

YMCA
YMCA Newcastle



Making an **impact**



2023-2024



Chair's Introduction

Welcome to our Impact Review covering the period from 1 April 2023 to 31 March 2024.

This year, like many others, we have continued to navigate a challenging landscape, facing rising costs, the lingering effects of the pandemic, and an increasingly complex economic environment. Despite these external pressures, our focus has remained steadfast: supporting those in our community who need us most. The consolidation work of previous years has allowed us to concentrate on our core services, strengthen and enhance what we do and look forward to the future.

A key highlight of this year was starting refurbishment on four properties to convert into 8 accommodation units for our new supported housing scheme for young people, made possible through the generous support of the People's Postcode Lottery Innovation Fund. Work also progressed on our new youth centre, thanks to vital funding from the Youth Investment Fund. These milestones reflect our ongoing commitment to providing safe, empowering spaces for young people to thrive.

However, it hasn't been without challenges. We've had to make difficult decisions to ensure our sustainability, including restructuring some of our services and refining our operations to better align with our long-term goals. Despite this, we've worked tirelessly to ensure that those we support continue to receive the high-quality, impactful assistance that makes a real difference in their lives. The stories in this report highlight the strength and resilience of the individuals and families we serve, a testament to the importance of our work.

As we mark 175 years of YMCA Newcastle, this milestone offers a moment to reflect on our history, our adaptability, and the unwavering support of our community. Our future is bright, and we are excited to continue evolving, growing, and building stronger foundations for the years ahead.

None of this would be possible without the generosity of our volunteers, donors, and funders. Your ongoing support has made this year's achievements possible, and for that, we extend our deepest gratitude. Together, we will continue to shape a better future for Newcastle's young people and communities.

Thank you for being part of our journey.

Neil Jackson
Chair - YMCA Newcastle

This document brings together the work of YMCA Newcastle in 2023/24, and highlights the impact we have made on their communities.

Overview

Stories

Our Year In Numbers

Summary of Finance

Thank you to our Funders

Looking Forward



Overview

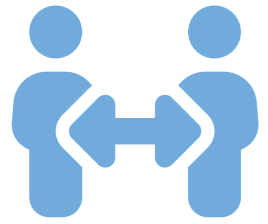
Charitable Activities

During this reporting period, we supported 1,074 members of the community. Once again, we are grateful for the generous financial support from our donors, whose contributions have been vital to our work. We would like to extend our heartfelt thanks to everyone who continues to stand by us.

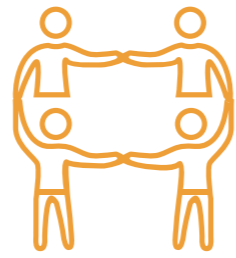
Amid widespread national uncertainty affecting so many, this unwavering support has allowed us to stay focused on our mission and adapt to the changing needs of our local communities. We have continued to provide vital resources, opportunities, and support, particularly to young people, ensuring that our local communities receive the help they need during these challenging times.

We hope that by sharing our experiences with you shows the impact of our services on those most in need.

Our year in numbers



736 Young people engaged in detached youth work sessions including **252** new young people not already known to us



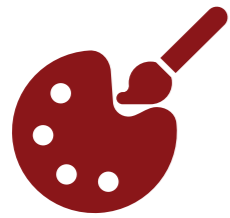
326 Young people engaged in centre based activities



57 Older people engaged in weekly activities and a hot meal with our Young at Heart group



158 Young people joined us in outreach activities including sports and fitness



147 Young people attended creative arts sessions (inc. graffiti projects, Staying Safe campaign)



83 Young people took part in healthy cooking sessions



736 Young people were supported through youth work activities



93 people received hot meals in a warm space



3,720 Meals provided to the local community



32 people with learning disability/difficulties attended support and activities sessions



398 Young people engaged in school holiday activities (8-18 years)



51 Young people accessed sexual health and positive relationships sessions



113 individuals accessed 1:1 Information, Advice and Guidance



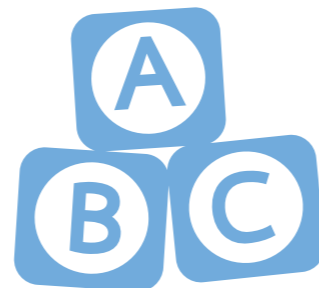
27 young people were supported through our Rising Stars employability programme



