



Here for young people
Here for communities
Here for you



YMCA EAST SURREY

Impact Report | 2022



CONTENTS

03	2022-27 Strategy
04	Chief Executive's report
05	Chair's report
06	Housing Hillbrook House
08	Housing Move-on
10	Children & Young People Childcare & Recreation
12	Children & Young People Youth & Family Work
14	Children & Young People Disability Services
16	Children & Young People Emotional Wellbeing & Mental Health
18	Health & Wellbeing
20	Challenge Events
22	Thanks & How you can help
23	Summary of accounts

What we do

YMCA East Surrey is a vibrant charity that has been changing lives in the local community for over 150 years. We are part of the wider national and international YMCA Federation which supports the development of young people around the world.

Our services are inclusive for people of all ages and abilities, encouraging everyone to enjoy an active and healthy lifestyle. We help people to believe in themselves, support them to achieve their goals and inspire them to be the best they can be.

- ▶ Children & Young People
- ▶ Health & Wellbeing
- ▶ Housing

   YMCAEastSurrey

Interviews by Sophie Hamilton

YMCA

Here for young people
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2022-27 Strategy

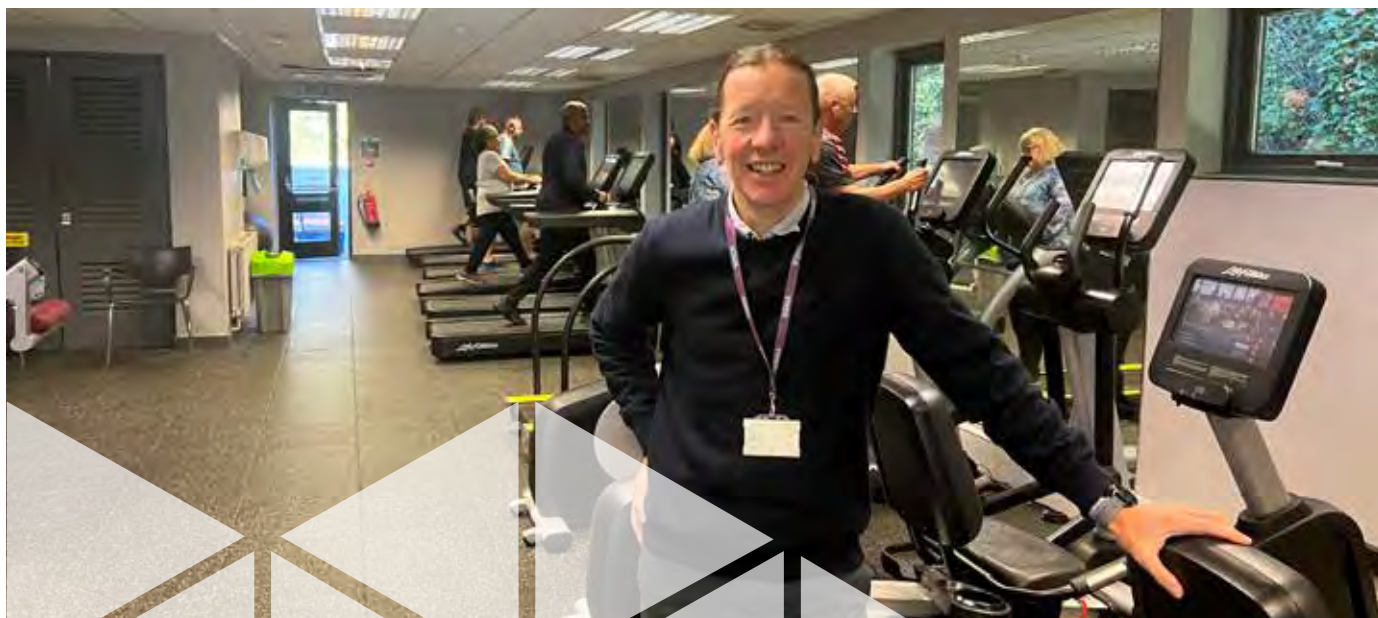
The YMCA has been a constant source for good in East Surrey since it was founded in Redhill 152 years ago. Working with statutory partners, charitable funders and our local communities, we have helped people of all ages, abilities and backgrounds to believe in themselves and be the best they can be.

Our mission is to provide opportunities for people to develop to their full potential with a focus on children and young people and those who are vulnerable, have a disability or face disadvantage.

Our 2022-27 strategy has been developed following discussions and consultations with service users, volunteers, staff and trustees in order to steer the work of YMCA East Surrey over the next five years.

The end state vision for 2027 is that YMCA East Surrey will:

- 1 Have expanded our geographic reach to become YMCA Surrey**, supporting people and communities in all parts of the county and its borders
- 2 Have grown our services by over 35%** compared to 2019/20, providing a positive impact on the lives of over 20,000 people annually, whilst continuing to maintain an equal balance of targeted and universal services, predominantly focused on children and young people
- 3 Champion inclusivity in all that we do** – our service reach, our service offerings, our service delivery and our governance – giving a voice to and reflecting the diversity and background of young people and those most in need in our communities
- 4 Continue to prioritise the housing needs of young people** – developing our accommodation offer from 69 units to at least 100 units and the share of income attributable to housing from 28% to 35%
- 5 Access a balanced blend of income sources** sufficient to deliver quality services through an appropriately skilled and resourced team and sufficient to build reserves that ensure our long-term growth and viability
- 6 Maintain and build on our culture of voluntary action** empowering at least 300 volunteers per year by 2027 to gain new skills and support the delivery of charitable activity
- 7 Have systems in place to measure our impact on the environment** and follow a plan with timescales designed to reduce our carbon footprint and achieve carbon zero status.



Ian Burks in the inclusive gym at YMCA Sports and Community Centre, Redhill

Chief Executive's report

Ian Burks

Welcome to our annual Impact Report which offers an insight into how the YMCA has helped local people to 'belong, contribute and thrive' over the last year.

Here at the YMCA, we pride ourselves on our inclusive approach, delivering specialist support for those with additional needs alongside universal services that everyone can benefit from. We believe all young people can succeed and we encourage everyone, regardless of their background or ability, to build on their strengths to become healthy, happy and fulfilled members of our community.

The last year has seen several key achievements including the completion of a 12 unit supported housing development for young people in Horley and a new five-year lease partnership with Surrey County Council to manage the Phoenix Youth Centre in Tadworth.

Probably the most notable accomplishment, however, has been our contribution to the transformation of mental health services for young people in Surrey. The impact of Covid has fuelled a wave of emotional difficulties amongst young people and the numbers requiring support are at an all-time high. To address this, we have more than doubled the therapeutic provision we offer to young people. Services include free counselling, wellbeing support in schools and themed youth groups focusing on early intervention to prevent issues reaching a crisis point.

