

# One YMCA Annual Review 2020



**Accommodation**  
**Support and Advice**  
**Health & Wellbeing**  
**Training & Education**  
**Family Work**

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## 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 YMCA to make stronger links with church volunteers who can help support our residents.

# 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 an International Movement rooted in more than 120,000 communities around the world.

We have served local communities for over 130 years and we reach thousands of people each day.

# A word from Guy

I'm delighted to introduce you to our Annual Review of 2019/2020. We did some truly amazing work, both before and after Coronavirus struck us.

I'd like to pay respect to staff and volunteers who have courageously faced extra risks and increased uncertainty as they continue to come to work in critical services. I also want to recognise the efforts of those who have been working from home in very difficult circumstances...and know that it hasn't been easy for the small number of staff we needed to furlough.

However, our work is all about our service users and, as this Review highlights, they have achieved incredible things: you'll read story

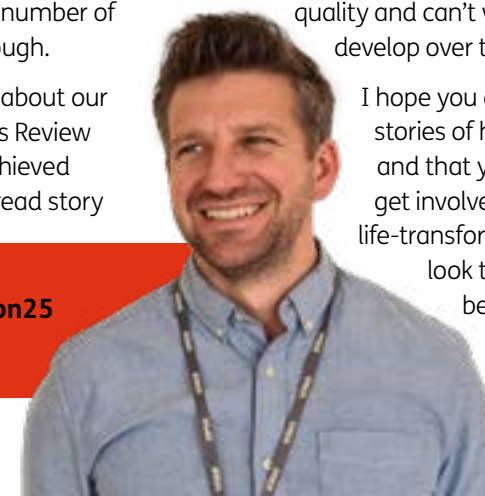
after story of resilience, determination and transformation. We are a charity that is very blessed with such a high-quality staff and volunteer team who help our beneficiaries find the strength to overcome their difficulties so they can Belong, Contribute and Thrive.

Amid the crisis, we have still been able to create our next five-year strategy – "Mission25", which shows how we will Double our Impact for 2025. I already see how Mission25 is increasing our reach and quality and can't wait to watch this develop over the next few years.

I hope you enjoy reading the stories of hope in this Review and that you feel inspired to get involved with our life-transforming work as we look to do more and better together!

**Guy Foxell**  
CEO

Find out more  
[oneymca.org/mission25](https://oneymca.org/mission25)



We have helped over **135,727** local people **Belong, Contribute and Thrive** in 2019/20



**£9.2m**  
cost saving to the public purse

**£6.2m**  
added social value



**4,254**  
varied and enjoyable health and wellbeing sessions



**140**  
nursery children supported to learn and develop

**5,511**  
people developed their health and wellbeing



**3,134**  
children and young people helped become fitter and healthier

**148,043**  
nights of safe and secure sleep



**600**  
16-18 year olds at risk of homelessness were helped via HomelessHub



**9,117**  
Children under five registered with us



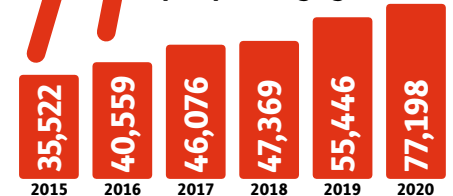
**200+**  
local community activities every week



