

# YMCA HUMBER

## Impact Report 2022







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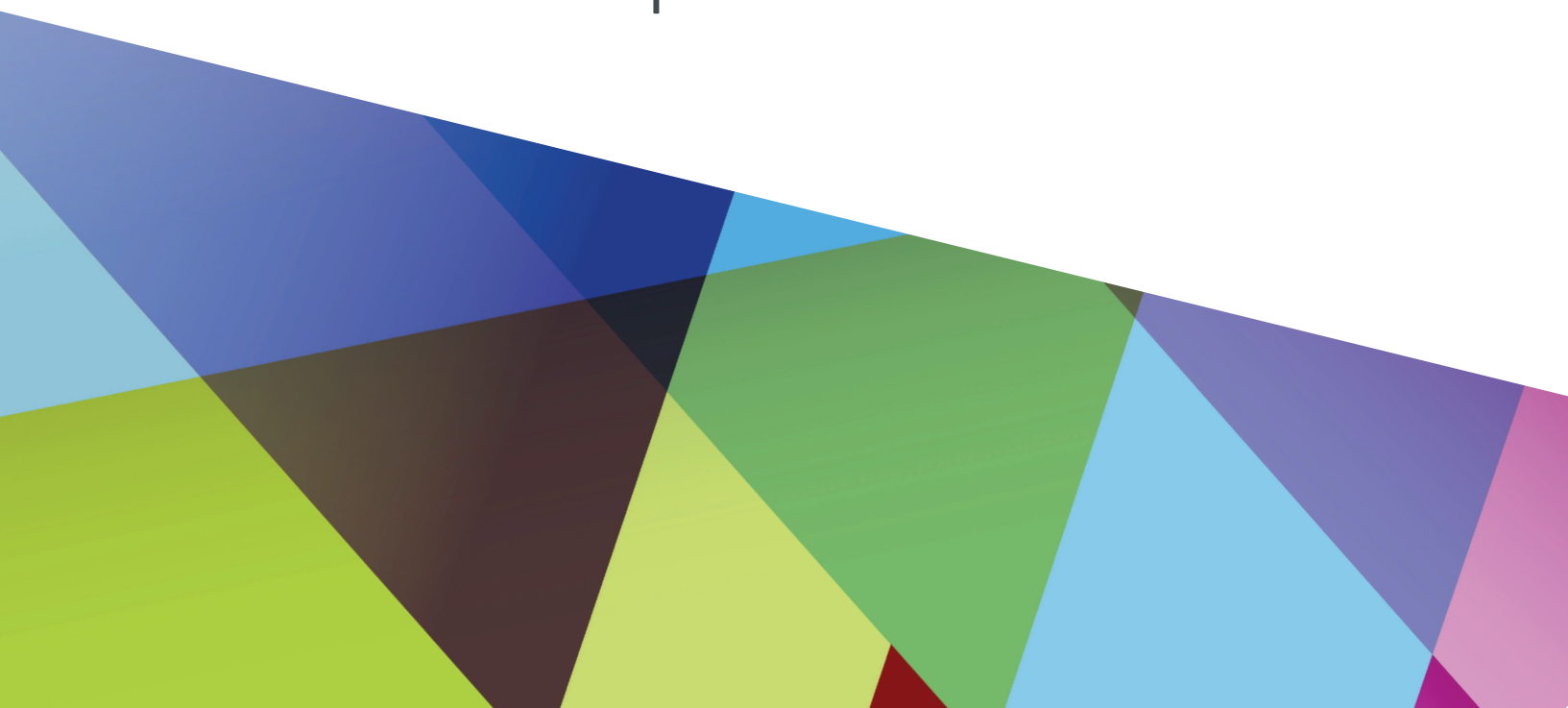
21 na Street



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# A Transformational Year for YMCA Humber

After moving into our new building on Freeman Street in September 2021, the team of trustees, staff and volunteers set about establishing YMCA Humber as an invaluable partner in transforming the lives of people in North East Lincolnshire.

