

YMCA LINCOLNSHIRE



Supporting Vulnerable People and Communities in Lincolnshire

Impact Report 2021-22



We are YMCA Lincolnshire

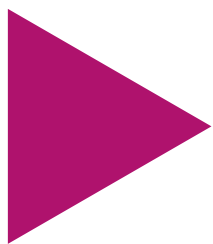
YMCA Lincolnshire has been supporting our vast county's most vulnerable people and communities for more than 150 years, helping them to reach their potential in mind, body and spirit, and in the areas of life which matter most to them. Through our wide range of compassionate and empowering community services, we make it possible for people to live happy, healthy lives, that are full of hope, learning and growth.

We work with the people most in-need across Lincolnshire, regardless of their circumstances, challenges and goals. No matter what stage of life an individual is at, we are committed to doing our very best by them, and to helping them on their personal journey with us: from early years education to youth work, or emergency and supported accommodation to enrichment for older people, **we welcome all those who need us.**

Over the years, our work has gone from strength to strength, including through charity mergers which have enabled us to enhance our work across Lincolnshire. Today, as ever, we are a trusted local partner, who plays a significant role in supporting vulnerable people and communities. Our other services, including charity shops, and the Climbing Wall and Conference & Events Centre at The Showroom in the City of Lincoln, are also highly-respected.

YMCA Lincolnshire is pleased to present this Impact Report, celebrating significant achievements and key moments from the 2021-22 financial year. With thanks, as always, to our partners, funders, volunteers and beneficiaries.





Early Years Education

Right from the very youngest people we support at the YMCA, our services are truly inclusive - everybody is welcome. This is essential to how we work and something which, in our three great early years education settings, has made us the go-to provider for children who have profound and complex needs. When other services are unable to help these children, they find a safe and supportive environment in our childcare. Some of the children we work with have significant Special Educational Needs & Disabilities (SEND), some have extreme physical issues, and some experience both. Whether or not a child has SEND or any other challenge, we work closely with parents, carers and whole families to ensure every child is welcomed and valued.

216 

0 to 5 year-olds supported in our Early Years Education

10 at our new Mini Movers Preschool, based at The Showroom in Lincoln

71 at Woodlands in Birchwood (Lincoln)

135 at Beginnings, in a significantly disadvantaged area of Gainsborough

41% of the children we support come from **financially vulnerable families**

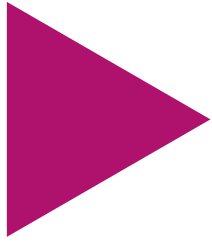
14% have a range of **Special Educational Needs & Disabilities (SEND)** or **significant physical health issues**

 our Early Years Education is **consistently rated Good** by Ofsted

100% of Education, Health & Care Plans accepted

60% of the children we support made **greater than expected progress with their speech, language and communication development**



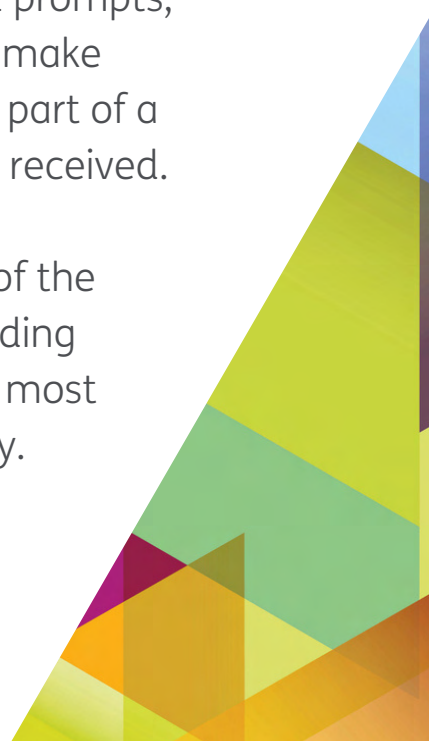


The Early Years Food & Oral Health Project

YMCA Lincolnshire has been at the forefront of this important project for the last 9 months. There are two elements: firstly, developing food offers in our early years education to ensure that children are being provided with a healthy, nutritious, balanced diet in our care, in line with relevant guidance; secondly, to share messages around healthy eating, oral health, and their connection, with families. The project has supported a reduction in children's dental decay and lessened its consequences, such as pain (and resulting absenteeism), and led to a reduction in the number of general anaesthetics used to remove damaged teeth in children. These positive changes represent a social return on investment of £8.89 per £1 investing in delivering this work.