**1,084**  
people with disabilities participated in health and wellbeing activities each week



**77,198**  
children & young people engaged with



**365**

residents moved on into settled accommodation



**27,874**  
support sessions provided independence



**3,289**  
volunteer hours delivered










**22**  
vulnerable local individuals supported through new specialist rough sleeper service

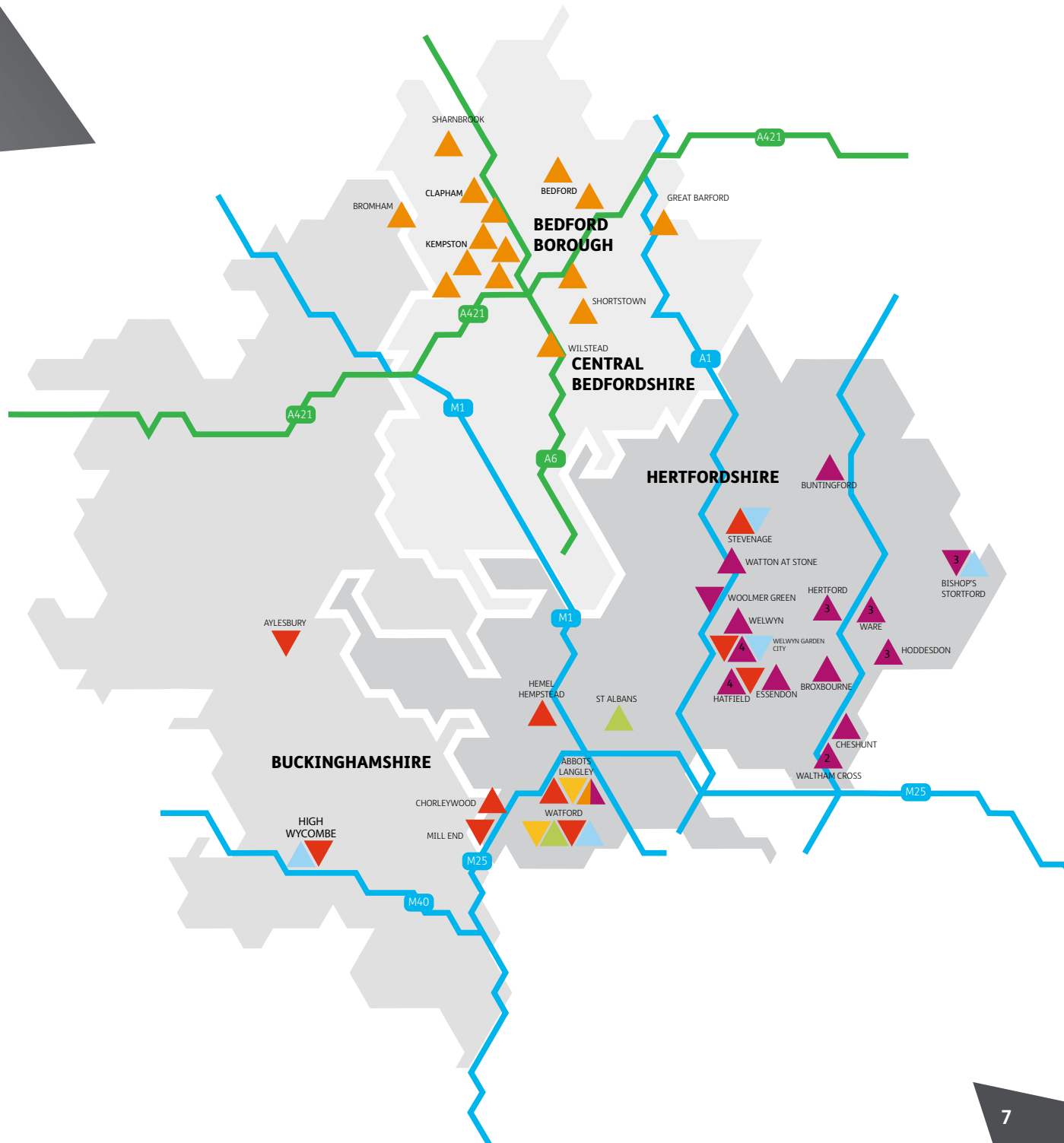


**111**  
rough sleepers helped through Watford's Winter Shelter (SWEP+)

# Our locations

-  Accommodation
-  Nursery
-  Health & Wellbeing
-  Young People
-  One YMCA Family Support 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)





# Stacey's Story

Stacey found herself homeless and sleeping in her car after frequent fights with her mother. She was referred to One YMCA, Bishops Stortford where she found not just a roof over her head, but care, support and mentoring in independent living skills.

This is her story...