Working within our core operating principles of –

- Everything we do is exceptional quality.
- People we support and engage with feel safe and always welcomed.
- Our developments and plans are built on need and have long term sustainability.
- We strive to develop an extended 'YMCA family' which allows people to have a fair chance to discover who they are and what they can become.

This report is designed to take you on a journey through our achievements of the last 12 months, working towards our three strategies of:

1. Providing exceptional accommodation and support within North East Lincolnshire for single people aged over 16 and mums with children under the age of two.
2. Extend our 'YMCA family' to cover targeted family and youth work within North East Lincolnshire.
3. Generate enough income to support the sustainability of our non-accommodation elements of our business.

We hope you agree that 2022 has been a truly amazing year!



**Kate Conway**  
**Chief Executive Officer**



**Steve Gallaher**  
**Chair of Trustees**

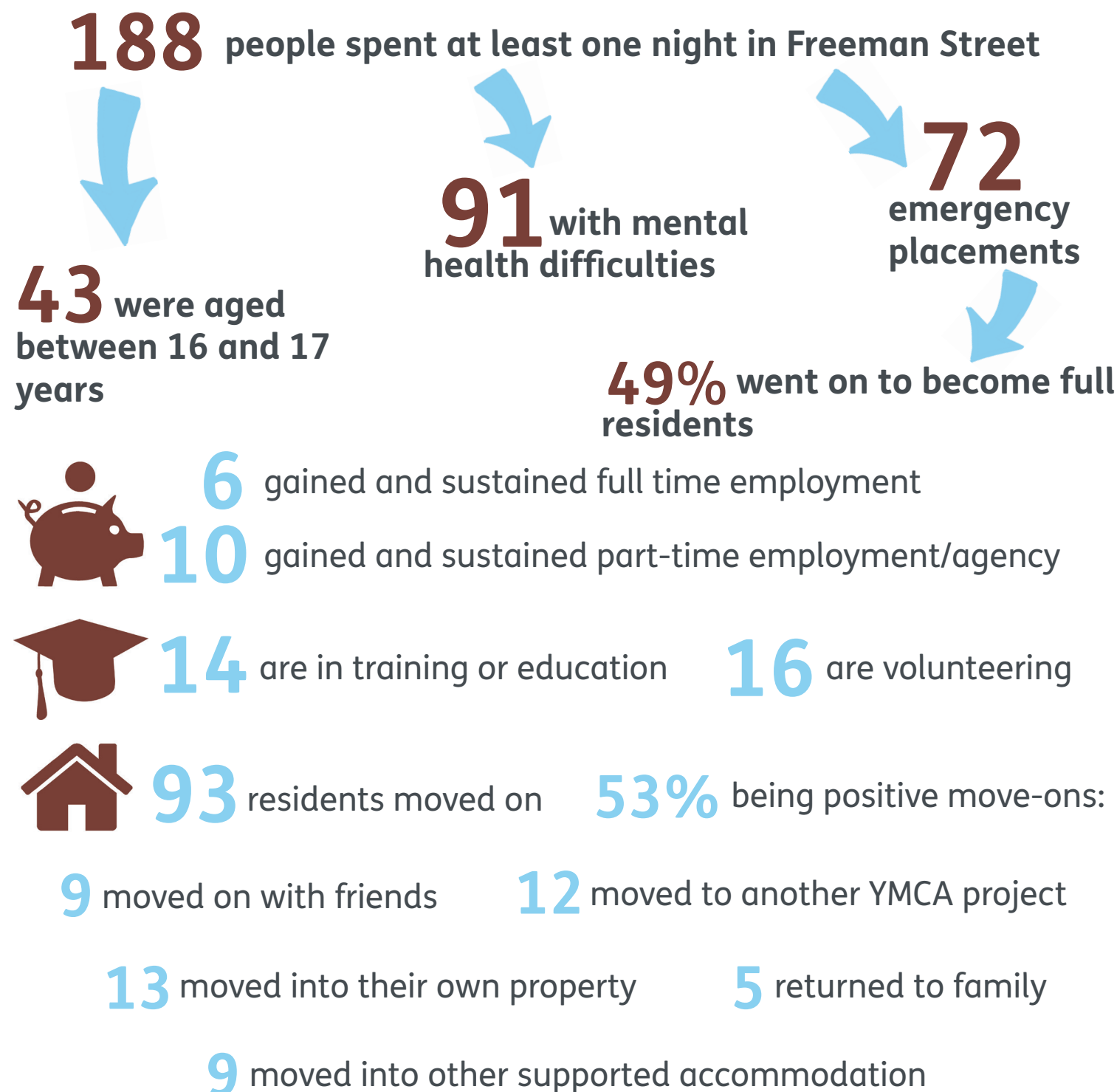


# Supported Accommodation

YMCA Humber provides accommodation with dedicated, person-centred, housing related support across three housing projects:

- 21 Freeman Street – 74 units of en-suite accommodation for single people aged 16+.
- Parent & baby – a large shared house with 4 rooms for single parents with their babies/toddlers.
- Housing first – 4 units of accommodation for people with higher support needs.

Our residents are either homeless or at risk of homelessness when they join us. We work with them individually to devise a personal support plan, which sets out how we will assist them to gain the skills and knowledge they need to be able to manage a tenancy in the future. We also have a wellbeing team of qualified counsellors to provide a range of mental health and wellbeing activities, including 1-2-1 counselling where required.



Unfortunately we lost residents due to abandonment, self-withdrawal, and notice to quit.





YMCA Humber first met Robin in August 2019 when he needed help with his accommodation. Robin is deaf so there was a communication barrier with some staff until he met Lucy who became his coach, she is qualified in British Sign Language. We then met Maria in September 2020 who also needed help with her accommodation, she had a short stay with us before moving into her own flat, but then needed help again in June 2021 when she moved back into YMCA.

