

YMCA



Annual Review

2017/18

YMCA EAST SURREY

What we do

YMCA East Surrey is a vibrant, local charity that helps vulnerable and disadvantaged children, young people and adults to belong, contribute and thrive. We are part of the wider national and international YMCA Federation which supports the development of young people around the world.

From sport, play and physical activity to counselling, youth work, housing and volunteering – 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.

Keep up-to-date

For lots of great photos and information on our latest events, offers and activities, follow us on Facebook and Twitter.

  YMCAEastSurrey

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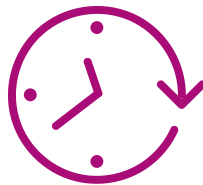
Our year in numbers

In 2018, our Challenge Events participants walked, cycled and ran

22,420 miles



We delivered over **26,000** hours of short break disability play and youth schemes



Our youth workers engaged with

811

young people through detached youth work and youth clubs



Our Heads Together team saw a record

789 referrals for youth counselling



Our gym received a total of

58,118

visits

10,993

of these were through Exercise Referral



Hillbrook House staff delivered over

300

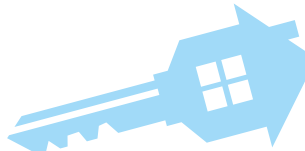
hours of support to residents each month



NextStep set up

88

new tenancies for those in housing need



Our amazing volunteers offered

500 hours of their time to support our disability summer playschemes



Figures relates to FY 2017/18 unless stated otherwise

Chief Executive's report - Ian Burks

The last twelve months have been notable for two major developments, both of which will both provide long-term benefits for the community.

In February 2018, after six years of planning, we finally began work on the Inclusive Sports Facility. Thanks to our wonderful challenge fundraisers and some generous and visionary funders, this exciting new centre will open in the New Year. Inactivity and the resulting risk of ill health has become a major problem in Britain, especially amongst those who are vulnerable or disadvantaged. This project will transform lives through innovative and accessible sport and physical activity.

Another growing issue within our communities is homelessness and last year we became a Registered Provider of Social Housing. This has enabled us to purchase Hillbrook House, our 44 unit supported housing scheme for young people in Redhill. We are now planning to expand our work in this area to meet the growing demand.

Homelessness is particularly acute and damaging for young people. Coming to us as young as 16, many have already faced

difficult issues in their lives such as domestic abuse, family break up and mental health problems. After two years of support at Hillbrook, our residents have gained skills and confidence. However, if they are to go on to be happy and fulfilled adults, they need to find safe, affordable accommodation where they can continue to be supported.

To address this issue, YMCA East Surrey is actively looking to acquire move-on schemes with low rents where young people are incentivised to find employment or further education. Thanks to a number of local funders, including Reigate and Banstead Borough Council, we have made progress with the development of one such project, which will cater for six young people. I hope this will mark the start of expanding our housing services across East Surrey and support residents leaving Hillbrook House to take the next step to independence.

Overall this year has seen the YMCA growing and thriving. We could not have done this without the help of all the fundraisers, challengers, volunteers and staff, not least our fabulous Chairman, Chris Brewer.



Ian taking part in the Devon Coast2Coast mountain bike challenge

Chair's report - Chris Brewer

Isn't it astonishing that recent reports show the actual number of people with disabilities taking part in community activities has gone down since the great success of the 2012 London Paralympics? This is thought to be from a lack of appropriate facilities and the lack of funds for them. Our new Inclusive Sports Facility (ISF) is now nearing completion and will be a major move in this part of Surrey to provide accessible sport for people with disabilities and health issues. Our trustees recently made a site visit and it was obvious that so much thought had been given to every detail by our design team, management and staff, that we believe we might well have a template for replicating such a facility around the country. It is now important to make it work for all who visit it, with whatever need, and work for all the staff who will be helping there. Funding has almost entirely come from charitable bodies to whom we shall be continually grateful.

Hillbrook House, our supported housing hostel for 44 young people, was purchased from YMCA England & Wales during the year.