2,695 Food and sanitary parcels/packs were distributed to local residents



57 We supported 57 individuals with emergency food and sanitary parcels/packs (55 per month) through our Community Fridge



43 Families attended our Little Walkers toddler and baby group



113 people received Employability support



15 individuals were supported through our Multiply programme



61 people were supported through our Bernicia employability programme



42 Young people received crisis support



36 Volunteers supported our charity over the past 12 months

Employability and Personal Skills Development Case Study

AMP was referred to YMCA Newcastle by the Children & Families Directorate at Newcastle City Council. The purpose for the referral was for support around careers information, advice & guidance.

AMP is 17 years of age and has severe PTSD, anxiety & depression and other major mental health conditions, she has not attended school since year 9, which means she did not sit her GCSE exams. AMP had been reluctant to engage with support services due to her severe anxiety. She was removed from her biological parents when born and was placed in the care of her nana. We were unsure if she would engage with us due to her confidence & anxiety.

AMP was contacted via telephone and a meeting set up for AMP to visit the YMCA office, along with her nana for support. On the day of the meeting her nana called to say that AMP was unwell so could not attend. She was offered a further appointment for the following week and suggested that a home visit was arranged where she felt more comfortable. Her nana agreed this would be the better option.

AMP was visited at home and the main purpose of this visit was for AMP to become comfortable with her appointed worker. They discussed the programme and support the Bernicia Employability programme and YMCA Newcastle could offer.

AMP told us that her main current issue is not having any qualifications due to not being able to sit her GCSE's and she feels she has missed out on socialising with people of her own age. She was reluctant to travel and visit new places independently due to her anxiety. AMP was hoping to study Health & Social Care in college, starting September. However, a level 1 course is not offered and GCSEs in Maths & English are required for entry to the level 2 course. She also felt that if she waited until September that her confidence may decline.

AMP informed us that she meets with a CYPS counselor on a weekly basis and they are helping around her mental health. She did not feel she required a referral for any further support with this as she is getting the support she needs.

We met with AMP on a regular basis at home. As a way of building up her CV she was supported to

register for some online awards that would be relevant to her chosen career within the Health & Social Care sector. Courses such as Mental Health Awareness, Autism Awareness, Mental health, GDPR etc that she could complete online in her own time at home without pressure. AMP was supported to update her CV and was coached in the skills to update this herself once the online courses and any additional learning was completed.

As part of her regular sessions we also discussed various youth groups in the local area that she could attend. We offered to attend with her but she told us that her cousin of the same age would attend with her so that she can again start socialising with people of her own age.

We discussed various providers to support her with gaining Maths & English functional skills to enable her to apply to the college. The type of courses discussed meant that she would be able to start sooner than September to remain motivated.

AMP wanted to visit Gateshead Learning and Skills as it would be only one bus journey for her and she was familiar with the Gateshead area. She was accompanied on an initial visit as she did not have the confidence to attend the meeting or travel alone. At the initial visit it was arranged for AMP to attend their induction day.

We did some preparatory work around what to expect at the induction and the interview. After discussions with AMP it was agreed that she would be accompanied by car for the induction day but she would travel back home alone on the bus. As planned, AMP was supported to attend the induction day at Gateshead Learning & Skills. As soon as we arrived we identified which bus stop she would need to use and which bus would get her directly home, to enable her to travel back independently. We waited in a separate area of the building whilst AMP attended her induction so we could be there for her if required. She completed her induction which involved an interview and she confirmed it all went well and she travelled home independently.

AMP started her course at Gateshead Learning & Skills in March this year and is looking forward to a career in health and social care in the near future.





Rising Stars Case Study

EG was referred to us by her year 13 careers advisor at a local school for girls. We were informed in her referral that she is a high achiever, particularly in her grades in Health & Social and childcare. From GCSE right through to A Level mock grades. EG has a particularly caring nature and it was agreed she would be a natural when it comes to a career in care or education. Feedback from her volunteering placement, in a local primary school, evidenced that EG would be an asset to any organisation when working with children.

The barriers that EG faced were not having family support. She wished to apply for apprenticeships, whereas the school she attends has a high focus on UCAS applications but not apprenticeships. EG did not have any knowledge of the apprenticeship process or other options available to her regarding post 18 education. Her parents also did not have the knowledge of other options so were not able to support her.

We began sessions by informing EG in detail about the various options available to her following completion of Year 13. We held detailed information sessions about University, College, T-Levels, Apprenticeships & Higher Technical Qualifications.

EG felt that an apprenticeship was the route that she definitely wanted to take as she thought the hands-on experience would be a huge benefit.

She decided that her career goal is to become a qualified primary school teacher. We discussed how this can be achieved via the apprenticeship route and EG decided that she wished to apply for Level 3 Teaching Assistant apprenticeships and would then achieve her eventual career goal by applying for Teaching apprenticeships once her level 3 is completed.

We helped EG to fully understand the apprenticeship process. Including applications, interviews, assessment centres & start dates etc. We provided EG with details of where she can carry out free practice assessments and advised that she keeps practising the ones that she scored lowest in.

We supported EG to create a CV and to register on job sites & the Find An Apprenticeship website. We discussed the importance of tailoring each CV to the individual position applied to.

EG was supported with apprenticeships applications as a Teaching Assistant.

EG was successful in gaining an interview in each of the vacancies applied to. Her first interview was with a school where EG loved the school's values and felt at ease at her interview in the so when she was offered the post she accepted the position immediately to start September 2024.

Case Study: A Young Person's Journey to Confidence and Leadership through YMCA Newcastle's Youth Group

A joined YMCA Newcastle's youth group feeling nervous, lacking confidence, and unsure of how to engage with others. She had struggled at her previous school and moved to a new one, which had affected her self-esteem and made her hesitant to form friendships. Arriving at the group alone, she slowly began to open up but remained cautious and withdrawn at first.

Her past experiences had left her feeling isolated, and it took time for her to begin connecting with others. Despite attending the group regularly, she initially refused offers for additional support, particularly counselling, believing it wouldn't help her. This reluctance reflected her deeper emotional struggles and reluctance to open up to new people.

Over time, staff noticed that she began to share her concerns and worries more freely. She attended the youth group five days a week, where the supportive environment allowed her to gradually feel more comfortable. Trust developed between her and the staff, thanks to open, honest conversations. This supportive relationship proved crucial in helping her begin to express herself more fully.

Involvement from her family followed a safeguarding concern, which further strengthened the support network around her. With these positive relationships in place, her confidence began to grow, and she became more engaged with the group.

As her confidence increased, she naturally stepped into a leadership role within the group. She began contributing to group activities, helping to develop new ideas, and motivating her peers. Her transformation was most evident when she agreed to represent the youth group in promotional videos for funders and commissioners. Just months earlier, she had

been too nervous to engage fully, but she now confidently spoke on camera, showcasing her progress.

A major turning point came when she agreed to attend counselling sessions, something she had previously resisted. Encouraged by the trust she had built with staff, she now participates regularly and even provides feedback to the staff about her sessions. Her openness about her counselling journey has encouraged other young people to seek help when needed.

Her growth was also reflected in her family's increased involvement with YMCA activities, and her attendance and performance at school improved significantly. She is now more resilient in handling challenges and actively discusses her feelings when difficulties arise.

Today, she is seen as a role model within the youth group. Her confidence has soared, and she is actively involved in identifying safeguarding concerns for others, offering guidance and support to her peers. She participates in honest group discussions and sets a positive example through her openness and willingness to help others.

This young person's journey at YMCA Newcastle highlights the profound impact of trust, supportive relationships, and personal growth. From a shy, uncertain individual, she has blossomed into a leader and role model. Her willingness to embrace challenges, support others, and actively participate in the group's activities is an inspiring testament to the positive outcomes that can result from a nurturing, inclusive environment.

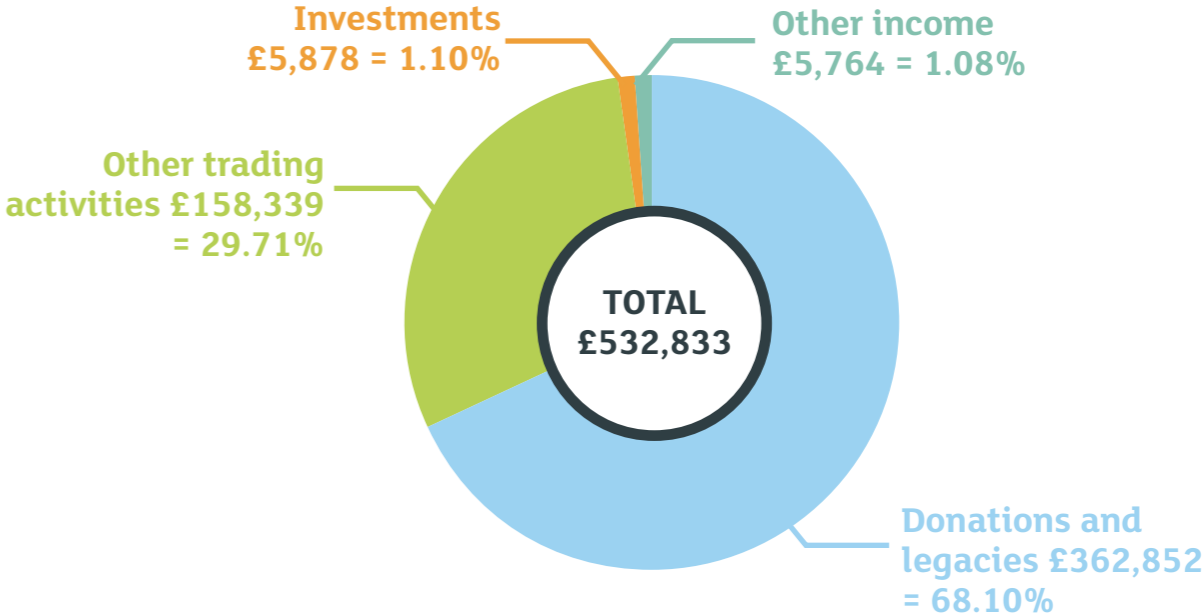


Our Finances

This year we have been faced with a number of challenges that have been very different from previous years, the cumulative effect of them has caused a significant deficit. The rising costs of utilities, goods and services coupled to wage inflation and very challenging trading conditions led us to close out trading subsidiaries and social enterprises. The cost of these closures led to a one-off exceptional cost of £76,172 which included writing off the investment costs and the inter-company debts from trading deficits. The costs of repaying our portion of the pension fund deficit continues to increase with this year's repayment of £68,461 of which £39,515 is included in the operating deficit. Early in the year our fundraiser moved on and it took the best part of the year to recruit a replacement, during that time we relied on consultants to support us. This led to increased costs and a reduction in grant income. We are confident that the steps we have taken and the new opportunities we are taking next year will ensure our financial stability and sustainability.

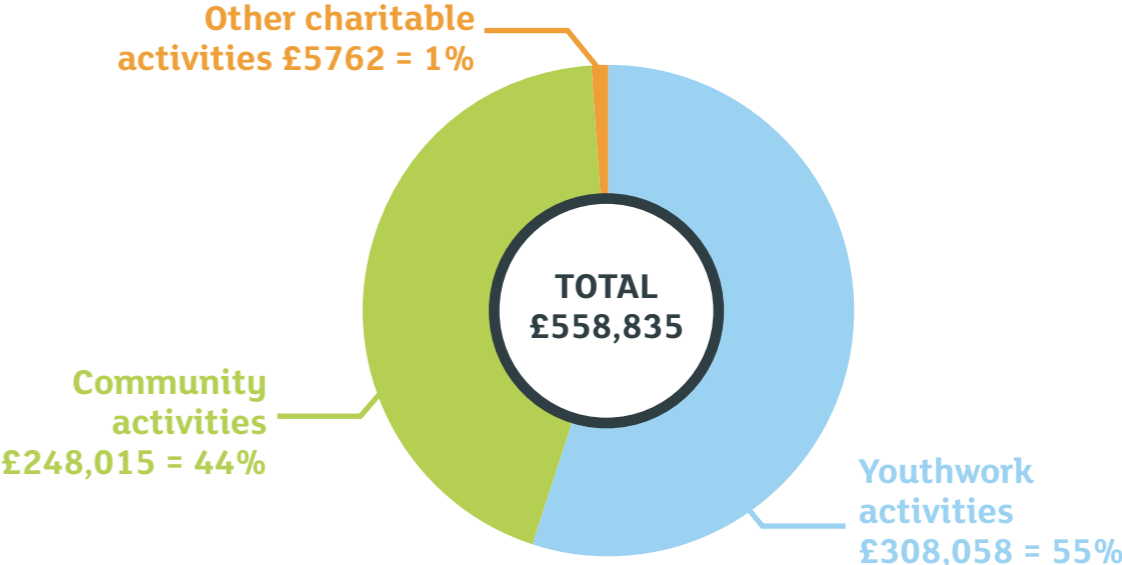
Income and endowments

Where our money comes from



Expenditure

Where our money was spent



The need in Newcastle

This year we teamed up with a group of Year 3 students from Northumbria University's Business School. As part of their studies they undertook a research project for YMCA Newcastle, concentrating on the critical needs of young people across the city. Their research delved into four key areas: education, housing, health, and employment. Through extensive consultations with young residents, the students gathered essential insights into how these areas impact their lives and where existing provisions fall short. The project aimed to identify not only the current services available but also the gaps in support, providing YMCA Newcastle with actionable data to enhance our services.

The findings from this research painted a detailed picture of the challenges faced by Newcastle's youth. In terms of education, students highlighted issues with access to quality resources and career guidance. Housing emerged as a significant concern, with many young people struggling to find affordable and stable living conditions. Health-related issues, including mental health support, were also prominently featured, revealing a need for more comprehensive care. Employment was another critical area, with gaps identified in job opportunities and career development support. By mapping out these needs and existing services, the research team presented a consultancy report which offered us valuable insights into how we can really focus our programs to address these pressing concerns for the city's young population.



Thank you to our funders 2023/24



YMCA Newcastle extends heartfelt thanks to the generous individuals and organisations who have supported our work with young people and our communities over the past year. Your contributions over the last twelve months have been vital to our impact. This year, your donations and financial support allowed us to reach 1,074 community members, offering them the resources, opportunities, and support to explore who they are and all they can achieve.



HOSPITAL OF GOD
Here for Everyone




The Edward Gostling
Foundation



Barbour



Learning and Skills



MONEY FOUNDATION

The W.G. Edwards Charitable Foundation



Riddell Family Fund

The Dickon Trust

Joseph Strong Frazer Trust

W A Handley

The Sackler Trust

Wilan Trust

Linden Family Trust

The Rothley Trust

Guy Readman Foundation

St Hilda's Trust

Looking forward

Next year we intend to maintain our reach and impact with our Youth and Community services whilst we build our capacity and open a new supported housing service and create a new state-of-the-art youth centre.

Supported Housing

With funding from the People's Postcode Lottery and working with 19Architects we have codesigned a 'suitable' place to live for young people who are moving on from high-needs supported accommodation. We will be refurbishing unused social housing and converting 3-bedroom properties into two separate studio flats.

Youth Centre

Funding from the Government's Youth Investment Fund means that we are able to extend and refurbish our youth centre in Walker and upgrade the facilities to create a music studio, e-sports room, a performing arts area, and a creative arts area. We will be working with young people to finalise designs to provide the facilities for support and activities they want and need. We take our responsibility for sustainability seriously and are committed to completing our retrofit projects, installing sustainable technologies, and bringing them up to net-zero standards. We will employ local companies to support the local economy and create employment opportunities for local people.

How you can support us without giving us anything!!

When you're shopping online, you can generate a donation for us from retailers by using <https://www.easyfundraising.org.uk>. It takes a couple of minutes to set up, and then every time you shop you can link your purchase to easyfundraising, and the retailer makes a donation. We will use all the money raised to support families struggling to put food on their tables, clothe their children, and heat their homes.

How else you can help us

2024 is our 175th anniversary, and this year we will be planning a year of celebrations running from Founders Day on 6th June 2024 for 12 months. If you would like to support us with our celebrations, please contact us.

Jeff Hurst

Chief Executive





Get in touch

For any questions or support, please get in touch with the team at YMCA Newcastle via email at enquiries@ymcanewcastle.com or by calling **0191 275 9855**

ymcanewcastle.com



YMCA

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

ACCOMODATION

FAMILY WORK

HEALTH & WELLBEING

TRAINING & EDUCATION