Going forward, the need for our services has never been greater as we face the continued fallout from the Covid pandemic, the looming cost of living crisis and growing conflict in Europe.

In response to new challenges trustees, staff and stakeholders have come together to devise a new five-year strategy and we are confident this will help us achieve optimum benefits for our communities in a sustainable way.

Our new strategy includes plans to expand YMCA services across all geographical areas of Surrey with a special emphasis on new housing that will reduce homelessness and help young people start their journey to independence. We are also determined to retain and develop the voluntary ethos of the YMCA, to embrace greater diversity and address our carbon impact.

The real key to success is our people and we are fortunate to have a team of passionate and skilled trustees, staff and volunteers who go the extra mile to help others. Nowhere is this more evident than amongst our Challenge participants, leaders and support crews who have cycled, trekked, and run over 21,000 miles and raised over £71k through their incredible feats of physical activity.

I hope you enjoy reading about our impact and would like to take this opportunity to thank everyone connected to the YMCA for their valued contribution towards what has been achieved.



Paul Byrne completing the 2022 Y2Y North Downs Marathon trek despite wet conditions

Chair's report

Paul Byrne

Your board of trustees has spent much of this year examining and improving its Corporate Governance practices. This is necessary in order to provide the framework within which YMCA East Surrey's strategic development can progress.

Reluctantly though, we have had to bid farewell to two trustees who have had to resign. Dr Di Bullock, who chaired our Health and Wellbeing Advisory Group, is no longer able to continue and her guidance, knowledge and commitment will be missed.

Caroline Fisher, previously Housing Manager at Reigate and Banstead Borough Council, and latterly, our chair of the Housing Services Advisory Group, has retired to Wiltshire. Her input has been instrumental in developing NextStep and supporting the growth of our housing provision over the last ten years.

During the year, we have co-opted five excellent volunteers who will be standing for election as trustees at the AGM.

Dr Christine Arnold, a paediatrician recently retired from a role working with Surrey County Council children has joined our Children and Young People Advisory Group.

Lola Odunsi, a geophysicist, also serves on the CYP Advisory Group. She also is a member of the Facilities and Environment sub-committee.

Chloe Schendel-Wilson, a champion of Inclusion and Diversity, has also been co-opted as part of the CYP Advisory Group.

Louise Elliot, a Reigate solicitor, has also been co-opted onto the board and will serve on the Finance and Resources Committee as well as our Housing Advisory Group.

Ross Anderson is a business consultant with extensive experience in strategic development and change management. He currently acts as the interim chair of the Health and Wellbeing Advisory Group.

I am grateful to all our volunteers for their contribution to our governance over the past year. We now have an inclusive board of trustees with a good range of skills and experience who are well-equipped to support Ian and YMCA East Surrey staff in achieving our strategic objectives.

Rachida's story*

Hillbrook House



Rachida was born and raised in Morocco before moving to the UK with her husband to begin a new life. Unfortunately, her plans for an exciting, fresh start did not materialise.

Forbidden to get a job by her husband, Rachida was told that her role was only to cook and clean. She experienced months of emotional and physical abuse before managing to flee the marital home and find a place in a women's refuge.

In April 2022, Rachida moved into a Reigate and Banstead Borough Council allocated bed at YMCA Hillbrook House in Redhill.

"I find it hard to trust people like I did before," says Rachida, 22. "This is not my country so everything is difficult to understand. I have left my family behind and I need practical support. At Hillbrook House there are people who can help me work everything out and tell me how to deal with my studies and get a job."

YMCA East Surrey's Housing Services provide opportunities for people aged 16 to 30 who are facing homelessness within the local community, helping them to access housing and offering support that meets their individual needs.

In FY 2021/22, we provided 20,485 nights of accommodation to vulnerable young people, compared to 18,250 the previous year. 8,516 hours of support were provided to residents.

In April 2022, we secured a new 5-year support contract with Surrey County Council. In continuing to deliver vital housing services and support over the past 12 months, YMCA East Surrey has laid a strong foundation which will help us to partner together with local councils to enable positive outcomes for young people.

Through the Y Focus programme, Rachida has attended confidence-building and job interview roleplay workshops, been supported to create a CV and explored work experience options. Y Focus offers regular activity workshops to residents, ranging from employability, money management and life skills, through to gym sessions, team building and mental wellbeing.

Rachida now attends college for two days a week to improve her English language skills and has been aided to convert the Baccalaureate qualification she achieved in Morocco to its equivalent in A Levels.

"I am happy now – I have my own space and I have freedom," she says. "Even though I am a private person, it is still nice to be around other residents and people at college."

Rachida feels that she is growing in confidence and her overall self-esteem. She is currently looking for a job and plans to spend this year working, studying and volunteering with the aim of starting a university course in September 2023.

"When I was a child I dreamed of being a nurse. It may be that I choose to do a degree course in nursing or I might choose to do something else. I want to show the world that I can do more than cook and clean."

"I don't know where I would be without YMCA East Surrey. I would be struggling with everything. Instead, I feel as if I am being looked after."

"I want to make my life here because everything is better. I know I will be OK."

** Real name and photo have not been used to protect anonymity.*

NextStep

In FY 2021/22, NextStep secured private rented accommodation for 98 individuals and families, thereby stopping them from becoming homeless. There are many reasons people find themselves facing homelessness including landlords wishing to sell, family eviction and domestic abuse. We provide full support to ensure that the tenancy runs smoothly for tenant and landlord.

We have worked with 58 landlords, providing them with a free letting service and support. One landlord says, "I have worked with NextStep for several years. I've been very pleased with the tenants they secure for my properties. It has proved beneficial to me and my tenants for the extra support and care that they give."

We are always looking for properties for tenants, so please get in touch if you would like to find out more about renting your property with NextStep.



"I am so unbelievably grateful for all your hard work and help. I'm absolutely overwhelmed with the help and support from NextStep and the Council. I would be in such a bad place without you both."

NextStep tenant

NextStep provided housing and benefits advice to

333

people in FY 2021/22



"When I arrived in the UK, I couldn't speak a word of English. Staff supported me and within 4 weeks I started ESOL at college and made friends. Thank you kindly to staff."

Hillbrook House resident, 17



Residents taking part in the Viking Trail residential in Kent

YMCA Hillbrook House in Redhill provides 44 supported accommodation rooms



Hillbrook House residents and housing staff enjoying a game of football



We provided
20,485
nights of
accommodation to
vulnerable young people

120

homeless
young people
provided with a
safe home



"YMCA has changed my life, given me a home and the tools I need to get where I need to be in life and I'm really grateful for that."