During their stay at YMCA, both were supported in the areas they needed to eventually move on into their own place. They both gave so much of their time to YMCA Humber by volunteering in our café and getting involved in many trips and activities. Robin and Maria met whilst living at the YMCA and formed a relationship.

Due to Robin's communication barrier, it took quite some time to find him the right place to live. He was worried about leaving the support that he had, that he hadn't ever experienced before. He didn't know how he would cope living in his own place, but when he found out the YMCA could help support Robin and Maria to move into their own place together, he felt more at ease.

In October 2022, Robin and Maria finally moved into their own house! Robin was pleased to learn that he could still receive floating support from the staff at YMCA even after moving out. Robin accesses this support every week. Both are planning on coming back to volunteer in our community café. Robin and Maria have grown so much during the time we have known them.



## Robin and Maria's Story




# Parent and Baby House

In March 2022, we transformed one of our community houses into a parent and baby house as we were receiving lots of referrals for single parents with a baby but were unable to offer any type of accommodation. With several referrals coming through, it was clear there was a gap in the area. The house has 4 bedrooms, a shared lounge, shared kitchen and two shared bathrooms, all fully furnished.

Each of the residents living in the house have an allocated support officer who will provide person-centred support in areas such as budgeting, mental health, and daily living skills. The support officers will also talk about caring for baby and give advice. Living in a shared house also gives new mums the opportunity to share advice with each other. When the residents feel they are ready, their support officer will look at move-on options with them and support with the process to successfully move them on into their own accommodation with baby.

**5** people spend at least one night at the parent and baby house since opening in March 2022

 **3** have moved on positively

 **2** have mental health difficulties



“The house is really lovely and feels like a home. It’s been really good to be able to come here and have a home for me and my baby girl. The YMCA have helped me all the way and have been so nice and kind to me.”



# Move-on Accommodation

Our self-contained accommodation at 1 Orwell Street provides supported accommodation for people who still require guidance to maintain their own tenancy, and affordable accommodation for people who are in work.