After I moved out of home I lived with a friend for a couple of months but, due to overcrowding, I had to leave and found myself having to sleep in my car. I sought advice from my local council and I was referred to One YMCA, Bishops Stortford.

When I first moved into YMCA I was suffering from depression and anxiety, causing me to have breakdowns. From the outset the support team and fellow residents at YMCA made me feel safe and at ease. Finding out my support worker was available to speak at any time of day or night was a surprise but it really helped reduce my anxiety.

## Finding a way out of debt

I was in more than £15,000 of debt when I moved to YMCA. My support worker referred me to the debt charity Step Change and with their help I set up a repayment plan that has allowed me to pay off £5,000 so far.

I am very grateful for the support I received during my stay and especially appreciative of the Covid-19 checks that were conducted daily, which made me feel safe and cared for. The lockdown

period has been depressing as I have not been able to see or meet friends, so I'm happy we now have a bit more freedom.

## Becoming more independent

The 18 months of support I've received from One

YMCA has taught me so many independent living skills and I really feel ready to live independently in the community now. When I was given my two months' notice I received support in contacting East Herts Council Home Options and was allocated a housing support officer. My support worker and housing officer both helped me to understand what I needed to do and the services that were available to me. I have been bidding for a new home

regularly on the council housing register and I'm hoping to be able to get a Housing Association property.

## “ My confidence has drastically risen since moving into ONE YMCA ”

I'm truly grateful to have been given access to the crash pad for an additional six weeks while continuing to bid for properties – getting my own forever home is my last hurdle to overcome!

## Looking to the future

My confidence has grown tremendously since moving into YMCA and that is something I will take with me and am very grateful for. I have also learnt to enjoy my own company and focus on things that help me move forward in life, such as education and managing my money. It's so reassuring to know I can still contact YMCA for help and support even after I move out.

Since moving into YMCA, I decided to enrol onto a university course and I started my Human Resources degree at Middlesex University in September.

# Overcoming a language barrier

**After a One YMCA support worker realised that Zofia wasn't able to engage in a parenting course because she couldn't speak English very well, the team found a solution that helped Zofia learn new skills to support herself and her four-year-old son.**

Zofia and her son were living in a refuge after leaving an abusive relationship. She attended a YMCA-run parenting course in February but it soon became apparent that she wasn't able to fully

participate in the sessions as her English was limited.

The facilitator had a discussion with Zofia and they agreed that she would benefit from specialist support. At that point she was referred to the family centre and, with the support of a Polish member of the team, we were able to complete the support package in Zofia's home language.

“I understand so much more than when I was in the group sessions. I feel more confident in doing what I am learning. I plan to take English lessons soon so I can understand more English”

## Partnerships

In order to effectively support the family, our team engaged with:

- ▶ Social Worker
- ▶ Health Visitor
- ▶ Safer Places, providing domestic abuse support services
- ▶ Zofia's son's school
- ▶ Their Family Support Assistant

The family also have a Child in Need (CIN) Plan in place and the work we are doing with Zofia now forms part of this plan. We discussed the additional support we could give her, and Zofia next plans to take part in a Protective Behaviours package to help her son's development.

The course will teach them how to recognise when they're not feeling safe and provide them with skills and tools to take action and get help if they need it.

## How we helped

- ▶ Completed a Family Outcomes Star with Zofia, which showed the family were in need of support in implementing stable routines and boundaries.
- ▶ Delivered the Family Tool Kit Parenting Course in Polish on a one-to-one basis.
- ▶ Ensured Zofia and her son gained the support needed from universal services.
- ▶ Ran five sessions of the Routines Guidance and Boundaries package with Zofia to help her become more confident in her parenting.

## The difference it's made

Recognising Zofia's difficulties engaging with the original session and delivering the course in Polish has been a turning point for the family and Zofia is now engaging well with the process. If the family centre staff had not adapted the way support was delivered there was a great risk that the family would have disengaged and not received the support they needed.





