

# YMCA HUMBER



# 2023



# IMPACT

# REPORT



A photograph of two young girls in school uniforms playing with a large, thick rope on a grassy field. The girl in the foreground is holding the rope and looking down at it. The girl in the background is also holding the rope and looking towards the camera. The scene is brightly lit, suggesting a sunny day.

# YMCA

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**Here for young people  
Here for communities  
Here for you**

**Everyone should have a fair chance to  
discover who they are and what they can become**

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# An Amazing Year for YMCA Humber

Welcome to this year's review of YMCA Humber, where we celebrate the achievements of our service users and highlight the positive impact we have had on our community in 2023. Our work aims to allow people who access our services an opportunity to discover who they are and what they can become.

During the last year we have seen lots of development and growth, especially within our youth, community, and wellbeing provisions. Our Freeman Street building has developed into a thriving community hub offering an environment where people feel safe and always welcomed. We have developed services based on the need of the community including our dad's peer support group, The Bradbury Café 'meal of the day', creative therapy sessions, and wellbeing Wednesday in our youth clubs.

In August we were absolutely delighted to purchase the Multi Use Games Area (MUGA) just 150 metres away from our Freeman Street hub. This has opened endless opportunities for us to extend our physical and emotional health and wellbeing activities to the community.

Looking ahead, we have ambitious plans to expand and enhance our services, continuing to develop innovative ways of supporting our residents and the local community to overcome the challenges they face. None of our work would be possible without the incredible people who make up the YMCA team. Our volunteers, staff and trustees have demonstrated an unwavering commitment to our cause, going above and beyond to enhance the lives of young people in our community. We also owe a debt of gratitude to all our partners, listed later in this report, who have provided funding, guidance and support to help achieve positive change across North East Lincolnshire.

We hope you will agree 2023 has been a great year!



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



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



## Vicky, former resident

I first moved into YMCA Humber as an emergency in March 2021. I was so lost, I did not know what mental health was, what triggered my mental health, or how to deal with it, until I came to YMCA.

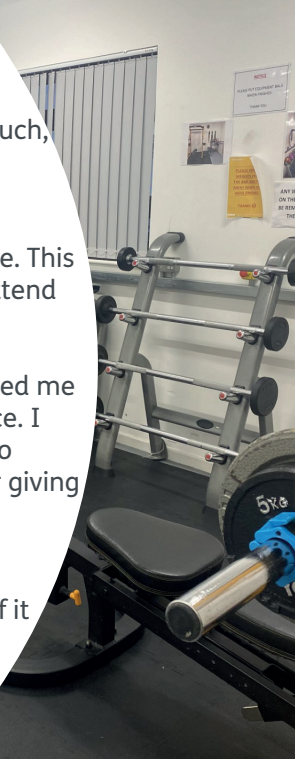
I attended counselling during my time at YMCA, although I did not speak or open up much, these sessions helped me more than my counsellor realised. I now understand mental health, am more self-aware and mindful of others around me who may be struggling.

My coach gave me a chance and encouraged me to attend the healthy relationships course. This course saved me, I now have a healthy relationship with myself, and I believe if I did not attend this, I would still be the old me.

I progressed a lot whilst I was at YMCA, I volunteered in the café for over a year which helped me with my mental health, helped me to communicate with people, and to build my confidence. I wouldn't be where I am today if it wasn't for all the support I received. I have attended two volunteer awards where I took Mark as my guest, this was my way of saying thank you for giving me a chance.

I am really proud of myself; I have come a long way over the last 2 years, and I am currently living in a semi-supported flat which I would not have been able to achieve if it wasn't for the YMCA.

I often come to the YMCA to see the staff and my friends; it was a huge part of my life, and when ever I am having a bad day I always go for a walk. I don't plan where I am walking to but subconsciously my route always ends at YMCA.



# Accommodation

We specialise in supported accommodation for single people over the age of 16 who are at risk of homelessness. Each person's needs vary which is why we provide a range of accommodation types, for example we have 24-hour supported accommodation, a parent and baby house, semi-supported accommodation, and move-on accommodation.

## Freeman Street

74 units of en-suite accommodation for single people aged 16+.

