



YMCA GLENROTHES ANNUAL REPORT

2019 - 2020

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OUR MISSION

YMCA Glenrothes has been at the heart of Glenrothes since 1958. We are governed by local volunteers and are affiliated to the worldwide YMCA movement serving more than 45 million people in 119 countries.

We value and welcome everyone equally. We are dedicated to delivering practical support, services and information, demonstrating Christian principles at all times.



OUR VALUES

WELCOMING
*Understanding
&
Responsive*

INSPIRING
*Helping people to
realise their
potential*

NON-JUDGEMENTAL
*Treating people
with Dignity and
Respect*

CONFIDENTIAL
*Helping people to
feel safe and secure*

SUPPORTING
*Helping people to
make informed
choices to improve
their well-being*

CHAIR'S REPORT

I am writing this review as we sit in the middle of a global pandemic where little has stayed or will seem the same ever again.

It has not been lost on me that the global COVID-19 pandemic has hit all countries around the globe and like us there are many other Y's out there doing what they can in their own communities to help people get through this difficult time. Thankfully as of writing this, the number of cases is falling every day although we still do all fear a second wave and as such, we must all stay vigilant to complacency.

While us and other Y's around the world now grapple with how to respond, we have done all we can to support the health and well-being of our own people and our initiatives to help us do our bit to "flatten the curve." It now seems a lifetime ago we were celebrating YMCA 175 down in London although it was only back in August 2019. This celebration was closely followed by the YMCA's Scottish Office move in September which had been another positive move in strengthening the national organisation here in Scotland.

The shutdown also put a halt to our garden project in Alexander Road and its only now that it has restarted. I hope, the garden like all our lives now, will blossom again when we start to see an end to this lockdown. Here's hoping for sure.

Finally, I have always been impressed in how our people have responded to change and have stepped up when the going gets tough and this last year has been no exception. I would like to pay tribute to the staff, clients and volunteers for all they have done, and I would remind everyone to stay safe.

***Brian Robertson-Fern
Chair***

CEO'S REPORT

It gives me great pleasure to present this annual report after what has been a unique year in so many ways. We began the 175th year of the YMCA movement with numerous plans, made some remarkable achievements, but concluded the year in the middle of a pandemic.

Prior to the pandemic our community services were increasing, new groups were joining and a record number of young musicians attended our Y Music drop-ins. We had learned much more about the YMCA movement. You can read about our learning and the many successes in this Report.

During this unsettling year, the staff have been steadfast and truly - quite amazing at continuing their jobs, supporting the community and homeless people of all ages. Work did not stop during the pandemic. So, my sincere thanks goes to the complete staff team who worked so well together, and remotely, to give the best possible defence against coronavirus. You can read about how they adapted to the pandemic in this report. This was also the year when some projects, to comply with legislation, simply had to go on hold, such as the major construction work on a refurbished Garden for Alexander Road stopped overnight.

Happily at the time of writing this report, site work has recommenced and we expect to have a grand launch of a new garden for the community and YMCA residents in the autumn.