# Ali's Story

**Ali lived in fear, unsure when her father would next subject her to abuse. The support she found at One YMCA improved her mental health, helped her find coping strategies and boosted her self-esteem. Here's her story...**

I was abused by my dad as a child and into my teens. I never knew when I'd next be running for my life from him. I'd quite often run out of places to escape to so I would have to brace myself for whatever was about to happen. Afterwards, he would always tell me he would never do it again, only for it to happen a few days or weeks later.

This constant threat of abuse left me feeling worried and paranoid, panicking whenever he was in a bad mood that he would take it out on me again. It made being at home a living hell and I would constantly be terrified.

I reached a stage where I couldn't live with it any longer and was put in contact with One YMCA. They gave me somewhere safe to live away from the threat of violence.

But my experiences have had lasting consequences on my life and mental health, making my daily life incredibly difficult to deal with, even years after the abuse stopped. It's damaged both my self-esteem and confidence.

## How One YMCA helped my mental health

Over time I was able to explain in detail what my life was like living at home to a Housing Support Worker. She made it incredibly easy to do so for a topic as sensitive and upsetting as it is.

After this, as part of my support plan, I would see my Support Worker daily even if I didn't have an appointment booked. We would discuss anything that was bothering me and they would always check in on me if I hadn't been seen for a while and had been upset beforehand.

They recommended I attend MIND groups, which I did for a while before they became too much or I felt they weren't working.

“Daily life was incredibly difficult to deal with even years after the abuse stopped.”

“The support team will do everything they can to help you, judgement-free and completely understanding.”

## The importance of having someone to turn to

I benefitted greatly from having someone to talk to that I felt comfortable with and it was important for me to be able to see my support worker if I felt like I was entering a crisis. Relationships are something I find incredibly difficult to handle, so it's been important to have someone I can confide in and this has been the case during my stay here.

To others in the same situation I would say that the support team is there to help them and that they will do

everything they can to help, judgement-free. I'd also tell them there is no shame in asking for help.



# Drawing families together

**One YMCA family support workers look at every aspect of the family dynamic to help advise and support each member. In the case of Hayley and Jack, a number of small interventions made a big difference**

Hayley and Jack have three children. After a domestic violence incident Hayley left the family home, taking her children with her. She then returned home once Jack decided to move out.

During this time Hayley found she struggled with maintaining boundaries for the children. Her two eldest refused to listen to her and began drawing on the walls.

Hayley had some concerns about her eldest child, who needed support at school with his reading and who she felt struggled to make meaningful friendships. She was also worried that her youngest child's speech was delayed.

Without family in the country and with no real friends or other parents to turn to, Hayley felt increasingly isolated and was referred to One YMCA for support.

## How we helped

- ▶ Completed a Family Outcomes Star with Hayley to help her assess different areas of her life and make plans for change.
- ▶ Provided the Guidance and Boundaries package, containing advice on setting boundaries and guiding children's development.
- ▶ Arranged for the youngest child to start Early Talk sessions.
- ▶ Supported Hayley in using public transport.
- ▶ Encouraged her to join stay and play sessions with her youngest child.

**At the end of the process Hayley said**

“ All the children have a good routine now and listen. No drawing on the walls anymore! ”

## The difference it's made

- ▶ Hayley put into practice what she learnt about setting boundaries and has continued to use a reward chart, as she found that worked well with the children.
- ▶ She has joined a parents' network at school and is now communicating and socialising with other school mums.
- ▶ She now uses buses to get to groups.
- ▶ Her eldest child is improving academically.

## Partnerships

We worked closely with

- ▶ Howe-Dell School
- ▶ School Nurse
- ▶ Health Visitor

Jack has since returned to the family home and says that he has noticed that the children are more organised now and that they listen more.

He says “ I really appreciate all the good work done by family support ”





# Mollie's Story

One YMCA focuses on improving the wellbeing of young people by providing mental, spiritual and physical support. Mollie's case study truly shows the benefits our teen gym skills programme - Flex Zone (in partnership with Hatfield Town Council) can bring about.

I ended up participating in the One YMCA gym session by accident, but I'm so glad I did. I came to drop my younger brother off as he had some fitness goals for the summer. I knew I had my own too but I didn't have a clue where to begin with fulfilling them. I wanted to find something simple and accessible, where I could learn exercises to do at home, all within a non-judgemental, supportive environment. I realised that was exactly what I'd walked into.

I had no idea what to expect at that first session. Sport had never really been a big interest of mine, but I wanted to have the stamina and energy to participate a bit more in school sports. Since joining the gym, I've found I've developed mentally, emotionally and physically.

## Feeling stronger

Physically, I'm now the happiest I've ever been with the way I look and feel. I had a really small appetite and wasn't eating very much, but in the eight weeks that I've been attending the gym I'm now eating full meals more often because I'm burning off so much energy. I'm seeing results at school as well, where I'm able to join in with the school sports lessons much more confidently and keep up with some of my class's fastest runners. I've honestly surprised myself with all the things I can now do that I never used to think I'd be able to.

It's also had a really positive effect on my mental health. I struggle with my self-esteem and managing my time – I found I could never be consistent with exercise due to how busy I was with school work, homework and hobbies. I find that

because it's only an hour session every week I can stick to it more easily, and if you're stressed beforehand you come out feeling so much better. You also make new friends who are challenging themselves beside you and encouraging you to do your best.

## Trying new things

The sessions are really well structured, with different workouts and machines to try every week. If you have any questions the personal trainers are always around to give advice and they are so supportive and encouraging about what you've done and how far you've come. I've been so inspired by them and I've learnt lots of exercises that I can try at home (which is exactly what I wanted!).

I'm throwing myself into so many new things now, knowing that one of them could surprise me and that I might enjoy doing it. I thoroughly recommend Flex Zone to anyone my age – it gives you a whole new supportive community that isn't associated with home life or school and lots of new people to talk to.

“It has had a positive effect on my mental health.”

“Physically, I'm now the happiest I've ever been with the way I look and the way I feel.”

# A light at the end of the tunnel

**Freya suffered abuse and had her two children taken into care. But, through the support of the One YMCA team, she's now enjoying looking after her new baby and is planning a bright future for them both.**

Freya has a history of mental health issues and has learning difficulties. She lived for many years in an abusive relationship and during this time her two children were taken away from her due to physical abuse and neglect.

“ I have built my confidence and am enjoying attending sessions and love seeing my baby interacting and smiling. Although I was anxious to attend, it's all about her. ”

When Freya left her abuser, she initially isolated herself from others. She was pregnant and still grieving the loss of her two children. Initially she wanted to terminate the unplanned pregnancy, seeking an abortion at 24 weeks, but decided to keep the child, which was placed on a Child Protection Plan.

When investigating Freya's case, Children's Services found that it was a lack of motivation and choice that had had a negative impact on her parenting ability, as opposed to a cognitive issue. They also found that a lack of engagement with professionals had led to some of the issues. That was where the YMCA family support team came in.

“ I am now able to feel proud of myself and am loving being a Mum again, I wouldn't change anything ”

## How we Helped

- ▶ The Family Support Worker provided **My Baby's Brain** sessions at home.
- ▶ Recommended Freya complete the **Parental Emotional Wellbeing** package.
- ▶ Made adaptations to support Freya's learning needs, for example providing extra visual aids, using simple language and checking understanding.
- ▶ Freya and her baby Layla attended our **Baby Sing and Play** sessions and the **Introduction to Solids** course.

## Partnerships

We worked closely with others to support Freya, including:

- ▶ Children's Services/ Social Worker
- ▶ Midwife/Health Visitor
- ▶ Children's Practitioner
- ▶ Advocate Service
- ▶ Family Support Service Perinatal Worker

## The difference it's made

- ▶ Layla is now six months old and thriving. She is still being cared for by Freya and they have a very positive relationship.
- ▶ Freya is meeting Layla's physical and emotional needs, putting into practice everything she's learnt.
- ▶ The Child Protection Plan has been stepped down to a Child in Need (CIN) Plan.
- ▶ Freya is now taking part in universal groups and has built a relationship with the staff there.
- ▶ Freya feels very positive and is able to deal with difficult situations better using the strategies she has learnt.