These units are fully furnished, and the weekly rent includes utility bills, use of laundry facilities and Wi-Fi, making budgeting much easier for our residents as they embrace independent living.

Orwell Street residents have the benefit of help and assistance when they need it and use of the facilities available at our Freeman Street building, which is only a few minutes' walk away.

**30** people spent at least one night at Orwell Street since opening in June 2022



**37%** moved on from our Freeman Street accommodation to Orwell Street



**26%** of total residents have been in employment



**23%** of total residents have been referred to Orwell Street from local supported accommodation providers

“The support I have received has been impeccable, and it's been a breath of fresh air moving here.”

“For the first time I have seen light at the end of the tunnel, my kids can now see me with my own flat and I feel all the hard work from myself and Sarah, my counsellor, has finally paid off.”



# Mental Health and Wellbeing

Counselling and wellbeing sessions at YMCA offer individuals a reflective space that is confidential, non-judgemental, and safe. Within their therapeutic journeys individuals can gain a greater understanding of their experiences and learn effective coping mechanisms. We hope all our residents grow in confidence, self-awareness and recognise the worth and potential that we already see.

We have had **264** attendances at our wellbeing drop-in sessions



We have supported **84** individuals with one-to-one counselling, through **581** counselling sessions



**30** individuals over 35



**54** individuals under 35

**11** different mental health and wellbeing activities and workshops offered

**3** healthy relationships workshops delivered with 17 attendees

**4** mental health programmes delivered with 27 attendees

“The counselling I have had has really helped me recognise my feelings and given me a safe space to sort through my ‘messy’ head. My counsellor is so calm, she really listens to me and you can tell she really cares.”



# YMCA Humber - Get Active



**ACTIVE  
HUMBER**

At the beginning of 2022 we received funding from Active Humber to go towards health and wellbeing activities for our residents, this included engagement activities such as a residential trip to Kingswood, a day trip to Dalby Forest, and boxing classes at Fusion.

The purpose of these activities are to encourage our residents to get active, try new things, build friendships and improve their mental health. Residents who attended the Kingswood trip said, “this trip had a big impact on my mental health”, “I thought it was brilliant! It was great for team building”, and “I didn’t think I would do any of the activities that I did.”



In February 2022, we secured an allotment through the Community Growing Project and Mary Vickers, Community Food Coordinator.

Our residents were keen to have access to a space where they could volunteer their time to work on their own projects, giving them a structure to their day. Since we gained access to our allotment, our residents have worked hard to transform this space.





# Youth and Family

## Early Years Toddler Group

We launched our free parent and toddler group in March 2022 as a response to a need in the East Marsh. Within the first few weeks over 20 parents and their children attended. Due to this demand, we started running two sessions on a Monday, and a group specifically for dads on a Tuesday.

Running a toddler group has had a big impact on the local community, we have become a safe, welcoming space for parents to interact with their children, whilst also building friendships.

Many of our toddlers who have attended since day one, were born during the covid lockdown and missed out on interacting with other children at the beginning. We have been able to offer a free service to begin to support this.

We would also like to thank Darren from Nexus Electrical Solutions and North East Lincolnshire Council for their sponsorship, funding and support.

We have had **128** unique attendees at our toddler group since we launched in March 2022

**723** total attendances in 9 months

Across **66** sessions

“YMCA’s new building on Freeman Street has impacted our lives as mums as it’s given us a clean, safe, and welcoming space to go to. Many people go regularly and so it’s given us a base to develop friendships and speak face-to-face with other mums. We’ve watched our babies grow together in the time the baby and toddler group has been running, it’s been something really special to us. The staff know many mums by name and always take the time to chat to us.”





# Youth Work

Our youth club was established on a trial basis in June 2022 to create a safe space in the East Marsh for youth to go to after school. We began running a range of sports and wellbeing activities to engage local kids, and we quickly found there was a need for this.