**191** people spent at least one night in Freeman Street

Age range of those who stayed with us: **16-66**

Our average length of stay (non emergency) is **269** days

**58** emergency placements

**16** were between 16 and 17 years old

**25** went on to become full residents



**10** gained and sustained full time employment

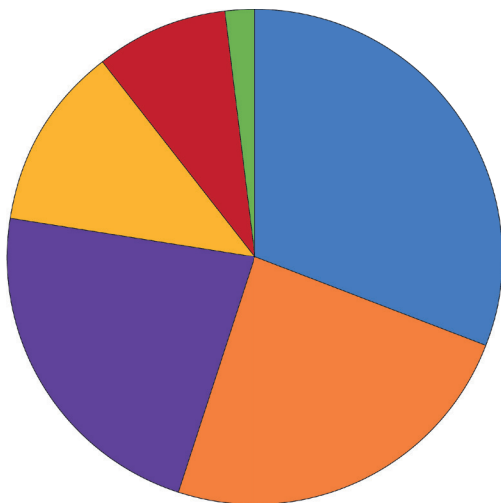


**36** were/are in training or education

**7** gained and sustained part-time employment/agency work

**28** volunteered

**81** residents moved on with **58** being positive move-ons:



**18** moved on with friends

**14** moved into their own property

**13** moved into other supported accommodation

**7** returned to family

**5** moved to another YMCA project

**1** moved into social housing

## Parent and Baby House



In 2022, we transformed one of our community houses into a parent and baby house due to a demand for this type of accommodation in the area. The house has 4 bedrooms, a shared lounge, shared kitchen and two shared bathrooms, all fully furnished.

**7** people spend at least one night at the parent and baby house

 **3** have moved on positively

 **7** have engaged with our wellbeing services

## Move-on Accommodation





Orwell Street provides supported accommodation for people who still require support 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.

**38** residents have been accommodated in Orwell Street

 **5** moved on from our Freeman Street accommodation to Orwell Street

 **18** residents have been in employment

 **9** residents have been referred to Orwell Street from local supported accommodation providers

## Health and Wellbeing for Residents

**71** residents have received 1-2-1 counselling

**579** counselling sessions have been delivered in 2023

**22** creative therapy group sessions have been delivered since starting in October



 **26** residents have attended

 **144** total attendances

**23** mental health workshops and drop-ins were offered to residents

 **30** residents attended


# Youth and Community

## Early Years Toddler Group

We ran a free toddler group on a Monday morning and afternoon. The morning being a freeplay session and the afternoon consisted of themed activities.

We hosted **82** parent and toddler group sessions in 2023



 The afternoon themed activities included storytime, transport, role play, music, seasonal sessions such as salt dough decorations, creating Christmas cards, and autumn crafts.

## Grimsby Dads Collective

The Grimsby Dads Collective 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 **14** dads

**80** professionals attended the 'Ask a Dad' workshop

We ran **47** dad and toddler group sessions and **17** support groups

**6** dads engaged in counselling with a total of **43** 1-2-1 sessions delivered since June



## Youth Club

We facilitate a free youth club three evenings a week, providing a safe space in the East Marsh for youth's to go to after school.

Due to funding we received from the JEFF Project, we were able to have our Health and Wellbeing Officer present at our Wednesday night youth club who ran a variety of themed sessions around mental health, self-appreciation, anger management, social media, and building self-esteem.

From October 2023, we began working in partnership with Grimsby Town Foundation to run football training every Monday for 10-16-year-olds. The purpose of this programme is to improve the provision of physical education and sports in the community, encouraging young people to participate and follow further pathways in sport.

We would like to thank the Humberside Police and Crime Commissioner, Great Coates Motors, Grimsby Town Foundation, and the JEFF Project for their funding and support.

**306** children have signed up to our youth club with an average of **29** children attending each session

We ran **260** sessions and had **3939** total attendances



With funding from the JEFF Project, **46** hours of wellbeing activities were delivered at youth club





We received HAF funding from the Department of Education to run a free holiday club for 7-11-year-olds during the Easter half term, summer six-week holidays and Christmas half term. Activities included wellbeing sessions, golf, paddleboarding, a barge trip, music and DJ-ing, bowling, hockey, football, netball, kids parties, a trip to Santa's grotto and the pantomime, and a Christmas family meal.



