



**YMCA**

Here for young people  
Here for communities  
Here for you

YMCA WIRRAL

# Outcomes Report | 2023



Welcome to YMCA Wirral's Outcomes Report reviewing our work in 2023.

Our organisations biggest achievement over recent years has been our ability to rise to what have seemed unprecedented challenges, flex our resources and mobilise ourselves to support the communities of Wirral, when and where it is most needed. The post-pandemic period, has seen new challenges, the most serious of which has been the cost-of-living crisis that has caused considerable social hardships for many.

Our work is equally challenging and rewarding, and at times, heart-breaking and exhausting. The passion and dedication demonstrated everyday by our staff is awe-inspiring and I am extremely proud of all our teams for their achievements.

Alongside our amazing staff, we are supported by some fantastic volunteers whose commitment enhances our services, and enriches the lives of those we work with. We have many amazing friends and supporters too and during the year through their kind gifts and donations, we were able to meet many additional costs and ensure that our service users have a better life.

At a senior management level, a huge amount of time was taken up, identifying ways to offer effective local solutions to alleviate homelessness, poverty and social inequality, while balancing continuity of service. Looking back over the last twelve months, I am extremely proud of what the YMCA Wirral team has been able to achieve yet again for the people we support and the wider communities of Wirral.

Despite the uncertainties our sector faces we continue to hold hope and optimism on behalf of the people we support. We look forward to continuing to work with our partners and supporters to make sure that in this coming year we support even more people experiencing difficult situations and social exclusion, to build sustainable meaningful, fulfilling independent lives.

**Nigel Hughes**  
Chief Executive YMCA Wirral





YMCA WIRRAL

# What we do



YMCA Wirral supports some of the most marginalised and vulnerable members of society - not just in Birkenhead but across the whole of Wirral. The people supported by the charity, in addition to those who are street homeless, includes those impacted by: domestic abuse, the criminal justice system, long term unemployment, addictions and substance misuse. YMCA Wirral also offers support to refugees fleeing persecution. The common thread through all of these services is the value of the tailored person-centred support provided by YMCA Wirral in reconnecting these individuals with mainstream society and empowering them to achieve sustainable independent lives.

At YMCA Wirral people are at the heart of who we are and what we do. Day-by-day, person-to-person, we tailor the services and support we offer to what people need. We're here to provide consistent, friendly and informed support and accommodation services so people can explore options and take the next steps towards a happier, safer and sustainable future.

We provide accommodation and homes to people experiencing, or at risk of, homelessness, as well as the support, information, advice and training they need. We meet people where they're at. We walk alongside them. We listen. We offer hope. We never judge or give up.

We strive to provide a safe place where meaningful support can be offered, so that people can make informed choices, explore options and take the next steps towards a positive future where they can thrive and belong.

**At the end of 2023, YMCA Wirral was providing a total of 86 bedspaces – and offering up to 20 overnight emergency sit-up places during extreme weather.**

**In total, over the course of the year, the charity provided support to 689 individuals.**

YMCA Wirral is widely regarded for the work that it does by commissioning authorities, our local authority, Merseyside Police and our local communities, but perhaps most importantly, by the service users and people it supports.



YMCA WIRRAL

# Who we support

Those who are homeless or facing street homelessness remain one of the most important client groups supported by YMCA Wirral. Our multi-disciplinary teams support a wide range of people from newly homeless or at risk of homelessness to those experiencing rough sleeping and leading a street-based lifestyle. Many have suffered scarring childhood trauma and mental health issues which have put them on a challenging path. Complex issues and difficult circumstances eventually lead to them having no home and the streets as their only place to bed down. The in-house support staff team provide 24-hour wrap-around services to a range of male and females aged 18 years and upwards, while our rough sleeper outreach team will spend time out on the streets engaging with and gaining people's trust, talking through their options, and offering them accommodation in either the Emergency Access Triage beds in our main building in Birkenhead or, signposting to other accommodation options in Wirral.

YMCA Wirral provides various Supported Housing projects in Wirral that address the specific needs of various individuals. These offer a safe and stable environment so that they can eventually transition into independent accommodation. All our support is person-centred and helps to ensure that their progress is sustained.

On the nights of the year, where the weather is at its worst, YMCA Wirral opens its doors to anyone in need of a warm place to stay and feel safe and secure. In 2023 that meant we extended a hand of friendship to 97 local people who would otherwise have been left out in the cold. At Christmastime we provide four days of temporary accommodation, food and even gifts to those who have nowhere and no-one to share this time of the year with.

Working with Probation teams and our local authority, YMCA Wirral provides short and longer-term, supported accommodation options so that people leaving prison are given the opportunity to make a positive new start, re-engage with society, rehabilitate and help break the cycle of prolific offending, gain employability skills, accommodation and move towards independent sustainable living.



By supporting the individuals staying in our accommodation who have addictions and substance misuse issues, we can help them in their recovery journeys, and assist them to develop their skills, resilience and independence, as a stepping-stone to sustained recovery and move-on within time, to their own tenancy.

Working in partnership with other local agencies, YMCA Wirral also supports homeless and vulnerable individuals who face being discharged from hospital without suitable accommodation where they can recuperate.



