



## YMCA NORFOLK

### Welcome

Welcome to our Annual Review!



This year again there is much to say as, with the help of a hugely dedicated team of staff and volunteers, the young people and families we serve have achieved so much.

Our mission is to transform young lives and this review will tell you some of the exciting things we have been doing to achieve that and the impact we've had. It is a privilege to be involved with such a dynamic

and innovative organisation full of passionate people!

More than ever, the great need outstrips our ability to provide people and services to help, so please get in touch if you think you could have a part to play in supporting our mission – [info@ymcanorfolk.org](mailto:info@ymcanorfolk.org)

**Philip Macdonald**, Chairman  
**Tim Sweeting**, Chief Executive

### What we do

#### Housing in Great Yarmouth

- ▶ Shared accommodation
- ▶ Shared move-on accommodation
- ▶ Supported lodgings in local homes
- ▶ Care leavers accommodation

#### Housing in King's Lynn

- ▶ Shared accommodation
- ▶ Shared move-on accommodation

#### Housing in Norwich

- ▶ Shared accommodation
- ▶ Self-contained move on units
- ▶ Family flats and houses
- ▶ Volunteer hosted emergency accommodation
- ▶ Supported lodgings in local homes

#### Mind Matters

- ▶ Mental health support services including counselling and Youth & Adult Mental Health First Aid

#### Family Matters

- ▶ Group and one-to-one support and activities to help families thrive

#### Youth Matters

- ▶ Youth clubs, support and positive activities for young people across the county

#### Work matters

- ▶ Workplace training to help staff stay safe and legal including First aid and stress management

#### Stepping Stones Cafe

- ▶ A training and skills social enterprise in Norwich

#### Intensive family support

- ▶ Social work, therapeutic and family support to keep families together

### This year

YMCA Norfolk has helped **14197** people in the local community through...

- ▶ 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

“The YMCA has changed my life for the better, I would like to thank all involved.”



### 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 on 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

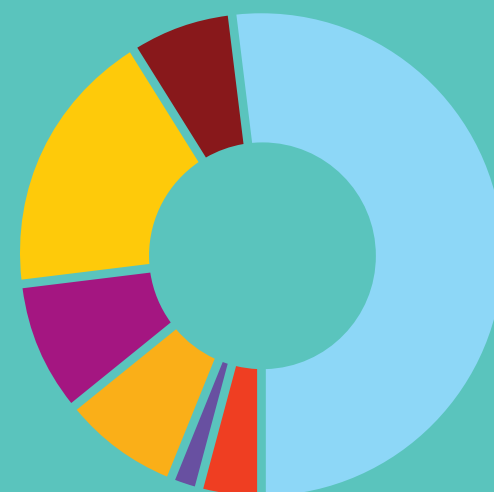
#### Visit us

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

### Money

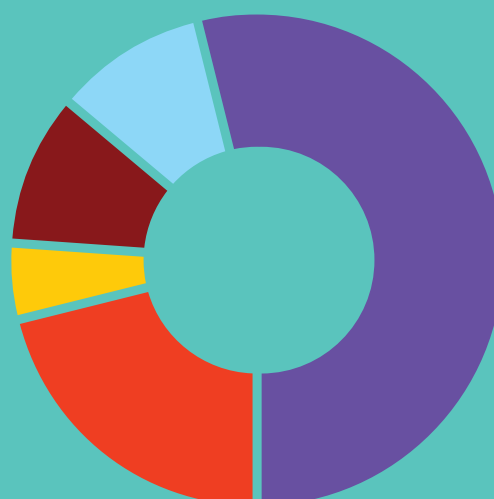
#### Where our money comes from

- 52% Housing rents
- 7% Other accommodation charges
- 18% Housing support grants etc
- 9% Youth & Community
- 8% Families team
- 2% Stepping Stones / Catering
- 4% Donations & other income



#### How we spend it

- 54% Employee costs
- 10% Rents payable & lodging providers
- 10% Utilities and property maintenance
- 5% Depreciation on properties and other fixed assets
- 21% Other operating costs and interest payable



To view the full version of these accounts in the Directors Annual Report please email [info@ymcanorfolk.org](mailto:info@ymcanorfolk.org) or phone 01603 621263.

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

We offer **220** units of accommodation as a Registered Housing Provider

Last year we provided a safe home to **458** young people

**71%** of young people housed feel that the service provides the support needed to live independently

**100%** of young people living in our Umbrella service for single parent families feel they are supported to live independently

“I am very grateful for the support YMCA Norfolk have given me in moving into my flat and helping me to be independent.”



### Case Study

#### Jamie's Story



When I first came to the YMCA in Hall Quay back in May 2017 following a family breakdown, I found it nerve wracking. I didn't know anyone, but as time went on I found my feet and got involved in every activity going.

I have taken part in a wide range of things such as, GOYA (sports and exercise activities), Ascend Adventure (outdoor activities), arts and crafts, baking, the culture club and many more volunteer opportunities.

I have regularly attended 'Your Voice' meetings and as a result I was chosen to go to the YMCA National Conference in Warwick and also this year I went on YMCA Norfolk's first international trip to Kenya. This was an eye opening experience. It was great to learn about different cultures and different ways of living. It made me realise how much I take for granted, so I don't complain as much anymore.

I recently moved into St Paul's Lodge in Great Yarmouth as I have demonstrated skills in volunteering, gardening and maintenance and progression into independence. I now realise how to respect myself and my flat ready for moving on into my own place. I'm training to be an archery instructor and I will hopefully get to work at Ascend Adventure. Once I have left YMCA Norfolk, I hope to be employed in the maintenance team for YMCA Norfolk too!



## ► We believe that every family should have the support they need to develop and lead more 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

Provided Intensive/family support to **28** families

Provided family counselling to **31** young people and their families

Provided Emergency support to **6** families

Provided Therapy to **6** families

Supported **4** families with Mediation techniques

Provided Supervised Contact for **4** families

**7** families have taken part in positive activities that strengthen family bond



**We have successfully completed support with 66 families who are now looking towards a brighter future**

## ► Case Study

### Lucy's Story



**My daughter Freya and myself have been homeless a number of times. We lived in various hostels which was detrimental for my mental health as I also suffered with drug & alcohol addiction.**

My social worker referred me to YMCA Umbrella and I was offered a home. I was over the moon, I didn't believe I deserved to be given a second chance because I didn't like the person I'd become (a drug user).

I thought the YMCA was just for teenagers & didn't think they could help someone like me in my situation. I am so grateful for the support they have given me over the last two years, without the YMCA I wouldn't be where I am now. I have a roof over my head, a loving home for Freya, a car & a job but most of all I have ME back & Freya has the best mummy that she deserves.

I've been clean for two years, but have sadly relapsed twice which I'm not proud of but I will continue to fight this dreaded addiction (disease) and know that with support I will make it.

My favourite experience was winning "Tenant of the year" 2017 at the YMCA Annual Celebration as it made me believe in myself & made me very proud of myself, my confidence has blossomed & that's thanks to the YMCA.

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

**Along with a wide range of physical activities and opportunities, we work across our accommodation services, local schools and youth groups to address the rise in poor mental health among young people.**

### Last year

**653** Young People participated in Mental Health Awareness sessions

**93** Adults were trained in Youth Mental Health First Aid

**140** members of staff attended a Mental Health Awareness Session

**We delivered 2** peer mentoring schemes

**We delivered Exam Stress Sessions** to pupils



### 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.

**205** key adults trained since launch in 2016

## ► Co-production is very important to us and we encourage young people to play an active and fulfilling role within our 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

**79** young people have attended Your Voice meetings

**78%** of young people provided feedback about our housing services through the Client Annual Survey

**100%** of our job interviews have involved a youth panel ensuring young people have input into all our recruitment

In 2018 young people represented YMCA Norfolk at the **Youth Homeless Parliament**

Young people have taken **responsibility for the gardens and spaces** around their accommodation