We received Children in Need funding from Active Humber to kickstart the youth club and for us to continue this service during the summer holidays (3 full days each week). The youth club was proven to be a success and to enable us to extend our youth and family provision, we received funding from the Police Crime Commission.

Through our volunteering programme, we have taken on local college students to give them the opportunity to gain work experience.

**205** children signed up for our youth club since launching in June 2022

 From **6** different schools

 **98%** of our young people are living in local areas of significant deprivation


 **360** hours of youth activities delivered

 **35** children attending each session on average



We received HAF funding from the Department of Education to run a free holiday club for 7-11-year-olds for four full days over the Christmas period. We were joined by experts in specific fields who taught the children new skills such as golf and crocheting. This attracted a mix of children from across the borough.

 **34** children attended our Christmas HAF activities

 **25** of these were not already signed up to our youth club or accessed our youth services before

## The youth club...

“Is a safe place I can play with my friends.”

“Makes me fit and healthy.”

“Active Humber are proud to work in partnership with YMCA Humber, providing funding to the organisation to create and develop physical activity sessions in the East Marsh which support a wider catalyst of positive changes for the local community.”



# Young Dads Project

The Grimsby Dads Collective (GDC), hosted by the YMCA in partnership with Coram Family Childhood (London), Together for Childhood (NSPCC) Grimsby, and Lincoln University, is a unique support offer for dads. It is a community led initiative, established to build on the existing support offer for families and fathers in Grimsby.

The GDC supports young dads to work with services, to share their knowledge and experience of their parenting journeys and support needs, with the aim of ensuring services are accessible and inclusive for all, promoting better outcomes for young fathers and their families.

The Grimsby Dads Collective project has engaged with **7** dads

**2** dads participated in the 'Ask a Dad' workshop



**27** professionals attended the ask a dad workshop



We ran **26** dads' parent and toddler groups with **4** dads regularly attending

**269** dads from Grimsby completed a survey to determine local needs



**25%** of dads said that they would value more spaces to engage in activities with their children



**52%** of young dads said they would be interested in a peer-to-peer support group





I joined the Grimsby Dads Collective (GDC), and during this time I took part in the 'Ask a Dad' workshop. I was able to share my story as a dad with professionals and present to other organisations to raise awareness of the GDC project.

I am not very confident when it comes to speaking and presenting but being involved with the GDC enabled me to do this. I was able to overcome my confidence issues and help other dads.



## A Dads Story



# Commercial Conferencing

The Weston Hall and associated meeting rooms have provided an excellent facility for local organisations. Our conferencing facilities can hold up to 100 people and are available to hire for meetings, training, events, or workshops. We are in a prime location for people to travel to both locally and from further afield.

The income from the room hire contributes to the development of free services to the community, such as toddler groups, wellbeing sessions, kids Christmas parties and our youth club. We have been able to offer these services due to funding we have received throughout the year, and we hope to continue this into 2023.

We want to thank all organisations who have made a booking and have supported us commercially.

**We had 418 external bookings  
from 22 different organisations**



“ Thanks for providing us with a wonderful venue, everything went perfectly. The on-site team couldn't have been more helpful. ”

“ It has been a pleasure to deal with the YMCA team. The room was prepared exactly as I wanted it and, as always, spotless! ”



# The Bradbury Café

The Bradbury Café is open to the public five days a week. Our menu offers a wide range of food throughout the day including a reduced 'meal of the day' option. Our café also provides a safe and welcoming space for our residents, staff, and members of the community. Throughout 2022, between the hours of 2pm – 4pm we have a dedicated Warm Space for individuals to enjoy a free hot drink, whilst reading a book or enjoying a puzzle.

Out of normal working hours our café is used for a variety of different activities, from local groups, to our own youth club.

**13** buffet bookings through the cafe

**74** residents have access to free breakfasts, 7 days a week



Department  
for Education

We received Warm Space funding from DWP to allow us to support the community as the cost of living increased. The funding was put towards offering pensioners a free two-course meal once a week.

We ran **7** pensioners lunches



**29** different people attended



**96** meals served

“Always a warm welcome and a friendly face. Light, bright and cheerful building.”

“Food is always beautifully cooked and presented. Prices are amazing, real value for money.”

“It's so much more than another café in Grimsby and we feel part of the transformation every time we come along.”





# Volunteering

In 2022 we established volunteering opportunities for residents across four pathways: Youth and Community, Hospitality, Horticulture and Caretaker. Our volunteers have been working alongside our dedicated staff to learn new skills. So many have thrived in their confidence, and we can see the difference this opportunity has made.

Individuals are having a positive structure back into their lives which has helped them focus on a goal to work towards. To enable volunteers to further their skills and knowledge, we are supporting them in gaining qualifications alongside completing voluntary work.

**24** individuals have given their time to volunteering at Freeman Street



**16** of these are YMCA Humber residents

**8** are non-residents or move-ons at Orwell Street



**1795** hours of volunteering has been completed altogether



**1676** hours being in the café



**119** hours being in maintenance



**5** volunteers have completed a qualification

“Since the move to Freeman Street, I have been able to improve my skillset. We have a large café which I have been volunteering in, this has helped me come out of my shell and improve my confidence.”

“When I was a resident at YMCA and my life was beginning to take a good turn, I knew the next step for me to keep my work ethic and myself occupied was to start volunteering in the café and the allotment. Now as an employee at YMCA, I want to encourage residents to volunteer as I believe this helped me grow as a person, and was the stop gap I needed to get back into employment.”



# New Staff

In 2022, we recruited 8 substantive staff members across the youth club, Bradbury Café and accommodation team.



**Mick Binnion**  
Bradbury Café Cook



**Jennifer Williamson**  
Bradbury Café Cook



**Leigh Render**  
Night Concierge



**Lorraine Powell**  
Finance Officer  
(Income)



**Abigail Palmer**  
Communications Officer



**Kerry Svendsen**  
CSA



**Elliott Thomson**  
Caretaker



**Sarita Karir**  
Youth Work Lead



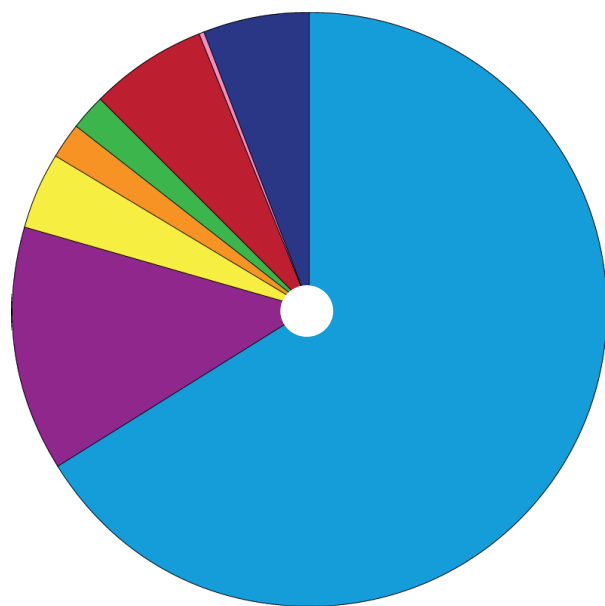
# Finances

Our total income and expenditure for 2022.



## 2022 Income

(Excluding disposal of assets)

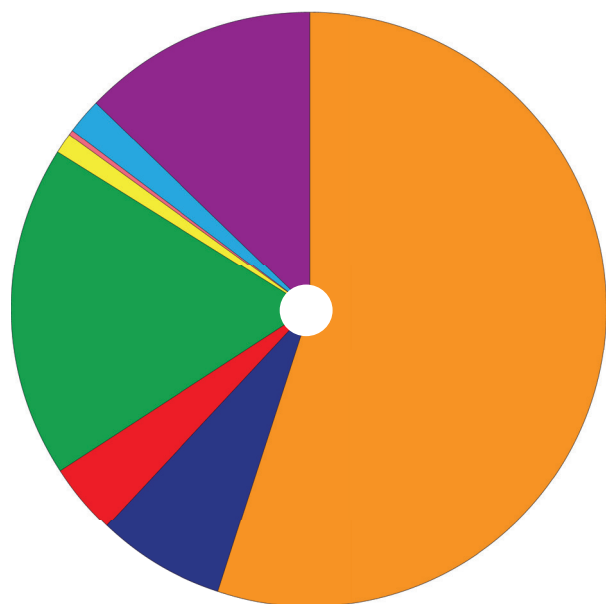


Rent	66%
Housing Related Support	13.3%
Other Housing Income	4.4%
Cafe/Conference	1.9%
Client Rent	2%
Projects Income	6.3%
Other Income	0.1%
Grant Amortisation	5.8%

## 2022 Expenditure

(Excluding disposal of assets)

Wages	55.1%
Utilities / Rates / Council Tax	6.9%
Project Costs	3.9%
Indirect Costs	18%
Catering	1.1%
Debt	0.4%
Maintenance	2%
Depreciation	12.6%



# Partners

In 2022 we had the privilege of partnering with:



ACTIVE  
HUMBER



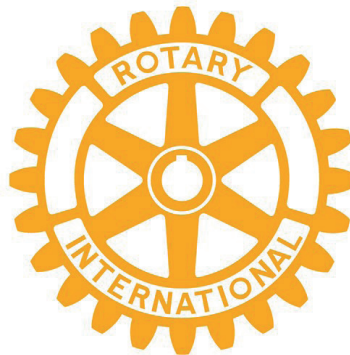
Department  
for Education

NSPCC



coram  
Family and Childcare

North East Lincolnshire Council  
**CHILDREN'S**  
Social Care



HUMBERSIDE  
POLICE & CRIME  
COMMISSIONER

cudox

we are  
withyou



Department  
for Work &  
Pensions

**NEXUS**  
ELECTRICAL SOLUTIONS

**ASDA Foundation,**  
Championing local communities  
to help them thrive

“It is a pleasure to work with the team at YMCA Humber and to see the passion they bring about making a real difference for the local community.”

“YMCA Humber has been a great addition to NELincs HAF programme, offering a wide range of activities and experiences during school holidays for young people on the East Marsh.”



# Our Future Developments

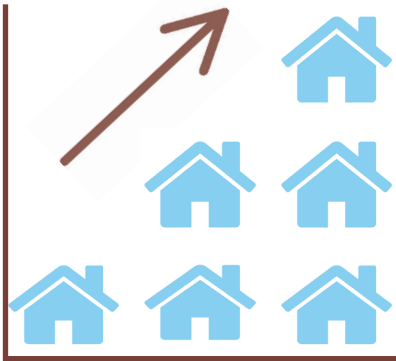
## Moving into 2023...



### Accommodation and Support



‘Provide exceptional accommodation and support within North East Lincolnshire for single people aged over 16. Whilst we will focus our attention on early intervention for young people, we will not exclude anyone from our services based on age.’



Increase our move on accommodation offering.



Implement new regulatory requirements for **16-17** year olds.



Increase our resident volunteering opportunities in **hospitality, caretaking, horticulture** and **youth and community** through our Steps to Success scheme.

## Income Development

‘Generate enough income to support the sustainability of our non-accommodation elements of our business.’

Maximise income opportunities through our first class facilities at Freeman Street and Orwell Street.



Explore new funding opportunities.



## Family and Youth



‘Extend our ‘YMCA family’ to cover targeted family and youth work within North East Lincolnshire.’

Develop a unique



offering.



Incorporate health and wellbeing in all our activities, including youth clubs and specialist youth activities.

Introduce a vibrant youth panel to help shape our services.



Launch active peer support group for parents.

Secure long term outside space to develop sports and wellbeing activities.







Here for young people  
Here for communities  
Here for you

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