Our menus have been adapted to meet guidelines, and in response to which foods the children told us they did and did not like, to ensure that these choices were included. Some new recipes introduced were so well-received that they were also shared with families, which has helped parents and carers to take home the learning of this project and create consistency for the children. We have also developed infographics and displays with key health messages and prompts, which are shared with parents to better enable them to make appropriate choices for their child. All of this has formed part of a home-learning pack which more than 100 families have received.

Throughout this project, we have been intensely aware of the financial vulnerability of families we support, often providing food hampers. This has helped those families facing the most challenge to make affordable, healthy meals more easily.





Youth Work

Our youth service helps young people to **develop positive behaviours, enhance their social and emotional wellbeing, and improve their educational outcomes.** This has been particularly important in light of the significant difficulties young people have faced as a result of the pandemic. Our work is delivered across Lincolnshire's urban, rural and coastal locations, in a range of formats.

The YMCA's youth work is always person-centred, and comes in many forms

- One-to-one and small group wellbeing support
- Youth social action
- Coastal and rural street outreach
- Disability sport programmes
- Schools-based MIND BODY SPIRIT programme
- Clubs, parkour, game nights, events and more



1,702

young people up to the age of 18 have benefited from our support, clubs and activities in the last 12 months

498 through one-to-one and small group support, and youth clubs, all based at The Showroom in Lincoln

229 in outreach social action activities on the East Coast of Lincolnshire

975 through other activities, including the Airplay project, which supports young people living on Lincolnshire RAF Bases

56%

of young people who engaged in one-to-one support made progress in three or more key development areas

11,258 interactions in the last 12 months

24%

of these young people were struggling with **mental health challenges**

33%

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





Charlie Finds Pride in Himself


Charlie joined the YMCA Lincolnshire Next Steps programme through a referral made directly to us by his school. The specific motivation for this was that his in-school behaviour was challenging, he expressed low levels of engagement with educators and in-school support, and there were ongoing concerns from numerous other professional agencies about his life at home.

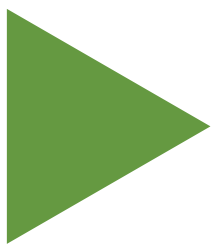
When he came to us, Charlie was not interested in considering or planning for his future or his education, and he was proud of his challenging behaviour - but that soon changed. Through commitment and determination from our youth workers, and genuine hard work on Charlie's part, he was able to engage fully and regularly with us, seeing the benefits of doing so, becoming more hopeful, behaving more positively, and developing his confidence and wellbeing. Over the course of his time with the YMCA, he built strong working relationships with the team, and came to know himself better.

By the close of his supported journey, it was clear that Charlie was not only re-engaging with school at a new site and making new, positive friendships, but was also becoming a young man who had become proud of himself and could see the potential in his future.

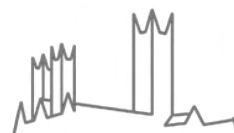


The name of the young person above has been changed in order to protect his privacy.





Emergency Accommodation



YMCA Lincolnshire's Nomad Centre has provided emergency accommodation to some of the county's most vulnerable people for 30 years. Our homelessness services have grown and developed significantly, and we have become **a trusted partner for healthcare, mental health, learning, enrichment and housing services.**

The Nomad Centre is our purpose-built day centre and emergency accommodation, with safe, comfortable en-suite bedrooms, a communal eating and shared social space, treatment rooms, and private meeting areas

22

rooms for people who were sleeping on the streets, have come from prison, who left a family breakdown, or are fleeing domestic abuse

256 people supported in the last 12 months



7,202 safe nights' sleep provided

In the last year

61% of these had mental health difficulties

39% of these had substance misuse issues

25% of these had a Dual Diagnosis

23% of these had physical health needs

Working in partnership with the Nomad Centre's expert

Support Workers
Psychotherapist
In-house Chef
Admin Support



is the NHS Holistic Health for the Homeless Team's

Mental Health Nurse
Physical Health Nurse
Social Worker
Psychiatrist



24,090 meals served each year



Ensuring the Right Support for Michael

Michael sought the support of our Nomad Centre, having been sleeping on the streets for some time. As a previous resident of this service and our longer-term housing support, we were familiar with his broad needs and personal challenges. Unfortunately, for a number of reasons, Michael did not remain in our support during his first journey with us; there were also some ongoing questions about his legal right to remain in the country and, as a result, what statutory support he would be entitled to, if any.

In order to support Michael and ensure he could stay at Nomad, we helped him engage with the Local Authority, so that they could get official confirmation of his Settled Status. As a result, we were able to help Michael access Housing Benefit, which is an essential part of using housing services like ours. With questions around his legal status cleared up, we were also able to work with Michael to get him access to Universal Credit, and to begin exploring his future housing options, including an application through City of Lincoln Council and applications to other local support providers.

From there, Michael was offered accommodation with one of our local partners, which he accepted. Now that he can remain in the UK and has access to suitable funds and accommodation, he can begin to work on a wider range of his needs, challenges, and goals, so that he can keep moving forward on his journey and reach his potential in the areas of life which matter most to him. This would not be possible without the support he received at the Nomad Centre.

The name of the resident above has been changed in order to protect his privacy.







Supported Housing

Through a range of accommodation options across the City of Lincoln, our passionate Housing Team provides longer-term support to individuals experiencing homelessness. This service helps with the development of life skills, confidence, socialisation, and goal-setting, and is enhanced by budgeting advice, psychotherapeutic counselling, housing advice and enrichment activities.

 **150** units of longer-term accommodation | including bespoke sites for people aged 18-25 and people over 50, as well as outreach properties


 **278** people supported in the last 12 months across all of our supported accommodation

 **77** people supported to move on to independent accommodation and **find forever homes**

39%
experience significant
mental health challenges

56%
have substance
misuse challenges

20%
have a dual diagnosis

 **29** residents from our outreach properties and specialist sites gained and sustained employment





Callum's Journey from Crisis to Confidence

We have been very grateful to receive funding for a range of wellbeing projects, services and activities. This has included funding for an essential psychotherapeutic counselling service, made possible by funding from various sources, including the NHS. Grant funding has enabled our talking therapy service to offer two emergency sessions each week, specifically ringfenced for those who have recently attempted to take their own lives, meaning that immediate access to psychotherapeutic intervention was available, without the need for people to go onto a waiting list.

Callum, a vulnerable young man living in our accommodation who struggles with his mental health, was able to access counselling the day after he attempted to take his own life. Callum has experienced extreme depression and anxiety, which led to isolation from family and friends. He took an overdose of prescription and over-the-counter medication before, thankfully, he was found and taken to hospital.

The next day, when Callum returned to the YMCA, he was offered a psychotherapy session, which he attended that afternoon. After four weeks attending emergency sessions, he transferred on to the first available space on the standard service, and engaged in a further nine support sessions. Callum said: 'To get straight in for proper counselling helped me to not try to end things again. I was in such a bad place, but I got to talk about all the stuff I've had happen in my life and make sense of it. I really don't think I'd be here without it.'



Lincolnshire Partnership
NHS Foundation Trust

The name of the resident above has been changed in order to protect his privacy.

A decorative graphic in the bottom right corner composed of overlapping triangles in various colors including green, yellow, orange, and purple.






Older People

As well as working with children and young people, we are also very proud to offer enrichment and support to older people across the county, mostly for those over 50 years old. This is part of the great legacy from our seven-year Talk, Eat, Drink (TED) Ageing Better in East Lindsey project.

Our age-friendly activities champion the experiences of older people, helping them build skills and confidence later in life, and ensuring communities are accessible. We also directly support businesses across Lincolnshire in this context, helping them achieve our Age-friendly Business Award and learn from Age-friendly Awareness Training.

Our other work of this sort includes supporting people over the age of 50 who do not have children, providing employability support, and delivering social activities and community engagement which are specifically designed to help address the loneliness and isolation that is often experienced by older people, particularly in rural areas.

 **2,000** people supported through our ground-breaking Ageing Better programme

146 businesses assisted to complete our **Age-friendly Business Award**



100%  of Age-friendly Awareness Training participants would recommend the training to other organisations

£5.52 Social Return on Investment for every **£1** invested in the delivery of this work



Championing Digital Inclusion

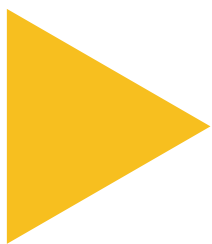
Before the pandemic, John attended a session, provided by one of our delivery partners, which was facilitated to support our efforts in engaging older people in digital activity. John had recently taken over as Treasurer for a local community organisation, but was finding his laptop and software were outdated, and he also wanted to increase his proficiency and confidence with technology in order to be more effective in his new role.

The first job was to point him towards new equipment. Doing so meant that John arrived at his second session armed with his new hardware, which was set up for him by the team. Following this, he engaged in a programme of learning tailored to his needs, helping him understand how to use Word and Excel. John also learned to use Facebook, allowing him to connect with friends and family around the world.

Digital champions like John continue to provide compelling advocacy, challenging and changing attitudes to upskilling and the use of digital devices, through demonstrating the personal benefits of being 'online' and digitally engaged. Championing has also gone further, helping us to understand what people need from the digital world.



The name of the individual above has been changed in order to protect his privacy.



Community Development

As a member of Action with Communities in Rural England (ACRE), we are committed to helping communities be as resilient and successful as possible - to making them places in which the widest variety of people, now and in the future, want to live, thrive, grow, work and play.

Two of our most significant mechanisms in this effort are supporting local communities to set up Good Neighbour Schemes that bring people together in shared experiences, respect and a sense of community cohesion, and working with rural Village Halls to support and ensure their sustainability and the broadest community engagement. This work has also helped people who have been experiencing loneliness and isolation.

We have trained
and supported

201

Good Neighbour Scheme
volunteers across 25 groups



Social Return
on Investment

£9.74

for every

£1

invested in
delivering this work

1,254

people supported
to resolve more than

1,700

queries each year

152

Village Halls subscribed to our
package of support and advice



335

support enquiries received

426

Village Hall volunteers supported



Helping Village Halls Succeed

Village Halls are a vital part of life in rural communities. We are really proud to be the first place Village Halls look to for the support and information which helps them deliver and develop their services.

All of the Village Halls we support have been able to enhance their important work as a result of our relationship with them: some have changed their constitution, which has improved their processes and made them more accessible and efficient; others were helped to get new leases for their site, securing their future in the local community by reducing ongoing costs. For a number of Village Halls, new funding was awarded, which has eased financial pressure and helped them to develop their community activities and engagement.

All the Village Halls receiving our support also benefited from cluster meetings which brought multiple geographies together to access advice, discuss challenges, and share ideas. This has enabled effective day-to-day management for all of them, thanks to informed and considered advice and guidance. Additional activities that have enhanced our support and the overall experiences of Village Halls include pop-up demonstrations for committees about other local, county-wide, and further-afield services of interest.

We are very proud of our range of support for Village Halls, and have a great deal of respect for their work, role, and importance in the local communities they serve, each and every day.






Tackling Poverty in Lincolnshire



Lincolnshire is one of the largest counties in England, with urban, rural and coastal communities which face a range of socioeconomic challenges. In the City of Lincoln, The Showroom is a hub for activities that directly serve three surrounding local areas which are in the top 10% for deprivation in the whole country. We work with disadvantaged children and families, young people, and adults, across our range of services, and are committed to ensuring we are able to support those experiencing poverty.

More than
50  Food
Hampers

240 
people supported
through Hardship Funding
from Barclays

170 
Christmas Food Hampers gifted
to people experiencing homelessness

More than
50  Toy & Gift
Hampers

 **157** households supported through
our range of energy advice 

 **1,200** free meals served at 'EAT',
our monthly Community Meal



Health & Fitness



THE
SHOWROOM
PART OF YMCA LINCOLNSHIRE

Our hugely popular Climbing Centre hosts experienced and novice climbers alike, offering something for everyone: our oldest climber is 82, and our youngest is only two years old. The climbing wall has also provided invaluable fitness, learning and social development for mainstream and specialist school, and Lincolnshire businesses. We are also proud to offer a range of other physical activities, including parkour and disability sport. At its core, the climbing wall is more than just a great piece of kit - in practice, too, because we also offer bouldering, and have a quiet, comfortable gym alongside it.

1,000 new competent climbers registered in 2021/22



**Newly certified
with an AALA Licence**
enabling us to deliver a range
of outdoor physical activities



195

parkour sessions in 12 months

8,500

experienced climber sessions
in the last 12 months

20,000

hours of indoor
independent climbing

1,000

instructor-led
climbing sessions

1,500

hours of climbing



150

GCSE students

100

Climbers with disabilities





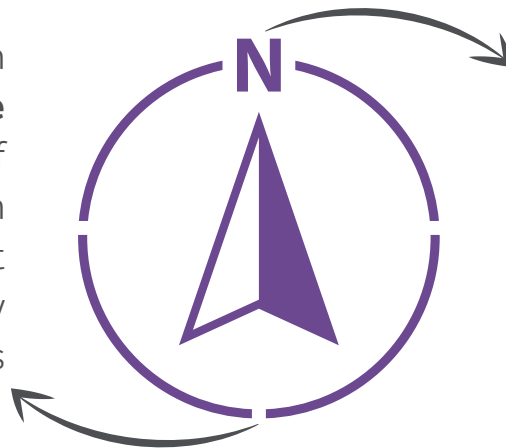


Retail

Our two local charity shops, based in the north and south of Lincoln, play an important role in our work. Not only do the donations we receive there and the purchases made there help to financially support our charitable work, but they also provide us with an opportunity to engage with a range of people from our community. They are safe community spaces, run by friendly staff and volunteers, and filled with bargains of all shapes and sizes.

2 Welcoming Quality Affordable Charity Shops

Our shop on **Moorland Avenue** is a staple fixture of the local community in one of the City's most socioeconomically deprived areas



Our new shop on **Burton Road** has proven to be a welcome addition to one of uphill Lincoln's busiest and most well-known streets



Brand New Online Furniture Catalogue





Conferences & Events



THE
SHOWROOM
PART OF YMCA LINCOLNSHIRE

The Showroom is at the heart of the community in one of Lincoln's most disadvantaged areas. We are committed to ensuring that everything that goes on there is delivered to the same high standard that we apply to our work with people and communities. Every penny spent at our Conference & Events Centre and Café is reinvested into the work of YMCA Lincolnshire, and helps to make our vital community work possible. We are really proud to offer expert conference and event hosting across our four flexible suites, affordable food and drink in the café, and our free monthly community meal, 'EAT'.



208

external community
conferences hosted



252

other external events
and activities hosted
by our expert team

10,000

Conference, event and café
visitors in the last 12 months



→ **120** Dance School Classes



→ **26** Blood Donation Clinics



As well as meetings, exams, vaccination centres, training sessions, church services, and more than **50 free bookings gifted to small local voluntary and community groups through funding from the Department for Levelling Up, Housing & Communities**





Volunteering

Volunteers always add value to our services. By giving up their time to support our work, they play a key role in ensuring YMCA Lincolnshire can help vulnerable people and communities across the county to reach their potential in mind, body and spirit. At the Nomad Centre, in our charity shops and Youth Work service, and across the rest of our varied organisation, **our generous volunteers make a real difference every day - thank you to each and every one of them.**





Equality, Diversity & Inclusion

In the last year, YMCA Lincolnshire has worked hard to critically review, explore and expand our commitment to EDI, and to think carefully about our aspirations in this area. One of our values is 'We Welcome', and it is really important to us, because of the services we offer, that this value is expressed by and for the people we support, our volunteers, and all of our staff team. In that spirit, we have established a trustee-led EDI Committee and a staff-led EDI Forum, as well as supporting staff to take part in 'Courageous Conversations', with the help of our partners at JUST Lincolnshire.