In 2018 staff and young people attended the **YMCA National Conference** at Warwick University

## ► Case Study

### Meet Jas



**I was 12 when my mum passed and away and my family unit quickly fell apart. I was trying to play the role of mum by looking after my Dad and three brothers. The next 5 years were hell and they took their toll on me mentally, physically and emotionally.**

I attempted suicide earlier this year and after this, I knew I needed to move out. That's when I was advised to contact YMCA. That was six months ago, and I now feel so different about things. The old me was too shy, too scared and in a bad emotional state to be able to take in opportunities, never mind grab them. I have gone from feeling isolated to now being able to have a voice and being listened to. I have taken time to accept myself and I use my voice as a source of strength,

It's like I have a new power.

Since I moved into YMCA Norfolk, I've become more confident in everything I do. I am now involved with the YMCA Trainee Youth programme and I also got invited to this year's Greenbelt festival, which was amazing. I took on the role as chair of YAB (Youth Advisory Board) and I have spoken at a few different events. I spoke about 'social mobility' at Soul Church in Norwich and shared my story at the YMCA Annual Ball. I am going to Westminster shortly to speak again on social mobility and I have been invited as a guest speaker to the Norfolk Governors Conference.

I've recently been reminded of when I was young, I wanted to be an actor. I enjoyed playing different roles and I loved the challenge of playing new characters and re-creating myself. It almost feels like the YMCA have given me this platform, to finally start using some of my potential. They have shown me so much, from practical steps to enjoying new positive experiences. I am starting to like and accept myself.

I am 18 next week and I am excited about it. My message to others like me 'Don't be afraid... even if you don't believe it - YMCA will and are there to support you'.

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



### In 2017/18

**188** young people took part in and sustained meaningful use of time through employment, education, or volunteering

**193** young people had a positive planned move-on

**111** moved into supported housing

In January 2018 YMCA staff, a volunteer and 3 young people went to Kenya with the aim of experiencing another culture, learning the value of civic rights, gaining an understanding of Christian ethos and building awareness of projects that YMCA and YWCA Kenya do, and to donate items collected by friends of YMCA Norfolk.

## ► We believe everyone should have someone they can trust

**We provide all young people in our housing services with personalised support as well as signposting to other appropriate agencies and organisations.**

Last year we provided **3088** hours of 1-1 support.

... of chaplaincy have been provided to young people of all faiths and none.

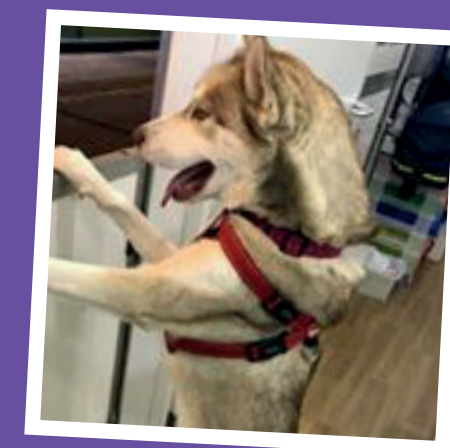
**71%** of young people believe that they receive the support needed to help them towards independent living.

**94%** feel their support sessions are effective.

**67%** of young people said their life is being transformed with the help of YMCA Norfolk

We have supported **11997** through our Safe Haven project in Kings Lynn which provides an SOS bus and support to the night time economy

**3090** people have been supported by Willow our Animal Assisted intervention Dog



**“The YMCA helped me improve my outlook on life. It also provided me with information and support to help me be independent and find my own accommodation.”**

## ► We are excited to be expanding our work in the local community

### In 2017/18 we have:

Provided **140** youth club sessions across 13 locations

**470** individual young people have attended our youth clubs or community opportunities



**“Thank you for putting on a fantastic evening for my son who attended his first (youth club) session and really enjoyed the evening.”**

**“Thank you for giving me the opportunity to volunteer at the youth club, it was a great experience and I feel as if my confidence has grown.”**