

## Contact Us

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[www.oneymca.org](http://www.oneymca.org)

### One YMCA

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#### ONE YMCA

Reg Office: Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT  
Reg Charity: 1102301 Reg. Company: 4430743  
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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.

Support & advice

Accommodation

Family work

Health & wellbeing

Training & education



## One YMCA

Accommodation

Youthwork

Health and Wellbeing

Family Work

Support and Advice

**Annual  
Review  
2017**

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## Our Mission

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

We deliver a range of programmes and services that tackle the issues facing local people and ensure that there are opportunities for young people throughout our work, from apprenticeships to work experience and childcare to youth work.

We work with all ages, faiths and backgrounds, as part of a global network of 14,000 YMCAs.

We have served the communities in Hertfordshire for 130 years and we reach thousands of people each day.



# What we do

The last year has been one of growth and impact for our YMCA. We have helped 15,000 more people than last year and our new monitoring tools have improved our understanding of the difference we make in their lives.

We have focussed on internal quality in a number of areas, achieving:

- Investors in People Bronze
- A Service Excellence Standard from Centre for Housing Support
- SafeContractor accreditation
- Outstanding Children's Centre reviews from Hertfordshire County Council

These achievements demonstrate our ongoing commitment to being at the top of our game, for those we help.

This Annual Review tells some of the remarkable stories of the people we work with, which we hope you will find as inspirational as we do!

## Accommodation

We run three hostels for over 400 local homeless people, supporting them into stable accommodation within 18 months.

## Family Work

Our 21 Children's centres help more than 7,000 families to prepare their children for school and give them a great start to life.

Our large community nursery looks after 125 children each week, offering a caring, educational and fun environment.

## Health & Wellbeing

Our three community gyms give 9,720 local people access to affordable fitness, as well as delivering specialist exercise sessions and sporting activities to thousands of vulnerable people in the community.

## Support & Advice

The Orbital Community Centre caters for 40 community groups each week, working to support and enrich the lives of more than 31,000 local people.

Through HomelessHub, a partnership with hyh, we are reaching hundreds of 16 and 17 year olds who are at high risk of becoming homeless. The Hub offers a one-stop shop for young people, parents and professionals at this time of crisis.

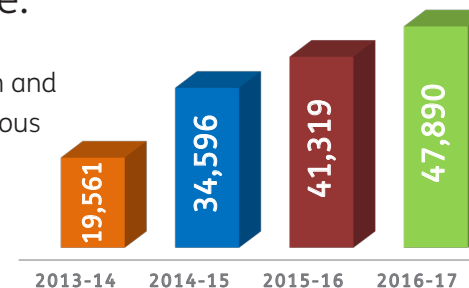
## Youth Work

We work with thousands of young people through evening youth clubs, daytime programmes and targeted work with our young unemployed population across the entire county.

# Who we've helped

This year we have:

Worked with more children and young people than in previous years: **47,890**



Helped **1,451** people gain education, employment or training.



Engaged with **66,867** local people.



Hosted over **96,227** exciting exercise sessions to encourage active and healthier lifestyles across Hertfordshire. Delivered **274** sessions for people with disabilities giving access to sport and dance with over **2,100** participants



Gifted **3,608** hours of free nursery care to vulnerable families, worth **£23,000**.



Facilitated almost **11,200** hours of community volunteering.



Provided **123,112** nights' sleep in our hostels and housing supporting homeless individuals.

Assisted **219** people to move into secure and comfortable accommodation.