Horley move-on resident, 21



Ella's story

Housing Move-on

In April 2022, YMCA East Surrey opened the doors to our newly renovated 12-bedroom shared property in Horley for young homeless people aged 18-30.

This housing scheme gives us our third move-on property in the local area and provides safe and affordable accommodation suitable for those who have some independent living skills and moderate support needs.

Ella, 22, moved into her room in the new property this summer, after spending a year living at YMCA Hillbrook House in Redhill. Prior to that, her home was a home-made shed in her boyfriend's garden.

"I was a carer for my mum and step-dad but our relationship is a difficult one," says Ella. "Things came to a head during the pandemic and it is no exaggeration to say that I wouldn't still be alive if I had had to carry on living at home at that time."

"Securing a place at Hillbrook House in May 2021 gave me the opportunity to grow up, learn things I never thought I could learn and develop my independence."

In the past year, with the support of our Housing team, Ella has gone from strength to strength. She became Resident Rep at Hillbrook House, acting as a voice for the residents. In August 2021, she climbed Snowdon with a group of residents and YMCA staff in a fundraising trip aimed at improving mental health, physical health, wellbeing and mind-set.

"When I came to live at Hillbrook House," says Ella, "I thought it was just somewhere to sleep, but twelve weeks later I was sitting at the top of the world with new friends, amazing staff and building memories I will never forget. I was blown away."

Ella took part in our YMCA Sleep Easy event in March and later in the same month completed a 15-mile

trek along the Viking Coastal Trail in Kent in another memorable trip organised by our Housing team.

For the past year, she has been offering support to another young person by volunteering as a mentor for our Y's Girls programme.

This project is an early mentoring initiative that matches trained volunteer mentors in East Surrey with girls aged 9-14 years old to support them to overcome challenges and achieve their fullest potential in life.

"As a teenager, I was introverted, struggled to make friends and was bullied at school. When there is no one to talk to, it becomes even more confusing to work out what is going on inside your head," says Ella.

"Giving someone else the help that I desperately wanted for myself is helping me to heal my inner child."

Ella's commitment, hard work and empathy has led to her being announced as a finalist in the Young Volunteer of the Year category for the YMCA Youth Matters Awards which will be held later this year. The event celebrates the achievements of young people, staff and volunteers within the wider YMCA community.

YMCA Housing Support Manager, Nicole Tootill says: "Ella is a delight to support. She tackles every obstacle in her life with determination and grace. She's come so far and continues to be open and honest in her recovery from the trauma she faced as a child."

"Progressing to our move-on property has been a huge step. But, alongside Ella's part-time job as a Support Worker for another local charity, living here has provided her with affordable rent and will allow her to save and budget for life beyond YMCA."



The need for housing

A key priority of our 2022-27 strategy includes plans to expand our housing provision. We're committed to addressing the housing need across all parts of Surrey and beyond, reaching out to more people and working with key partners to provide county-wide solutions for our many client groups.

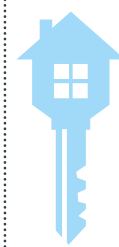
Without safe, affordable accommodation a young person cannot begin to deal with all the other challenges they may face in their lives. Youth homelessness is growing - YMCA England and Wales reports that in 2019/20 288,470 people were declared homeless or threatened with homelessness, with 60,000 aged 16-24. With our 'Registered Provider' status, we are determined to develop new housing projects to give young people the opportunity and support they need to build independence and succeed in life.

“ Thank you for giving me the best start to life and getting me to where I am today as a more confident and motivated young adult. I appreciate the work of YMCA, making me feel welcomed and that I have a safe place to talk when it's needed. ”

Horley move-on resident, 20

“ The YMCA staff have supported me really well. I look back two years ago and I find it mad how much of a positive difference there has been. It wouldn't have happened without the staff. ”

Merstham move-on resident, 21



91% of residents achieved a positive, planned **move-on**, compared to **68%** last year

8,516 hours of support were provided to residents during 2021, that's an average of **710** hours a month



90%

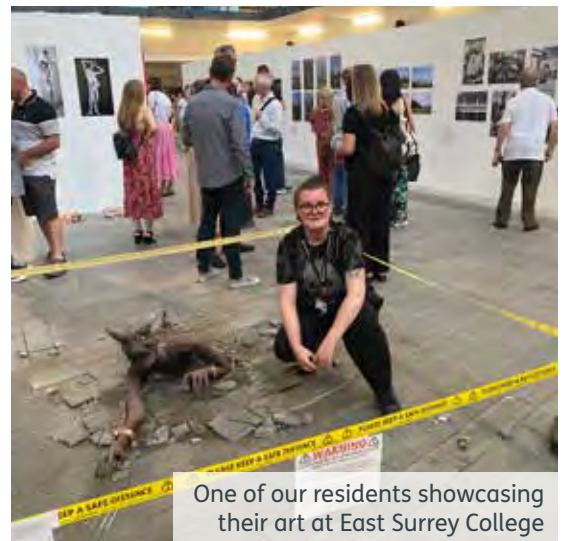


of residents helped back into education, employment or training



Some current and ex-residents celebrating completing their ESOL (English for Speakers of Other Languages) course

Our three move-on properties provide a home to 25 young people.



One of our residents showcasing their art at East Surrey College

Eve's story

Children & Young People
Childcare & Recreation



Eleven-year-old Eve has been a keen gymnast for five years, competing with East Surrey Acrobatics squad for the past four years. She joined the YMCA East Surrey Football Club two years ago at the start of our football programme and is now a member of our first competitive girls' football team.

Mum and gymnastics coach, Louise, says: "Eve has learned a lot from her involvement in both gymnastics and football and the effect on her confidence has been positive."

"In the Acrobatics squad, she has to perform to her best abilities in front of a crowd and has been lucky enough to have enjoyed some early successes. She's also had times when things haven't gone her way and she's had to learn from the mistakes she's made."

"Sport is enormously important in providing children with a sociable outlet and healthy exercise, where they can enjoy a shared interest and be around people who promote a positive attitude towards body image."

In the past year, over 30 girls aged 7-12 have had the opportunity to experience football in the fun and friendly environment of our football sessions and holiday camps, run by an FA Level 3 licensed Coach.

Mike Roberts, YMCA Recreation and Sports Manager, says: "The introduction into sport from an early age has numerous benefits, both on a young person's physical and mental health."

"For girls, in particular, having access to girls' specific recreational opportunities and having pathways into progressing into competitive sport can only be of benefit to encourage more to participate."

The recent success of England's Lionesses in the 2022 UEFA Women's Euro Championship has inspired a whole generation of young girls who want to follow in their footsteps.

