

YMCA HUMBER

Annual Report **2021**

Transforming lives and communities
in North-East Lincolnshire

► Introduction

YMCA is the largest and the oldest youth charity in the world. Locally, YMCA Humber has been part of the community since 1882.

YMCA Humber is here to be a leader in the transformation of lives and communities in the Humber region. The work that our staff, trustees and volunteers do is to simply help people in their life journey.

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► Welcome

At YMCA Humber we believe everyone should have a fair chance to discover who they are and what they can become. Our team are committed to supporting the transformation of lives and communities in North-East Lincolnshire.



Chairman's message

2021 was a year of transition for YMCA Humber with changes in leadership and in the main location for the organisation.

Yet amongst the change, the team at YMCA continued to work on the charity's goal of transforming lives, with 350 people housed and a vast array of support given throughout the year (see page 5). During the year we took the opportunity to re-shape and re-form the Board of Trustees, welcoming 4 new trustees following a recruitment campaign and interviews (see page 13).

In June, Kate Conway was welcomed as interim CEO and was soon very busy in leading the move to 21 Freeman Street and in continuing our drive for excellence in all that we do. Staff and residents were remarkable in the manner in which they managed the move from Peaks Lane to 21 Freeman Street, settling in seamlessly to their 'wonderful' new home; all in the context of a global pandemic.

It was a weekend of celebration in mid-October when we opened 21 Freeman Street as a place for people to live; a new HQ for the charity; together with an array of facilities for the community, including the Bradbury Café. Throughout the weekend of the opening, the local community made us feel welcome and appreciated – thank you. In 2022 we look forward to a new era as we benefit from all the hard work and commitment given in 2021.

Best wishes
Stephen Gallaher

Message from the Interim CEO

Since taking the role of interim CEO in June, I have had the pleasure of working alongside an amazing team of staff, trustees, volunteers and residents to achieve one of the most transformational years in YMCA Humber's history.

In a continued backdrop of the COVID 19 pandemic, we have been truly blessed to work with a fantastic team of contractors and funders to move into our new 21 Freeman Street building on the 29th September 2021.

Our Peaks Lane site had housed residents for over 50 years and has transformed the lives of hundreds of people in North East Lincolnshire. Many people will look back with fond memories of this site - from riding on their BMX bikes, attending roller discos or as a safe home.

The move to 21 Freeman Street has allowed us to become an integral part of the East Marsh community and we thank all the residents, traders and organisations for welcoming us so warmly.

Hopefully this annual report will provide a snapshot of our achievement in 2021.

Bert wishes
Kate Conway

► Latisha's story

How the safe, caring environment and a support coach who you trust can transform a young person's life.

Latisha has lived with us on two occasions at the YMCA. The first in 2019, where she was asked to leave because of her poor behaviour towards staff and other residents. By August 2021, Latisha was homeless again – the homeless team reached out to us to see if we would give her another chance and Latisha returned to the YMCA two weeks later.

Latisha was a complex young lady and was difficult to engage with at the beginning. She was hostile and needed a lot of support with her daily living skills including room care and personal hygiene. Latisha had a long history of self-harm; her mental and emotional wellbeing was something that would require a lot of work.

Initially Latisha was extremely challenging to work with. Her Coach, Sam, worked tirelessly with her to understand her behaviour. Sam tried many different approaches and found working in a reflective manner allowed Latisha to begin to open up and discuss her childhood and the traumas she suffered; she was a care leaver and a looked after child until aged 21. Over time work took place on what

healthy relationships looked like and how to establish them. Latisha began counselling support with the YMCA wellbeing team for her childhood trauma and engaged well within her sessions on a weekly basis.

The progress Latisha made during this second spell with the YMCA was incredible - she is now a well-rounded, polite, self-sufficient young lady. She now understands the importance of paying her rent every month and budgeting her money effectively. She has also built positive friendships with people her own age for the first time, so her social skills have greatly improved. Latisha is currently studying Health and Social Care and doing well with her studies. Latisha sees the YMCA as her family!



► Our year in figures



3 residents started university



We carried out over 16,000 support hours



We housed 230 people



Our average occupancy was 89.5%



The average age of the Foyer residents was 18 Years old



Across our Peaks Lane, Foyer and Freeman Street sites we have had 81 positive move ons



754 hours of counselling



79 individuals accessed counselling



91 hours of group sessions



We saw over 500 attendances and participation from residents across our sites with our engagement activities

► 21 Freeman Street completion

As 2021 progressed, so did the impressive new build on Freeman Street.

Originally scheduled to be completed in late August 2021, the keys were handed over on the 28th September 2021 – an amazing achievement considering the challenges of a global pandemic!

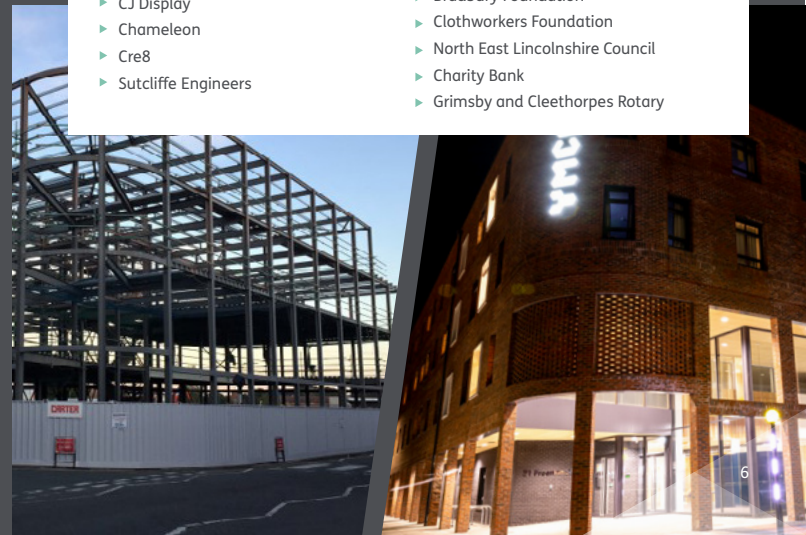
Our many thanks to the Freeman of Grimsby along with our main contractors and funders including:

Contractors

- RG Carter
- Hodson Architects
- Thornton Firkin
- Longhurst Group
- LCS
- CJ Display
- Chameleon
- Cre8
- Sutcliffe Engineers

Funders

- Alan Wood and Partners
- Rollitts
- Lew Sainsburys
- Garfield Weston
- Bradbury Foundation
- Clothworkers Foundation
- North East Lincolnshire Council
- Charity Bank
- Grimsby and Cleethorpes Rotary



► 21 Freeman Street official opening weekend

Thursday 14th October 2021

On the evening of 14th October 2021 MPs, councillors, project funders, trustees, contractors and friends of YMCA Humber joined Steve Gallagher, Chair of the Board of Trustees in the official opening of 21 Freeman Street.

Whilst unveiling the plaque Steve spoke about how keen YMCA Humber were to develop a headquarters and home for a large number of people that was at its very nature aspirational, quality, uplifting and a place where you feel valued. We believe that 21 Freeman Street provides all of our residents a home that will enable them to achieve this.

Steve explained that the housing and community development is home for up to 74 residents, primarily under the age of 35, however age is no barrier to becoming a resident. The building has

airy open spaces and views of the Dock Tower and consists of 3 accommodation floors divided into 8 'clusters'.

A cluster is a group of rooms arranged around a shared social space for residents, which includes cooking and laundry facilities. The ground floor has purpose-built spaces for training, activities and counselling as well as conference and meeting facilities available for public use.

During the evening Steve was presented with a framed picture of a drawing recently made by local artist Sarah Palmer. Sarah has been working with YMCA Humber's residents during the run up the completion of 21 Freeman Street, to help their residents create and produce artwork that was on display during the opening events.



Friday 17 October 2021

Over 100 local businesses, voluntary & 3rd sector organisations and partners came to tour the building and find out more about services and facilities provided.

The tours included The Bradbury Café, The Weston Conferencing facilities, gyms, art rooms, changing places facilities, accommodation, and counselling areas.



Saturday 18th October 2021

The Mayor opened a family fun day, which saw hundreds of people visit. They enjoyed a children's disco, meals in The Bradbury Café and taking part in a willow weaving workshop.

► Our community properties

Our community houses continue to flourish under the guidance of our Supported Living Accommodation Manager, Lucy, and her team of support coaches. We support our residents to make progress against the following outcomes:

- Providing a safe place to live
- Enabling health and well-being
- Enabling independence to live

We support our residents to make progress against the following outcomes:

- Motivation and taking responsibility
- Social networks and relationships
- Meaningful use of time
- Managing money and personal administration
- Substance misuse (if applicable)
- Self-care and living skills Offending (if applicable)
- Emotional and mental health
- Managing tenancy and accommodation
- Physical health

► Dylan's story

Dylan came into service at the YMCA Care Leaver's property at the age of 16. His life was very chaotic at the time. He was taking illegal substances daily, had not been in formal education since year 8, and was in an unhealthy relationship with an older female who was suspected to be sexually and criminally exploiting him.

He was not willing to engage with professionals, education or work and mostly spent his time taking drugs or drinking alcohol. Through the efforts of YMCA staff, Dylan began to develop a trust with his workers and began developing healthy relationships. Dylan began engaging with practical life skills

activities and coming along for fun days out which helped to build the trust even further. With the help of local agencies, the local authority, and the police a Child Abduction and Harbours (CAHN) notice was put in place. With the removal of this negative relationship, Dylan was more willing to listen and work on his drug use. He also tried out various short training courses before eventually enrolling on a full time Plumbing course. Almost 2 years has passed now since Dylan came into service. He no longer takes drugs and engages with a drug counsellor every fortnight to keep on top of his addiction. Dylan is almost unrecognisable from the young man that joined us 2 years ago and we all could not be prouder of him!

► Ash's story

Ash was a resident at YMCA Humber for just over a year and in that time has grown leaps and bounds, going on to apply for university courses and is extremely proud to have achieved a place at the University of Cumbria to study Zoology.

Ash hopes to eventually work closely with animals, whether that be as a vet, studying animal behaviour or at a zoo. The course will last for four years, and Ash will eventually graduate with a BA (Hons) in Zoology.

Whilst at YMCA Humber, Ash's best memories are taking part in walking groups, getting to know people and most



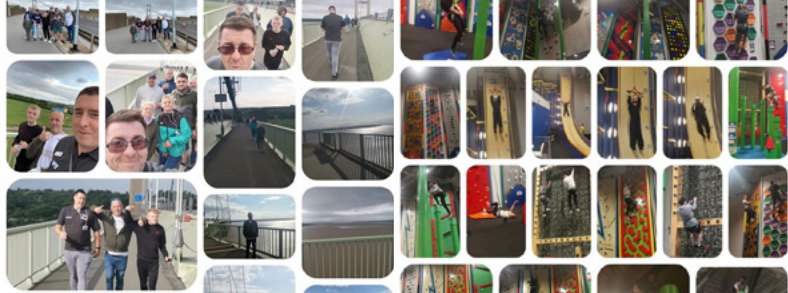
importantly their pets! Ash said "I get to know people via their animals, I often remember the name of their pets before the person!"

Ash added they will be sad to leave YMCA Humber but is looking forward to moving on and making lots of new animal friends.



► Colette's story

Colette lived with us in one of our community houses for two years. With the support of her coach, she enrolled on a City & Guild Painting and Decorating course at Grimsby Institute. She completed this with flying colours!!



► Active Humber engagement activities

Throughout 2021 we were delighted to work in partnership with Active Humber to deliver fitness and wellbeing activities for our residents.

Funded as part of the Young People Forward Programme, we were able to purchase items including mountain bikes, footballs, gym and HITT equipment to allow our coaches to provide regular outdoor activities. During the course of the year, we had over 75 residents engage in activities which included:

- Walks along the beach and in the Lincolnshire Wolds
- Regular swimming sessions
- Yoga and Boxipalaties
- Bike rides – one resident rode over 100 miles in less than two months
- Trips to climbing wall, aquaparks and trampolining

Coupled with the group sessions, 1:1 activities took place for residents who required a little more encouragement or support.

The monies from Active Humber were invaluable in helping our residents maintain an active, healthy lifestyle in the middle of the pandemic.

► Wellbeing funding and support

At One

The Lottery Funded At One program, came to an end in April 2021. This exceptional successful program has seen more than 91 hours of group sessions and 147 hours of counselling take place in 2021.

Despite the funding finishing, our Mental Health Officer Kerry, continued to deliver group sessions including healthy relationships, self-image and the stick together mental health program to our residents. In December 2021 we were delighted to be awarded funding through the NELC COVID grant scheme to allow us to expand the delivery of these sessions to the local community alongside our residents.

At the beginning of 2021 we were delighted to be awarded funding from several COVID recovery grants.

► Chloe's story

Chloe began counselling in March 2021 as she was struggling with her anxiety, and believed she needed to overcome her social struggles and anxieties before moving away to university.

Although Chloe presented as a confident person, she struggled with meeting new people and routine tasks.

Chloe attended weekly counselling sessions, each week reflecting on her life and feelings, becoming more aware of herself and new ways of regulating her emotions. She began to challenge herself by meeting new people

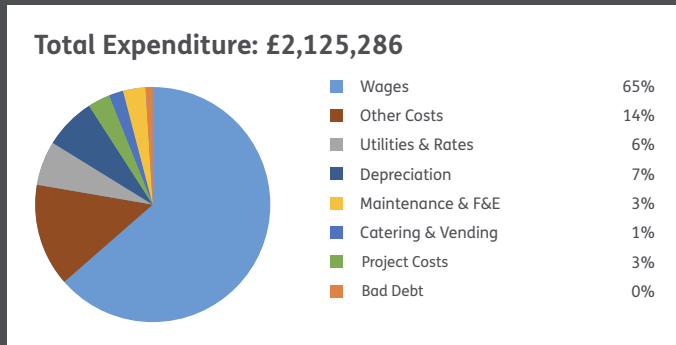
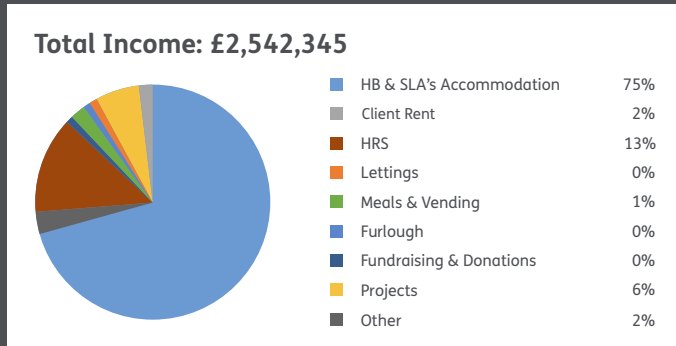
and travelling across the country independently to meet her partner.

Chloe decided to challenge herself further by applying for a college access course in Manchester - she was accepted and started in September 2021. Chloe accessed counselling while she settled and adapted to her new environment.

Chloe has passed all her college assignments with distinctions and gained a place her first choice university - Sussex!!

► Finance

It's important to know what keeps our wheels turning.



► Our people

2021 would not have been achievable without the support of a fantastic team of trustees, staff and volunteers.

In 2021 the following people joined our team

Staff

Claire Mellor - Coach
 Scott Osborne - Coach
 Renee Payne - Coach
 Kelly Grabiniok - Coach
 Sally Parker - Coach
 Demi Towle - Coach
 Charlotte Baker-Balding - Coach
 John Marris - Coach
 Alan Nalloth - Night Concierge
 Sarah Howden - Counsellor
 Rob Baty - Head of Facilities

Volunteers

Melissa Stanwick - Support
 Andrew Mason - Admin
 Tracey Hooton - Admin

Student Counsellors

Anna Sheppard
 Lisa Johnson
 Harry Smith

We were also delighted to have four new Trustees join our board



Craig Stephen
 Commercial Manager
 (Humber) ABP Ports



Jo Taylor
 Business Hive
 Manager



Rev. Matt Rodgers
 St. Marks Grimsby



Lisa Fleming
 Lisa Fleming
 Communications

Get involved. Join our community!

**21 Freeman Street
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To read more about us visit [**ymca-humber.com**](http://ymca-humber.com)

To find out more about our work contact us
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Find us on:

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

SUPPORT & ADVICE

ACCOMMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION