

IMPACT REPORT

2019/20



TRANSFORMING YOUNG LIVES THROUGH HOUSING,
SKILLS, ART, HEALTH, ADVICE AND CARE

WELCOME

THE Y IS AN ESSENTIAL PART OF THE LEICESTER COMMUNITY, SUPPORTING HOMELESS YOUNG PEOPLE WHEN IT HAS BEEN NEEDED MORE THAN EVER. WE'VE CONTINUED TO DO THIS DURING ONE OF THE MOST DIFFICULT TIMES WE'VE FACED.

As a charity that never stands still we had many positive developments to celebrate in 2019-2020. It has been captivating to watch *The Y Heritage Project* unfolding, which uniquely puts young people at the centre of commissioning a diverse range of local projects to become cultural creators. This person centred approach is helping to inform a *new skills strategy* for 2020 which will address digital exclusion, promote resilience and enable young people to learn at their own pace. Other projects include:

A new contract to support five unaccompanied asylum seeking children (age 16+) in one of our move on houses.

New funding for *Safe and Sound* will provide support for a female-only accommodation cluster emphasising positive mental health, safe and healthy relationships and recovery from abuse.

New funding for *Mummas and Bubbas*, will create a safe space for young mothers, recognising that many seek our help after they have left our accommodation.

New funding to create a regional *Experts by Experience* panel as part of our regional complex needs work.

Whilst all our work has been disrupted by the pandemic, we have strong foundations and staff with such incredible resolve. There's no doubt that mental health and unemployment will be big issues for our young people in the coming months and we are preparing to adapt to those needs. We also look forward to a time when we can welcome people back to our sports spaces and theatre.

Paul Brown, CEO



CHILDREN'S RESIDENTIAL SERVICES

In April 2019, we opened our first children's residential home. We developed this offering because many of the young people we have supported through the years are care leavers and we felt we really had something to offer in the sphere of being a corporate parent. The first young person moved in on the 29th April 2019 and our first Ofsted inspection took place on the 10th of January 2020. We received a rating of "Good" (just shy of outstanding) in all areas, which was a fantastic achievement and testament to all the hard work of the team. The young people have responded very well to the support and care provided.



We are thrilled to see the young people thrive in this environment. They are enjoying education and activities including Army cadets, youth clubs and being a voice at The Children in Care Council. We've also enjoyed celebrating holidays and festivals including Christmas and Diwali.

"I LOVE BEING AT PARK HOUSE, I FEEL REALLY SUPPORTED BY ALL THE TEAM"
- Young person

We have seen young people adapt to Park House and then successfully transition back home or to semi-independent living. We have built strong relationships with these young people during their time with us and they have often kept in touch with the staff, returning to say "Hi" and check in with us. We have also been able to access some fantastic training, most notably, the Diploma in Working with Extremely Traumatized Young People. Ongoing training has increased our knowledge and informed our practice further ensuring our values are continuing to be met.



HIGHLIGHTS

Ofsted rated good January 2020.

Successful partnerships with the City and County Councils becoming an approved provider.

3 successful transitions back to the family home or independent living.

OUR VISION IS FOR EVERY YOUNG PERSON TO HAVE A SAFE PLACE TO CALL HOME AND THE SUPPORT THEY NEED TO CREATE LASTING CHANGE IN THEIR LIVES.

PROVIDING A NURTURING, SAFE HOME FOR CHILDREN TO STABILISE AND REBUILD, ENABLING THEIR ROOTS TO GROW.

"I came to the UK in 2016 as an asylum seeker at age 16 and found myself in a children's home. Language and way of life were big barriers and I've had to live in different places. I've been fighting for myself every single day and the staff here have really helped me, they actually work hard for people like me, vulnerable people.

I have studied hard in ICT and ESOL to improve my English and taken part in NCS and voluntary work. The Y interviewed me for a work experience placement at Mattioli Woods and I was the successful candidate. It's a big thing for me as I never expected to see myself in that position. I'm excited for future opportunities and more prepared for work now."

- MOHAMMED



HOUSING

More young people have moved on positively this year, despite an increase in support needs and the potential impact of lockdown in March 2020. Staff continued to provide a tailored approach to each resident with an understanding of how life trauma can manifest as challenging behaviour and mental ill health.

We are delighted to have received funding for an exciting new project called Safe and Sound from Homeless Link's Ending Women's Homelessness grants programme. We'll provide gender specific, specialist support for up to 12 young women in our service. We look forward to working with our key partners on this project.

We now have a move-on house dedicated to the care of Unaccompanied Asylum-Seeking Children as of September 2019. We are supporting five young people aged 16 and 17 to access education, address support needs around mental health, trauma and abuse as well as housing related support such as budgeting, appointments and independent living skills.

It's amazing to see a significant increase in the amount of young people that are in full time employment across both sites and the move on houses. The Y is supporting these young people by offering a "step into work" bursary. This initiative is specifically to help our young people make the transition from benefits to employment by reducing their rent in that crucial period to prevent them getting into financial difficulties.

Support Needs

- Support needs include mental ill health, substance misuse, childhood in poverty, looked after children, offending behaviour, learning disability, exploitation or abuse.
- 86% of our residents are identified as having two or more support needs in addition to homelessness and 24% had at least three.



102

rooms available in clusters, flats or houses

50

young people moved into their own independent tenancies

62

young people were supported by our complex needs worker

I was removed from my parents' care at the age of 4 and was sent to live with my Grandmother. She had a terminal cancer diagnosis when I was 13 so I had to go into foster care until I was 18. I came to The Y after a difficult few years and I've had the best support here through some of my worst experiences. I remain positive because if these things hadn't happened, I wouldn't be where I am now. I joined in Y Heritage last year as a panellist on the most recent round of funding and I'll be doing a work placement with Spark Arts. I've developed a passion for photography which I never would have found without the Y Heritage project.

- ROCHANA



81

Residents have engaged with Y Heritage to date

£51,802

was awarded to 4 new projects

6

young people attended project placements

Y HERITAGE



Y Heritage is led by young people who become dragons having shortlisted and selected projects to fund in the 'Dragons Den' process. Recipients must include a meaningful placement for one of our young people and in return learn how to engage a younger audience, a win for everyone.

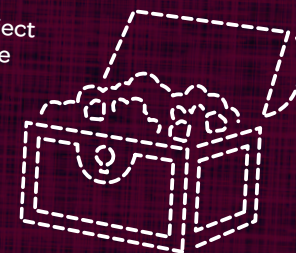
We've had a fantastic 2019 / 2020. Some of our highlights were:

- The conclusion of Round 2 projects with KRILL Visitor Centre and Enter Edem, a theatre company delivering a spooky performance at Welford Road Cemetery.
- A series of 'mystery museum visits' by young people at the Y to provide valuable feedback to local museums on young people's experience followed up with two training sessions for museum staff around engaging with young people.
- A residential trip to Norfolk visiting Norwich Castle & Museum (another Kick the Dust project at YMCA Norfolk where we met their residents and swapped stories), Sheringham Museum, Norfolk Steam Railway, Holt Hall and Bircham Windmill.

Heritage organisations have learnt not to underestimate what young people want from heritage or can contribute. Young people clearly value the rich work experience opportunities and have a sense of achievement and improved skills. They were not engaging in heritage activity before the project started and many now participate in regular visits to city and countywide historical sites, heritage settings, battlefields and museums.

We successfully applied to the National Heritage Lottery Fund for additional Youth Accelerator Funding of £119,000. This secured a further 16 months of project activity including the recruitment of a new Heritage Activity Coordinator to support wider youth engagement, a coaching programme for young people, two new digital projects and a final celebration event.

We're very proud that Rochana, one of our young people, has taken several of the photographs used in this report.



I've had serious drug misuse and mental health issues leading to psychiatric hospital admission in 2017. After discharging myself, I was sofa surfing for a year until being accommodated at the Dawn Centre and getting referred to The Y Support Project. It's been difficult but with their support I found a flat, where I've been for 18 months. They helped me take small steps like keeping my accommodation in order, saving money, eating well and keeping food in the cupboards. I've now been off hard drugs for 3 months. I never could have imagined this is where I'd be 18 months ago.

