

► Be the difference

Thank you to our volunteers, partners, funders and supporters who help us impact thousands of young lives in Norfolk.

► Give

Your donation – whatever its size – will have a positive impact with young people locally

► Act

Volunteer – whether it's minutes or months, hours or days, the time you give really does matter

► Pray

Join with us and pray for our work

► Events

Be a part of our upcoming events

► Hire us

Book our catering services at Stepping Stones Café or hire our meeting rooms

► Visit us

Pop into Stepping Stones, our public café for delicious, freshly prepared food

Stay connected

Contact: info@ymcanorfolk.org
www.ymcanorfolk.org
facebook.com/ymcanorfolk
@YMCANorfolk
Registered Charity No. 801606



► 1856 - 2016

This year is a special year as we celebrate our 160th anniversary – an opportunity for us to remember all that has been achieved in the last 160 years and to look forward to meeting the needs of young people in the future.

New project in 2016:

Y-Heritage

Through Heritage Lottery Funding, young people have curated an exhibition that reveals our rich and diverse history in Norfolk.



So far...

31 young people have attended 24 heritage activities, training, trips and events

- Museum trips
- Ghost & Heritage Walks
- Archive Training
- Filming & photography workshops
- Exhibition planning, development & launch
- Visit to the world's first YMCA



► Justine's Story



It was just before my 18th birthday and I was not getting on with my family and we were arguing all the time, it got to the point where I was told to pack my bags and leave home.

In desperation I turned to YMCA Norfolk who were able to provide me with a room in Great Yarmouth. It was really good and helped me to get my life back on track. The YMCA helped me get me back into college on a health and social care course and I did a Life Ready course, which included tenancy awareness. It gave me confidence to do more stuff – going to the gym and playing more team games like football and do tennis and swimming.

In August last year I moved to the YMCA's MyPlace accommodation in Norwich, where I had a self-contained flat.

My keyworker Jade was great, I felt that I was more in control of what I wanted to do – she encouraged me to go to college rather than just lie in bed or stay in my room all day. She provided the motivation I needed. It felt like I had my own place but I still had some support.

The Matthew Project was able to help me, as was the St Stephen's Mental Health Unit. I get the right medication so now my depression and anxiety are under control.

I have now been able to move out into my own flat in Norwich city centre and things are starting to look up.

I do not have any qualifications, so I am going to City College to take Level 1 English and Maths as a first step. I would love to get a job in youth work, and have already done a number of volunteering roles with youth clubs. I have always wanted to help people who have gone through the same situation I have gone through. I feel positive about getting a job now and have told YMCA that I would like to volunteer with them and give something back.

► Chelsea's Story

I am very lucky to be supported by the YMCA, as now I can focus on my education rather than where I will be sleeping each night.

I came into the YMCA because of relationship breakdown with my family, where I ended up sleeping rough in Chapelfield Gardens from that Saturday till the following Tuesday.

The Council then referred me to the YMCA and that day, I was placed into Nightstop Emergency Accommodation.

The YMCA has already and is still continuing to support me to become more independent, I have my own room where I can study and feel safe in. I am finally putting on weight for the first time in a year and my mental health isn't all over the place. In fact I'm no longer on medication as I'm learning how to manage my own emotions, which is the first time I've been off meds for five years and it feels like freedom. I am in a more stable environment without constant arguments.

The YMCA literally stopped me from attempting to kill myself again, I really couldn't have done it without them as I completely lost my way and I didn't have a clue of who I was and who I wanted to be.

I have been able to enjoy many positive activities with the YMCA, such as going to Gressenhall farm and workhouse, on the Broads and getting involved in the Y-Heritage project for their 160th Anniversary. I found this project both fun and interesting, as you learn a lot about how the YMCA helped various individual's through the pictures and how, even through World War 2, their spirits are still happy and I just think that's inspiring and motivating.

My hope for the future is to be living in my own place when I am qualified as a Learning Disabilities Nurse. It is very exciting knowing this as I am already on the way to getting there.



► Welcome

From our Chairman and Chief Executive Officer

It has been a pleasure to see the life changing difference made in so many lives this past year through YMCA Norfolk. Our dedicated team of staff and volunteers has continued to empower and inspire children, young people and families to reach their full potential in body, mind and spirit.

The scale and breadth of our impact has increased this year through growth in all our service areas and this has been helped by successful fundraising and management efficiencies.

The external environment for vulnerable people and the charities who assist them has become more challenging, but we are well placed to ensure that, as we enter our 160th year, we will be able to help for many more years to come.

Richard Pennington and Tim Sweeting

This review highlights some of the successes that we have enjoyed over the past year.

Read on for inspiring stories of transformation in young lives.



► Jason's Story

When I was younger I was living with my mum, however one day, when I came home from school, I found my stuff packed up and I was going to live with my dad.

I didn't enjoy living with my dad, there used to be a lot of arguments and I had to spend a lot of time looking after my younger brother. This meant at times I would have to miss college or I would fall asleep in class. When I was 17 my mum died from cancer.

One day I came home and found that my dad had packed up my stuff and kicked me out. I had nowhere to go. So I went to live on the floor at my girlfriend's.

This was when I moved to stay with Frank, a YMCA Supported Lodgings provider in Norwich. I got on alright with Frank, I lost a lot of weight as I was eating healthily.

While this was happening, I had a work experience placement with Norse, which I started while I was at college. This placement has now



turned into a full time job, which I am very happy about.

I am now an operative, I can do anything - emptying litter bins, clearing fly tipping, grass cutting and gardening. It is nice working there, I have to be at work at 7am most mornings, and sometimes I work extra hours as I enjoy it that much.

After being in Supported Lodgings for a while I was offered a flat at YMCA's My Place accommodation in Norwich and have been there for 18 months now.

It's okay at MyPlace – I have got lots of friends. It is nice to have my own flat and I cook for myself and wash my own clothes.

From being at YMCA I have also been supported to reunite with my Uncles, who are professional chefs and have promised to help teach me to cook. Uncle John has taken me on holiday and helps me out quite a lot and has been able to reunite me with some of my extended family.

To view the full version of these accounts in the Directors Annual Report please email info@ymcanorfolk.org or phone 01603 621263.

This year YMCA Norfolk has helped

3,413 people in the local community inc...

- ▶ Our transitional accommodation
- ▶ Local schools and alternative education providers
- ▶ Youth clubs and community groups
- ▶ Families living in Norfolk

We offer support and advice for children, young people and their families:

- ▶ Helping those affected by homelessness with housing and living independently
- ▶ Personal development opportunities and routes into education, employment and training
- ▶ Strengthening family relationships to prevent breakdown
- ▶ Improving mental and physical health to help people develop healthier lifestyles
- ▶ Emotional support to help people overcome a range of issues, including abuse, neglect, bereavement and bullying

We believe every family should have the support they need to develop and lead fulfilling lives.

What we do:

- ▶ Provide practical and emotional support services for families in their homes, schools and the wider community
- ▶ Build confidence, strengthen relationships and support families to have quality time together
- ▶ Work flexibly with families to ensure they get the support they need, when they need it

The difference we make:

- ▶ Worked alongside **49** families experiencing difficult situations
- ▶ Intensively supported **20** families
- ▶ Successfully undertook **6** Family Group Conferences
- ▶ Helped to reunite **3** families
- ▶ Encouraged **11** families to take part in positive activities
- ▶ Undertook therapeutic interventions with **3** families
- ▶ Provided parent support within a cluster of schools



We have successfully completed support with **18** families who are now looking towards a brighter future



We focus on young people and help them play an active and fulfilling role within communities.