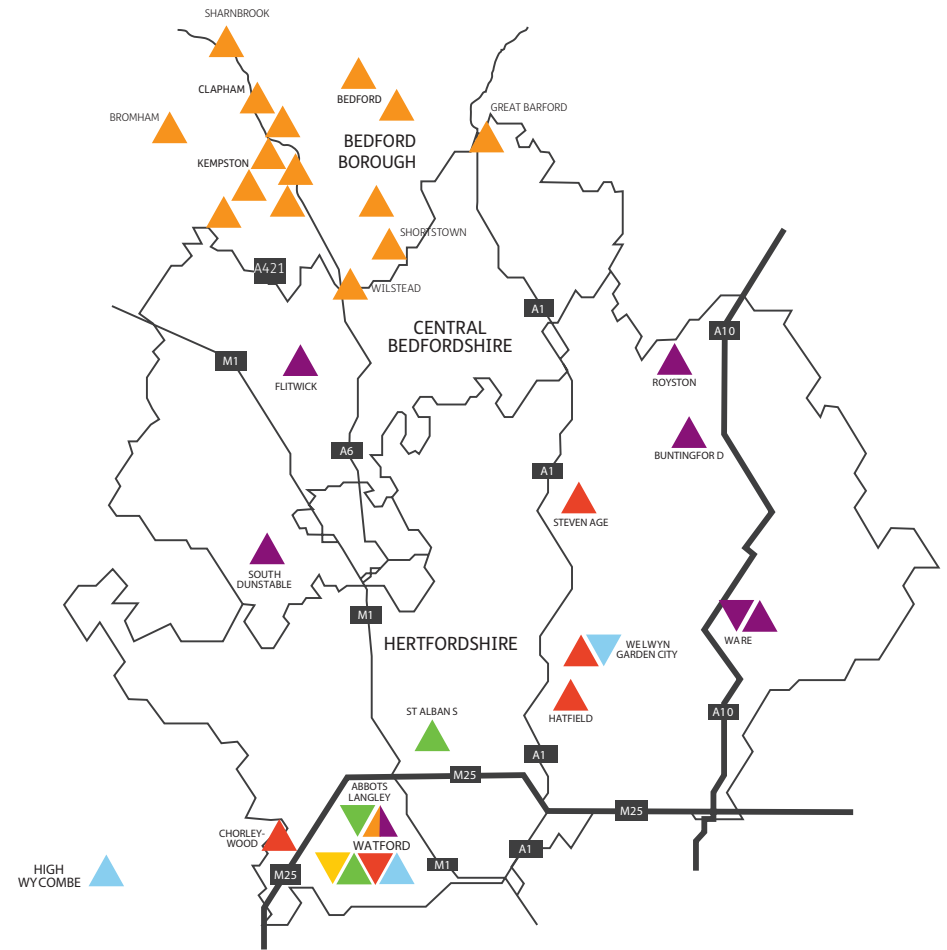


Invested **£8.8 million** to help people in our community belong, contribute and thrive.

# Our locations

- Accommodation
- Nursery
- Health & Wellbeing
- Young People
- One YMCA Children Centres
- ECP Children Centres
- Community Centre

For up-to-date contact details for our different services and locations, please visit [oneymca.org/contact-us](https://oneymca.org/contact-us)



## Accommodation

One YMCA operates homeless hostels across Hertfordshire and Buckinghamshire, providing 430 bed spaces for our residents and tenants. We work in close partnership with each Local Council and County Council to help deliver their Homelessness strategies, meeting the needs of local people.

Each of our hostels offers all of our residents and tenants a safe and secure environment to live in for up to 18 months. This provides the

stability and opportunity to get back on track. We give support through our specialist supported housing officers who work with managing debt, training and educational courses, or referral to external specialist support agencies. As well as offering our residents and tenants access to a wide range support services, our Chaplaincy team is available to offer social events, activities and a listening ear.

## HomelessHub

We are pleased to be working in partnership with Herts Young Homeless (**hyh**) to deliver the Hertfordshire County Council contract for **HomelessHub**.

This new service is the single point of contact to access homelessness prevention services for 16 & 17 year olds across Hertfordshire.



**HomelessHub**

HomelessHub is a single point of advice, information and guidance for young people at risk of homelessness but can also be accessed by parents or professionals needing support.

Homeless Hub works in partnership with young people and families to reduce conflict and prevent homelessness.

<http://homelesshub.help>

## Rebecca's Story

**Rebecca was a resident at High Wycombe until November 2016.**

Rebecca came to live at the hostel following a family breakdown and needing to leave the family home. When she first moved in Rebecca was depressed and she struggled to see any purpose in her life.

During a support session her support worker asked what she would like to do with her life, Rebecca said she wanted to be a midwife. Together Rebecca and her support worker found a college course local to her, and she started her three year training to become a qualified midwife.

With the support of One YMCA Rebecca was nominated for social housing and now lives independently, she has re-established contact with her family and delivered her first baby in September 2017.

## Fill the Gap

**Give:** £40 pays for a New Home Starter pack for residents moving into permanent accommodation.

**Act:** Some of your time to befriend and mentor residents can make all the difference.

**Pray:** For One YMCA to make stronger links with church volunteers who can help support our residents.



## Karen's Story

Karen is a resident at our Welwyn Hostel and took part in our Journey to Freedom course.

This a small group course facilitated by Chaplaincy Staff and Volunteers, for people considering making permanent positive changes in their lives. It is run over ten sessions and includes two nights on Retreat away from the busy Hostel environment.