- MARC

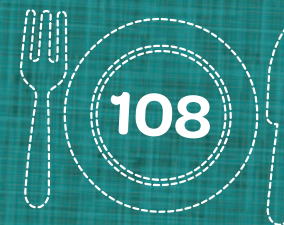


THE Y SUPPORT PROJECT

Our direct access day centre has continued offering practical support, personalised individual support and liaison with specialist partner services for those at risk and experiencing homelessness. In March, we had to move from our usual premises at the Dawn Centre due to the pandemic and were warmly welcomed at Inclusion Healthcare. This enabled us to continue offering our services throughout.

Through mental health support, one to one appointments and brief interventions we forge and build relationships with individuals in need of support and with partner agencies. 59% of all appointments provided one to one support to help clients overcome multiple challenges to relieve homelessness or prevent it from recurring, particularly when vulnerably housed.

Generous donations enabled the continuation of the Cold Weather Café from the beginning of December until March, providing cooked lunches to those rough sleeping, in night shelters or vulnerable and socially isolated. Average daily number of lunches provided was between 22-25 per day. Sitting down to a hot homemade meal had a huge positive impact to people's wellbeing and mental health.



*Brunches served over
Boxing Day, Saturday
29th December and
New Years' Day.*

77

Average daily visits to our day centre

377

new clients this year accessing services for the first time

64%

of clients are of no fixed abode e.g. rough sleeping, sofa surfing etc.

FLAT 108



The Flat 108 Enabling Independence project works specifically with young people who have a range of special educational needs and disabilities (SEND). This includes physical and learning disabilities including epilepsy and speech and language barriers that can manifest in high levels of anxiety, low self-esteem & communication barriers. The young people we support may also come from disadvantaged backgrounds and be at an increased risk of bullying, exploitation or coercion.

Practical activities within and close to Flat 108 support young people to develop skills to take control over day to day decisions and functional tasks of living independently such as travel, shopping, cooking, money management, personal care and communication. Our person centred approach empowers these young people to identify their aspirations and opportunities that will help them transition into independent adulthood.

Thanks to funding from BBC Children in Need, we have continued to work very closely with a number of schools as well as customized one to one support for 16 and 17 year olds. Staff attended key strategic networking events in the local area; Local Offer Live and Healthwatch Leicester's Hidden Disabilities, raising awareness of how to create an enabling environment for this client group.



7
young people aged 16-18 benefitted from the service

144
hours of 1 to 1 support provided

100%
of clients experienced positive change because of the project

SHINE

Shine is a three year, lottery funded regional complex needs project being led by The Y to replicate our complex needs model across other YMCA's in the region. Six Shine workers were recruited in January 2019 to offer intensive support to young people aged 16 to 25 years with complex needs. The project works with staff at all levels of service including Trustees via the Champion Trustee programme who meet quarterly to review and input into project delivery.

We've delivered a programme of training to improve understanding of complex needs and to equip staff with the resources to be able to offer a quality, trauma informed service to young people. This has included a Motivational Interviewing Champions Programme and a Diploma in Working with Extremely Traumatized Young People. The project has introduced a reflective case discussion structure which we were invited to share at a national Homeless Link conference as an example of good practice.

Each YMCA has also begun a programme of organisational change to review and improve access and services for marginalised young people. This includes working towards achieving the Enabling Environments Award; awarded by the Royal College of Psychiatrists to environments that place relationships at the core of their services.



96
young people accessed intensive support from the Shine workers

60%
of young people report improved motivation

138
hours of staff training delivered

We're working with:
YMCA Lincolnshire
YMCA Birmingham
YMCA Burton Upon Trent & District

YMCA Wellington & District
YMCA North Staffordshire
YMCA Sutton Coldfield

A SAFE PLACE IN THE HEART OF LEICESTER CITY CENTRE WHERE YOUNG PEOPLE WITH DISABILITIES CAN LEARN NEW SKILLS AND PREPARE FOR ADULTHOOD.

"IT FEELS LIKE YOU'VE GOT SOMEONE THAT LISTENS AND UNDERSTANDS YOU AND I HAVE NOTHING BUT POSITIVE THINGS TO SAY ABOUT THEIR SUPPORT" - Young person

THEATRE

The past year at The Y was packed with the best in new music, comedy, personalities, events and more. May saw us participating in the city-wide Handmade Festival, with our stage headlined by Mono. There was a visit from comedian Gary Meikle who took the chance to speak to our residents about his similar experiences of a complex needs upbringing. We were proud to host the double show hometown EP launch of Leicester band Easy Life. February saw the return of Spark Festival with schools taking to the stage to perform alongside renowned musicians and an opportunity for local act Mr Swing and the Beat Rangers to entertain our family audience.