What we do:

- ▶ **Residents meetings**
Empowering young people to have a voice in their home and what matters to them
- ▶ **Your Voice**
Connecting with the whole YMCA Norfolk community to develop and improve services
- ▶ **Broadland Youth Advisory Board (YAB)**
Empowering young people to fund projects and services that make a difference in their community

The difference we make:

- ▶ **50** young people have attended Your Voice meetings
- ▶ **168** young people provided feedback about our housing services through the Client Annual Survey
- ▶ **100** young people attended a Hustings event
- ▶ **190** young people completed the Broadland YAB survey letting us know their concerns
- ▶ **16** Young Commissioners active in Broadland

"The changes we have seen from attending Your Voice have been more activities put on for the residents, changes to licence agreements and the residents generally having more of a say." Luke

We believe everyone should enjoy the benefits of good health and wellbeing.

Mind Matters:

Working in our accommodation services, schools and youth groups to address the rise in poor mental health among young people.

An innovative, peer led, early intervention programme to raise awareness, challenge stigma and offer additional help for young people.

The difference we make:

- ▶ **2,885** young people participated in Mental Health Awareness Workshops and Roadshows to increase understanding
- ▶ Recruited and trained **26** Young Mental Health Champions to provide peer support
- ▶ Provided **411** Counselling Sessions
- ▶ **28** key adults trained to identify mental health

Mental health first aid

A recognised qualification for teachers, parents and volunteers. An essential tool for identifying emerging mental health needs to prevent problems escalating.
25 key adults trained since launch in 2016

84%

of young people felt they understood more about mental health



We believe every young person should have a safe place to stay.



We are a registered Housing Provider offering **243** units of accommodation

In 2015/16 we provided a safe home and support for **479** young people



89%

of young people feel they are provided with the support they need to help them move towards independent living

(Based on the views of 168 residents who completed our Annual Survey in 2016)

We believe every young person should be able to fulfil their potential.

Life Ready:

- ▶ Tailored support and life coaching to prepare homeless young people to live independently
- ▶ In year 2 we reached more young people by expanding support to those in the community



LOTTERY FUNDED

115 young people supported; 1-1 sessions, activities and courses

20 accessed the job club

23 learnt about money skills

22 completed the Tenancy Awareness course

28 took part in physical activities to develop healthier lifestyles

14 were trained to become peer mentors

21 developed cooking skills & learnt about healthy eating

20 learnt about horticulture on our allotment

Life Ready Update:

In early 2016 we received funding from Children in Need to extend Life Ready. We are now supporting young people across the county, in Norwich and Kings Lynn as well as Great Yarmouth.

We provide real life work experience, training, skills and links into employment.

Through our social enterprises we offered 2 apprenticeships for young people to learn and develop skills in

- ▶ Horticulture at Stepping Stones Community Garden
- ▶ Hospitality at Stepping Stones Café



Resident destinations:

204 young people had a positive, planned move on

- ▶ **98** moved into their own accommodation, either with friends, a local authority tenancy or private accommodation

- ▶ **65** went into supported housing

- ▶ **41** went to stay with family

Now it's nearly time for me to get a place of my own and I can honestly say that I feel as if I can cope on my own and can look after not only myself but a place of my own. Josephine

We believe every young person should have someone they can trust.

100% of young people felt their awareness of the impact of crime, drugs and alcohol had improved

Right Direction:

A programme of diversionary, engagement and educational activities for young people at risk of offending.

Gaining the confidence to make positive choices.

Providing an environment in which young people can flourish.

- ▶ **84** young people engaged
- ▶ **201** activities attended; lunch clubs, job clubs, sports & education workshops
- ▶ **43** people progressed towards education, employment & training
- ▶ **7** residential trips provided personal development opportunities
- ▶ Discussions with PCSO's to learn about the impact of crime

Funded by the Office of the Police and Crime Commissioner, Norfolk

Positive Activities Programme:

Encouraging young people to develop life skills, confidence and friendships.

- ▶ Game nights and quizzes
- ▶ BBQs, baking and breakfast clubs
- ▶ Trips to the cinema, museums and local attractions
- ▶ Football sessions and sailing trips