We delivered **65** activities and had a total of **628** attendances



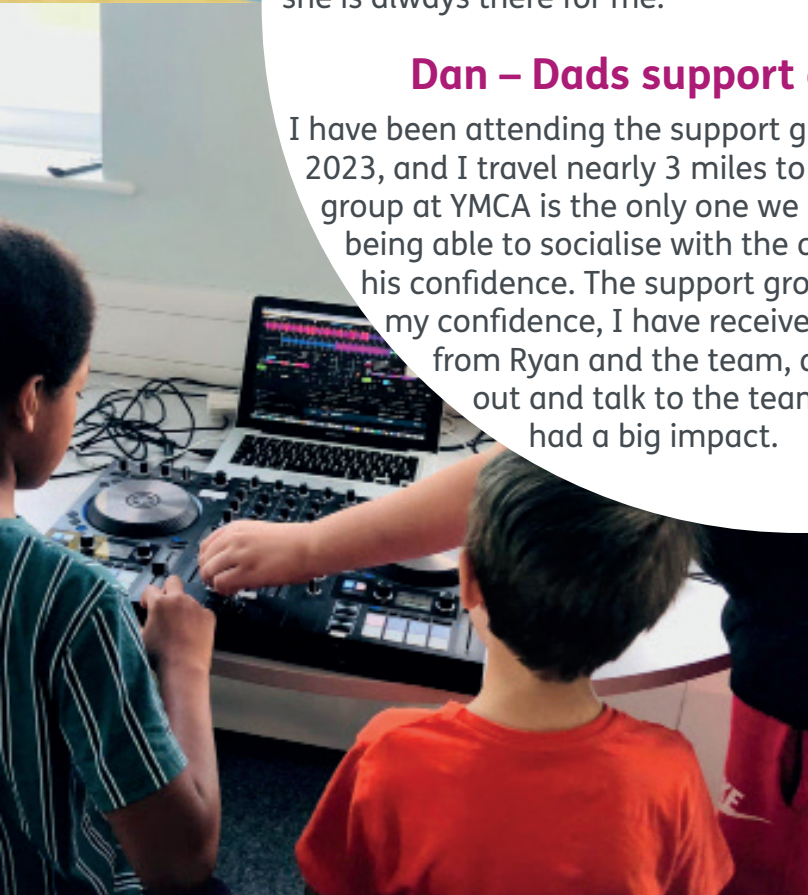
### Sienna, 13 - Youth club

I have been coming to YMCA youth club since December 2022. The reason I spend my time here is because I love to see my friends outside of school, and since joining my friendship circle has grown. If I did not attend, I would just be sat at home watching TV. My favourite part of youth club is the different wellbeing activities which take place once a week with Sarah. Sarah has helped me a lot since these sessions have been running, when I need someone to talk to she is always there for me.



### Dan – Dads support group / toddler group

I have been attending the support group and toddler group since March 2023, and I travel nearly 3 miles to attend both groups. The toddler group at YMCA is the only one we attend and is great for my son, being able to socialise with the other kids has massively helped his confidence. The support group has also helped me build my confidence, I have received so much help and support from Ryan and the team, and just to be able to get out and talk to the team and other dads has had a big impact.



# Our Facilities

## Conferencing

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 2024.

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

In 2023 we had:

**622** external bookings from **30** different organisations

**6** kids party bookings

## The Bradbury Café

Our café is open to the public five days a week. Our menu offers a wide range of food, including a reduced price 'meal of the day' option. The café provides a safe and welcoming space for our residents, staff, and members of the community.

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

We supplied **29** buffets

We sold **5209** 'meal of the day' options

The Department for Work & Pensions funded **100** meal vouchers for distribution by external agencies, e.g. The Rock Foundation and Foresight.

## Multi-Use Games Area (MUGA)

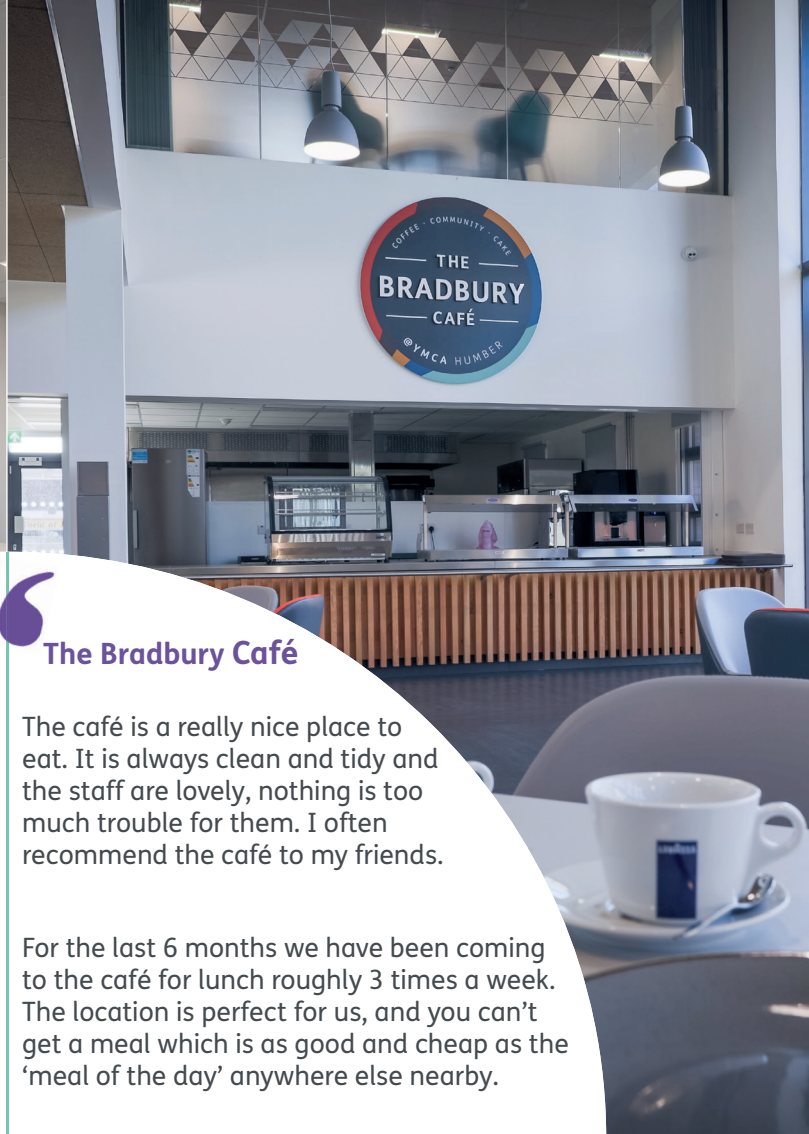
We purchased the MUGA in August 2023 and have been working with local partners, funders, and the community of the East Marsh to finalise renovation plans to ensure the MUGA is a vibrant community focussed sports area.