*"Hello my name is Karen and I moved into the YMCA hostel in December 2016.*

*I was ready to make some changes in my life and I saw a poster about the Journey to Freedom Course. I wasn't sure what it would be like to begin with but I discovered that it was about sharing experiences, listening to one another without interruption and feeling safe.*

*My personal highlight was the retreat to Othona Community on the Essex coast. This was a place where you could spend time reflecting as well as taking part in set sessions and having free time. There is a chapel which is 2,300 years old which we used for some of our sessions as well as morning and evening prayer.*

*"If you get the chance to do this course, please do; you will get so much from it"*

*Othona is a place of peace and harmony and allows time for thinking and reflection. There were groups from the Welwyn and Watford hostels and we all gelled together, helping out as one team at mealtimes with all the washing up and clearing away.*

*The leaders have been fantastic; they have helped and supported us throughout the course.*

*In fact the whole team at YMCA have been great to me, I couldn't have made it without the help of my Support Worker.*

*Journey to Freedom has given me the chance to share my experiences plus I have cried constantly! But it has shown me where I want to be and what I want to do with the rest of my life. I have returned from Retreat a totally different person. I am still struggling with some things but this has changed my life for the better. It has given me the chance to learn how to express myself without fear and I know that I am not alone. If you get the chance to do this course, please do it you will get so much from it."*

Our Chaplaincy Team provide confidential emotional and spiritual support to all YMCA service users, staff and volunteers.



## Fill the Gap

**Give:** £100 helps one resident attend a Journey to Freedom Retreat

**Act:** Give your time to befriend and be a 'listening ear' to someone in our Hostels

**Pray:** That we will know God's provision for all our needs. Please also join our prayer mailing list by emailing [matt.penny@oneymca.org](mailto:matt.penny@oneymca.org)

## Youthwork

# John's Story

When John first came to the youth club he was suffering from depression, he came to socialise and meet people as at the time he felt like he had no one. John left school with 7 GCSEs and went on to complete an animal care qualification and part of a level 2 business course. He also completed an employability course and was immediately looking for work.

However, after a break down of a difficult relationship John was put into supported living accommodation at 18.

*“They provided me with tools that helped me to cope ...”*

“I was isolated and didn't go out. I self harmed by hitting and bruising myself. I used music as an escape and a way to cope and it still helps me now. I had a close friend who supported me as well as the YMCA youth club. YMCA brought me out of my comfort zone and improved my confidence. The staff also gave me support with my mental wellbeing, and provided me with tools that

helped me to cope. They gave me the strength not to just quit.”

John has been in employment for the last three months. He is always punctual at work and is dedicated to being there - he has only had one day sick since he started.

John is currently on the bidding list to move out of supported accommodation and into a secure

property - you only become eligible to do so after showing reliability in paying rent and bills for a long period of time. He has also been in a relationship for the last four months which

has had a positive impact on his wellbeing. John has become a popular and active member of the youth club. He regularly checks in with staff and attends often. John is happy to socialise and get involved in activities. He especially enjoys 'chilling and introducing us all to his favourite music.'



## Fill the Gap

**Give:** £40 covers the cost of a mentoring session with one of our youth workers.

**Act:** Volunteer to assist in a youth club or as a mentor, to give a young person an even brighter future.

**Pray:** That young people who need support but feel scared or unsure of where to go are guided to YMCA activities.

## Youthwork

# Yasmin's Story

Yasmin has been attending our youth club since early 2016 but has been more engaged since October 2016.

She was the typical teen full of attitude and passion within her circle of friends. She was associated with "WH44 group" (a local gang), although she had not been involved in any criminal activities.

Whilst on her journey with us this past year, Yasmin has grown into a remarkably driven young adult. Often seeking advice from our youth workers when needed and accepting guidance when offered - leaving us in no doubt that she will become the successful adult we all know she can be.

Our team has enjoyed working with Yasmin particularly because of her ability to acknowledge both her shortcomings and her achievements.

Yasmin has benefitted from **individual mentoring** and **group work** and has completed four **Youth Outcome Stars** since she started with us.

*Here are some of the results:*

**Making a difference**  
rose from three to five.

**Hopes and dreams**  
rose from three to four.  
Yasmin said, 'I always think about my future and get excited but I feel like I can't make it happen'.

**Well-being**  
rose from two to four.

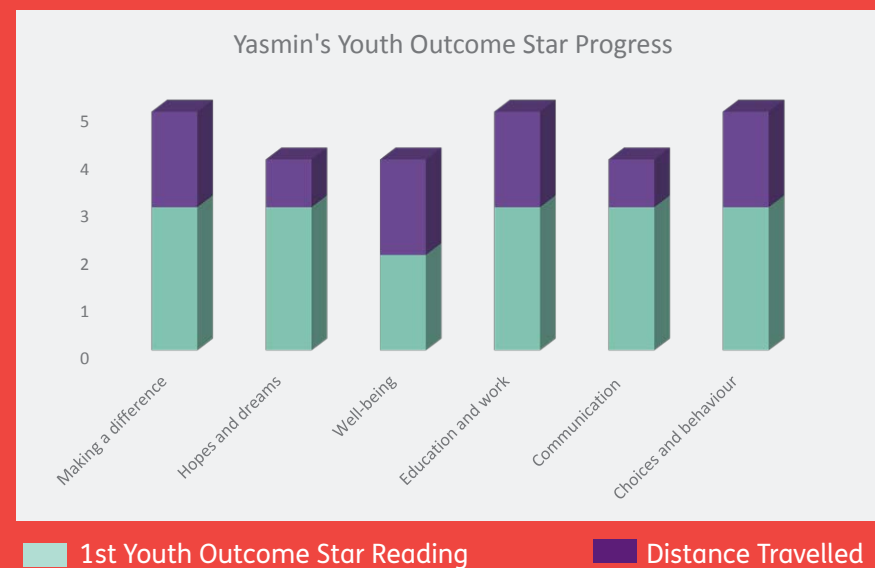
**Education and work**  
rose from three to five.  
She said, 'I am in work and enjoying what I do'.

**Communication**  
rose from three to four (but has most recently dropped again because Yasmin has identified that she gets 'carried away when I am angry', and talking about her approach to anger management has been positive!)

**Choices and Behaviour**  
rose from three to five.

The issues around the WH44 gang have subsided and Yasmin says she tries to 'stay safe as I don't like getting into trouble'. YMCA's work with local young people has led to a drop in the level of antisocial behaviour issues in the area.

Yasmin has recently joined a college apprenticeship scheme after seeing a presentation about apprenticeships in our youth club. She has also completed her provisional driving licence form with help from our staff, with the intent to begin her driving lessons in the very near future.



## Youthwork

# Ella's Story

Ella is 14 years old, she had low confidence and poor self-esteem. She found herself being led astray by a large group who befriended her.

Never speaking out or questioning what was happening, she naively trailed the group leading to trouble inside of school as well as her local community.

One of her friends from school recommended she try one of the YMCA Youth Clubs. Feeling belittled and shy from her past, she attended her first session in October 2016...

'The staff are very supportive; it is really easy to talk to them about anything... They're all really down to earth and understand what I've been through'.

Since she met us, Ella has not missed a session. Growing in confidence and making many new friends, the past is behind her and she feels like she can turn over a new page and start afresh.

Ella joined in with the activities, workshops and sports, she began feeling like she belonged to something special.

She contributes openly and feels that her opinion and that of others is really heard, listened to and acted on. Her judgement and decision-making have improved significantly, through the support of the youth workers. She also receives guidance from her mentor, which she openly and frequently speaks about.

Her new-found social skills and confidence have helped her pluck up the courage to join the newly formed Girls' Night where she has thrived and begun leading others in some of the activities - especially when it comes to her favourite activity: COOKING!

'When I go to the Youth Club, I always feel welcomed and no matter how my day has been, the staff are always there to listen to me. It's like a home away from home, very warming and a place to be with friends'.

Ella now is a figurehead of the Holywell youth club, approaching those who are new and trying to involve them within all the activities.

"The staff are very supportive; it is really easy to talk to them about anything..."



It has been great to see her progress and flourish. The youth club is also having a positive effect on Ella's school life, as she is not getting into trouble and has begun thinking of the future using the Youth Outcome Star as a guide. She is beginning to realise her own potential and self-worth. This confidence is helping her to develop greater aspirations for her future.

# An Interview with Bhav

Bhav is a 21-year-old young lady who joined YMCA in September 2016. Bhav attends a weekly evening group which is in partnership with Signpost. Bhav's learning disabilities have not stopped her being a very active member in the group. She is vocal about how happy she is to be part of YMCA as it has made all the difference to her wellbeing this past year.

**How did you first come into contact with YMCA and why?**  
"Through therapy."

**How was your self confidence when you first engaged with YMCA?**  
"Terrible."

**What did you like about engaging with YMCA?**  
"Everything! It changed me as a person. I realised who I was after I joined and gained confidence & self-esteem."

**What activities did you take part in?**  
"I never missed a session. From canoeing, games and laser tag. "

**What do you think of YMCA staff?**  
"They are very supportive because they listen and I don't feel judged. I have a space of my own."

