**History**

Welcome to YMCA Wellington and District. As an independent and distinct organisation, affiliated to YMCA England and Wales, we are part of a global family – the largest youth organisation in the world. YMCA has over 58 million members in 119 countries worldwide. Since it was established in 1844, YMCA has adapted to the changing needs of young people. Today YMCA works with young men and women regardless of race, religion or culture. In every corner of the world, YMCA is helping young people to build a future.

YMCA Wellington and District is a registered charity and company. The Association was founded in 1859 and from 1920 until the early 1990s was based at Wrekin Buildings in Tan Bank in the centre of town. From there it provided a substantial range of leisure and social facilities for the people of Wellington. In the early 1990s, we identified an unmet need amongst local young single people with a need for housing and developed a new strategy to address this. This focussed on acquiring and providing suitable accommodation and from that date, this provision has become our core activity. We now have a portfolio of 41 units of accommodation in Wellington for 16-25 year olds who have support needs. Our accommodation is let through the Thrive Telford Partnership, working with Bromford and Maninplace, and also with Stay for Floating Support provision.

A key element of our current work involves the provision of high-level individual support for tenants and assistance with healthy living, life-skills, financial skills, job search, college entry and housing related support. As Thrive Partners, we also offer floating support to the wider community to anyone aged 16+. We have set up the Holly Project as a peer-support service for survivors of CSE and their families. We also have a trained Freedom Programme facilitator, delivering a domestic abuse information course to women.

**Mission statement**

***The YMCA's vision is of an inclusive Christian Movement, transforming communities so that all young people truly belong, contribute and thrive.***

Vision Statement of the English YMCA Movement

**Our values**  
The way we act at YMCA is characterised by five strong and distinctive values that flow from our Christian ethos.

* **We seek out**We actively look for opportunities to make a transformative impact on young lives in the communities where we work, and believe that every person is of equal value.

**We welcome**  
We offer people the space they need to feel secure, respected, heard and valued; and we always protect, trust, hope and persevere.

**We inspire**  
We strive to inspire each person we meet to nurture their body, mind and spirit, and to realise their full potential in all they do.

**We speak out**  
We stand up for young people, speak out on issues that affect their lives, and help them to find confidence in their own voice.

**We serve others**  
We are committed to the wellbeing of the communities we serve and believe in the positive benefit of participation, locally and in the wider world.

**Services provided by YMCA Wellington and District**

* Short term supported housing accommodation (up to 2 years) for people aged 16-25
* Support and advice for customers in the wider community covering finance, health, education and employment issues
* Peer-led CSE survivor support

**Accommodation based support**

* Our Short Term Accommodation Based (STSA) support team are based at Consort House and Flora Dugdale House.
* Young people usually have complex issues, disguised by the need to obtain stable accommodation. Some often present well on the surface and appear to have no support needs at all. Our experience eradicates this myth! All clients receive an induction with our Housing Officer to get a tenancy set up and then a handover is done to an Enablement Officer. Every tenant has a support plan and risk assessment, and they work with their Enablement Officer to create a support plan which is regularly reviewed and updated in order to ensure their needs are met in the best way possible.
* Our tenants have a wide range of needs, from needing some low level support to manage a tenancy independently to mental health difficulties, physical health problems, addiction or support to overcome abuse.
* YMCA success focuses on staff deploying a consistent approach with all tenants regardless of their history or needs. Support is offered flexibly to meet the tenant’s need – they may require half an hour one week but several the next.
* There is someone available for tenants to contact 24/7 in an emergency via our out of hours on-call service
* Outside of office hours, our service is covered by Night Concierge workers. Their primary responsibility is to ensure the security and safety of our properties and the people who live in them, but they are also the first point of contact for issues that may arise overnight across our housing service.
* Poor behaviour is not tolerated however young people do make mistakes. These are seen as a learning curve that - with the right support - can usually be worked through on their journey into independent living. We follow a warnings process alongside our support for tenants who are not adhering to their tenancy agreement, and eviction is only ever the last resort, not the first.

**Floating Support**

* Our floating support team is based at our Tan Bank office.
* We are a partner in the Thrive Telford Floating Support Service.
* Thrive was established in 2013 to ensure there is a co-ordinated local response to the needs of vulnerable people in Telford.  The founder members of Thrive – Stay, Bromford Support, Maninplace, YMCA Wellington and The Salvation Army Kip Project came together out of a shared ethos and belief that with the right support, everybody has the potential to “Thrive”.
* Thrive Floating Support offers a personally tailored service to customers across the borough of Telford & Wrekin in any type of tenure.
* Support is usually offered on a weekly basis, but could be more or less frequent. We operate a flexible approach to support and whilst the majority of support will be delivered between 9 and 5 there is flexibility around this according to our customer needs. The length of the service will depend on customer need.
* We also operate two drop in sessions at our Tan Bank office and at TACT where members of the public can get advice on benefits, housing and signposting to other services.

**Holly Project**

* The Holly Project is based at our Tan Bank Office
* Set up in 2018, this is a survivor led service for anyone aged 18+ who has experienced CSE or for the families of those who have experienced CSE.