We organised a clean-up day which saw staff, residents, and members of the community get together to support us in preparing the MUGA, ready for renovation.

Since purchasing the MUGA in August, we have had **40** bookings enabling us to host football and netball.

## Changing Places

Our Changing Places facility is situated on the ground floor of our building on Freeman Street, and is open 24/7 to the community.



### Conferencing

### The Bradbury Café

We use the YMCA on a weekly basis for The Weight Loss Company meetings. The staff and venue are very welcoming, always happy to help and accommodate us. Our members often comment how clean and tidy the venue is and how they feel welcomed by everyone.

The café is a really nice place to eat. It is always clean and tidy and the staff are lovely, nothing is too much trouble for them. I often recommend the café to my friends.

We often stay for coffee or lunch afterwards, it's great to see the café so well used by so many people.

For the last 6 months we have been coming to the café for lunch roughly 3 times a week. The location is perfect for us, and you can't get a meal which is as good and cheap as the 'meal of the day' anywhere else nearby.



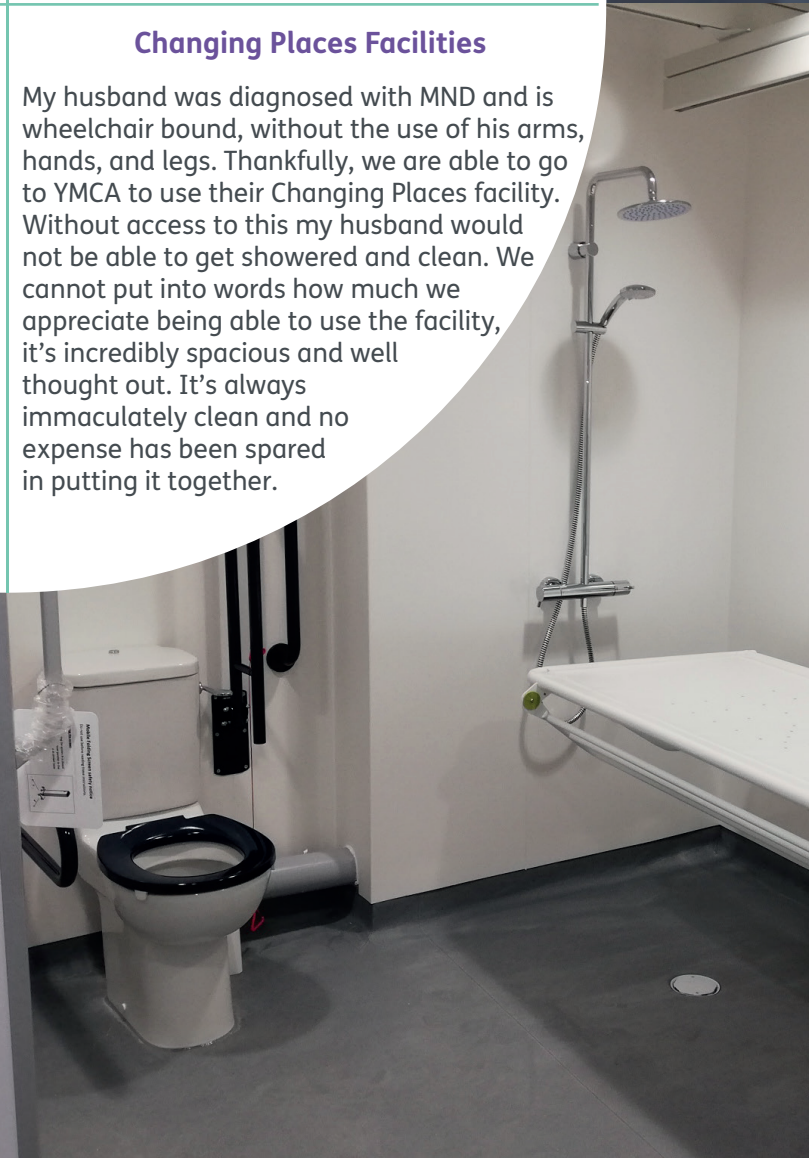
### Kent Street MUGA

Zak, skate park user:

The fundamental advantages of the renovation of the skate park will be for the kids. From a socio-economic perspective, the children that are affected the most by the cost-of-living crisis in Britain are usually the ones that are living in areas like Kent Street. A facility that will harness the youth at an early key stage will hopefully improve crime-rates as well as giving the children something positive to put their unharnessed energy into.

### Changing Places Facilities

My husband was diagnosed with MND and is wheelchair bound, without the use of his arms, hands, and legs. Thankfully, we are able to go to YMCA to use their Changing Places facility. Without access to this my husband would not be able to get showered and clean. We cannot put into words how much we appreciate being able to use the facility, it's incredibly spacious and well thought out. It's always immaculately clean and no expense has been spared in putting it together.



# Volunteers

Individuals have the opportunity to volunteer in The Bradbury Café, our youth club, and maintenance department. Volunteering provides residents with 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.

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

➔ **19** of these are YMCA Humber residents

**2647** hours of resident volunteering have been completed altogether

➔ **1624** hours being in the café

➔ **1023** hours being in maintenance



**1716** hours of external volunteering have been completed altogether

➔ **140** volunteer working hours per month

➔ **18** employability volunteer working hours per month (at 2 months only)

## Jack, Maintenance

“My mental health had gone downhill when I first moved to YMCA, and I knew I needed to get involved in something which kept me busy.