**Is there anything else you would like to say about YMCA?**  
"I don't think I would be who I am without YMCA."

**Describe your experience of YMCA in three words....**  
"AMAZING, LIFE-CHANGING AND POSITIVE."

*"If I had to describe YMCA in three words it would be: amazing, life-changing & positive!"*



***“My training and experience with One YMCA will give me the knowledge and confidence to apply for a permanent job in the future”***

***\* Dani's Selfie***

## Dani's Story

“My name is Dani, mum to Rosie-May 8, River 3 and Raina 2 and we have lived in Watford since I was pregnant with Rosie-May.

I first started coming to the Orbital Community Centre in September 2016. River started ballet with Centrestage School of Dance there. She attends the Thursday class and loves it; I also love it as I have made a new group of friends with the mums. Raina, my youngest child will also start attending the Pre School this Christmas.

Every morning Bernie (the Centre Manager) and her team always appeared cheerful and talk to all the parents and children, which is so inviting and what first made me think I'd love to work in a place like this as I felt my personality was very much suited to their style of management. I started chatting to Bernie more often, after dropping off River, and expressed my interest in working at the centre when the girls were all at school.

I was then advised of a casual position as a Centre Assistant and went for it..... I got the job and now cover weekend bookings!

Recently I have started helping the centre and user groups to set up social media pages to help boost membership and to reach a wider customer base.

My training and experience with One YMCA give me the knowledge and confidence to apply for a permanent job in the future.”

# Elaine's story

In September 2015, Elaine was admitted to hospital following a period of severe back pain leading to a collapse. After a combination of blood tests, MRIs and biopsies Elaine was told she had **"Multiple Myeloma"** which is a type of cancer that affects the soft spongy marrow within her bones and weakens them in the process. She initially underwent an operation called a "balloon kyphoplasty".

Elaine was then started on chemotherapy along with having to wear a brace around her midsection to protect the spine from bending and twisting and causing further damage. She said: "I had to wear it all of my waking hours and sleep flat on my back at night, which was not natural for me at all".

After three months, the brace was taken off but her spine and core muscles were feeling very weak meaning she had to take extreme care with simple movements around the house. The chemotherapy continued for a total of eight months meaning by this time, Elaine was also experiencing extreme levels of fatigue from a combination

of the chemotherapy drugs and a lack of any real movement.

Elaine was then offered stem cell treatment using cells that had been collected from her own body at an earlier time, frozen and replaced after her high doses of chemotherapy and radiotherapy. This process lowered her immune system considerably and led to further time in hospital whilst the cells grew.

Once all her treatment was finished, Elaine was given some very basic physio exercises to help begin strengthening the core muscles.

A few weeks later, Peace Hospice referred Elaine to **YMCA Move More programme, sponsored by Macmillan.**

"Coming to meet a specialist at a YMCA gym helped me to understand my limits, but to focus on what I can do, rather than what I can't do. It was a fresh start for me and I met somebody that I already knew from the hospice!" In just three months, Elaine took her physical activity up to 650 minutes

Name: Elaine

Age: 56

Diagnosis: Multiple Myeloma

Hobbies: Walking (now a walk leader!),  
Choir Singing, Watercolour Painting

*"Elaine is a testament to what you can do when you take management of your own health with help and guidance from the right people"- Rhys (Move More Coordinator)*

per week (including 60 minutes gym based, and 300+ minutes of walking), her own perceived health score went from 50 to 70 and she has gone from having moderate walking problems to having none at all.

Elaine has since been attending the gym every week and continued to go to her class at the Peace Hospice. She still enjoys her health walks at a local park and has even been part of a clinical exercise trial at University College London.



### Trevor's story

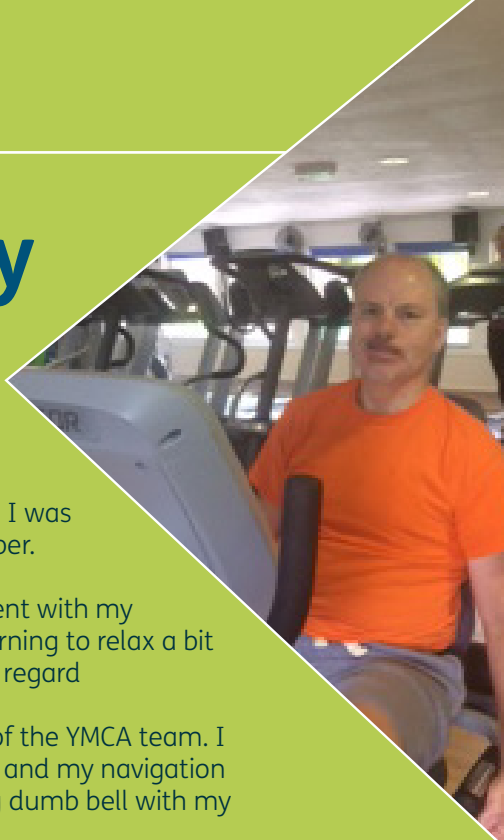
"In July 2015 I started slurring my words in a meeting. I felt very hot and dizzy then I dropped my bag and slumped to the floor. I knew I was having a stroke.

YMCA has helped in supporting my recovery, I was referred to the fitness team by a gym member.

**How do I feel now?** I have learnt to be patient with my recovery and to not over do things. I am learning to relax a bit more and yoga has been very helpful in this regard

I have significantly improved with the help of the YMCA team. I can now walk a fair distance without a stick and my navigation of tight spaces has improved. I can lift a 3kg dumb bell with my left arm.

In terms of future goals, I may be starting to work from home in Autumn 2017 and plan to relearn to drive in 2018."



### Pete's story

Long-term member of our Watford gym, Pete shares his memories of more than three decades of staying healthy with us.

"Watford born & bred the YMCA's been part of my life for as long as I can remember.

I remember Charter Place being built, my mum even took me aged 10 on the bus from South Oxhey to witness Prince Charles do the opening.

I remember a few years later going along with my mates sneaking up into the gym.

I remember in my yearly twenties doing things properly and becoming a member of the health club.

I remember the Christmas parties & social events in the bar on the 2nd floor.

I remember circuits classes being so packed that part of the session was to run the entire length of the high street.

Little did I know on that day the town was buzzing because royalty had come to Watford, the YMCA would play such an important part in my life, that I'd not only meet lifelong friends there but also my wife and still be a committed member 31 years later.

Although the gym's a quieter place these days and I've seen members, staff and instructors come and go, my friends of 31 years (the oldest being 81 now) still love Thursday evening circuits followed by a pint in the town and still love the YMCA"



### Fill the Gap

**Give:** £90 can help us to support 4 people living with and beyond cancer

**Act:** Volunteer for our Parkinson's or Multiple Sclerosis groups, or support our exercise sessions

**Pray:** That local people who are suffering can find their way to us for support

*"I am mapping a route to a new lifestyle, one that I will enjoy"*

# Leo's Story

*"I'm not sure how we would have survived the last few years without their help and support"*

I first heard about YMCA's Charters Day Nursery through the local Children's Centre. As a single mum to two boys one of whom is severely disabled, I was in need of support. I contacted Charters Day Nursery regarding the availability of **free nursery places** offered by the charity. As a result my youngest son Leo has been attending the Nursery for the last three years.

With my eldest son at home full time, struggling with a noisy little brother and lots of appointments to attend that Leo had to also go along to, things were difficult for all three of us. Leo's place at Charters has meant he can be just like his peers; he can play, be noisy, make friends and be carefree just as little boys are supposed to. He doesn't have to sit still and be quiet while his big brother attends numerous medical appointments.

The staff at Charters have been so amazing and supportive to our whole family: always a friendly smile and a

listening ear when things are tough. I know I can drop Leo off and not worry about him one bit as I know he is well cared for, safe and having fun. He gets exercise, lovely home-cooked food and has made some amazing friends. Friendships which Leo would not have had the opportunity to develop had he been at home.

As Leo prepares to leave Charters Day Nursery and start primary school we look back with fond memories. I will be forever truly grateful for all the time and effort the Nursery has put into my family and shaping Leo into the little boy he is today. I'm not sure how we would have survived the last few years without their help and support. I'm nervous about the next chapter and Charters not being part of our lives anymore, everyone there has been so wonderful.

# Children's Centres

Our Children's Centres work within local communities across Hertfordshire and Central Bedfordshire. We also run Children's Centres in Bedford Borough through our subsidiary charity, Early Childhood Partnership. We provide parents with the opportunities to attend activities as well as reaching out to those families needing a bit of extra support.

## Karen's Story

What's the story?

Karen came into the Children's Centre asking for help as her children had temporarily been placed in the care of their grandparents pending an **Initial Child Protection Conference**. This was because Karen's eldest child who was six, had been found on the street during the night in her underwear: she had woken up to find Karen intoxicated with alcohol and so went to find help.

At the time, Karen was a victim of domestic abuse. The Children's Centre staff spent time with Karen explaining what the **Initial Child Protection Conference** was for and what would happen at the meeting.

They referred Karen to a Wellbeing Counsellor, encouraged her to attend a **Parent Puzzle course** and the **Freedom programme**. She also spoke to her about her level of drinking and helped her to recognise this was a problem. Karen then started attending **Pathway to Recovery** for help.

What difference did we make?

Karen now drinks responsibly and only when she does not have the children in her care.

After attending the **Freedom Programme**, Karen realised that her ex-partner was still trying to control her. Her self-esteem had increased and she realised she was not to blame for what she had been through.

At the **Parent Puzzle** programme she expressed how positive she was feeling with the new parenting techniques she had tried at home.

Karen and the children are now back together in their family home.

As a result of Karen's self-confidence she now has her own bank account, she has redecorated and refurnished her house and has enrolled onto an Open University course. She said "I'm so happy, I've done this for me and my children and I've got my independence back".



*"I'm so happy, I've done this for me and my children and got my independence back."*

# Sarah and Ellis' Story

### What's the story?

Sarah and her son Ellis had been living in a hostel for 18 months when they moved into a rural village. During this time it was identified that Ellis would benefit from speech and language support as he was developing at below age-related expectations. A few months later a Families First Assessment (FFA) identified further concerns about Ellis' physical development and home life. As Sarah built up a relationship with the Children's Centre staff she felt comfortable to disclose that domestic abuse had been taking place.

### What difference did we make?

Sarah started to attend the Freedom Programme (for survivors of Domestic Abuse) and now she 'feels confident about the signs of domestic abuse and knows what to look for in the future'.

By receiving early intervention of Speech and Language support Ellis

achieved a Good Level of Development at the end of Reception and is now able to use his language to communicate with peers and adults.

By completing the FFA with the family, YMCA staff were able to offer the most appropriate support to enable them to address their own needs and build independence. In one meeting Sarah said 'without the FFA in place then I wouldn't have told anyone about the abuse and we would still be in the same situation, we have come so far in six months, we are both happier'.

*"without the FFA in place then I wouldn't have told anyone about the abuse and we would still be in the same situation, we have come so far in six months, we are both happier"*



# Gabby's Story

### What's the story?

When we first met Gabby she had eight children, all of whom had been removed from her care, due to heroin, alcohol and domestic abuse. Over the last few years Gabby had successfully weaned herself off heroin and alcohol.

Gabby told us that was pregnant again and wanted support to get it right for this child. She was honest about her past, recognising her own behaviour led to the outcomes for her children. At the Initial Child Protection Conference a plan was put in place, which included Gabby engaging with the Children's Centre. She attended the Bumps, Birth and Baby Stuff Ante-Natal Group.

Gabby had some health complications with blood clots in her legs and lungs and then an ultrasound scan confirmed the baby would have Downs Syndrome. During her hospitalisation the Children's Centre staff kept in contact with her.

### What difference did we make?

The Children's Centre provided baby massage sessions to encourage greater bonding between Gabby and Jack. Gabby has been attending the Freedom Programme and has learnt about appropriate relationships. Jack's paternal grandmother and aunt are very supportive, providing a family life which focuses on his needs. During this time Gabby's self-confidence and self-esteem increased.

Donations received from other parents have meant that Gabby was given baby bedding and nappies.

After 14 months of support, Jack was no longer considered to be at continued risk of significant harm and therefore was stepped down to a Child in Need plan. Within a further four months this was stepped down to Early Help.

Jack is thriving and Gabby is demonstrating that she can be a great mum.



*"What I have learnt from this family is that it is easy to make judgements but everybody deserves another chance to change. Baby Jack is thriving and mum is engaging with all the support offered and attending all health appointments and seeks advice when needed."*

## Family Work - Children's Centres

# Angela's Story

Angela was referred into our Children's Centres when pregnant with her first child. This was because her partner was in and out of prison and Health Visitors were concerned that this was also an abusive relationship.

Our staff met Angela a couple of times before the baby was born to build a relationship and offer emotional support. After the birth of the baby, we showed her baby massage techniques to help increase the bond between them. She felt comfortable to attend a number of training sessions with us, including budgeting, and Parent as First Teacher (PAFT) training. During this time it also became clear that she had been the victim of domestic abuse and our staff supported her through a tailored programme with other parents.

Angela gained a greater understanding of her baby's development through the PAFT programme and this helped her feel more informed and confident as a parent. Following the relationship breakdown, our training and support helped her think about how to prepare for better relationships in

the future. The budgeting support helped her to be able to sort out her finances and set up repayment plans.

She has now found work, to bring in an income and her child is attending nursery and doing really well.



## The first YMCA to receive CHS Certification



In June 2017 One YMCA became the first YMCA in England & Wales to successfully obtain the CHS Service Excellence Standards level 2.

The Centre for Housing & Support - One of the leading national training providers, have continued to develop and maintain a set of Standards to help demonstrate the value of services, and help measure the quality and outcomes for customers.

Thanks to the dedication of the Housing Team across all three sites One YMCA was awarded 2 Stars - A Good Standard.

The assessor noted several areas of good practice including the Complex Needs service, the resident's focus group, and how we have fully integrated the Outcome Star into our support work. As well as this the assessor commented that:

*"The organisation was invited to take over the management after many years of previous leadership at YMCA Wycombe, and in just one year considerable improvement has been achieved by OneYMCA at this hostel."*

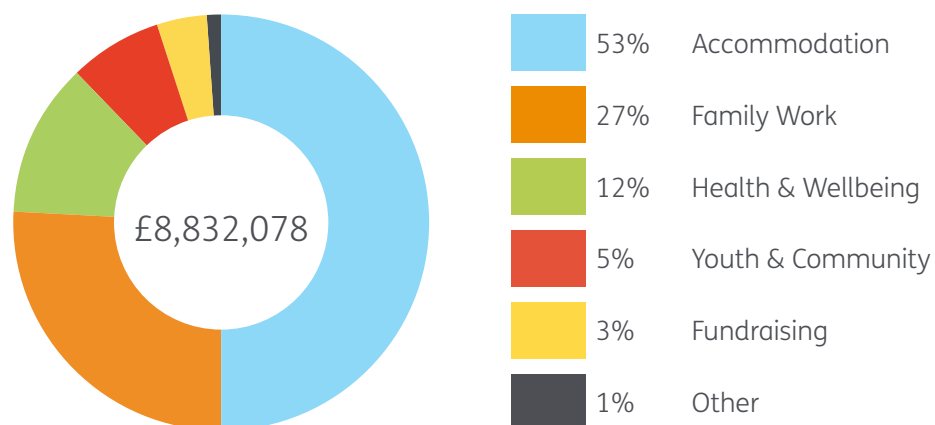
All organisations must have their service assessed against the following seven core standards:

- 1. Principles and governance:** ensuring you manage the service in the best way possible.
- 2. Equal and respectful:** how you ensure your customers are treated equally and with respect.
- 3. Effective and personalised:** how you tailor services to meet customer's individual needs and wants in a way that puts them in the driving seat.
- 4. Respected and involved:** how you make sure your customers can participate in decision making about the service however, and whenever they wish.
- 5. Complimentary and coordinated services:** how each service works with other agencies to make sure that it meets your customer's needs without unnecessary duplication.
- 6. Value for money and effective use of resources:** how you ensure you are receiving good value for money.
- 7. Customer safety:** how you keep your customers safe from abuse, whilst encouraging them to take sensible risks.

# Our Finances

## Where we have invested in the community

YMCA is committed to using its resources to maximise our positive impact on the community. All our spending is scrutinised by our Trustees at Board level, as well as the Audit and Resource Committees.



With thanks to our funders, commissioners and partners.



# A word from the Chaplaincy

**We recognise that an important part of a person's wellbeing revolves around their emotional and spiritual health. The Chaplaincy team is here to provide support to staff, volunteers and service users across One YMCA, mainly by being a confidential listening ear and running motivational courses.**

Running the Journey to Freedom Courses in our hostels is always a highlight. It explores emotions and spirituality and is designed for all involved to grow in resilience and hope. It was wonderful to see people flourish, growing in confidence and self-esteem on retreat. Many felt as if they had breathing space, with undistracted time to discover new things about themselves.

Our volunteers continue to support residents in the hostels giving regular one-to-one support, whether spiritual, emotional or practical such as; helping people to use the gym, find work and volunteering opportunities or praying for people in difficult circumstances.

Residents really appreciate the time given to support them, even if it is simply a smile and a coffee as it reminds them they are valuable and valued.

We continue to be encouraged by the prayers and practical support of local Churches. It is a real blessing to us as a team to work together in Unity with them. We are always looking for new prayer partners and volunteers so if you feel able to support us, please get in touch via [matt.penny@oneymca.org](mailto:matt.penny@oneymca.org)

## Fill the Gap

**Give:** £100 helps one resident attend a Journey to Freedom Retreat.

**Act:** Give your time to befriend and be a 'listening ear' to someone in our Hostels.

**Pray:** That we will know God's provision for all our needs. Please also join our prayer mailing list via [matt.penny@oneymca.org](mailto:matt.penny@oneymca.org)