

Annual Report 2016-2017

YMCA

YMCA NORFOLK

► What we do



► This year...

YMCA Norfolk has helped people in the local community in...

- Our 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



► Welcome

Welcome to our Annual Review!



Each year we dedicate ourselves to helping young people and families create positive change in their lives so they can reach their full potential in body, mind and spirit. We are pleased to say that this year has been a particularly exciting one as there have been so many fantastic stories of lives changed for the better, one or two of which you can read about in this review.

Unfortunately, there is a growing need for the homelessness, youth and family services we provide. To combat this, we have worked hard to grow our offer so we can be there when and where people need us most. It is great to see this engagement leading to so much more than a safe roof over someone's head, but also to self-esteem, restored relationships and employment opportunities that provide more purposeful and fulfilled lives.

We hope that this Annual Review will encourage you to join with us in our mission; we have lots of opportunities to make a difference, so please get involved!
info@ymcanorfolk.org

Best wishes

Richard Pennington (Chair)
Tim Sweeting (Chief Executive)

► 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

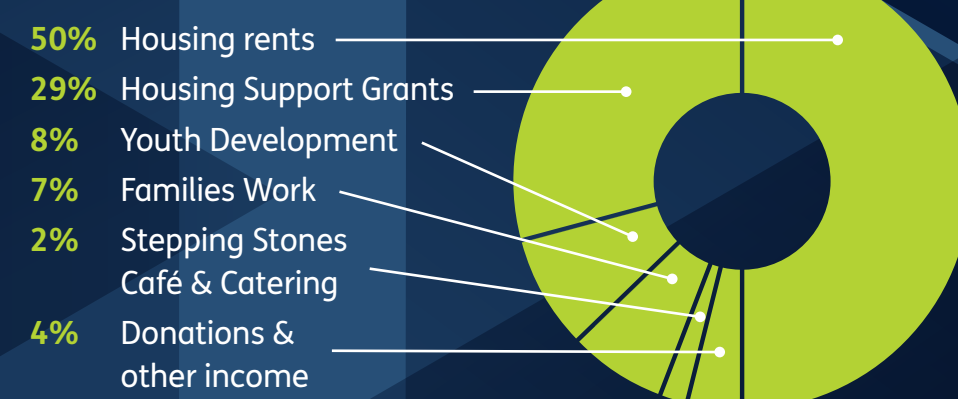
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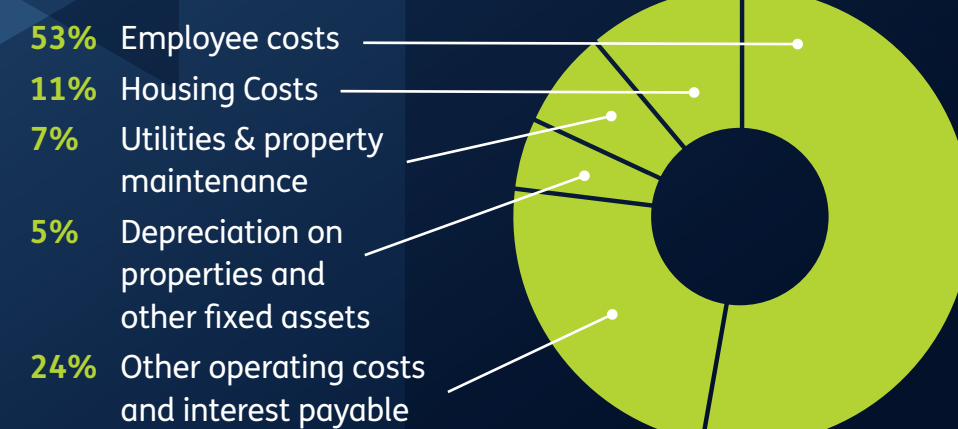


► Our Money

Where our money comes from
£3,778,724



How we spend it
£3,662,402



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

► We believe...

Every young person should have a safe place to stay

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

In 2016/17 we provided a safe home and support for **467** young people and families



90% of young people feel they are provided with the support they need to help them move towards independent living

(Based on the views of 173 residents who completed our Annual Survey in 2017)

► Case Study

War, prison, blackmail, hazardous seas and being locked into a container lorry were not enough to stop brave Sudanese refugee **Hafiz Omar battling his way to Norwich and the hope of a new life.**

Hafiz, a 20-year-old farmer, escaped the civil war in Sudan only to end up in a Libyan prison. Once released he crowded with 100 other refugees into a tiny boat heading for Italy. After spells on the streets of Rome and Paris, he ended up in the Calais "jungle" camp and then, inside a container lorry, to the UK. He was officially accepted in this country and a friend suggested he came to Norwich, where his life finally started to look much brighter.

Bridge Plus helped him with immigration issues and referred him to YMCA Norfolk as he was still sleeping rough or on friends' floors. At first he was in Supported Lodgings, then Norwich Central YMCA and finally Barnards Yard.



"YMCA Norfolk gave me a safe place to stay, a room and bed," said Hafiz. "With all the patience I have been shown I was able to get my head straight and look ahead."

Today he is learning English well, works as a kitchen porter in Norwich and has a flat. His wife Fatima has now joined him and is expecting their child.

Hafiz, a Muslim, said: "I am happy to say thanks to God and those people who have helped rescue my life. I have not felt judged and always been treated with respect by people here in England."

"Sometimes I am sad about the things that have happened in my life, I miss my family and all the bad things that still happen in Sudan, but with the help of YMCA Norfolk and others who have supported me, I feel strong enough to carry on."

► 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:

We have intensely supported **10** families

We have provided **15** therapeutic interventions

We have provided parent support to **25** family members

We have held **8** family group conferences

12 families have taken part in positive activities

We have reunited **8** families



We have successfully completed support with **69** families who are now looking towards a brighter future



► Case Study

When seven-year-old John was anxious and unsettled about going to school, mum Anna turned to YMCA families worker Louise for help.

Anna was having problems getting John to school on time as he seemed anxious about the day ahead. He refused to do simple tasks such as get dressed, have breakfast or brush his teeth, and often became aggressive towards his mum.

John was also having trouble settling down in the evenings, so Anna, a single mother, found herself with little time to relax after a full day's work.

Anna met up with Louise, mentioned John's behaviour and asked for help.

"Together we identified that John's behavioural problems were likely to be driven by anxiety about socialising at school. He also had little routine and limited family time with mum, as she had to work full-time to support the family," said Anna.

They discussed a new morning routine



for John to turn a stressful, unpleasant experience into an enjoyable one where he would have some time to play with his mum every morning.

Louise taught Anna some 15-minute attachment games that she could play with John once he was ready for school and had done some simple tasks such as eating breakfast, getting dressed and brushing his teeth.

The idea was a success from the very first day and they both loved playing together and felt less stressed. John was getting to school on time and his teachers said he seemed happier and more settled and was less aggressive. Anna was more positive about the future, she no longer felt helpless and exasperated but inspired to help her son further.

Names have been changed to protect identity.

► 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:

589 young people participated in Mental Health Awareness Workshops and Roadshows to increase understanding

Provided **211** Counselling Sessions

112 adults trained to identify mental health

112 key adults trained in mental health first aid

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.

112 key adults trained since launch in 2016



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

Young people connect 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:

53 young people have attended Your Voice meetings

173 young people provided feedback about our housing services through the Client Annual Survey

2500 young people completed the Broadland YAB survey letting us know their concerns

12 Young Commissioners active in Broadland

"By being a part of Your Voice and the associated activities I have found that my confidence has grown, my mental health has improved and my illegal substance misuse has gone completely" Chelsea

What we achieved in 2016-2017

► Case Study

Following a troubled childhood and family breakdown, Norwich teenager James Jackson found himself sofa surfing with nowhere permanent to live.

James had spent a year in care and when his parents split up he tried living with them both separately but neither worked out well. When he came out as gay to his dad it seemed to make things worse.

When he turned 16, James felt living at home was no longer an option and sofa surfed with friends until one of them suggested he get in contact with YMCA Norfolk.

He was given a room at Norwich Central YMCA and after six months got his own flat at the My Place accommodation facility.

But the YMCA was able to offer James much more than just a home. James was doing a Public Services diploma at City College and key worker Jade Todd encouraged him



to stay on and also do a two-year Outdoor Adventure diploma.

"Now I want to be an outdoor instructor. My dream job is to be a Police officer," he said.

"The YMCA staff have helped me through tough times here. When I split up with my ex I had a little mental episode when I self-harmed, which they helped me through. They have introduced me to activities such as cooking and yoga, which has helped me become less stressed.

"The YMCA is somewhere safe for young people to just be themselves when they are at their most vulnerable and lowest point and grow from that. It is like a community. Without the YMCA I am not sure I would even be here."

► We believe...

Every young person should be able to fulfil their potential

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

Through our social enterprises we offered:

2 apprenticeships and opportunities for **8** young people to learn and develop skills in:

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



Resident destinations:

95 young people progressed into employment

139 young people participated in education or contributed their time and skills through volunteering.

210 had a positive planned move-on

64 moved into supported housing

"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



Positive Activities Programme:

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

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

Chaplaincy

We provide independent chaplaincy in partnership with local churches to offer a wide range of support and guidance to people of all faiths and none.

681 hours of chaplaincy support has been provided to young people of all faiths and none

90% of young people believe they receive the support they need to move onto independent living
86% of young people feel safe in their accommodation
85% of young people believe their support sessions are effective