I had previously studied joinery and brick laying at college, so when the opportunity came up for me to volunteer in maintenance, I knew this was right for me. Since volunteering my mental health has improved, and it's given me life skills and a schedule to my day.

If I was not volunteering, I would probably just be sat in my room. I get on with the staff and other volunteers really well, and they make me feel part of the team. In the future I hope to use these skills to do an apprenticeship to become a labourer on site.”

## Elysia, Café

“The reason I started to volunteer was to add structure to my day, I did not want to spend my day just sat upstairs in my bedroom where every day would feel like a weekend. Volunteering has improved my mental health, has built up my confidence and I have the opportunity to meet new people every day.

I was able to include the skills I have learnt from volunteering on my CV, and I believe this helped me get the job which I am hopefully starting in the next few weeks. Around my shifts I still hope to volunteer as it's really helped me the last three months.”

# Staff

We welcomed 10 new staff members and one new trustee (Jack Parr) to the board in 2023.



## Jack Parr, new trustee at YMCA Humber

“I applied to be a trustee based on a recommendation from a former trustee, as he knew I wanted to allocate some of my time and my skillset to a charitable endeavour which was beneficial to the local community. After the first meeting with the other trustees and staff at YMCA Humber, it felt like I could be of some use, and hopefully, I could be part of something which would improve the community spirit and services in the area.”

## New staff members:

Peter - Caretaker  
Lee - Caretaker  
Diane - Cafe Assistant  
Sarah - Resident Support Officer  
Ceinwen - People & Policy Manager

Ryan - Youth & Outreach Worker  
Naomi - Twilight Welfare Officer  
Leanne - Twilight Welfare Officer  
Rebecca - Night Concierge  
Olivia - Evening Housekeeper

## Fundraising and activities

### Yorkshire 3 Peaks



In May we completed the 25-mile challenge to raise funds for our youth and family provision. In total we raised £3,342, and were supported by family, friends, and local organisations. All money raised went towards funding our free youth club, to enable us to continue running this into 2024.

### Wild Pines Park



Staff attended Wild Pines Park for a wellbeing day, activities included wild ropes, zip line, archery, and mini golf.

### Cleethorpes carnival



### Wreath making



### YMCA national conference



# Awards

In 2023, we had the privilege of attending three award ceremonies which highlighted our housing and free community services.

## Civic Awards



In March we attended the Civic Awards where our youth club won the 'Sporting and Wellness Award'. At the time of the awards our youth club had only been running for 9 months and we had 220 kids signed up. Winning this award showed the difference we were making to the community which was a big achievement.

## Northern Lincolnshire Business Awards



In May we attended the NLB awards where we won 'The Hull and Humber Chamber of Commerce Excellence in Community Award'. Our nomination highlighted the impact of all our free services to the community, such as our youth club, toddler group, dads support group and our health and wellbeing drop-in sessions.

## Matt Rodgers, Trustee at YMCA Humber

"Winning the 'Excellence in Community' award is testament to the courage of the team at YMCA Humber, who have committed to hearing the needs of their local community and acted on it by playing their part with endeavour and creativity. What we have now is just the start of new possibilities and change for us and our community."

## YMCA Youth Matters Awards



In November we attended the YMCA annual awards ceremony where we were finalists for:

- YMCA of the Year
- Housing Project of the Year - parent and baby house
- Family & Youth Work Project of the Year
- Young Worker of the Year - Briony Meadows, Finance Officer

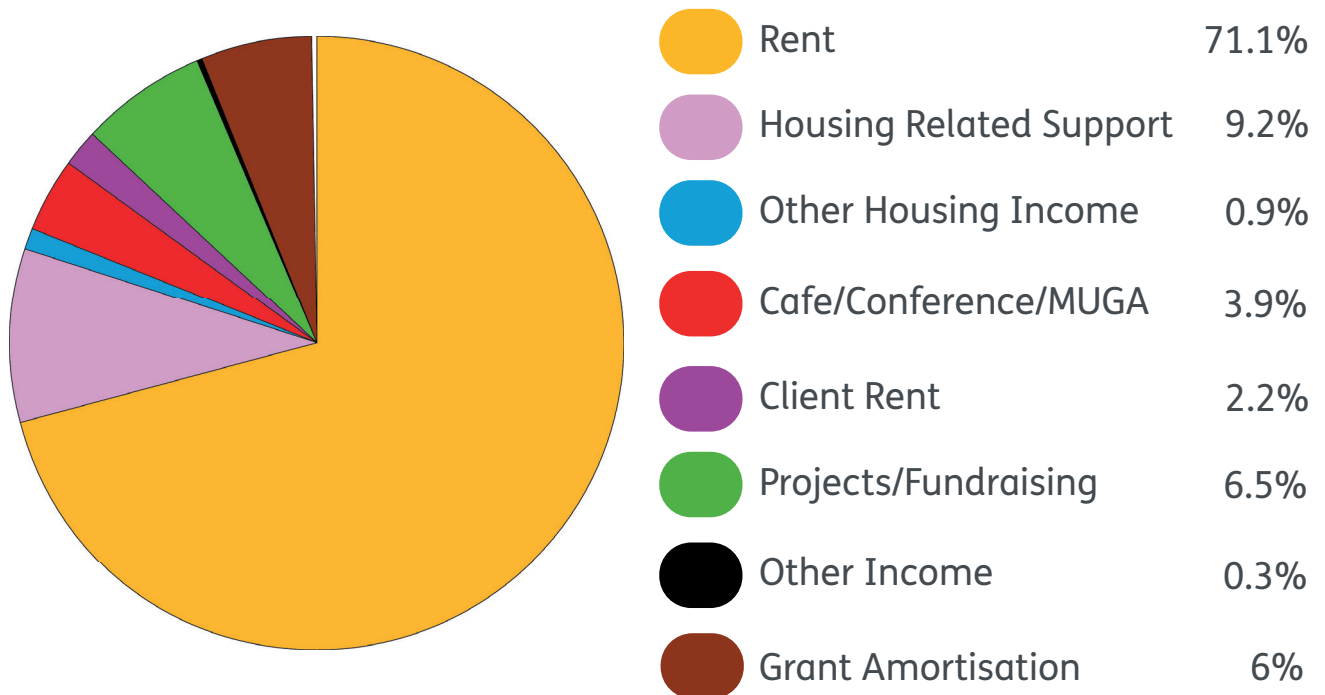
## Briony, Young worker of the Year finalist

"I am completely overwhelmed and ecstatic to have been shortlisted as a finalist for "Young Worker of the Year". I have developed so much in my job role, and as a person in the last year, to have that recognised is incredible."