Statement of Intent for our organisation's commitment to EDI published by our Trustees



Full review of our Equality, Diversity & Inclusion Policy



Two annual surveys focussed on understanding staff perceptions about EDI at YMCA Lincolnshire



Supporting young people in our Youth Work service to recognise, respect and celebrate diversity, through information and education



Contributed to conversations between YMCAs in the Central Region about diversity



Explored and agreed approaches to topics such as the use and presentation of pronouns







Future Developments

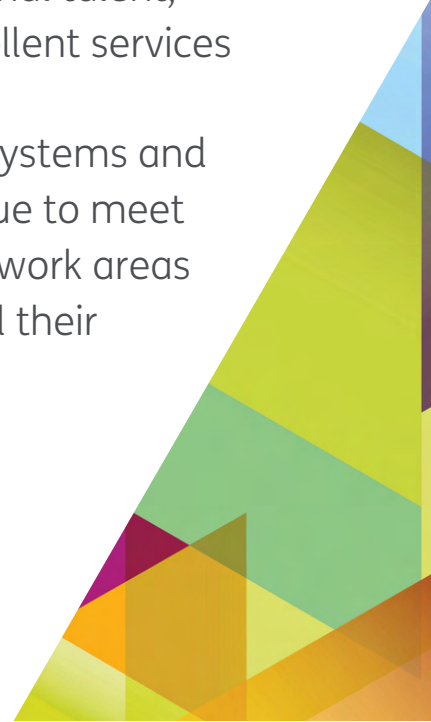
YMCA Lincolnshire is determined to continuously meet the needs of the people and communities who need us most, and to doing our very best by them through our services. We are committed to ensuring that all of our people and communities are always able to **reach their potential in mind, body, and spirit, and in the areas of life which matter most to them.**

Our development plans, seen at a glance in what follows, will ensure we keep making a difference across Lincolnshire.

- Early Years Education - to increase our number of sites in order to serve a wider geographical spread across Lincolnshire; to increase the number of children we support, especially those with complex SEND and physical disabilities, who will otherwise be left behind
- Youth Work - to increase our interactions with young people, particularly reaching those in rural areas; to deliver schools-based engagement in a large number of schools across the county and build an ongoing suite of varied Youth Work activities
- Emergency Accommodation - to increase the availability of a range of specialist services, hosted on-site, in order to enhance our collaborative partnership approach to providing wrap-around support for vulnerable people experiencing homelessness
- Supported Housing - to enhance quality and energy efficiency in our existing housing stock; to increase the amount, variety, and geographical spread of our accommodation

- Older People - to continue delivering bespoke support for older people across Lincolnshire, particularly where loneliness and isolation are most significant; to increase the number of businesses across Lincolnshire to have completed our Age-friendly Awareness Training and achieved our Age-friendly Business Award
- Community Development - to increase the number and variety of rural community organisations, like Village Halls, with which we work, in order to ensure their resilience and sustainability; to support organisations to complete our Youth-friendly training
- Retail, Conferences & Events, and the Climbing Wall - to increase awareness of, visits to, and income from our commercial services, in order to ensure they continue to contribute meaningfully to the financial health of the organisation
- Fundraising and Volunteering - to increase the level and variety of engagements with these functions, to ensure they contribute to the successful delivery and development of our services
- Equality, Diversity & Inclusion and Human Resources - to review and enhance our practices in the context of EDI, so that we are always a welcome place for everyone who needs us, supports us, and works for and with us; to continue our commitment to finding, welcoming and retaining the best possible professional talent, ultimately ensuring that we continue to deliver excellent services
- Finance, Operations and Facilities - to enhance our systems and practices in all of these areas, to ensure they continue to meet organisational needs; to provide staff outside these work areas with enough information and training to understand their relationship to these services and how they interact

With thanks, as always, to our partners, funders, volunteers, and beneficiaries, now and in the future.





www.lincsymca.co.uk



YMCA Lincolnshire



@YMCALincs



YMCA Lincolnshire



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Charity No. 243017

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