Other highlights included the performance of Bassett by The Actors Studio working in partnership with Director, Sarah Ingram to put on this challenging play. We had our busiest December ever hosting local businesses for Christmas parties, the annual community pantomime, a spot of cabaret, burlesque and variety, and celebrating with BORIS, Haiku Salut & Nordic Giants as part of The Robot Needs Home Collective 15th Anniversary celebrations. We had another successful Leicester Comedy Festival with highlights from Paul Sinha, John Robins, Phil Wang, Josie Long and Dom Joly. Other household names such as David Gower, Arabella Weir, Steve Davis and Stephen K Amos paid us a visit while up and coming acts like Sindhu Vee, Desiree Burch, Hannah James and more got their first solo visits in too.



Our sell out shows this year were:
StillMarillion (x2), Gill Sims, Ellie Taylor,
Wishbone Ash, Scummy Mummies,
Easy Life (x2), Paul Sinha, Phil Wang,
Leicester Mercury Comedian of the Year,
Qawwali Live NFAK Tribute.

108

Shows and events

3

Wedding
receptions

21

Community Groups
put on a show

“More people need to realise that The Y Theatre is possibly the best venue in Leicester, certainly the most friendly! It’s like putting on your favourite jammies and curling up with a large G&T and a good book.”

- SARAH P

FUNDRAISING & THANKS

It was a phenomenal year for fundraising with many new donors and supporters reaching out to help local homeless young people. With a donation from Pukka Pies we were able to revamp the Youth Space where residents started their own breakfast club. This is a great space for skills sessions and informal activities that boost confidence, which was further supported by a donation from Highcross.

We were also able to launch our Step into Work bursary for residents thanks to all those who donated to our first Big Give Christmas Challenge. Stocks Talyor Benson have created some brilliant design work pro bono and also chose to sponsor a house, paying for refurbishment work at one of our move-on houses, which is a vital stepping stone for young people with medium support needs.

Our successful Cirque du Y fundraiser event in September was the result of an amazing partnership with Gallagher, with lots of local businesses making it a night to remember. As chosen charity for Gallagher and Weightmans their staff activities included skydiving, Wolf Run, quizzes and a volunteer day to create garden planters at Aylestone.

As the country went into lockdown in March there was a momentous effort by staff to keep our core services running and the young people safe. I should like to say thank you to all staff who have faced such a difficult time with great resilience and camaraderie.

Kathryn Hamylton, Chair



£62,045

raised and donated by our generous supporters and businesses

Special thanks to:

Weightmans, Pukka Pies, Rock Kitchen Harris, Gallagher, Highcross, Stocks Talyor Benson, Pure Home Care, Next, Obsidian Tax, Westerby, Asda Oadby, Beauchamp College, Leicester University, St Leonards Church, Wanlip Sand and Gravel, Combined Knowledge, Vibracoustics, MOD Pizza, Jaspers.

Key funders:

Leicester City Council
Leicestershire Partnership NHS Trust
BBC Children In Need
Reaching People
The Henry Smith Charity
The National Lottery Heritage Fund
The National Lottery Community Fund
Paul Hamlyn Foundation



£20,772

the value of gifts in kind

£9,646

Cost to run the charity per day



“What a wonderful bunch of people who go out of their way to help support some of Leicestershire’s most vulnerable young people. I would personally like to thank them for letting us be an extended part of their team and helping to pull off an amazing charity event together, Cirque du Y. I hope local businesses share my values and help support this worthy charity.”

- ANDREW FRANKS, GALLAGHER

Together we can change the script.

Young people in crisis
face rough sleeping,
violence and abuse.

Give them a warm, safe place
when they have nowhere to turn
from as little as £3 a month.



Donate today at leicesterymca.co.uk/donate



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Company Number 159933. Registered Charity 213513.
Leicester YMCA's financial statements to 31st March 2020
are available at Companies House.

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