



# GUESTS & HOW THEY WERE HELPED

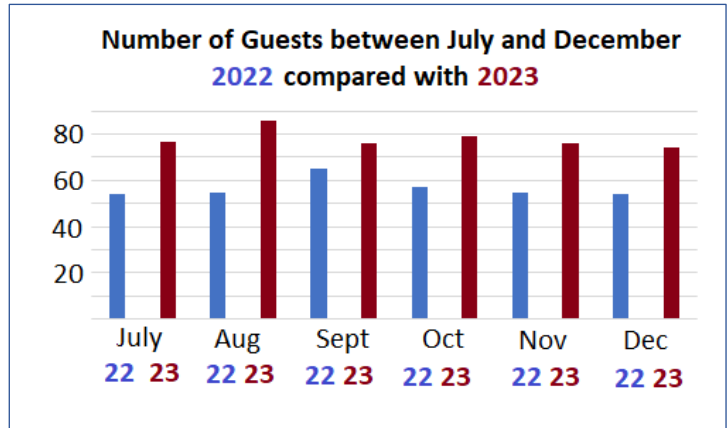
## JANUARY – DECEMBER 2023

### Guest Attendance

In 2023 Opensdoors was open for a couple of hours three days a week (Mondays, Wednesdays and Thursdays) and for an hour and a half on Friday evenings.

Some guests came just once or twice. Others kept coming, at least now and again, for many months. A few have been coming for years.

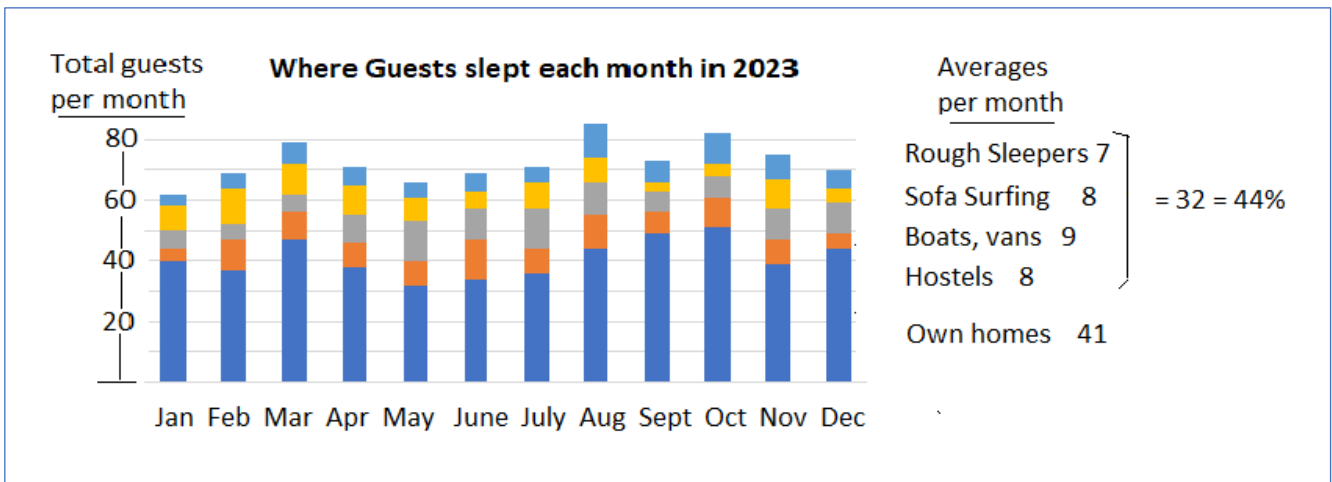
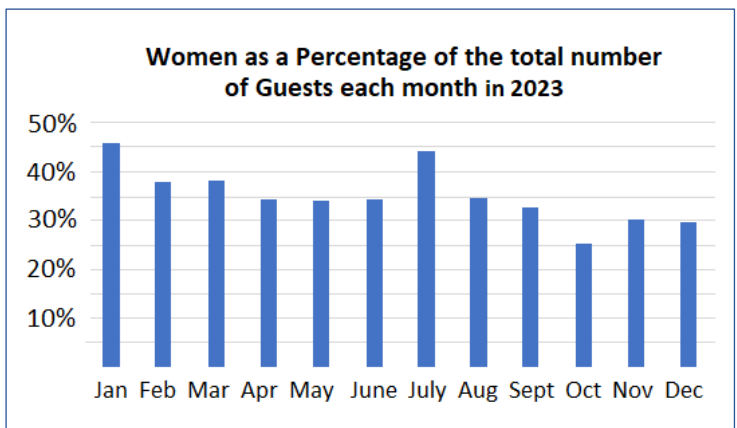
	<u>2022</u>	<u>2023</u>
Annual totals	183	250
Monthly averages	51	75
Monthly average of men this year	49	
Women monthly average	26	



### Where Guests had Slept

Just over half the guests have had their own homes to go back to once they leave a session. The guests who were homeless slept in a variety of places.

- Those termed 'rough sleepers' have been in shop doorways, churchyards, car parks.
- Sofa surfers have at least been indoors and were staying temporarily with a friend or relative or at a B&B.
- Several Opensdoors guests have been in old boats, caravans or other vehicles.
- The last category of homeless have been in hostels and they need to move on within a couple years from those rooms.



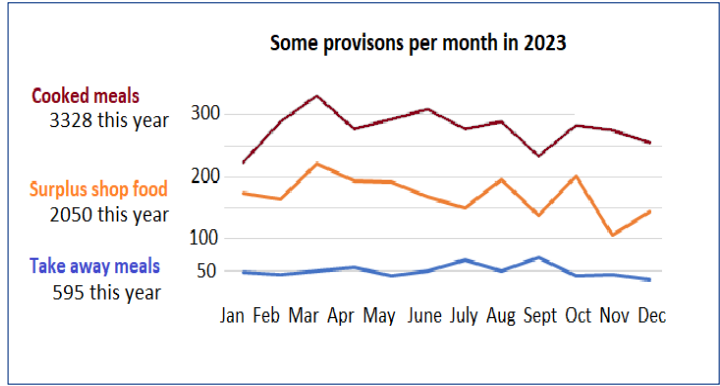
## Basic Provisions

(Level One support)

Guests made use of

- The shower
- The clothing and bedding store
- Laundry tickets they redeemed at the Market Place Launderette
- Toiletries
- Food Bank vouchers

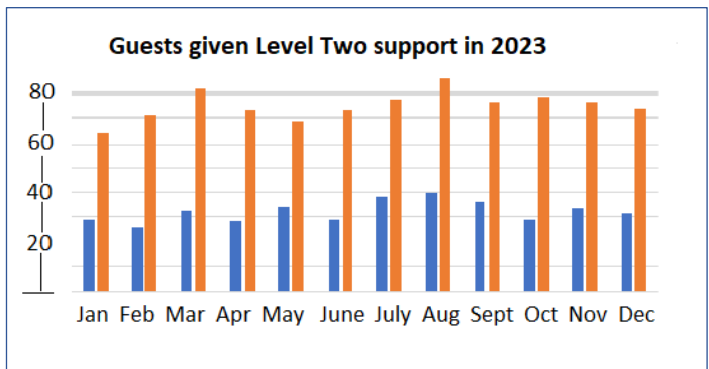
The chart shows the fluctuations in demand for the most popular items (cooked meals, surplus supermarket items and take away meals)



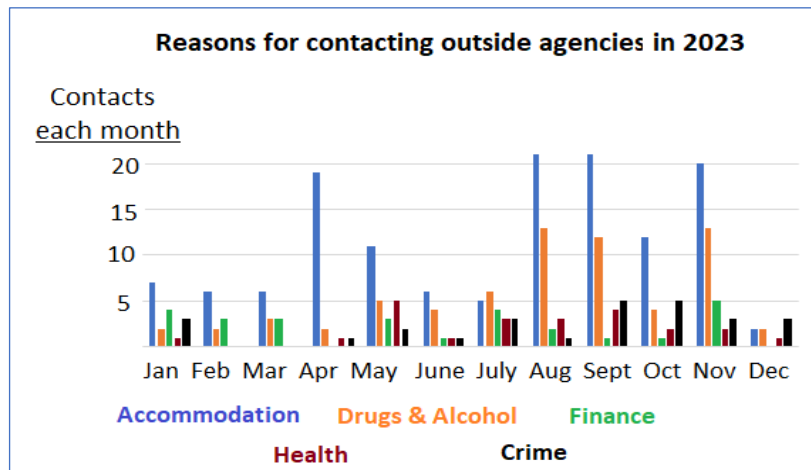
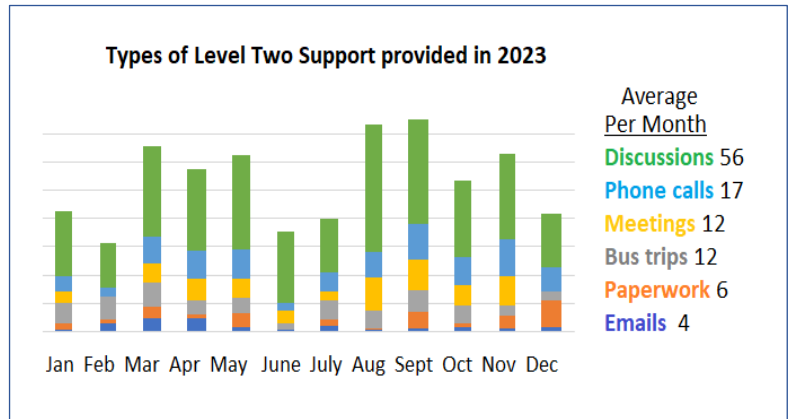
## Helping Guests improve their circumstances

(Level Two support)

Many guests asked for help beyond the basics of food, clothing, etc. (Level One) In 2023 the average number per month asking for Level Two support was 32. This is 43% of the total number attending (75) in an average month.



The nature of the support provided depended on the guest's circumstances. Talking things over has often been what was needed, to give the guest confidence to take the necessary action. Contacting other agencies was very often the next step. Trips to neighbouring towns were often necessary.



Opendoors has been in touch with a wide variety of statutory and voluntary agencies, the main ones being Wiltshire Council's Housing Solutions and Rough Sleeper Teams. We also contact Connect (Turning Point) on behalf of drug and alcohol users. Then there's the Job Centre, the Probation Service, doctor's surgeries and hospitals, etc. etc.