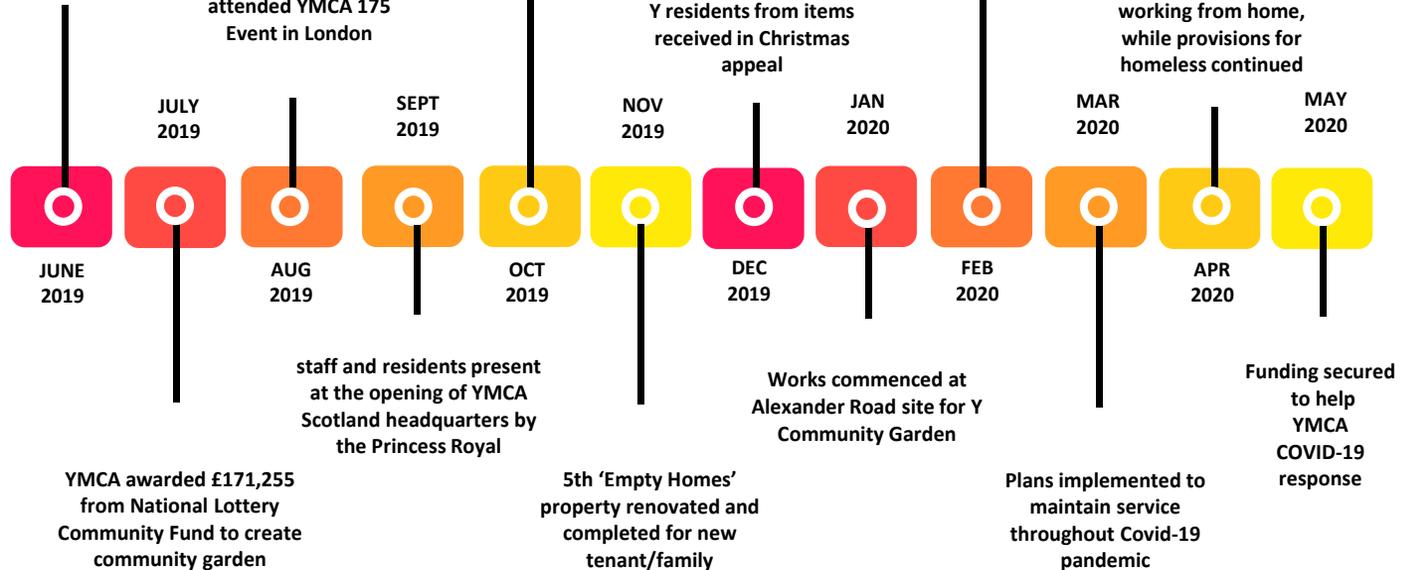
As always, YMCA Glenrothes couldn't exist without the support of funders, donors and especially the volunteers that make up our esteemed Board of Trustees. Thank you one and all.

On behalf of the staff of YMCA, we thank Brian and his fellow Trustees for their continued service, without profit or gain, to help YMCA Glenrothes through good times and bad. We reflect on a remarkable year and look forward to an inspiring future.

Mary Goodwin-Wilks
CEO

2019-2020 TIMELINE

Local underpass transformed as part of Graffiti project



Y COMMUNITY CENTRE



Offering a friendly and welcoming space, YMCA Glenrothes is pleased to have continued to support many local individuals throughout 2019-2020 who visited the Y Community Centre.

Whether it was to attend a group, access support, or just pop in for a coffee and a chat, anyone and everyone is always welcome!

Regular Y groups, who used our facilities for events, classes and support sessions throughout 2019-20, included:

- Fife Young Carers
- ADAPT Recovery
- Youth Club
- Sequence Dancers
- Shukokai Karate Academy Scotland
- Jenny Malcolm Dance School
- NHS Fife Smoking Cessation
- Ladies Badminton
- The Kings Covenant Fellowship
- ICON Taekwondo
- 504 Badminton Group
- Penumbra
- ESOL
- Link Living
- Women's Aid

Over the last year, we have been delighted to continue to offer local individuals access to vital community services such as Foodbank referrals, laundry facilities, shower facilities, mail collection and access to a telephone.

2020 also marks almost two years since DAPL joined us at our North Street building and the Glenrothes team are now very much apart of the Y family. Offering clients support for drug, alcohol and psychotherapy issues, their attendance levels have continued to increase due to the central location of the YMCA. We are proud to be offering such a vital service from the Y.

Y SUPPORTED ACCOMMODATION

Throughout 2019-20 Y Supported Accommodation (YSA) has assisted over 250 homeless individuals within Fife who required accommodation and support.

YSA has two hostels, one male, and one female. The service also manages a range of supported accommodation throughout Glenrothes and neighbouring towns. 60 service users are supported at any one time, with a large percentage of those aged 16-24-years old.

Staff work to decrease the risk of the 'revolving door of homelessness'. Support is provided to help increase independent living and tenancy management skills. Without the right type of support the chances of failure and abandonment are increased for many.

A programme of support is provided in areas such as;

- Managing on a low budget
- Preventing and dealing with benefit sanctions
- Income maximisation techniques
- Reducing fuel poverty
- Conflict resolution
- Sustaining temporary accommodation & future tenancy
- How to be a good neighbour



With the help of the Bank of Scotland Foundation, throughout 2019-20 we have also continued to provide “move on” support for residents moving on from YSA to a flat or a private let within the community.

We have found that one of the biggest challenges for individuals moving on is setting up their own tenancy. We are proud to report that in 2019-2020 this service has allowed 33 people to become self sufficient, and successfully sustain their own tenancy within the local community.

This has demonstrated a real cost saving to the local authority of over £149,000 with none having to re-enter temporary accommodation.

FEEDBACK

Feedback is important to us and impacts the way we deliver our service on a daily basis and how we shape our future provisions.

Questionnaires completed throughout 2019-2020 by YMCA residents provided the following feedback:

“ WHAT ELEMENTS OF THE SERVICE ARE MOST VALUABLE TO YOU? ”

The support I get and that I have somewhere safe and secure to stay. ”

“ DO YOU FEEL THAT YOU ARE/HAVE BEEN WELL SUPPORTED? ”

Yes, the staff always do their very best to help me when I need it. ”

“ DO YOU FEEL THAT YOU ARE/HAVE BEEN WELL SUPPORTED? ”

Yes, I'm comfortable around staff. I'm spoken to like an adult and treated like everyone else. ”

“ WHAT ELEMENTS OF THE SERVICE ARE MOST VALUABLE TO YOU? ”

Staff make me laugh, I am protected and I have a roof over my head ”



Y MUSIC

2019/20 has been a very exciting year for Y Music! The project has successfully continued to deliver valuable music making activities to young people facing disadvantage in Glenrothes. This has included free one-to-one instrument tuition and rehearsal spaces for young bands, as well as support for pupils who have been excluded from their mainstream music lessons in high schools.

Throughout 2019-20 we placed a large focus on developing these services to ensure our participants were receiving the best possible experiences to help them express themselves, manage their own feelings, build their confidence, make new friends and to most importantly have fun!

We are also proud to announce that within 2019-2020 the Y Music Project has helped **over 200 young people** develop their musical abilities and recognise their potential - our busiest year to date!

The services we offer wouldn't be possible without the hard work and dedication of Chris, our Y Music Coordinator and our professional tutors. We also could not deliver the project without the support of funders such as Creative Scotland and Children in Need, who have supported Y Music for the past 3 years.

Recently, the Y Music Project was successful in receiving additional funding from the Andrew Lloyd Webber Foundation, which we are very grateful for. This shows our aspirations are nationally recognised and this new funding will help us to continue our aim of providing music making opportunities to the many, not the few!



Y MUSIC HIGHLIGHTS



Upgraded our rehearsal space with industry standard equipment!



120
People attended Summer in the Park 2019

Helped **over 200 young people** develop their musical abilities!



Received **£4,922** additional funding from the Andrew Lloyd Webber Foundation

Welcomed 2 new Professional Tutors to the project to expand our weekly one-to-one lessons



Delivered Summer Band Workshops with inspiring guest speakers such as Guto Pryce from Super Furry Animals!



Established and delivered **FREE** adult beginner guitar lessons!

Delivered a **12-week** portfolio building workshop to Fife College Students



Y ACADEMY

Now in its third year, we are proud to report in 2019-2020 the Y Academy has had a significant impact on the lives of the people who have taken part and attended the programme.

Since our last report, the Academy has also adapted as to how individual 'impact' is measured, and has since carried out an environmental impact study. The study looked at several important elements including individual health and wellbeing, future education and tenancy readiness. Although we do not have a full information in time for this report, we do know that it has evidenced an incredible and remarkable change in individuals.

During the period of 2019, we can evidence an overall 17% increase in motivation for people accessing education and training and a 19% improvement in mental health. This information was collated using pre and post data from service users using the Academy. Since June 2019, 32 participants completed the Academy programme out of the 40 who started, 86 people have taken part in various groups and activities which have been on offer, with 60 attending the YMCA Christmas dinner and event.

Unfortunately, due to the COVID-19 pandemic we have had to pause all service delivery from the Academy until the crisis is over. This is due to staff having to respond to crises and other important aspects to aid in the prevention of the virus.

As a result of this ongoing situation we know that we need to amend the Academy to facilitate change due to the current pandemic and concerns raised by Covid-19. This is why we will now be looking to recruit two new workers 'Academy facilitators' over the coming months. This will allow for more outdoor learning to take place, which is particularly important within the current climate and will also allow for the utilisation of IT equipment.