"You can never underestimate the impact of role models within any sport," says Mike.

"Athletes who inspire on and off the pitch, track or court can provide the model to further a young person's aspirations and encourage a healthy relationship between education and physical activity. These role models provide a ripple effect down to grassroots level, in young people trying new sports and setting new targets in existing sports."

"It is so important that young girls are provided with the same opportunities that are available for young boys. To see the development of our team of girls as they progress from recreational classes with limited football experience to now playing competitive matches has me bursting with pride."

Louise says that Mike is an excellent role model himself for the children he teaches and inspires.

"He is so positive and encouraging," she says. "He wants everyone to enjoy sport - regardless of their background, with no discrimination between male and female, age or ability - and he's passionate about women's football."

The rising popularity of women's football has led to gender issues being tackled right across society and, by 2024, the FA wants every primary school-aged girl to have equal access to football in schools and clubs.

"In the beginning, I had to prove myself before anyone would pass to me when I played in a mixed team," says Eve. "Now, the boys know that I can play and I'm just as good as they are."

"Football Club is exciting and scoring goals is cool. Football and gymnastics are both brilliant and they have taught me a lot about teamwork."

"When I grow up, I want to be a footballer because playing sport makes me really happy."

“ The staff and facilities at the YMCA Sovereign Pre-school are excellent! The manager is so caring and involved in the preschool. She is genuinely interested in providing the children with the best experience possible and in the children’s general wellbeing. They offer loads of fun learning opportunities for the children. ”

YMCA Sovereign Pre-school parent

156 children attended **YMCA Sovereign & YMCA Merstham Pre-schools** in FY 2021/22

In FY 2021/22 **460** children took part in gymnastics, football or dance activities

203 children enjoyed new activities at **Y-Kids After School Club** in FY 2021/22

“ My kids loved all the activities, great variety and good for very active kids like mine. They can’t wait for the next holidays to come back. ”

Holiday Club parent



Active Surrey Club4 Holiday Funding

Research shows that school holidays can be pressure points for some families. Thanks to funding from Active Surrey, we provided 1,200 free spaces for families in receipt of free school meals to attend YMCA summer holiday clubs across our Children & Young People services. These funded places included a free lunch to help children eat healthily and take part in engaging activities over the holidays.

Our fantastic team of staff worked hard to ensure the best possible provision for all children. Highlights included a visit from the police and fire brigade as well as numerous baking activities.

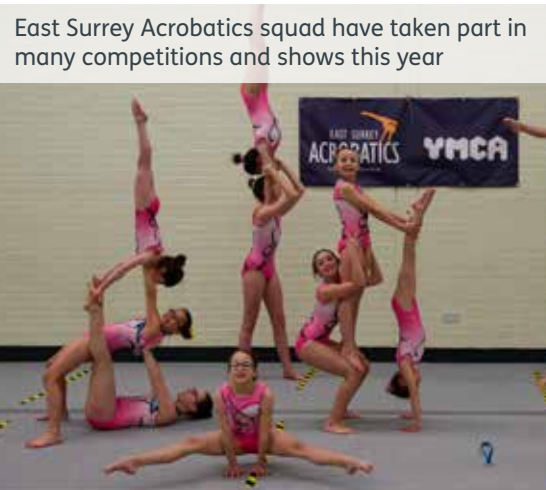
As part of our commitment to make our services accessible to all, we have awarded more half and full bursaries totalling approx. £34,000 for families facing financial barriers funded through Active Surrey and our own YMCA Challenge events.



Y-Kids After School Club collects from six local schools

“ Having my child at the nursery for more than two years was the best thing for us. The staff and teachers are amazing. They truly care for and support the children as well as the parents. ”

YMCA Merstham Pre-school parent





Rhys's story

Children & Young People
Youth & Family Work

"The staff at the YMCA Horley Young People and Family Centre feel like a second family to me now," says 16-year-old Rhys.

Referred by the pastoral team at his secondary school in Year 8, Rhys began attending the YMCA WAVES youth group which provides a safe space for young people who are experiencing emotional health difficulties.

"At that time, I was not in a good place. I was very down and had some bad thoughts going on in my head. I had no friends to hang out with or talk to and some big trust issues."

"WAVES gave me the chance to be more active and make friends with young people of my own age. I learned how to be more confident in myself and I became happier and more in touch with my emotions."

"I've lost count of the activities I've done through the YMCA. The residential trips have been the most fun, but I've also loved trying laser tag and ice skating."

"At home, I spend most of my time in my bedroom. Without WAVES, I probably would never have gone outside."

Rhys was the first young person to attend our new Beatz music project, giving him access to the music studio based in the YMCA Horley Young People and Family Centre and the opportunity to play a selection of instruments and use music production technology. He hasn't missed a session since it started.

The Beatz groups are kept small and are led by a YMCA youth worker supported by two local music producers. There are plans to add a vocal coach to the team shortly.

"It's a great way to meet nice people and music lovers who are going through the same kind of things as you," says Rhys. "You can work alone or in a group, sing, play instruments and learn how to create songs through music technology."

YMCA youth worker, Kate Terry, has been providing mentoring support to Rhys through 12 one-hour sessions and has noticed some positive changes in his attitude.

"Rhys has always been nice, polite and punctual," she says. "But when I first met him, he didn't really want to be noticed."

"Now, he walks taller, he's become more pro-active and he's so empathetic. He tunes in to people and instinctively knows if they are feeling a bit down. He's non-judgemental and I think he could be a great role model to others."

Rhys hopes to begin volunteering with YMCA East Surrey shortly.

"I've known the worst of people, but I hope that through volunteering I can help others who are struggling like I was."

"Everyone at the YMCA cares deeply about the people they support and that's what I want to do in the future. The job that I want is one which will let me help others along the way."

"Without YMCA East Surrey, I'd probably still be in a bad place. I'd be an empty shell of a person. I don't know quite where I'm going, but I know that I have friends at the Horley Young People and Family Centre who will show me the right path."

Youth Summer Conference

On 30 August 2022, 90 young people attended our first Youth Conference at High Ashurst Outdoor Centre on Box Hill.

The aim of the day was to hear the voices of some of the young people who attend our youth clubs, to explore issues that are important to them and to improve our services. Activities included climbing, abseiling, high ropes and team-building challenges. Young people shared their stories before finishing the day with a barbecue.

"Abseiling was scary. I learnt that you've just got to go with it!" says 11-year old Miley. "It was extreme because it was adults' stuff we were doing, not just kids' stuff," agreed Harvey, age 12.

The young people were keen to take part in the challenges and tell us what issues are important to them and our youth workers will now help to address these.



639

young people



attended **YMCA** youth clubs in FY 2021/22



From Apr-Jun

2022, **YMCA's Early Help team** delivered

524 mentoring hours for 46 young people.

"Youth worker, Marlon, goes above and beyond with my son. I cannot give enough positive feedback for him. He's helped with my son's confidence as well."

Youth Club parent

"The support we have received has made our family much stronger and happier!"

Family Support Work parent

In FY 2021/22

513 people accessed family support services at **Horley Family Centre**



YMCA Horley Family Centre runs groups and activities to support local families



YMCA's free youth clubs run at 6 different centres across East Surrey

"My son really enjoys everything about youth club. I never hear him saying that he doesn't want to go. I feel it has boosted his self-esteem."

Youth Club parent

Ella's story

Children & Young People Disability Services



Rachel and Paul's daughter, Ella, contracted meningitis when she was one and was left profoundly deaf and with severe learning difficulties and epilepsy. She also has a diagnosis of autism spectrum disorder and ADHD.

These complex needs mean that Ella, now 20, needs a high level of support and struggles to take part in many social activities.

"Ella's situation may be complex," says Rachel, "but her needs are actually simple – a safe space where she can do the things she wants to do."

For the last 15 years, Ella's safe space has been within the disability services offered by YMCA East Surrey. She started attending the Yippee club as a five-year-old, before moving up to Yip4Youth at 12.

"It takes quite a leap of faith when you first leave a child who has complex needs with someone else," says Rachel, "but that respite care is vital for the whole family."

"Life before Yippee and Yip4Youth was organised on a 'divide and conquer' basis – either Paul or I would occupy Ella and the other would look after her two brothers."

"The specialist setting of the YMCA disability services gave us the opportunity to do simple things together which were impossible to achieve when Ella was with us. We could go out for a meal, do some shopping or see a film at the cinema."

Transitioning to a new setting is especially hard for Ella. After leaving secondary school in July 2021, unfortunately her college place fell through and she was left at home without a suitable social care placement.

"Finding the YMCA Lifeworks scheme has been a real lifeline," says Rachel.

"Having Ella at home requires constant vigilance and we can't take our eyes off her. At Lifeworks, she is safely occupied in small groups which are tailored to her needs. Accessing the social sessions three times per week means that Ella can socialise with others when she was at great risk of becoming isolated."

"I count myself as very lucky to have been able to continue working, as many parents who have a child or young adult with disabilities are forced to stay at home when there is no one who can support them with one-to-one childcare."

Lifeworks sessions offer activities such as gardening, sensory play, art and physical activities like trampolining, which the young people can access, dependent on their own interests and abilities. This programme provides ongoing appropriate activities for young adults with disabilities when many other areas of provision come to an end at 18 years of age.

Staff have seen remarkable progress from Ella in the time that she has been attending Lifeworks. Although non-verbal, she has recently begun to use illustrated boards and signing to communicate.

"Ella is so limited in what she can do and where she can go. Like anyone else, she gets bored and likes going somewhere new or being around other people," says Rachel.

"The delight with which Ella responds when we sign 'Play' and 'YMCA' to her in the morning is all the proof we need that she is happy at Lifeworks and we can't thank YMCA East Surrey enough for continuing to cater for the most complex young people with such enthusiasm and passion."

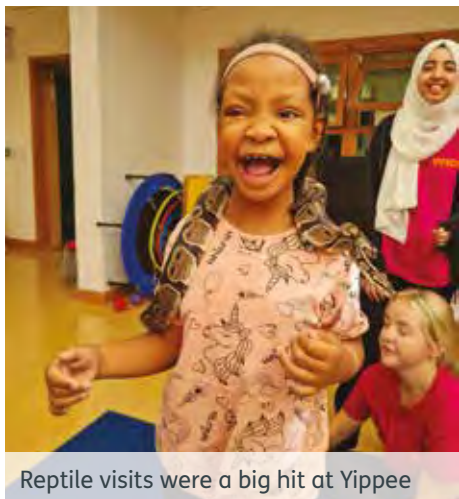
"We feel lucky to live so close to such a fantastic provision that has made a very challenging time such a positive one for Ella."

“Yippee is a lifesaver, I can go to work and don't have to worry as I know my son is in good hands. The staff are fantastic, they listen and take on board all concerns. We parents of SEN kids need it so much.”

Yippee parent

“Your team are amazing as they help my son with friendships and peer group relationships that he wants/needs.”

Yip4Youth parent



Reptile visits were a big hit at Yippee

73 young people with disabilities took part in **LifeWorks** social and structured activities




LifeWorks group for young people aged 16+ with disabilities enjoying a walk

Y Impact

Y Impact supports 11–18-year-olds with mild to moderate disabilities in West Sussex. Many young people come with low self-esteem, worries about school or life in general (particularly since Covid).

Our weekly group session acts as a youth group and a chance to catch up about any challenges in their lives. The group also goes out in the community to improve life skills, independence, socialisation and travel training. Activities have included bowling, swimming, eating at restaurants and taking the train to Brighton. Young people are involved in the planning and encouraged to make decisions including adapting to challenges such as cancelled trains, using alternative routes and managing money.


One parent says, “We are so pleased that A is pushing himself to try and join in group sessions and that is thanks to the YMCA staff that have supported him.”




“Face2Face has been a lifesaver for me. Being thrown into the world of SEN can be overwhelming and isolating. Many parents, like myself, are starting from a zero-knowledge base. Face2Face provided an important source of support, information and tips. It gave me the confidence to get the right help for my child.”

Face2Face befriending parent

Face2Face supports **15–20** families with children with disabilities each week.



In FY 2021/22 **606** children and young people with disabilities attended our **Short Breaks** in Surrey and West Sussex, receiving **27,123** hours of support




Having fun at Yip4Youth disability youth club

Oli is YMCA East Surrey's first full-time School Early Intervention Coordinator, providing guidance to schools and support to young people in one-to-one or group sessions.

"You can only understand the importance of this work when you realise how many young people are in need of extra support which schools don't always have the resources to provide," says Oli, 27.

He uses goal-based outcomes and solution focused approaches to help young people aged 11-18 to deal with issues relating to social skills, emotional intelligence, sleep routines, confidence, anxiety, low mood, anger and school attendance.

Taking on his role in September 2021, Oli works under the umbrella of the newly formed Surrey Wellbeing Partnership, covering five schools in the Reigate and Banstead area. A second term time Early Intervention Coordinator has since started covering the Epsom and Ewell area and in September a new practitioner joined the team to focus on supporting primary schools.

"I have young people turning up early for the sessions and realise that they've been waiting for this all week," says Oli.