“ It's ok to feel sad about the older two children but when I think about them now I feel happy. I can see a light at the end of the tunnel and feel positive. ”



# Kerry's Story

When Kerry found herself homeless and suffering from poor mental health she turned to One YMCA for support, and that was exactly what she found. By participating in YMCA-run creative activities and courses, Kerry found a path to living independently. This is her story...

I moved into One YMCA in April 2018 when I was in desperate need of somewhere to live. I was originally in a simple shared hostel room and was fully supported by the housing team.

In my first week I met the chaplaincy team who told me about the Journey to Freedom course, which I expressed an interest in, and later attended and completed.

## Getting support

At this point in my life I was suffering badly with my mental health and was referred to the mental health team in May 2018. Despite this, I still tried to engage with the activities One YMCA offered and was a regular attendee of the gardening course. I attended regular chaplaincy meetings and I found these pastoral chats very rewarding and helpful. I was also a regular attendee at the Resident's Forum and the Resident's Committee, where I was able to bring other residents'

questions to the table for discussion. It was then I really felt as if I was starting to belong.

Later in the year I took the MIND course that was being run within One YMCA. I found it challenging, but it encouraged me to continue to address my issues and was very worthwhile.

I was also struggling with my physical health and was referred to the occupational health team who arranged for me to move into a self-contained flat within the hostel, which had its own kitchen and large bathroom to accommodate my adaptations for bathing and standing. It was a lovely place to live and it gave me space to relax. It also allowed me to support my daughter, who had been unwell, and have a visit from my brother.

“This time of my life was not always good and I was suffering badly with my mental health”

“I felt as if I was starting to belong.”

## Finding a creative focus

Over Christmas 2019 I worked on One YMCA's Christmas Wonderland project. Making and painting penguins for the hostel entrance was great fun. It took weeks but the end result was amazing and I really enjoyed it. As part of the work I was doing with One YMCA staff towards me moving on I joined in with more activities, such as arts and crafts, focus groups and the knitting group.

I soon began bidding on council properties that would meet my medical needs, but then in March 2020 Covid-19 struck and I was worried about how that would affect me moving on. Luckily, in April I was offered a property in the local community.

Moving in was a big challenge as I didn't have everything I needed and the shops were shut. But with the help of my support

worker, friends and family I managed to move all my belongings from One YMCA to my new home and get what I needed. Given the extreme conditions, One YMCA also delivered some of the things I couldn't fit in the car.

I am now settled in my new home but I am still in contact with One YMCA and hope that once Covid-19 is over I will be able to visit to have a catch up and cup of tea. I am looking forward to showing staff my new home. I am very grateful for the support and help I have had from One YMCA.





# Connecting with baby

Ahead of their new arrival, Tracey and Simon joined a YMCA-run antenatal class. Parents as First Teachers (PAFT), run by a Children's Centre Family Support Worker, helped them prepare both practically and emotionally for the birth of their child.

## Tracey and Simon both learnt about:

### The development of their baby during pregnancy

"It helped us better understand how our baby is developing and what we can do during pregnancy to bond with baby and help his early development."

### How to prepare for changes

"We learnt how our routines would change and how important it is to make sure we both get time to ourselves and time with baby. Also, planning for the recovery period after birth by having some meals prepared or easy meals in the freezer."

### The support available

"We discussed the various routes we could go down for support and information once the baby has been born. Whether that was general feeding or baby advice, or support with mental health concerns."

### Their local services

"Before our PAFT sessions we were not aware of the sling library or that we could hire breast pumps from the children's centres. This will be a massive help to us both in terms of our budget and finding the right options for us. Before this we thought if we wanted either a baby carrier or a breast pump we would need to buy one online without trying it."