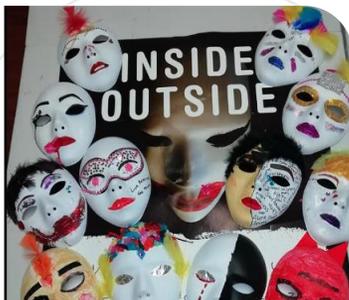
We are very excited to see what the next year holds for the Y Academy – watch this space!



Y EVENTS

The last year has been filled with continued partnership working as well as the building of new relationships and new experiences. Collaboration between the YMCA and other organisations makes it easier for individuals to get direct, fast benefits from services.

We are therefore thankful for the support we have received throughout 2019-20 from our partners, those who have been involved in our programmes, and those who have offered us exciting opportunities to be apart of, some of which can be seen below:



Staff attended the 'INSIDE OUTSIDE' exhibition developed by women involved in commercial sexual exploitation. A creative session was held with our young people to raise awareness of risks of sexual exploitation through technology.

As part of Children's Mental Health Week 2020, we attended East Fife Football Stadium's 'Talk Time' session. It was great to meet new people and discuss all things mental health and wellbeing!



Staff attended a Market Hall Information Sharing event at Fife Voluntary Action. It was great to catch up with local organisations and find out more about the services that they offer.

Y COMMUNITY GARDEN

In 2018, we carried out a public consultation with over 80 people where we asked:

'what would you like to see within your local community?'

Participant included; Auchmuty Community Connectors, YMCA residents, neighbours and local individuals and families.

Results from the consultation concluded that local individuals wanted:

- Help to get active – barriers such as costs and travel to be removed
- To have opportunities to learn skills such as DIY and gardening
- To have local volunteering opportunities available to them
- Local amenities to be improved for themselves and their children

We are therefore proud to announce that funding received throughout 2019-20 from the **National Lottery Community Fund**, as well as additional funding from **Fife Environmental Trust, Fife Council** and **Cycling Scotland** has now helped turn this dream into a reality!

After a lot of planning, works officially commenced in January 2020. Over the coming months the garden will be transformed into a space that can be enjoyed by the local community, one which will also improve the quality of lives of YMCA residents and individuals and families.



Y COMMUNITY GARDEN

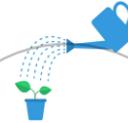
The new community garden will:



Improve health and mental well-being for the community with free access to an outdoor gym



Involve local volunteers to help YMCA residents grow food and plants in raised beds



Host DIY classes and gardening workshops to build skills and increase confidence

Combat social isolation by creating space where people can socialise and children can play



Encourage people to reach their full potential through volunteering opportunities



Encourage environmental awareness through education and increased recycling facilities



Y CYCLE

At the end of 2019 YMCA Glenrothes received funding from Cycling Scotland's 'Cycling Friendly Community Development Fund' to support the delivery of a new and exciting Cycle initiative for the Y.

Coinciding with the opening of the community garden, the new initiative will offer those in homeless accommodation the opportunity to have free access to bikes across Glenrothes. This will be the first cycling scheme and opportunity of its kind to directly benefit those who are homeless and in need.

We are also proud to announce that we have been recognised as an accredited cycling friendly organisation by Cycling Scotland for our commitment to encouraging cycling as a healthy and sustainable way of travel.

Aiming to improve physical and mental health, whilst also easing the barriers to finding work, service users will have the opportunity to overcome transport poverty, isolation and health inequalities. For example, Y Cycle will help to reduce social barriers, allowing service users to have the means to visit friends and family in other areas of Fife at no cost. It will also enable participants to access appointments, training and employability opportunities using the established, enjoyable and purpose-built cycle paths of Glenrothes.

As well as the environmental and sustainability benefits, the foreseeable positive outcomes this new project will bring to participants is invaluable. YMCA Glenrothes is extremely excited to launch the new project during 2020.

**Improved participation
and community
engagement**



**Improved physical
& mental health**



**Environmental
benefits & reduced
carbon footprint**



YMCA 175... AN EVENT LIKE NO OTHER!

In 2019, YMCA Staff and Residents got the chance to go on a trip of a lifetime to celebrate 'YMCA 175' at the Excel Centre in London. The four-day event saw YMCAs and young people from 120 countries come together, to share ideas, discuss concepts and talk about concerns from each and every corner of the globe!

Programmes and learning opportunities included inspiring lectures, interactive workshops and thought-provoking keynote speakers, as well as a broad choice of training and education sessions.