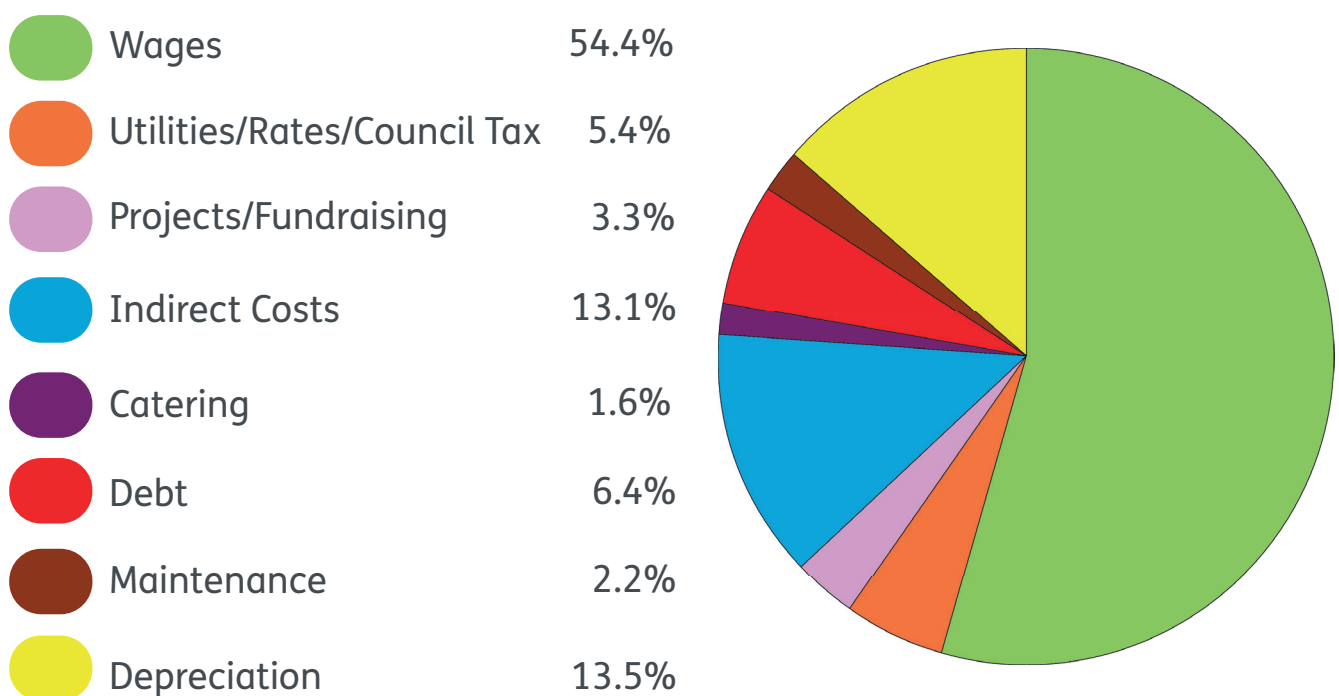
# Finance

Our total income and expenditure for 2023.

## 2023 Income



## 2023 Expenditure



# The Voice of Our...

## Staff

We asked **37** staff members their thoughts and recommendations around their role, teamworking, the leadership team and our strategic goals. The feedback will be used to align our everyday working practices to our goals and strategy for 2024.

**81%** feel that the work they do has a positive impact

**81%** feel valued and respected by their colleagues

**79%** feel they have trust and confidence in their team members

**73%** feel confident in the Senior Leadership Team

**86%** believe we live up to our values and goals

**89%** understand our strategic goals

**84%** are proud to be part of the YMCA Humber team

In 2024 we will focus on:

1. Wellbeing activities to give staff the opportunity to engage with each other and try new experiences.
2. 1:1's, supervision, and personal development sessions.
3. Role enhancement through skills development.

## Residents

We asked **62** residents for their feedback on our facilities, neighbourhood management, and engagement.

**82%** said they feel safe in their home

**85%** said we listen to their views and act upon them

**82%** said we keep them informed about things that matter to them

**80%** believe we make a positive contribution to our neighbourhood

**79%** were satisfied with the overall repair service over the last 12 months

**78%** were satisfied with the time taken to complete the repair they reported

**69%** said we provide a home that is well maintained

**88%** believe we treat them fairly and with respect



# Community

## The Bradbury Café

67 people completed our feedback form which will help us improve our service standards.