## Tracey found she gained particular support when it came to:

### Feeding

"The biggest thing to come out of PAFT for me were our discussions around feeding. The idea of breastfeeding made me quite anxious but our discussions really helped to clear up some of the anxiety I had. I'm still not sure whether I will want to try breastfeeding, but I feel more relaxed about it. I am quite excited to try expressing colostrum and then milk for baby, that both myself and husband can feed him. I am really happy that I now have an option to give our baby the benefits of at least some breastmilk, even if we need, or want, to add in some formula feeds as well."

### Being able to be speak to someone

"Obviously, our situation was slightly out of the norm with Covid-19 but we still really appreciated having someone go through the antenatal information with us and being able to ask questions. We had already watched the antenatal videos before starting PAFT, so we knew a bit about labour and caring for baby,

but it was so helpful to be able to go into more depth."

## For Simon, PAFT was helpful in:

### Connecting with baby during pregnancy

"I found the information about how to connect with our baby before he's born really informative and also how what we do in pregnancy can positively (or negatively) affect baby's development. For example, making sure that our environment is nice and calm, for me to talk to baby and read to him often."

### Discussing the role of Dad

"As everything in pregnancy is naturally very mum/baby focused, it was really helpful for me to discuss some of the things that I can do before and after baby has been born. I know that each of us comforting him when he cries will build up those caregiver connections for him."

### Considering a new routine

"I knew our routine would change but I hadn't thought about it in depth before PAFT. And now I am excited about planning in the time that I will have with baby before and after work, either one on one so that my wife can have some time to herself, or as a family."

**"Overall, we have learnt so much during these six weeks and we definitely feel as though we have come out of this much more confident and prepared. We really enjoyed the sessions and chatting about our future with our baby."**

“We have learnt so much during these six weeks”

# A word from the Chaplaincy Team

**Inspired by and faithful to our Christian values, One YMCA provides emotional and spiritual support to Service Users, Staff and Volunteers through the Chaplaincy Team. Chaplains journey with people through life, their faith enabling them to share the hope they have. We offer a confidential and non-judgmental 'listening ear' to everyone and provide opportunities to explore life's big questions.**

We are blessed with an amazing team of volunteers who give their time and energy to support our service users. They help residents in the hostels by giving regular one-to-one support, whether spiritual, emotional or practical such as; helping people to use the gym, finding work and volunteering opportunities or praying for people in difficult circumstances. They also use their skills to run art and crafts groups and take residents away on retreats, enabling them to explore spirituality.

Last year our volunteers gave over 3,000 hours of

prayerful and practical support, offering 450 sessions to enable our residents to belong, contribute and thrive. We are truly grateful for the support of local individuals and Churches, particularly during lockdown, which enabled us to provide 1,000 packs of items to boost

the wellbeing of vulnerable families and people experiencing homelessness. Please do continue to pray for us, it really makes a difference!

**We are always interested to hear from people who would like to give their time, so if you feel able to support us, please get in touch via [oneymca.org/volunteer](https://oneymca.org/volunteer)**

## Fill the GAP

### Give

► £120 helps one resident to attend our Journey to a Fuller Life course and retreat.

### Act

► Give your time to support someone in our Hostels by being a 'listening ear'.

### Pray

► That we will see people coming forward to support God's work in all our areas of need.





# Simon's Story

One YMCA operate two community gyms in Hertfordshire, providing a community space to work out where everyone can feel welcome and supported. The friendly staff, positive atmosphere and community ethos of the YMCA are what Simon loves most about our Watford gym.

I joined the YMCA Community Gym in Watford in the summer of 1996. I had just finished working for the London Central YMCA, which was where I was introduced to the gym and the idea of how the mind, body and spirit are all linked. I wanted to carry on training and it was natural for me to look for a YMCA closer to home.

My first experience of the Watford YMCA was my introductory tour and induction. I remember how friendly and helpful the staff were, and that's something I've found to be the case with everyone who works at YMCA. The members of staff have been helpful, welcoming and always happy to offer fitness advice.

## More than just a gym

I love the fact that YMCA is more than a gym. Over the years I have seen the other great things the organisation does, from kids' clubs and community activities to sessions where people with special needs are supported to use the gym. Then when it gets cold, the area that

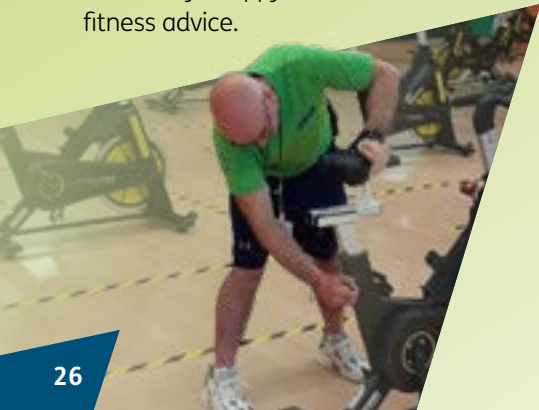
used to be a restaurant is given over to homeless people.

The gym has a wonderful atmosphere, which reflects the friendly, positive attitudes of the members who use it. I feel I have

“The members of staff have been helpful, welcoming and always happy to offer fitness advice.”

been very lucky to meet people at the gym who have gone on to become genuine friends.

Going to the gym is an important part of my life, as I know it is for many people, and going to YMCA Community Gym in Watford has only made it all the more important. I thank YMCA for this.



# Finding a place in the world

**Our youth work model is built on the aims of helping young people belong, contribute and thrive. Charlie is just one of the young people who have improved their confidence and found a sense of community by taking part in our youth sessions.**

The Hatfield YMCA youth team organised a community litter pick, with the aim of encouraging young people to give something back to their local area. The session gave attendees the chance to work as part of a team to make a difference where they live and study.

Being able to contribute can give young people a sense of empowerment and achievement, alongside finding a safe space to belong and getting the support they need to thrive.

## Meet Charlie

Charlie was part of the team involved in the Hatfield litter pick. She has been attending youth sessions on a Wednesday at The Hive for a while and has found YMCA a place where she can come to play games and talk to our Youth Workers after a stressful day at school. She finds the sessions a lot of fun.

“YMCA is like having a second family. I enjoyed the community litter pick in Hatfield and I got a certificate for taking part. Attending YMCA youth sessions has helped me to gain more confidence in life.”

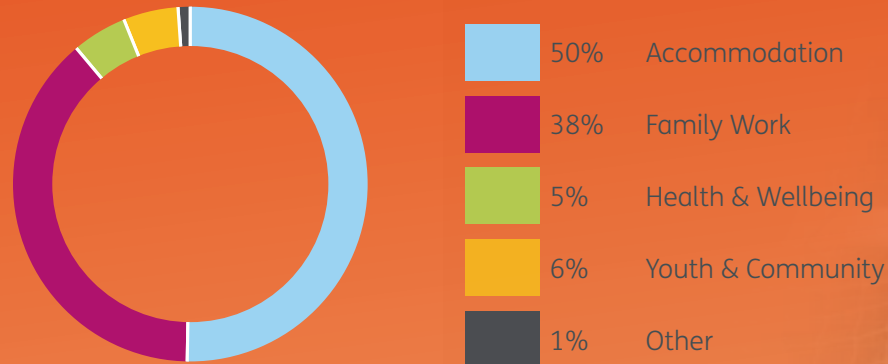




# Our Finances

## 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.



### Fill the GAP

#### Give

► £40 covers the cost of a mentoring or wellbeing 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 feel scared or unsure of where to go for help, find the right support they need.

With thanks to our funders, commissioners, partners and volunteers:



# Contact Us

0300 323 1111

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

## **One YMCA**

Charter House  
Charter Place  
Hertfordshire  
WD17 2RT

### **ONE YMCA**

Reg Office: Charter House, Charter Place, Watford, Hertfordshire, WD17 2RT

Reg Charity: 1102301 Reg. Company: 4430743

Reg. Housing Provider: HH418 VAT number: 190 3566 03



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