"If I can teach them one coping strategy during our time together, then I will consider that progress is being made. That small change will ripple out to their teachers, friends, parents and carers, taking a little of the weight off the shoulders of both the young person and their school."

"YMCA East Surrey's youth work projects – WAVES or one of the youth clubs – are often a good next step for young people after one-to-one sessions. Being part of a supportive group can really help young people who have been struggling with friendships and confidence."

Oli highlights two factors which have contributed to the growing need for emotional wellbeing and mental health support for young people.

"The pandemic was not only difficult for students but exhausting as well. It's a tragedy how much young people lost in two years, from the learning of key skills to the ability to form close social relationships. For some, their place of home was not a place of safety."

"If you add the pressures of social media, which can result in poor body image, fear of missing out, bullying and more, it is easy to see that young people today are facing challenges which have not been seen before."

In summer 2022, 260 Early Intervention sessions were delivered across five schools. "Some young people become loud, angry and frustrated. We need to make sure that they are not so desperate for attention that they find it through gang culture or county lines."

"Others show up to school, sit in silence and suffer. There should be no point at which a young person feels invisible. If we can provide just 45 minutes per week of relief, then at least they have that session where they feel OK."

This summer, one young person who has had one-to-one sessions with Oli turned up for every one of her GCSE exams. Previously, her school attendance had been poor, she had low mood and was self-harming.

"I was over the moon that she chose to give herself the best step up that she could to move forwards with her life," says Oli.

"Our work can be challenging but positive feedback from the young people we work with, combined with the changes we can see in their lives, make it incredibly rewarding."

Emotional Wellbeing Summer Activities

In summer 2022, young people attending YMCA's counselling or other emotional wellbeing services were invited to try out new experiences and reach outside of their comfort zones through a summer activity programme. Young people took part in picnics, walks, ice skating, kayaking and a one-night residential with archery, low ropes and rifle shooting.

All of the 'Five ways to wellbeing' approaches were covered – connecting with others, being active, trying new things, being mindful and giving time to others. The combination of being outdoors, doing activities and getting support had a great impact on their mental health.

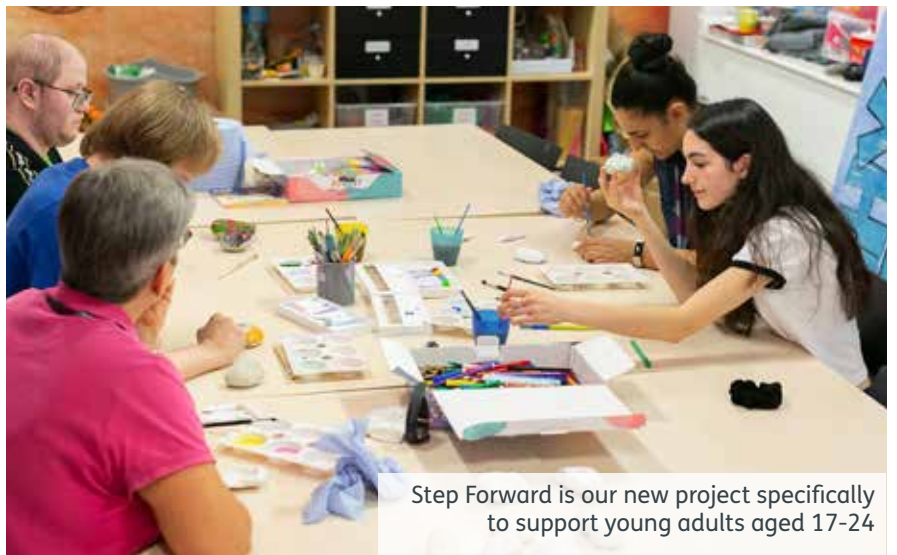
As one 15-year-old attendee said, "I loved the summer activities. They gave me some headspace to do something fun away from school with a group of lovely people! I liked being out in nature at the picnic. Thank you!"



In FY 2021/22, we delivered

10,696 sessions of counselling,

one-to-one support and group activities to children and young people



Step Forward is our new project specifically to support young adults aged 17-24

"We have been really impressed with the support offered by the Early Intervention Coordinator at our school this year and are looking forward to working more with them next year!"

Assistant Headteacher



WAVES won Health & Wellbeing Project of the Year at the Youth Matters Awards 2021 with one young person also winning Young Achiever of the Year

"My daughter loves her sessions and feels she can be herself. In her words she never wants it to end."

Y's Girls parent

"I feel that I'm in a much better place than when we first met. I really believe that our sessions have helped me feel more accepting of myself and able to cope when things feel too much. It's had such a noticeably positive impact on my day-to-day wellbeing."

Young person – Heads Together counselling

Laurent's story

Health & Wellbeing Exercise Referral



Laurent is 59 years old and moved from France to the UK over 30 years ago. He is currently recovering from the effects of a severe stroke which he had towards the end of 2019.

"We were watching a film when it happened," explains Laurent's wife Patricia.

"Fortunately, my son was in the house too and he called 999 very quickly. Laurent was taken to East Surrey Hospital where his condition swiftly deteriorated. His face dropped dramatically due to severe swelling on the brain and he lost all feeling in his right arm and leg."

Although his speech was initially fine, this also soon deteriorated – another side effect of the stroke - and Laurent was diagnosed with aphasia, a language disorder which affects communication. He couldn't do anything for himself and had to be fed through a tube.

Laurent remained in hospital for six weeks, before being transferred to the QEF Neuro Rehabilitation Services in Banstead during the pandemic. He underwent three months of therapy at a time when his family were unable to visit due to Covid restrictions.

"This was especially hard for Laurent because of his language difficulties," says Patricia. "While he can understand what people are saying to him, Laurent has lost the ability to communicate in English and can now only speak in his native French. Even then, the words are sometimes muddled and what he means to say doesn't come out right."

Patricia had previously worked for YMCA East Surrey and was aware of the YMCA Exercise Referral programme.

"The Stroke Rehabilitation classes seemed like the ideal place to turn to once Laurent came home as

ongoing support is so limited for those recovering from a serious illness," says Patricia.

With the help of the YMCA Travel Fit minibus transport service to and from our Sports and Community Centre in Redhill, Laurent has now been attending the YMCA Exercise Referral classes twice a week for ten months.

"I still work," says Patricia, "and so it's not possible for me to drive Laurent everywhere. The minibus service has enabled him to regain his independence in a small way, which is important for his own wellbeing."

Over the past year, our Exercise Referral team have supported 395 people with a resulting 14,360 specialised gym and class visits, both in person and online.

Laurent can see an improvement in his physical health. "I feel more coordinated," he says. "I am more supple; I can walk better, feel fitter and I aim to keep building up more strength in my arm."