Across the four days, staff and residents got to explore London, participate in exciting sport, health and wellbeing activities and were also given the opportunity to explore the YMCA's long history with physical activity, including NBA Basketball. Elements of the programme also celebrated YMCA's Christian identity and heritage.

All of this was taken in by our residents and staff and allowed them to enjoy one of the busiest and breath-taking weeks in their YMCA journeys. They had an absolutely amazing time and enjoyed connecting with YMCA's from all over the world! We look forward to maintaining connections with other YMCA's as well as continuing to build strong relationships from the positive and inspiring foundations that YMCA 175 laid.



YMCA GRAND CEILIDH

To top the 175 celebrations off, YMCA Glenrothes welcomed visitors from Capital District YMCA (New York) and YMCA Quebec to Glenrothes shortly after the event.

Their visit consisted of exciting activities, including a trip to Edinburgh to explore its history, and a Ceilidh which YMCA Glenrothes held in partnership with Cupar YMCA-YWCA at the Y. I think you can see from the photos that everyone enjoyed themselves. It was a night filled with fun and traditional Scottish food, dance and live music... we even had a 'guess the Scottish slang quiz'.

Now almost a year on from the event our young people continue to introduce and use concepts they gained from the London trip. New internal fundraising and involvement groups have also been set up as a result of YMCA 175 to look at strategic planning for future events with our residents.

YMCA Glenrothes would like to extend its thanks to all those who allowed this trip to happen and indeed the monetary donations that allowed our young people (and staff) to take part in such a life changing experience.

We look forward to keeping in touch with all the inspiring people we met and seeing what exciting times lie ahead!!



OUR FUNDERS & DONATIONS

In order to continue to run vital services and projects, YMCA Glenrothes relies on donations from members of the public and numerous funders.

We would like to give thanks to those who have continued to support us throughout 2019-20.

Benefactors include but are not limited to:

- Fife Environmental Trust
- Friends of St Columba's Choir
- Glenrothes Churches Together
- National Lottery Community Fund
- Members of the public who donated via Bag Packing at Morrisons & ASDAs
- ASDA Foundation
- Cycling Scotland
- Fife Council
- Heriot Watt University
- Jennifer Ahmad
- Kings Covenant Fellowship
- Ladies Badminton
- LandAid
- A Duncan
- Bob & Sheila Hutchison

The Y would also like to say a special thanks to the friends and family of Dick Jones. Dick sadly passed away last year and was a long standing YMCA Board of Trustee. A total of **£314** was collected at the funeral for the Y and the 175 trip to London. Everyone at YMCA Glenrothes is incredibly appreciative of this gesture.

Thank you to the **Ladies Badminton Group** who raised **£215.00** for the Y so that we could purchase a new projector

Thank you to **Rachel Paisley**, an ex resident, for her kind donation of **£536.00** following her marathon fundraising effort

Thank you to the local individuals and organisations who donated to our Christmas Appeal allowing us to distribute **82 presents** throughout Fife

CHRISTMAS APPEAL



Each Christmas YMCA Glenrothes looks to help and support individuals and families facing disadvantage. To do so, we rely heavily on the generosity of our local community.

In December 2019 we launched our annual Christmas Appeal, asking for donations of Adult Hats, Scarves, Gloves, Socks and Toiletries. We were completely blown away by the support we received from local individuals, organisations and also local schools.

Through the donations we received, we were able to distribute over **82 Christmas presents** to individuals within our supported accommodation and those we support throughout Fife. We are incredibly grateful for the support we received and would like to thank everyone that donated.

We would also like to say a special thank you to Kettle Primary School and Mrs Adair's Primary 2/3 class! Following a project on the local community they invited us to their school to talk about the YMCA and homelessness. They then held a bake sale to raise funds to help buy socks for our Christmas Appeal.

Following their successful fundraising efforts, the class then visited the Y in December to personally deliver and donate a huge amount of socks to us! It was fantastic to see such young children actively involved in their community, gaining so much from giving at Christmas.

COVID-19 RESPONSE

March 2020 marked the beginning of very unprecedented times, as we watched the corona virus pandemic begin to sweep, not only across the UK, but across the whole globe. Following government guidance, YMCA Glenrothes entered lockdown on the 23rd March 2020.

During this time, our priority remained focused on the health and wellbeing of both our staff and residents whilst also ensuring that we were able to continue to deliver vital and direct support.

Now many months on from the beginning of the pandemic, and now experiencing the gradual easing from lockdown, we are able to report on our response to the pandemic, our successes and also our now new way of 'normal' working.

Throughout lockdown, different approaches were implemented to the way we deliver support to residents, ensuring safety was at the forefront of all services delivered. Our two supported accommodation sites continued to operate throughout the lockdown period and staff have worked, and still continue to work, incredibly hard during this time to keep all of our residents safe.

Following government guidance, face to face contact was reduced to a minimum and staff have opted to deliver intensive support over the phone. However, in circumstances where this is not possible, such as when staff carry out essential welfare checks to those we assist in the wider community, strict social distancing guidance continues to be adhered to and followed along with the use of correct PPE.



COVID-19 RESPONSE

Throughout these uncertain times, the wellbeing of those we support has remained at the forefront of everything we do. Ensuring that service users who present with very complex needs remained stable has been vital. In order to provide an element of normality staff have continued to provide activities in a safe manner that support residents' mental health and wellbeing. For example, staff have been running regular breakfast and lunch clubs for residents. This has allowed staff to 'check in' with residents and has also added a vital social element to their days which has helped to lift spirits.

We would also like to take this opportunity to thank all of the local individuals and organisations who have kindly thought of us during these challenging times and have donated vital items such as food, household items and toiletries for our residents. The generosity has been very much appreciated and we could not continue to do the work we do without the support of those around us locally.

Lastly, the impact of COVID-19 on our charity has been immense. Therefore, we would also like say thanks to funding organisations such as LandAid, The Corra Foundation, Tesco 'Bags of Help' Scheme and the ASDA Foundation (to name a few!) who have supported us throughout this time to offset against ever-increasing costs due to COVID-19. We are very grateful to have received such essential funds which have ultimately allowed us to continue to provide a much needed service safely during this time of uncertainty for those we support.



BOARD OF TRUSTEES & STAFF

YMCA Glenrothes is overseen by a voluntary Board of skilled Trustees which meets at least five times per year. During 2019 we welcomed Iain Hawker, our newest prospective Trustee to the Board. Iain has over 25 years' experience within the education sector and is currently Assistant Principal, for Quality and Academic Partnerships at Fife College. We look forward to drawing on Iain's experience as well as his new ideas.

October 2019 marked the end of an era but the start of an amazing new chapter for Leeann McLaren our Service Manager. Leeann left after 15 years service to become Service Manager of the Social Bite Village in Edinburgh. We thank her for all of her hard work and dedication within her time at the Y and wish her all best in her future endeavours. She is greatly missed by all of the staff and residents.

In December 2019 we also said goodbye to Y Academy Engagement Worker, Donna, who left to take up a new position with a local charity. Donna did an amazing job developing the project throughout her time at the Y and is missed by both the staff and residents.

However, 2019 also saw us welcome Gareth Allenby to the Y as Y Academy Project Coordinator. Since then, Gareth has moved into the new YSA Service Manager role! Gareth brought with him a wealth of experience gained from previous roles at Shelter, Trust in Fife and NHS Fife. He is an asset to YMCA Glenrothes and we look forward to his plans for development!

Lastly we would like to congratulate staff members who received long service awards at the 2019 AGM. Their dedication and commitment to the YMCA is admired and very much appreciated and we thank them for all of their continued hard work.



OUR TEAM



Mary, CEO



Carol, Service Manager



Gareth, Service Manager



**Bryan, Facilities H&S
Co-ordinator**



Brenda, Finance Officer



Maggie, HR Admin Officer



Kirstie, CC Administrator



**Kerry, Team Admin
Worker**



**Erna, Relief Admin
Worker**



**Chris, YMusic Project
Worker**

OUR TEAM



Olive, Case Worker



Karen, Case Worker



Michelle, Case Worker



Louise, Case Worker



Claire, Life Skills Worker



Anne, Life Skills Worker



Yvonne, Life Skills Worker



Lorna, Life Skills Worker



YMCA Glenrothes, North Street, Glenrothes, KY7 5PP

01592 612674

glenrothes-y@ymcaglenrothes.co.uk

www.ymcaglenrothes.co.uk

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