This was a most important achievement which will ensure we have freedom of use for the future. Despite funding for this, our general finances are in good shape with a continual eye being kept on building reserves. Grateful thanks must go to our Finance team for their skilful and often onerous work in handling our accounts throughout the year.

Something extra special about our YMCA is our hundreds of dedicated friends who take on demanding sponsored Challenges and generously bring in funds totalling over £100,000 each year. Thank you so much to all of you.

Though the ISF is uppermost in our mind, I also want to thank all our staff involved with supported housing, wellbeing, mental health work, youth work and children's services. You have really helped to build our reputation yet further as a caring and professional body at YMCA East Surrey. Finally, so many thanks to Ian our CEO and all the trustees for working so hard and effectively this last year.



Chris visiting Yippee disability playscheme with West Sussex Fire & Rescue Service

Our centres

▲ YMCA Sports & Community Centre | Redhill

- Gym and fitness classes
- Exercise referral
- Disability sport and social activities
- Health promotion
- NHS health checks
- After school club
- Holiday playschemes
- Crèche
- Children’s recreational activities

▲ YMCA Sovereign Centre | Reigate

- Disability short break schemes
- Youth club and youth work
- Pre-school
- Under 5’s activities
- Disability sport and social activities
- After school club
- Children’s recreational activities

▲ YMCA Hillbrook House | Redhill

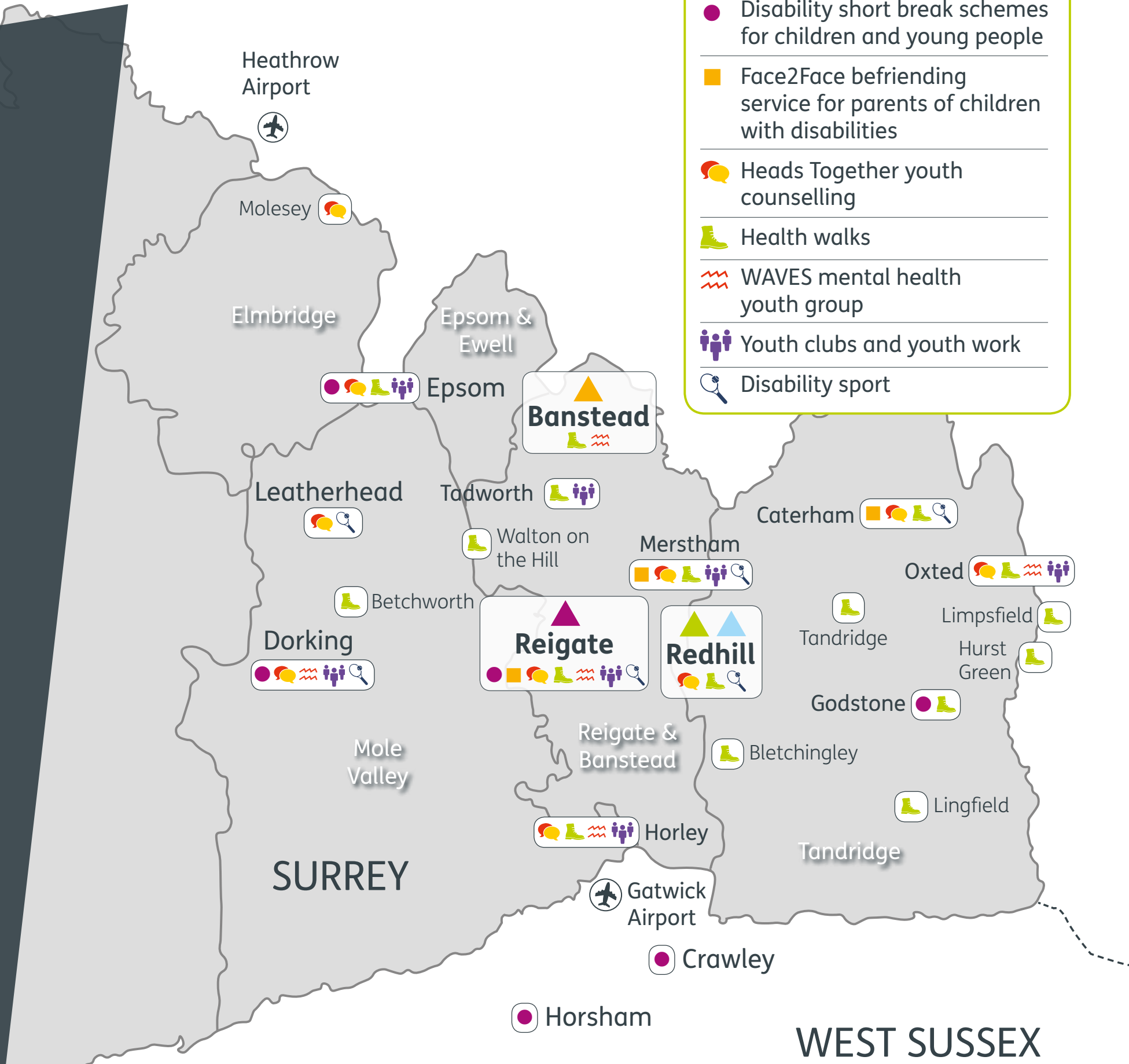
- Supported accommodation
- NextStep rent deposit scheme (covering Reigate & Banstead and Tandridge)