YMCA Exercise Referral Coordinator, Carmel Dalby, says: "Laurent's determination and dedication are fantastic. His balance is noticeably improved and he can now lift his right foot much higher, enabling him to walk up a step."

Along with the stimulation and physical activity he needs, the Exercise Referral classes have given Laurent a sense of community and a social outlet.

Patricia says: "Before the stroke, he was very busy, working long hours as a chef. Laurent played golf, travelled widely and led a full life. His illness has had a big impact on our family and, while we accept that we must incorporate the effects into our lives, we don't want it to take over."

"YMCA East Surrey's Exercise Referral classes provide so much more than just a gym for the body. For that, we are very grateful."

Disability Sport

In the latest annual survey from Activity Alliance, it was found that only 3 in 10 (28%) of disabled people felt encouraged to return to physical activity after the pandemic. Only 30% of disabled people look forward to face-to-face activities.

Thanks to funding from The Peter Harrison Foundation, our Inclusive Sports Coordinator has been building partnerships with organisations such as Surrey Coalition, Surrey Choices, Active Prospects and Whizz Kidz to engage more people with disabilities. Our weekly activities include dance, multi-sport, Boccia, golf and badminton. We also brought back our Y Mania nightclub experience as well as introduced a combined badminton and table tennis session in partnership with Sport in Mind to support those with mental health issues. Looking forward we want to continue to build on this programme by introducing more activities such as football, basketball, fitness classes, trampolining and wheelchair-friendly walks.



We provide 20 free Ramblers Wellbeing Walks across East Surrey each week

105 people attended our **Healthy Measures** weight management courses



“The fresh air combined with some exercise is a great way to reduce stress and put things into perspective. Our area of Surrey has plenty of opportunities for a good walk.”

Volunteer Walk Leader

“The gym is super friendly and all the staff are extremely helpful; especially with helping us reach our fitness goals. There is a real family atmosphere here that you will never get anywhere else. We absolutely love it here!”

Gym attendee

Our gym is fully inclusive for all ages and abilities



1,892 disability sport visits in FY2021/22

“The camaraderie of the others in the class has turned me from a lover of eating chocolate on the sofa to an almost daily gym visitor.”

Healthy Measures participant

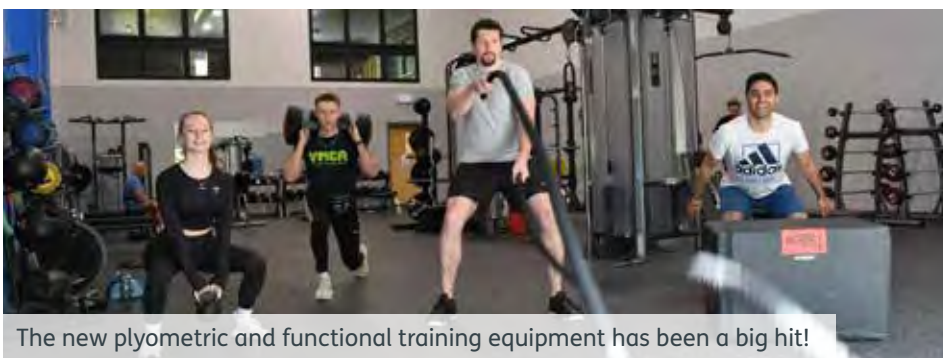
In FY 2021/22, our gym received a total of

31,567

gym visits and

22,901

fitness class visits



The new plyometric and functional training equipment has been a big hit!

Challenge Events

Thank you to all of our Challengers who have biked, trekked and run many miles to raise money for YMCA East Surrey, as well as enjoyed quiz nights and curry nights.

If you want to take on a challenge, have fun and raise money, check out our events at

www.ymcaeastsurrey.org.uk



Santa Run

5 December 2021

583 Santas ran 1 or 3 miles in this festive fun run

Y2Y North Downs Challenge

20 March 2022

84 people ran or walked 26 or 13 miles across the North Downs from the YMCA in Guildford to the YMCA in Redhill



Sleep Easy

11 March 2022

60 people slept out for one night at Reigate Town Hall to raise awareness and funds for local young homeless people



“The Y2Y is a fantastic event. The organisation and communication from the YMCA team were excellent, and the on the day support was outstanding. We were very well looked after, and the halfway bacon roll was especially welcome. I can't wait to do it again in 2023.”

Y2Y North Downs
Challenge participant



“

We all knew the Pyrenees was going to be a huge challenge but we were well supported with regular training before the event along with help and advice too. On the trip, the support team was truly amazing with encouragement and regular food stops. They were also there at the end of the day waiting at the hotel with smiles, cheers, and our bags. A wonderful experience - thanks YMCA!

Raid Pyrenees cyclist



Raid Pyrenees

4-10 July 2022

24 people cycled this 442 mile coast-to-coast Raid Pyrenean route encompassing 46,658ft ascent in 100 hours



”



Fun Run

1 May 2022

219 adults and 525 children ran our 5 and 1 mile Fun Runs in Priory Park

“

It was great to see the YMCA Fun Run back again. My children love running their mile and getting their t-shirt and medal. It's a lovely community event that we look forward to every year.

Fun Run participant



”

Bruges

9-12 June 2022

40 people took part in this 160 mile cycle challenge from Redhill to Bruges in 1 or 3 days



Remembering Kim Roderick

Sadly on 11 September 2022, Kim Roderick, our Challenge Events Manager, passed away after a short illness.

As many of our Challenge participants know, Kim was a very special woman. She was at the heart of everything the YMCA has achieved over the last 22 years and her hard work has made such a difference for the people we support. Our thoughts are with her family at this difficult time.



How you can help



Donate to support our work. Whether you can make a regular or one-off donation, your support helps our projects to continue running.



Take part in a **YMCA Challenge Event**. Cycling, running, trekking or something less strenuous – there are lots of ways you can help to raise funds for our vital charitable work.



Volunteer with us. We work with some amazing people and have opportunities for anyone who is interested in helping out.



A **Corporate Partnership** with YMCA East Surrey brings benefits to your business and employees, as well as helping the local community.



Leave a legacy and give the gift of hope with a **Charity Gift in your Will**.

Thanks

It would not be possible for us to help local people through our many life-changing projects shown in this Impact Report without support.

On behalf of everyone who benefits from our services, we would like to say a huge 'Thank You' to all our partners, funders and volunteers.