87% of respondents visit our café at least weekly

51% said they would be interested in attending a café event, or have already

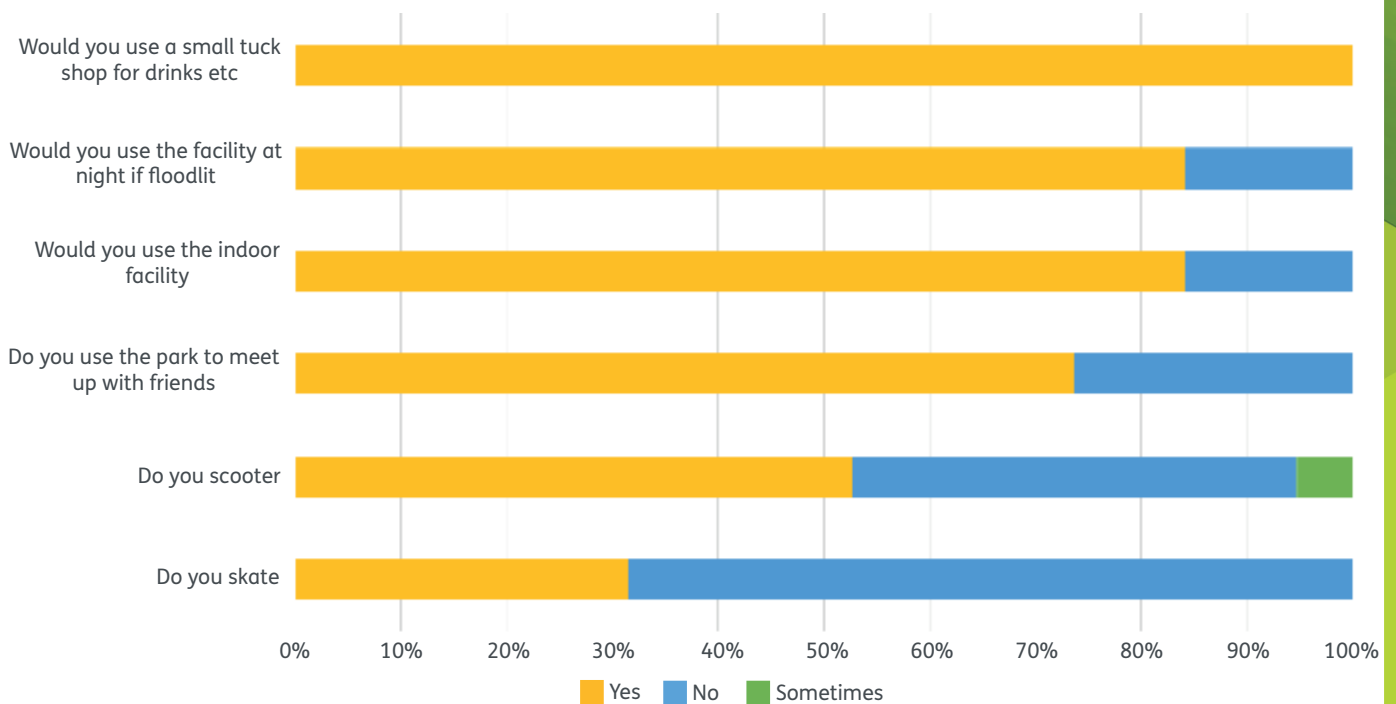
86% received their food within 15 minutes of ordering

91% rated their food 'good' to 'very good'

90% said our café staff were very helpful

## Skate Park on Kent Street

We spoke to 19 people who regularly use our skate park to find out what they use this space for, and what they would like to see as part of our plans to renovate.



### Key area for development



Playground equipment



Football rebounder



Sports equipment



Shelter and seating area



Stair set and box ledge

# Our Future Developments

## Moving into 2024....



### 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.’



Pursue additional residential accommodation.



Ensure all our resident development activities contribute to either physical or mental wellbeing, or learning and skills development.



Ensure every resident is personally and effectively supported by a designated Housing Officer to reach their full potential.

Evaluate residents’ journey whilst living at YMCA and as they move on.

## Income Development



Ensure the MUGA is fully refurbished to maximise income through commercial usage and support free community usage.

Develop a network of corporate partners to support projects and provide opportunities for skills’ development.



Actively pursue non-accommodation contracts using our facilities and bookings management skills.

Develop YMCA Humber Ltd services to achieve budgeted income.



Generate regular income from Orwell Street ground floor.



## Family and Youth



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



Secure funding and deliver HAF sessions in Easter half term, Summer holidays and Christmas half term, ensuring all our activities contribute to either physical or emotional wellbeing, developing new skills or connecting with new people/places.



Continue to develop our ‘dads’ network’ to offer peer support and counsellor-led health and wellbeing activities.



Develop a blended service offering a variety of funded, free, and commissioned services that meet the needs of the local community.

Deliver the Humberside PCC contract to reduce ASB through a diverse offering to the older teens who use the skatepark.



**HUMBERSIDE**  
POLICE & CRIME  
COMMISSIONER

and we will continue to embed our 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.

Thank you to those who supported us in 2023...



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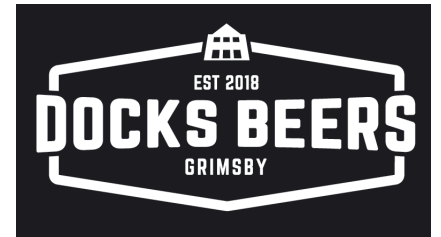
NSPCC



UNIVERSITY OF  
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