# Achievements | 2023

These are some of the many achievements your local YMCA has accomplished during 2023

## Supported accommodation

### 64 hostel clients moved in:

- 15 presenting alcohol issues
- 35 presenting substance misuse issues
- 6 presenting dual issues
- 9 presenting mental health issues



### 64 hostel clients moved on:

- 30 moved into own accommodation
- 7 re-engaged with family or friends
- 3 detoxification/rehabilitation
- 40 positive move-ons
- 2 into employment
- 18 ex-offenders from prison coming into accommodation
- 221 training sessions delivered



## Client activity/training sessions

Cooking is an important life skill – demonstrating the ease of wholesome food and its ease of preparation as well as low costs, including slow cooker workshops, budgeting and meal planning, literacy & numeracy skills, creative workshops (effective communications, social behaviours, self-esteem and confidence building), computer literacy workshops, relaxation therapy workshops, auricular acupuncture sessions, mental health awareness, and property pool plus – these 221 sessions, were delivered as part of a structured programme.

## Rough Sleeper Initiative

A total of **246 people** were engaged with:

**3** moved into their own private tenancy

**166** placed into supported housing

**1** went to detox/rehabilitation

**7** reconnected back to family

**29** temporarily placed into B&Bs or hotels

**17** moved to dispersed housing

**3** hospital

**20** refused to be placed

**30** referrals made to CPN/Mental Health Team

**4** Housing First referrals made and accepted

**59** Street Link referrals

**15** entrenched rough sleepers engaged and were reaccommodated





## In-house GP and nurse

Dr Katie Gregson and Nurse Practitioner Kerry Greenop run a busy twice a week surgery and joint clinics, which are always well accessed. Although numbers vary, they saw on average, between 7 to 12 people per clinic.

**33** vaccines (B12, Influenza, Hepatitis B and BBV testing)

**36** routine bloods (including LFTs)

**15** new GP registrations

**21** sexual health interventions

**49** harm reduction and injecting assessments

**55** medication and prescription support

**166** wound care, swabs and assessments

**14** podiatry referrals and treatment

**15** referrals into treatment (drugs/alcohol)



## Alcohol Awareness HUB

**53** individual clients

**28** total referrals to CGL

**6** detox/pre-detox

**56** supported appointment attendance: doctors, hospital and other appointments



# Drug treatment programme

**38** females in total

**5** female clients reintroduced into drug treatment

**4** females started on methadone pathway

**1** female started on Espranor pathway

**1** female supported with reduction from methadone swapped to Espranor (now drug free)

**6** females started on Espranor (Subutex)

**1** female started on Buvidal (Subutex) depo

**17** restart back on methadone prescription completed

**17** drug screen tests

**6** restart Espranor, **6** drug screen tests

**12** sex-working female clients provided with regular harm reduction advice; regular condom packs given out via needle exchange; sexual health clinic run monthly (Sahir house)

- ▶ Harm reduction advice (safer injecting) regular access to clean injectables, injection sites regularly checked.
- ▶ Overdose prevention advice (do not inject alone, personal naloxone kits dispensed) up to date naloxone records kept.
- ▶ (safe street worker links made) Red Umbrella, health huddle, working in conjunction with substance misuse specialist.

**3** female clients taken to mammogram appointments, out of 3 taken 1 client diagnosed with breast cancer, Client at time of diagnosis was alcohol dependant so a 7-day community alcohol (Librium) detox completed, substance misuse specialist dispensed Librium daily, client remains alcohol free.

▶ client now on cancer treatment attending regularly follow up appointments with cancer specialist awaiting mastectomy (DR Lund) at Clatterbridge Cancer Care.

**6** female clients had cervical smear tests successfully completed

**60** male opiate users

**6** male clients introduced into treatment program (Wirral ways) for first time, **3** triage **3** new move-in to hostel

**58** methadone restart appointments completed, 58 drug screen tests

**6** espranor restart appointments completed, **6** drug screen tests

**10** male clients supported to increase by 10ml methadone

▶ Harm reduction safer injecting advice, injecting sites regularly checked, access to clean injectables.

**2** reduction advice and reduction plan mapped out by each client and specialist and substance misuse, harm reduction leaflets given



- ▶ Advice and guidance around dangers of taking illicit benzazepine and pregabalin, harm reduction leaflets handed out and posters posted on each landing outlining dangers of illicit benzo use.
- ▶ Harm reduction pods for groups of 4 to 5 clients around dangers of taking illicit benzo.
- ▶ Joint working with police and drug service around concerns of illicit benzo and pregabalin use within the hostel.

## **28** pharmacy change interventions

- ▶ Contact with GP's regarding prescription change and stockpiling medication.
- ▶ Overdose prevention advice and naloxone kits given out regularly, naloxone kits given to new clients on move in, up to date naloxone records kept.
- ▶ Safe disposal of used sharps paperwork handed out to all intravenous heroin using clients.

**1** triage client dispensed daily observed methadone for 3 weeks due to mobility issues before move on.

**3** opiate clients dispensed daily observed methadone by substance misuse specialist, this has been put in place due to mobility issues, 2 female, 1 male.

- ▶ Breast Cancer and Prostate Awareness Day 13th October tea, coffee, cake and information leaflets given out.

# Mental health specialist support

## Homeless mental health practitioner

**40** received support from practitioner

**61** triage clients referred into practitioner

**38** drop-in mental health clinics delivered



## Internal mental health specialist

**70** received support from specialist

Over **150** one-to-one sessions

**10** screened for Neurodivergent disorders

**31** triage clients received support

**40** referrals made to external organisations (Wirral Mind, RASA, Adult Social Care, Journey Men, Martyn Gallier Project, Talking Together Wirral)



# During 2023, YMCA Wirral achieved:

**£4,247,655** Social Value



**£5.06** Social Return on Investment (SROI) against every £1 invested in YMCA Wirral

**92.4%** workforce are considered as local (local being resident of the Liverpool City Region)

**660+** volunteer hours donated to local causes

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

FAMILY & YOUTH WORK

HEALTH & WELLBING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE