Distribution, and of course, Health and Safety reasons. Registration of Non-Food Parcel recipients is now also undertaken (Peter Harding).

**Assessment:** Identifications of Asylum Seekers etc. are checked (i.e. ID Cards), and if all in order, a 'Note' is issued for receiving Food Parcel, as appropriate – i. e. depending on their presenting circumstances. Also, Eastern Europeans assessed as not receiving any benefits or Job Seekers Allowance are given a Food Parcel.

Clients deemed to be Destitute receive extra items in their Food Parcels, and also a small amount of money each week. (Clients are regarded as Destitute by Open Doors, on receipt of a Home Office letter stating that all support has been stopped).

**Other Tasks:** Forms for Swimming Passes are also issued, and a record of those who have No Accommodation or 'Sofa Sleepers', is also kept. Furthermore, we answer many varied questions, and/or signpost them to the appropriate agency (church, voluntary or state), or individual.

**Agencies:** A variety of Agencies also join us at our reception area, on the Thursday Drop-In day, and offer their services e.g. Red Cross, Community Police, Community Integration Network etc. This makes the reception a hub of activity.

#### **Challenges:**

These tend to be the language problems and the long queues. However, Joan has now mastered the Polish greeting for *Good Morning* and often warmly welcomes the Polish with her rendition (barring the Yorkshire accent!!) – They seem to greatly appreciate it.

#### **Personal Comments (Joan and David):**

"Over the years we have built up a good relationship with most people who come and it has been wonderful to see the way people have grown in confidence, week by week, as they have learned to trust us. Many of them can now even joke with, and tease us. We both find the job very rewarding, even if we go home absolutely shattered".

### Brief News

#### **Free NVQ Level 2**

Qualifications for Hull & East Riding; by Inspire Communities and Bolton College.

#### **Open Doors Volunteer Training**

31<sup>st</sup> Jan 2012, Princes Ave. Methodist Church – 9.30 am

New Funding Portal for Hull **"Hull 4 Funding"**. To be launched on 31<sup>st</sup> Jan. 2012, by Hull City Council.

URL <http://www.open4community.info/hull1/default.aspx>

Contact Bashir for all the above.

### Can You Help?

#### **Why not support us by:-**

#### **Financial Donations/Giving**

- Standing Orders
- Cash

#### **Other Giving**

- Food/Provisions
- Clothes, Shoes, Bedding
- Books & Toys

### Want To Know More About Open Doors?

**Just Send Us  
A Speaking Invitation**

### Contact Details

Mr Stephen Rippon (Line Manager)

Mr Bashir Siraj (Project Worker)

Tel: 01482 471136

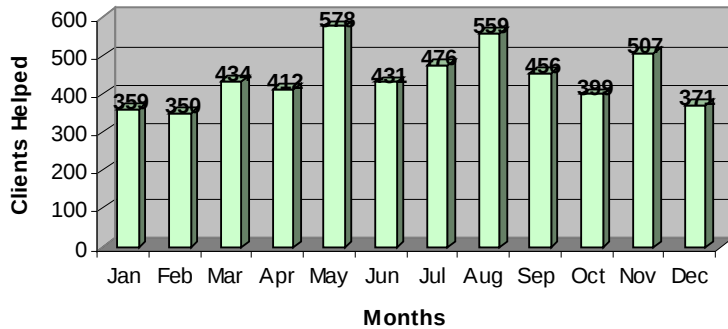
Mob: 07913120198

Email: [opendoorshull@live.co.uk](mailto:opendoorshull@live.co.uk)

Web: <http://opendoors-hull.org.uk>

## SOME STATISTICS FOR 2012

**Total Clients Helped (2012)**

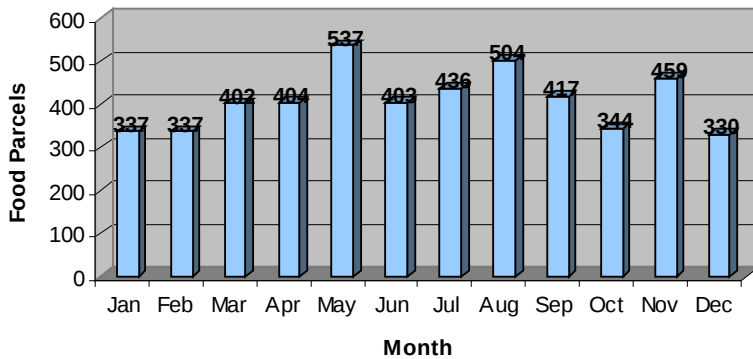


**Total Clients:**

A total of 5332 clients were helped by Open Doors in 2012.

- Highest Month - May (578)
- Lowest Month - Feb. (350)

**Food Parcels Given Out (2012)**

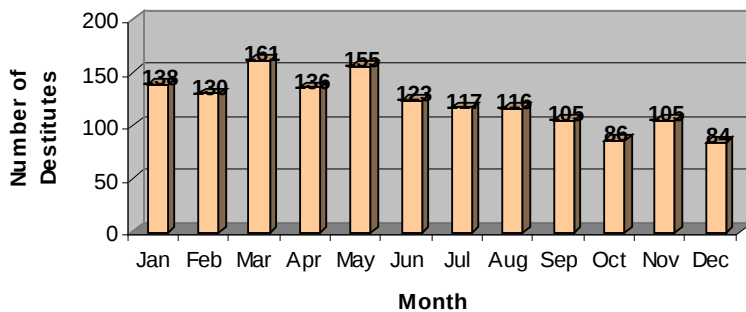


**Food Parcels:**

A total of 4910 Food Parcels were handed out. Of which 2301 went to Eastern Europeans, 1456 to the Destitute, and 1153 to 'Ordinary' Asylum Seekers. **NB: The breakdown figures represent 'occurrences', not number of clients.**

- Highest Month - May (537)
- Lowest Month - Dec. (330)
- Average - 409

**Destitute (2012)**

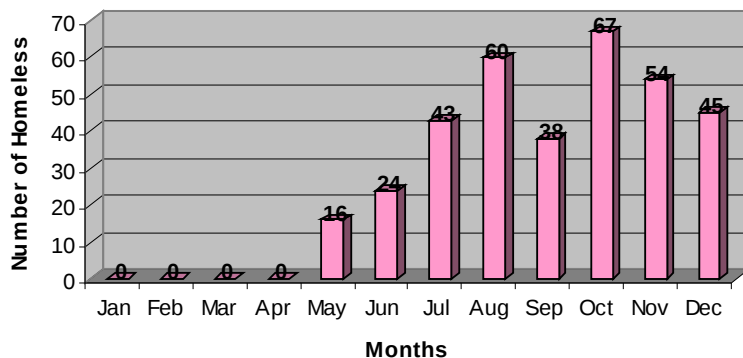


**Destitute:**

As stated above, in 2012, there were 1456 Destitute recordings. The highest number of Destitute clients in one Open Doors session stands at 37 (19<sup>th</sup> Jan 2012) – the weekly average is around 25.

- Highest Month - Mar (161)
- Lowest Month - Dec. (84)
- Average - 121

**Homeless: (NB: May - Oct. 2012)**

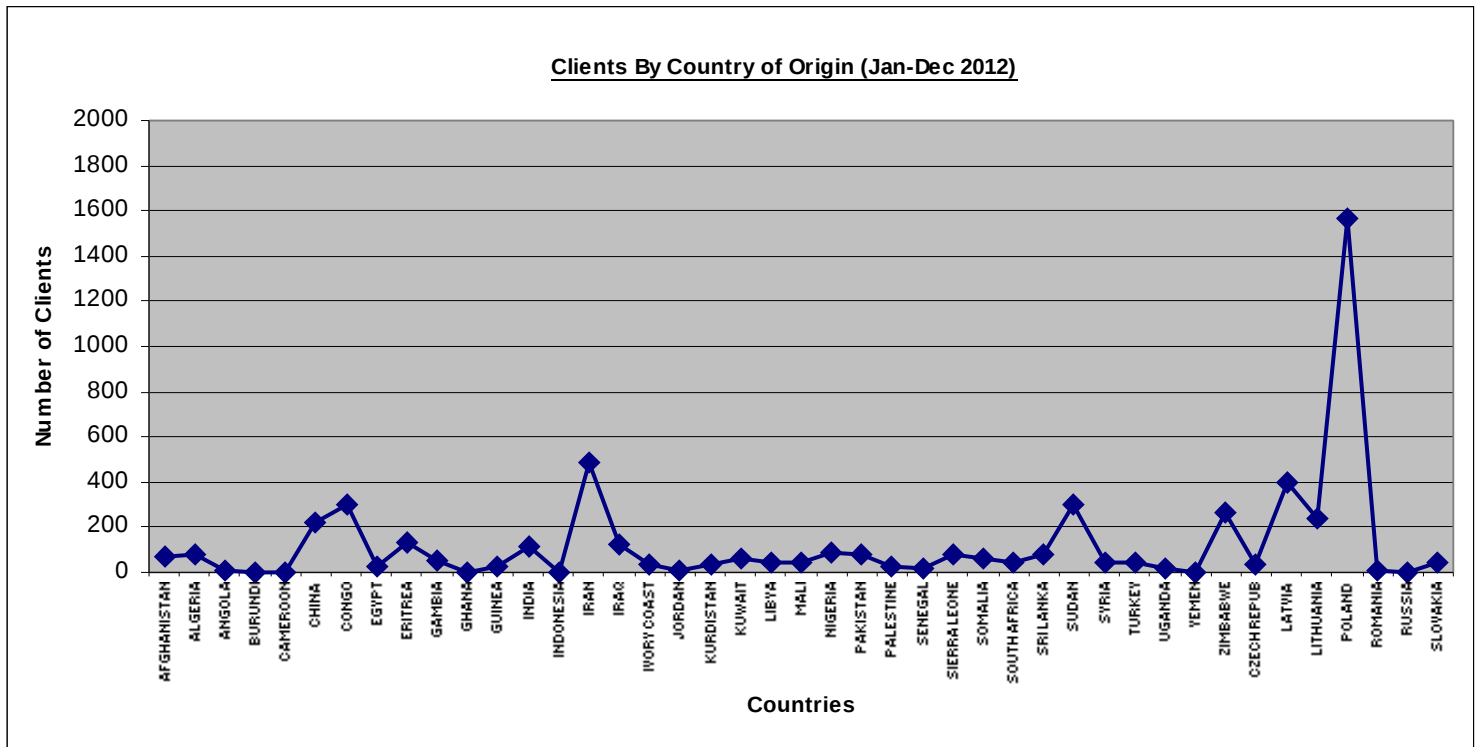


**Homeless:**

Homeless clients first appeared at the Open Doors in the last week of May 2012. From the initial 16 clients in May (only 1wks figure), the monthly figures continued to rise, peaking at 67 in Oct. 2012. The total 'Homeless presented cases' in the 8-month period (May to Dec. 2012), stood at 347.

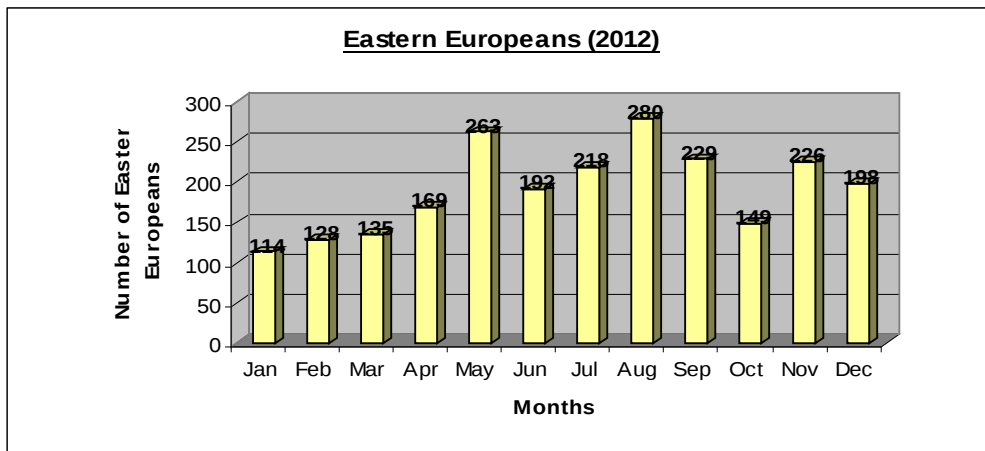
- Highest Month - Oct (67)
- Lowest Month - May. (16)
- Average - 29

## SOME STATISTICS FOR 2012 (Contd.)



**Countries of Origin:**

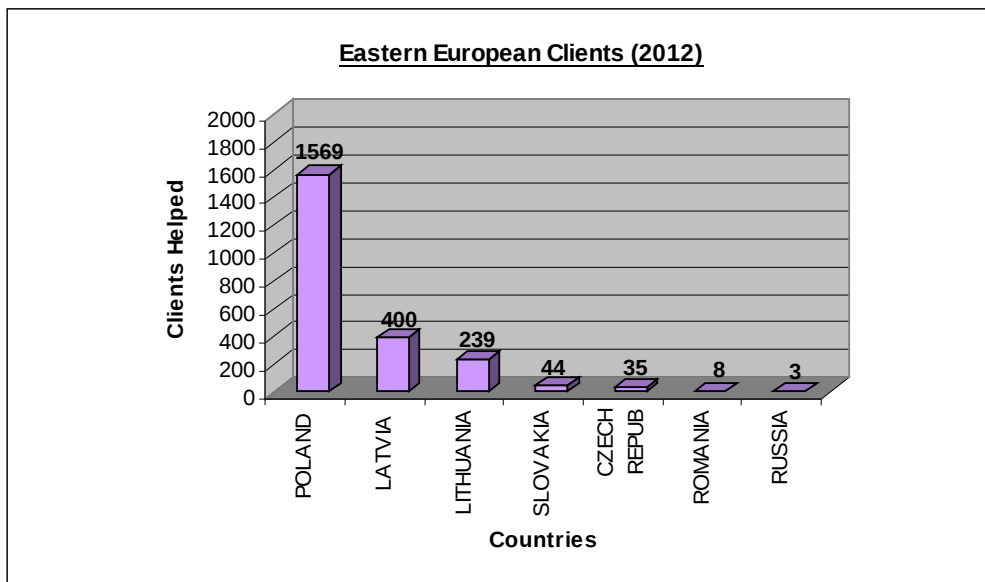
We had clients from 42 different countries coming through Open Doors. Across the year, 5532 clients were received at Open Doors of which the lion share were Polish nationals – a staggering 1569 (43.1%). The other top four nationalities were: Iran (488), Latvia (400), Sudan (301), and Congo (297).



**Eastern Europeans:**

Our statistics show that a total of 2298 Eastern Europeans attended Open Doors across the year. This represents 43.1% of our client base last year - 2012.

- Highest Month - Aug (289)
- Lowest Month - Jan. (114)
- Average - 192



**Eastern Europeans:**

As the graph shows, most of our Eastern European clients are Polish nationals (1569). They are significantly more than the next large group of nationals – Latvian (400)