The 29th May 1961 Charitable Trust

Active Surrey

Albert Hunt Trust

Andrews Estate Agents

Arnold Clark Community Fund

Austin and Hope Pilkington

B&Q Foundation

Badminton England

Baily Thomas Charitable Fund

Barnardo's

BBC Children in Need

Beatrice Laing Trust

Bernard Sunley Foundation

Best Practice Network

Big Leaf Foundation

Bruce Wake Charitable Trust

C P Charitable Trust

Charles Hayward Foundation

Christ Central

Clockwise Marketing

Clockwork Charitable Trust

Clothworkers' Foundation

Coleman Trust

Comic Relief

Community Foundation for Surrey

Connick Tree Care

Diocese of Southwark - Church of England

Dunhill Medical Trust

Earthwurks Construction

East Surrey Care Association

East Surrey Domestic Abuse Services (ESDAS)

esure

Federation of Earlswood Schools

Furnistore

Garfield Weston Foundation

Gatwick Airport Community Trust

Geoff Herrington Foundation

George Goodsir Charitable Trust

Halliwell Marks Estate Agents

Health Education England

Hedley Foundation

High Sheriff Youth Awards

Hobson Charity

Homes England

Horley Bowls Association

Horley Town Council

Horley Waitrose Community Matters

The Hygiene Bank

LandAid

The Landmark Trust

Lord's Taverners

Manor House School

Merstham Community Trust Facility

MindWorks Surrey

Mole Valley District Council

MYTI Club

National Lottery Community Fund

Nationwide Building Society

OpenView Education

Oxted United Reformed Church

Percy Bilton Charity

Peter Harrison Foundation

Police & Crime Commissioner for Surrey

Ralph James Estate Agents

Raven Housing Trust

Reigate & Banstead Borough Council

Reigate Parish Playgroup

Reigate Rotary Club

Richmond Fellowship

S E Franklin Charitable Trust

Shanly Foundation

Sport England

St Faith's Trust

St Matthew's Church, Redhill

Stocksigns Ltd

Stripey Stork

Surrey and Borders Partnership NHS Foundation Trust

Surrey County Council

Surrey Cricket Foundation

Surrey Football Association

Surrey Heartlands Health and Care Partnership

Surrey Playing Fields

Surrey Safeguarding Children's Partnership

Tandridge District Council

Tandridge Together Lottery

Tesco Community Grants Scheme

Three Guineas Trust

TK Maxx and Homesense Foundation

Tobbell Fund

Voluntary Action Reigate and Banstead

Waterwhileaway

Welcare

West Sussex County Council

William Allen Young Charitable Trust

William Wates Memorial Trust

Woldingham School

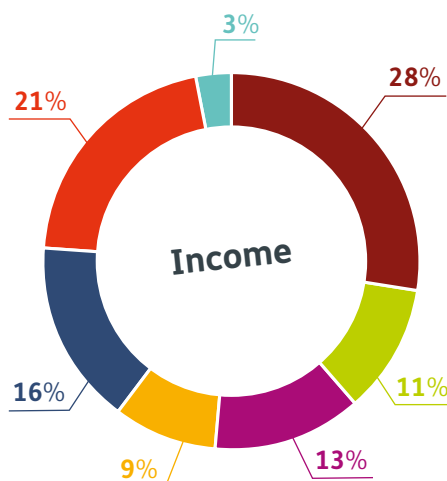
YMCA East Surrey Challenge Fundraisers

YMCA East Surrey Committee Members, Trustees and Volunteers

YMCA England & Wales

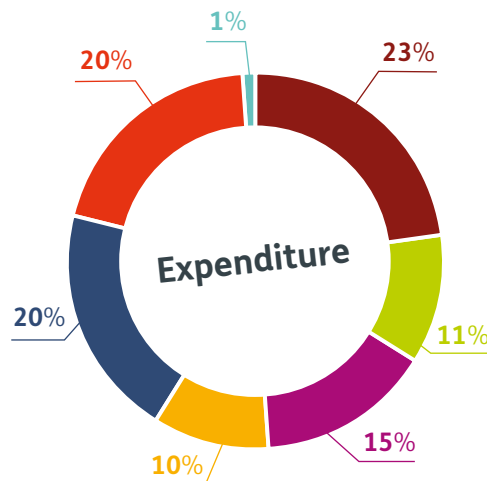
Youth Futures Foundation

Find out more at www.ymcaeastsurrey.org.uk



- ▶ Housing
£1,454,350
- ▶ Health & wellbeing
£565,429
- ▶ Childcare & children's activities
£673,505
- ▶ Family & youth services
£479,504
- ▶ Inclusive services
£837,763
- ▶ Emotional wellbeing
£1,080,699
- ▶ Other income
£139,689

Total Income
£5,230,939



- ▶ Housing
£1,125,846
- ▶ Health & wellbeing
£530,387
- ▶ Childcare & children's activities
£730,599
- ▶ Family & youth services
£457,339
- ▶ Inclusive services
£940,260
- ▶ Emotional wellbeing
£955,847
- ▶ Other expenditure
£53,947

Total Expenditure
£4,794,225



- ▶ Restricted premises reserves
£3,970,368
- ▶ Other restricted reserves
£297,761
- ▶ Unrestricted reserves
£1,678,818
- ▶ Designated reserves
£635,689

Total Reserves
£6,582,636

Summary of accounts

The following is a summary of our financial information for the year ended 31 March 2022. Total income for the year was £5.23 million and total expenditure including interest payable was £4.82 million.

Staffing costs accounted for 67% of the total expenditure.

Total reserves at the end of the year were £6.58 million, of which 60% was attributable to the restricted premises funds. Other restricted funds were £0.30 million, designated funds were £0.64 million while unrestricted funds amounted to £1.68 million.

The above information was extracted from the full annual financial statements prepared in accordance with the Housing Statement of Recommended Practice 2014, the Accounting Direction for Private Registered Providers of Social Housing (issued by the Homes and Community agency in September 2015), the Housing Regeneration Act 2008, the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the requirements of Companies Act 2006. For further information, the full financial statements together with the Trustees' and Auditor's reports should be consulted.

Copies are available from The Charity Commission, Companies House or www.ymcaeastsurrey.org.uk



YMCA Sports & Community Centre
Princes Road, Redhill, RH1 6JJ
T 01737 779979

YMCA Sovereign Centre
Slipshatch Road, Reigate, RH2 8HA
T 01737 222859

YMCA Hillbrook House
68 Brighton Road, Redhill, RH1 6QT
T 01737 773089

YMCA Horley Family Centre
The Old Fire Station, Albert Road,
Horley, RH6 7JA
T 01293 775777

Phoenix Youth Centre
Preston Manor Road, Epsom, Tadworth, KT20 5LG

Get in Touch

www.ymcaeast Surrey.org.uk | YMCAEastSurrey

Registered charity no. 1075028



**Here for young people
Here for communities
Here for you**

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 & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE