

Annual Report 2018-19

YMCA NORFOLK

► Welcome

Welcome to our 2018-19 Annual Review!

This year again there is much to report and to celebrate. With the support of a hugely dedicated team of staff and volunteers, the young people, families and communities 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 transforming lives across our county!

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.

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

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 Café

- A training and skills social enterprise in Norwich

Intensive family support

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

E-Learning

- Providing on-line education and additional support enabling children and young people to reintegrate back into school or continue with their exams

Partnerships

- **Pathways** – Multi-agency partnership to prevent rough sleeping
- **On-Track** – Partnership removing barriers to employment for young people.
- **Kick the Dust** – Bringing history and heritage to life for young people
- **Safe Haven** – SOS bus providing support to individuals in the nighttime economy in Kings Lynn



► This year

YMCA has helped **15753** people in the local community through

- Our accommodation
- Local schools and alternative education provision
- Youth clubs and community groups
- Support to 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

“I am very thankful for everything YMCA Norfolk has done for me”

Young person's feedback from client annual survey



► 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

Stay connected

E info@ymcanorfolk.org
W www.ymcanorfolk.org
F [facebook.com/ymcanorfolk](https://www.facebook.com/ymcanorfolk)
T [@YMCANorfolk](https://www.instagram.com/YMCANorfolk)

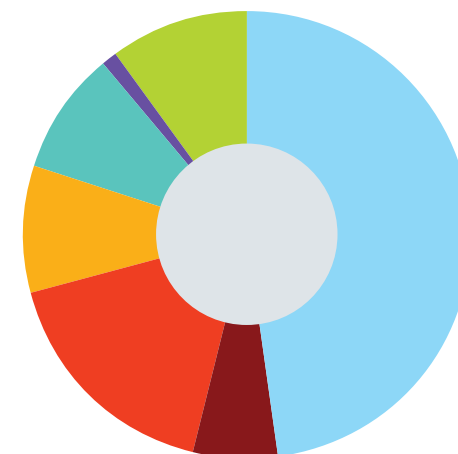
Registered Charity No. 801606



► Our money

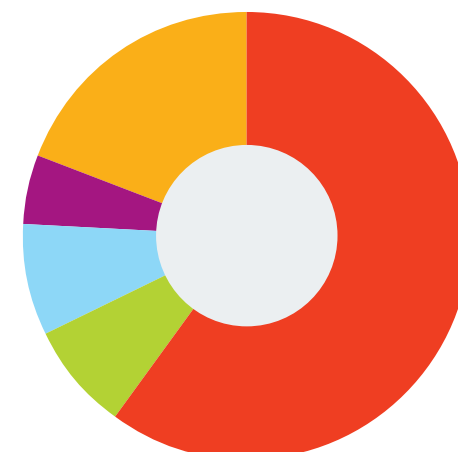
Where our money comes from

48%	Housing rents
6%	Other accommodation charges
17%	Housing support grants etc
9%	Youth & Community
9%	Families team
1%	Stepping Stones / Catering
10%	Donations and other income



How we spend it

60%	Staff costs
8%	Rents payable and lodging providers
8%	Utilities and property maintenance
5%	Depreciation on properties and other fixed assets
19%	Other operating costs and interest payable



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

We provided over 76,000 bed spaces across the year

We are a registered housing provider offering **230** units of accommodation

This year we provided a safe and secure home to **445** young people

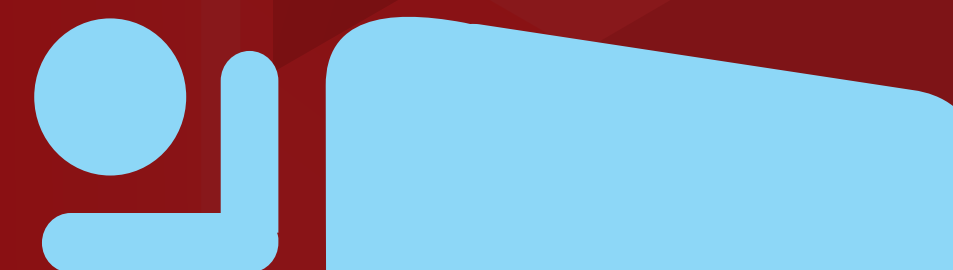
We had an additional **284** applications for housing that we were sadly unable to support. We continue to see a rising need for more housing and support for vulnerable young people

In our annual survey:

90% of young people housed in our accommodation feel that the service they receive 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

268 Young people had a planned positive move-on into further supported housing, the family home or into their own permanent accommodation



“YMCA Norfolk has helped me a lot and given me a second chance. I'd be homeless without it and I am in a better position because of it”

Young person's feedback from client annual survey

► Andrew's story

My mum passed away suddenly which was very hard, I am an only child and we were very close. Sadly, due to grief, my relationship with my Dad broke down. I found myself homeless with nowhere to go.

I searched online for hostels and I self-referred to YMCA Central, where I stayed for 9 months. I actively engaged with lots of positive activities & volunteered at the YMCA Stepping Stones Café for 6 months where I gained experience and learnt lots of practical skills.

I moved into semi-independent accommodation which was an important part of my move-on plan. My confidence started to improve and I learnt the skills I needed to live independently.

In June 2019 I was offered a council apartment near the city. I was a bit anxious living alone and independently for the first time but I have settled in and now have a place to call home. I am looking for work as a Kitchen Porter and am volunteering. I have given up smoking which is something that I am very proud of.

YMCA encouraged and supported me every step of the way and helped me to figure my life out. Today I am standing on my own two feet, living independently and I am happy.



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

What we do

- We provide practical and emotional support services for families in their homes, schools and the wider community
- We provide a service for children to build their confidence and strength
- We provide families with bespoke support through therapy, counselling, family group conferences and other services
- We provide a 7-days a week Rapid Response service to reduce crisis in the family home for a maximum of two weeks

We pride ourselves on being available for families at whatever stage they require with a team of professional staff that have a range of skills to support where and when required.

The difference we made in 2018/19

Provided intensive family support via our Families Team to **68** families

We delivered therapeutic services, such as counselling, therapy, mediation and mental health support to **405** young people and families across our county in community or schools settings

Provided emergency support from our Rapid Response service to **87** families

10 families took part in positive activities that strengthen family bonds

We are currently working in **27** schools with our prevention service for families and young people through our Family Matters team

To find out more about our wide range of parenting courses or training opportunities please e-mail info@ymcanorfolk.org or call **07944 606036**



► Emma's story

After witnessing the murder of a family member and other horrific atrocities, I fled The Congo and moved to the UK. I was depressed, lonely and I found life very difficult, especially with the language barrier. I moved to YMCA with my daughter and was introduced to Yvonne my Volunteer Support Worker.

When I discovered I was pregnant again, I was devastated and worried how I would cope with another child. I had nothing for a new baby, and I was unlikely to have support from their father.

My pregnancy was complicated and high risk with Gestational Diabetes and High blood pressure. I was becoming more isolated and depressed with little interest in going out or eating properly.

Over the next few difficult months, Yvonne's weekly visits became a lifeline to me and with her encouragement, we began collecting baby items through Baby Bank. I started to feel more confident and I actually found myself looking to the future. I started to develop trust, I was getting more confident and my English was improving.

I asked Yvonne to be my birth partner when I gave birth to my healthy daughter in April. I moved from complete hopelessness to the chance of building a good life for the girls and me.

I feel I am coping well, building friendships and being a good mother to my children.

I am working towards having my own house so my girls can have a permanent home.

Friendship and support from the YMCA have helped me on my journey. Living at the YMCA has been like having an angel looking after me.

(Please note Emma's name has been changed to protect her anonymity).



Picture of Yvonne (Volunteer Support Worker) and Baby M

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, youth groups, businesses and the wider community to address the rise in poor mental health.

Last year:

674 young people participated in Mental Health Awareness sessions

88 adults were trained in Youth Mental Health First Aid

109 key adults were trained in Mental Health Awareness Sessions

We delivered **3** peer mentoring schemes

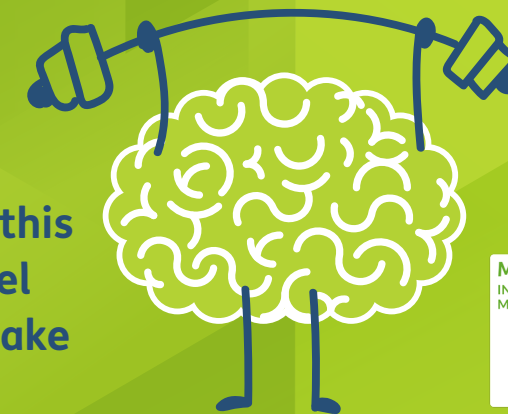
Mental Health First Aid

We offer a recognised qualification for corporates, teachers, parents and volunteers. This is an essential tool for identifying emerging mental health need to prevent problems escalating.

116 key adults were trained this year

To find out more about our Mind Matters Training Courses or Mental Health First Aid Training or to book a course please email mindmatters@ymcanorfolk.org or call **07894 566615**

96% of young people surveyed this year said they feel empowered to make healthy choices



► Involvement and empowerment

Co-production is very important to the success of our organisation and we encourage young people to play an active and fulfilling role in the planning, development and delivery of services as well as our governance.

Over the past year 70 young people have attended our Your Voice sessions empowering them to develop and improve services as well as access a wide range of developmental opportunities and activities.

Following feedback and further consultation with young people we have developed a new and innovative programme that enables all young people to have consistent dialogue and input into our services.

This year **82.5%** of young people in our accommodation provided us with feedback about their housing services and experiences which covered a whole range of topics from governance, maintenance, health & safety through to budgeting, advice and safeguarding

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

It is always great to see young people getting involved in a wide range of events and activities.



The Royal Norfolk Show is a great opportunity for our young people to widen their experiences

It's always great to hear young people's personal stories at our annual ball

Our annual celebration is always a real reason for celebration

We are very grateful for the donation of a mini-bus this year which has helped us offer more opportunities for young people

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

We work with young people encouraging them to explore and develop their skills & abilities and provide support to access training, education, employment or positive activities that ensure progress and personal development.

In 2018/19

102 young people progressed into employment

72 young people participated in meaningful education

42 young people started volunteering, contributing their time and skills over a wide range of areas.

Our annual survey results show that:

95% have an Outcome Star that enables them to set goals, track progress and celebrate success

93% believe their support sessions are effective

90% state they are receiving the support needed to live independently

We are working within the community to support more young people and provide positive activities, learning and life enhancing opportunities.

In 2018-19

We provided **391** youth club sessions across 11 locations

732 individual young people have attended our youth clubs or community opportunities



► Paddy's story

I lost my Dad at an early age and my home life became even more difficult. I was just 7 years old when I first moved in with my first foster care family and I then lived within the care system with multiple families throughout my childhood and teens.

At the age of 18, I decided to move to Ireland to meet and live with my Dad's side of the family. For the first time, I felt connected or that I was even part of a family. I stayed in Ireland for 4 years. When I moved back to the UK, I went to live at the YMCA in Kings Lynn. I was very lost, overweight, distressed, lonely and felt rejected. I have always felt on my own so this was no different, I had zero confidence and zero contact with my family in the UK.

I had a wonderful Engagement Worker who listened to me. Within a couple of months, I was engaging in positive and fun activities. I started exercising, eating healthily and losing weight which has really helped my confidence. I now do my own cooking and I have stopped smoking in a bid to get healthier.

I requested my 'move-on' accommodation to be in Norwich in the hope that there would be more opportunities to get a job. It's also an easier base for me to see my foster brother who is in the Army. We have both recently changed our surnames so they are the same and better still, we got to choose it, we are family. He has been a great source of strength to me, encouraging me to better myself. I too would love to join the army and follow his example.

I have a job interview next week for a full-time security position in Norwich which I am excited about. YMCA have given the self-belief and the motivation to help me improve the quality of my life. I am now starting to feel as if I have the confidence to move on and become an independent adult.

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 **7209** hours of 1-1 support

406 hours of chaplaincy have been provided to young people of all faiths and none plus a further **208** hours through positive activities and opportunities to explore faith and spirituality

In our 2018-19 annual survey, results show that:

91% feel their support sessions are effective

95% of young people said they feel safe to talk to staff

88% of young people feel safe in their accommodation

92% understand how to report a safeguarding concern

97% felt their rights have been explained to them

74% believe their cultural needs are supported

85% of young people said their life is being transformed with the help of YMCA Norfolk

"Staff have supported me so much and I have come so far since living here"
Young person's feedback from client annual survey