▲ YMCA Banstead Children’s Centre | Banstead

- Family support and advice
- Under 5’s activities
- Holiday playschemes

Our services (non-centre based)

- Disability short break schemes for children and young people
- Face2Face befriending service for parents of children with disabilities
- 🗨 Heads Together youth counselling
- 👟 Health walks
- 🌊 WAVES mental health youth group
- 👥 Youth clubs and youth work
- 🔍 Disability sport



You have hopefully seen the new Inclusive Sports Facility taking shape throughout 2018 at our existing YMCA Sports and Community Centre in Redhill. Visitors are already enjoying the refurbished changing rooms, which are part of our overall plans to create a high quality, welcoming environment for all.

The Inclusive Sports Facility will include:

- ▶ New sports hall
- ▶ Activity room for exercise classes
- ▶ Accessible toilets, showers and changing areas
- ▶ Three consultation rooms for therapy sessions and private consultations
- ▶ Refurbished reception area

We also plan to start work on a renewed play area for children in early 2019.

Our aim is to inspire everyone in the community, no matter what their age or ability, to be active and healthy.

We expect to open these brand new facilities by the end of 2018, allowing us to expand our exercise sessions, with a focus on disability sports and exercise referral classes for people with long-term health conditions.

We would like to thank everyone for their fantastic support towards this major project, particularly all of our funders, including those that took part in a fundraising Challenge Event, and visitors to our centre for their patience and understanding whilst the building work has been going on.

INCLUSIVE SPORTS FACILITY



Cost of the ISF

£2.7million

Funds raised

£2.5 million,
including

£0.5 million
from the community via
our Challenge Events



February 2018

Marking the start of the build
(L-R YMCA fundraiser, Antony Read;
Chairman, Chris Brewer and
Chief Executive, Ian Burks)



March 2018

Outside pitch is demolished



April 2018

Steel frames in place



May 2018

First glulam beam
is installed



June 2018

Roof work progressing



July 2018

View down to the sports hall



August 2018

Windows in place



September 2018

Looking up to the new
activity room

CHILDREN'S SERVICES

Pre-School/Y-Kids/Children's Centre

Y-Kids Active
provided **recreational**
and **sporting**
activities for
322 children



65 pre-schoolers
had fun while
learning at
YMCA Sovereign
Pre-School



“

I'm so pleased with the YMCA Pre-school. My daughter always comes home happy and full of stories to share. All the staff are amazing - I can't thank them enough for everything they do for my little girl and wish we'd found them earlier. Just having a look into the window you can see how happy and excited the children are and that's what we all want when looking for a childcare provider. Thank you to everyone.

Pre-School parent

”

380 
children attended
our **After School
Club**

“

Our kids love their time at the after school club and playscheme. They get up to all sorts - cooking, craft and sports - and the different themes, like the recent continents one, fire their imagination and keep things interesting.

Y-Kids After School Club and Holiday Playscheme parent

”

“

We've met a great network of mums and similar age babies and as a mum with mobility issues it gave me the confidence to attend more classes.

YMCA Banstead Children's Centre parent

”

695 
children enjoyed
our **Y-Kids
Holiday Playschemes**
in Redhill and Banstead

East Surrey Acrobatics

Our East Surrey Acrobatics gymnasts had another fantastic year. Members of the squad medalled at regional and friendly events, enabling some of the gymnasts to be able to compete at the national Acrobatic NDP finals for the second consecutive year. One parent says, "The attention the coaches give to the gymnasts makes all the difference and has allowed our kids able to compete at national level. More importantly, they have fun!"



Six-year-old Theo loved our Yippee short breaks disability playscheme from the start. His mother, Laura, was delighted that he made such an easy transition to an unfamiliar environment.

"I had been so worried," she explains, "but the staff were extremely reassuring and the facilities at the YMCA Sovereign Centre are amazing. Theo particularly enjoys the sensory room and the wonderful outdoor space."

Yippee is our warm and welcoming playscheme for children aged 5-11 with a wide range of disabilities and complex needs. Theo has cerebral palsy, uses a wheelchair and is non-verbal. The Yippee scheme provides his parents with respite from the high level of care that Theo requires.

"There's a huge element of guilt that I feel when I don't have Theo with me," says Laura, "but caring for him is physically demanding and my focus needs to be on him every single minute when he's at home."

"It means everything to know that I can drop him off at Yippee with the reassurance that all of his needs will be cared for and that he will spend his day having fun with his friends – more fun than he would be having with me!"

This year, 370 children and young people with disabilities attended our short breaks playschemes across East Surrey and West Sussex.

Caring for a child with complex needs can be isolating, so Laura values the opportunity to talk with other parents at drop off and pick up times.

"Yippee also gives me time to spend with my husband," she says. "It isn't easy to get suitable babysitters and can be very expensive. Sometimes, we don't even want to go out. It's nice to be able to spend time together at home without having to give Theo our constant attention. Without Yippee, we would be far more stressed. Everybody needs a break to be able to function."

"Theo attends a specialist school, so many of his school friends aren't local," continues Laura. "During the holidays, I would hate for him to miss out on mixing with other children of his age and financially it would be a struggle for us to take him on the many fantastic outings which he enjoys with Yippee."

Theo's favourite playscheme activities are bowling, bouncing on the bouncy castle and any outdoor water play.

"When he is at Yippee, I know that Theo is happy, safe and having fun," says Laura.

"Most of the time I don't even get a 'Goodbye' when I drop him off. When I pick him up, he looks at me as if to say, 'Why are you here to ruin my fun?'. I couldn't ask for anything more."

THEO
Yippee



209 children aged 5-11
attended our Yippee disability
playschemes in 2017/18

Pre-School

YMCA Sovereign Pre-School in Reigate recently had its first Ofsted inspection and was pleased to be rated as Good. The Ofsted report praised the pre-school saying, "The setting is bright, clean and very well resourced. Children are happy, settled and display high levels of self-confidence and self-esteem."

The children enjoyed a fantastic week of activities before the summer break including a bubble show, hula pool party, trip to Godstone Farm and a picnic in the park. One parent said, "Both our daughters settled very quickly into the pre-school. All the staff are pleasant, polite and great with the children. Our girls enjoy going there and interacting with the staff, bringing home tales of their adventures."

DEESHA
Yip4Youth

Seventeen-year-old Deesha has Autism Spectrum Disorder, severe learning difficulties and developmental delay, and has limited verbal communication. She first came to Yippee in 2007 when her family heard about the short breaks disability playscheme from a health visitor.

She now attends Yip4Youth, our Friday evening, weekend and school holiday youth club for young people with disabilities aged 12-18 in Epsom & Ewell, Mole Valley, Reigate and Crawley. During her time at the YMCA, Deesha has developed her communication skills and is now able to verbalise some of her needs. She has made strong relationships with key members of staff.

“Deesha is a very loved and spoiled only child,” says her mother, Reena, with a smile, “and, as a family, we know how to handle her different moods and requirements. The best part of the care that Deesha receives from YMCA’s Children’s Services team is how it is tailored totally to her needs.”

Deesha has one-to-one support at Yip4Youth. Our short break schemes are run by qualified staff, experienced in working with severe and complex needs. They use a person-centred approach which is individual to each child or young person. In 2017-18, we delivered over 26,000 hours of short breaks.

“The staff are constantly checking with us to make sure that Deesha is happy and they listen to our suggestions and advice. The communication between parents and staff is brilliant and they give us constant support,” says Reena.

“We struggle to manage outings as a family as Deesha’s behaviour can be far more difficult with us than with the YMCA staff. Like any teenager, she loves being busy and really enjoys swimming or going to the park with Yip4Youth. Sometimes I think that she might not cope well with the outing that is planned but she is fine. I can’t remember one time when Deesha hasn’t wanted to go to the YMCA. I know from her body language and her smile how much she loves it.”

While her daughter is occupied with Yip4Youth, Reena relishes the peace and quiet in her home.

“Deesha’s behaviour is unpredictable,” explains Reena, “and she can be loud, aggressive or tearful with no warning. She doesn’t understand dangers or consequences and so I need to watch her all the time. No parent is at their best when they feel stressed, irritated and tired.”

“I also have my own health issues, so having a small amount of free time to relax, watch television or do the cleaning, is wonderful. It isn’t ordinary to me – it’s heaven. And, if I feel happy, then I can react in a happy way to Deesha.”

Face2Face

Caring for a child with a disability can be isolating and put stress on the whole family. YMCA’s Face2Face project provides advice and support to parents of children with disabilities through information mornings and befriending services.

Based in Reigate, Merstham and Caterham, the project helps parents get together to offer support, exchange information and talk to others who understand the issues they face. In addition, professionals from a variety of different sectors regularly attend to provide information and advice on topics such as benefits and entitlement, employment support and disability specific training. As one parent says, “I can’t thank you enough. Just talking to you and knowing there’s more help out there has made me feel happier.”



161 young people aged 12-18
attended our Yip4Youth disability
youth schemes in 2017/18

“There was a time when we struggled to see a path ahead for Daniel to achieve a fulfilled and independent life,” says his mother, Patricia.

Diagnosed with Autism Spectrum Disorder by the age of three, Daniel grew up in a busy house with three siblings. At times, even interacting with his extended family was both stressful and overwhelming and he struggled with anxiety, communication issues, self-harming and mood swings. Those days are now over.

“As parents of a child with complex needs, we believed in him and could see his potential, but also the extreme difficulties in his way. Luckily for us, we found the YMCA,” says Patricia.

Inspired by Daniel’s interest in food, the family were put in touch with the YmmmCA Café which is run from the YMCA Sovereign Centre in Reigate by young people with additional needs. Daniel began to attend the project in early 2016.

“He was very nervous at first but the changes we’ve seen over time have been transformational,” says Patricia.

“During our first meeting, Daniel had his head in his hands and refused to look up unless heavily prompted” remembers Stuart Longstaff, YMCA Inclusive Youth Projects Worker. “Since then he has really come out of his shell. He has developed his cooking, cleaning and other food-based life skills, while learning to manage his mood changes, interact with others and concentrate on the tasks he is given.”

Stuart also encouraged Daniel to attend the Friday Night Project, our social club for young people with learning difficulties. He grew to

enjoy the minibus outings and activities, which helped him to handle new environments and mix in larger groups.

Last year, 152 young people benefitted from our inclusive youth projects, including the YmmmCA Café and the Friday Night Project.

“The café was a godsend. Most importantly, it wasn’t just another ‘activity’,” says Patricia. “It provided the intelligent approach that was needed to help Daniel develop a work ethic that has opened up real opportunities for the future.”

Now 25, Daniel is currently volunteering in a busy London café and working towards an NVQ. His dream of achieving paid work in a catering environment is moving closer. He has got a reputation for being a hard worker and a friendly team member, with a terrific sense of humour and a particular talent for delicious and interesting flavours in his cooking. His cakes and pastries regularly sell out.

“Without the basic grounding from the YMCA Café, volunteering in London would have been too much for him, but now he absolutely loves it.” says Patricia.

“Stuart saw the potential in Daniel, set him boundaries and built up his confidence until he began to believe that he could do this. We hope he will get a paid apprenticeship in the future.”

“Thanks to the constructive, creative and supportive environment at the YMCA, Daniel is now on a forward trajectory towards building a vocation.”

DANIEL
Lifeworks
Inclusive Activities

Our youth services team deliver
on average **161** hours
of inclusive activities each month



Wellbeing, Awareness & Voice for East Surrey (WAVES)

WAVES is a youth group making a difference, aiming to raise awareness of mental health issues and provide peer support for young people in need. In July 2018, four young people from WAVES travelled to Eschweiler, a small town in Germany which is twinned with Reigate.

For some of the young people this was the first time they had been abroad. The group explored Düsseldorf, went on a boat trip, visited a theme park and enjoyed sampling some traditional German food. One of the girls summed up the experience: “This trip has made us feel more confident about travelling and trying new things. We would never have been able to go without the support from everyone involved and we will remember this trip for a very long time.”

HEADS TOGETHER

Youth Counselling

YMCA's Heads Together is one of Surrey's leading providers of counselling support for young people. Young people aged between 14 and 24 can access free, confidential counselling for a wide range of issues. They are offered between 6 and 12 weekly sessions and can re-refer if they need further support.

Heads Together is highly respected and is often the first choice of support recommended by GP's, mental health teams, schools and other professionals working with young people. We are also part of Mindsight Surrey CAMHS, a partnership supporting children and young people across Surrey.

Young people who use our service experience significant measured improvements in their emotional wellbeing and give much positive feedback about how they have benefitted from our support.

Highlights of the year

- ▶ We saw a record number of referrals to the service (789), an increase of nearly 30% on last year.
- ▶ We had 25 counsellors offering sessions in our largest ever number of community venues across East Surrey.
- ▶ We have had a very successful second year of partnership with Surrey & Borders Partnership NHS Trust, delivering counselling to young people under the Mindsight Surrey CAMHS service.
- ▶ With support from the Community Foundation for Surrey we have been able to run mental health awareness sessions in schools and community settings. We have also delivered workshops for parents to help them to support their children's mental health needs.

We took **503** Mindsight referrals; seeing **258** young people for an initial assessment.

We took **286** self referrals; we saw **163** young people for an initial assessment.

Almost **200** young people began Mindsight counselling.

150 self-referred young people began further counselling sessions.

We ran over **1,200** Mindsight counselling sessions.

We ran almost **1,000** further counselling sessions.

“Incredibly helpful at building confidence and working through problems - respectful and understanding.

Male, 15

”



Matt's* story

Matt, 17, came to Heads Together with anxiety and stress related to school. When he got something wrong, he would have very negative thoughts resulting in him self-harming with whatever came to hand.

During his first counselling sessions, the counsellor listened to Matt and discussed how he could reach out to others. Matt explored a variety of coping mechanisms including twanging an elastic band when he wanted to self-harm or writing negative thoughts down on paper, but he struggled to stop self-harming.

As the sessions continued, there was a breakthrough when he felt able to ask his mum for help. After this, he didn't hurt himself for the last four counselling sessions, despite the stress of exams and his uncle being ill.

At the end of the therapy Matt said he felt counselling had really helped him to socialise, ask for help and cope if upset. He felt happy again.

**name has been changed for confidentiality*

Looking ahead

In 2018/19 we will be taking some important steps to extend and enhance our services:

- ▶ We will be delivering significantly more counselling sessions thanks to the extension to our contracted work for the Mindsight Surrey CAMHS service.
- ▶ We are very pleased to be able to expand our programme of parent workshops thanks to a grant from The Big Lottery Fund.
- ▶ We have secured funding from Health Education England, in partnership with The Eikon Charity, to recruit and train a Children's Wellbeing Practitioner to offer guided self-help support both to teenagers and to parents of younger children who are struggling with anxiety or low mood. Our trainee CWP started work with us in May.
- ▶ We have secured a new appointment to provide additional school counselling at Rosebery School.
- ▶ We are well advanced with plans to offer group-based therapeutic support for young people struggling with anxiety issues.

“I am exceptionally pleased with the service provided and couldn't have asked for better help. 12 weeks later and I am nearly back to my usual, happy self.
Female, 16

”

“Great service, very friendly therapist. Felt like I had great help and the tools to continue in life.
Male, 22

”

“The counselling was very helpful and I always felt understood, respected and knew that I had someone to talk to.
Female, 18

”

YOUTH SERVICES

One-to-One Mentoring



NICOLE
One-to-One
Mentoring

Nicole was 15 years old when her mum approached YMCA East Surrey for support. Suffering with extreme anxiety and depression, she had dropped out of school, wouldn't talk and spent her days lying in bed, facing the wall.

Today, two years on, Nicole is friendly, quietly confident and chatty. She credits much of this change to the support of her one-to-one mentor and YMCA Youth Worker, Keri Marshall.

"I had always been quite shy," remembers Nicole, "but after a fall when I broke my ankle, my anxiety spiralled out of control and I couldn't face going back into school. I was so depressed I didn't even want to live any more, but I couldn't find a way to reach out. I stopped speaking as I was terrified of being sectioned."

Keri remembers the early days when she started visiting the family.

"I would go up to Nicole's bedroom and sit with her while she lay in bed," says Keri. "There was no communication from her at all, but I told Nicole that I would be there for her, regardless of whether or not she spoke to me. I wanted her to trust me."

"After two to three months, Nicole began to talk. They were just one-word answers to begin with, but it was a huge breakthrough. It gave us something to build on."

Over the following months, YMCA East Surrey worked together with CAMHS to secure Nicole a place at a school specialising in helping

children and young people with anxiety. In June 2017, Nicole sat her GCSE's with their support and gained passes in Maths, Science and English.

She has recently completed her first year at college, studying Health and Social Care and is considering using her own experiences to help others in the future.

"Returning to education has gradually brought me out of my shell," says Nicole. "My confidence is growing, and I've made friends. I feel that I can be myself now."

She was recently part of a team of young people who facilitated a Youth Advisors Awards event, performing on stage in front of a large audience, and is keen to help shape services for young people in the future. She has also gained work experience this year as a bank YMCA Playworker.

"When I met Nicole," says Keri. "I saw a young person who was locked in with her pain and at her absolute lowest. Now, she is a different person – she's happy and she's able to communicate her feelings and aspirations."

"I can't put into words how much the YMCA's one-to-one mentoring has meant to me and my family," says Nicole. "If it wasn't for Keri, I honestly don't think I'd be here today."

Community Ambassador Programme (CAP)

Funded by Clarion Housing, our youth services team have been working with a group of 12 young people to give them a genuine voice and undertake social action in the Goodwyns estate area of Dorking.

The program has seen some early success, including the organisation of a youth consultation day to look at how to make their community better. Two of the CAP Ambassadors represented the group in Birmingham at a national networking event where they had the opportunity to gain skills on campaigning. They are aiming to use these skills to organise local sport and activity events, putting into practice some of the improvements they identified at the consultation day – watch this space!



**In 2017/18, we provided
one-to-one mentoring to
75 young people**

Dean came to stay at YMCA Hillbrook House via the 'leaving care' team when a foster placement broke down in August 2017.

"I was homeless for a couple of days until my Personal Advisor recommended me to the YMCA," says Dean, 20. "I've slept rough on the street before during my teens and it was hard. The attitude that people have towards the homeless and the looks that they give you are worse than the cold and the discomfort. I was so grateful to avoid going through that again."

YMCA East Surrey provides opportunities for people facing homelessness to access housing and support that meets their individual needs, either at Hillbrook House or our Move On accommodation. In the past year, we have provided a home to 91 young people facing homelessness in East Surrey and deliver over 300 hours of support to residents each month.

"Being at Hillbrook House was tough at first, but I made a lot of friends and became more independent," says Dean. "I learned how to cook and do my laundry, pay bills and manage my time. Will, my Support Worker, was great. He always had time for me and would cheer me up if I was feeling down."

Dean's ten months at YMCA Hillbrook House were hugely transformative. After regular sessions with a counsellor, he found support and acceptance from the Housing team when he started the process to make a transgender change.

"Everyone has been amazing," says Dean, "both with the practical help they've given me and the emotional support."

Our Housing staff helped Dean enrol into college and signed him up with the Pathway to Employment project - an intensive, targeted and wrap-around service of interventions that support people with significant barriers to move closer to the job market or into work.

"Having joined us at a difficult time in his life, Dean has come on in leaps and bounds and left Hillbrook House a humble and very likeable person," says Lee Fabry, YMCA Head of Housing. "I could not be prouder of Dean and the person he has become."

Now living in Supported Lodging, Dean has recently gained employment and, despite the challenges he's faced, he retains a positive attitude about the future.

"Working is so rewarding. It isn't just about the money - it's about getting out there, making friends and taking care of myself," says Dean. "I want to save for a car and, within a couple of years, I'd like to have my own place."

"Without the YMCA, I would definitely have been on the streets again. Instead, I have a job I enjoy, and I've been told I can always go back to Hillbrook House for help or advice. The door is always open."

DEAN
Housing Services

HOUSING SERVICES

Hillbrook House

**In 2017/18, we provided a home
to 91 young people
facing homelessness**



NextStep rent deposit scheme

NextStep is a free service, preventing homelessness by helping households referred by Reigate and Banstead Borough Council or Tandridge District Council to secure private rented accommodation. The team also provides support to both tenant and landlord to ensure these tenancies are maintained. As one tenant says, "Without this help and support, me and my daughter would be homeless, living in a B&B far away from family and school."

This year, NextStep created 78 new tenancies and prevented a further 26 households from becoming homeless in Reigate & Banstead. The team also created 10 new tenancies and prevented a further two people from becoming homeless in Tandridge. NextStep are always looking for new landlords with properties of any size to use this free service.



JOHN
Exercise
Referral

In January 2018, barely a month after his 70th birthday, John became the oldest person to receive a heart transplant at the Queen Elizabeth Hospital in Birmingham.

“I woke early one morning in April 2013 with my heart racing so fast that my wife called an ambulance and I was taken to hospital with suspected heart failure. After various tests it was found that I had a rare heart disease, Amyloidosis. My heart continued to deteriorate until, in July 2017, I was referred for a heart transplant.”

The wait for a donor was an emotional one and it wasn't until the 7th heart to become available was declared suitable that John underwent the operation. Fortunately, it was successful, and his recovery was swift. Three weeks later, John returned home.

“For the first month, I could hardly do anything,” he remembers. “When I got back on my feet, my leg muscles had all but disappeared. The days when I used to play rugby, cricket and squash felt a long way away.”

John was referred to our Exercise Referral programme, run by highly qualified British Association for Cardiovascular Prevention and Rehabilitation (BACPR) instructors, which provides specialist exercise and support to individuals who have a long-term health condition, disability or who are rehabilitating from an illness or injury.

“It would have been unsafe for me to use a regular gym, with no experience of how to

gauge my own fitness programme,” says John, a retired Design Engineer. “I desperately needed some help and guidance in a controlled environment.”

“The Exercise Referral team are friendly, knowledgeable and very professional. They have encouraged me to get moving and build up my strength through steady exercise but stop me from pushing myself too hard.”

“Without the YMCA, I would have been restricted to walking my way to fitness,” says John, “and yet simple actions like crossing the road were daunting, as I felt so unsteady. Now, my aim is to be able to do more around the house and to look after my garden.”

This year, our Exercise Referral programme has received 227 referrals. There have been 6,942 visits to specialist ER fitness classes and 10,993 ER gym visits. The team have also introduced a new falls prevention class, aimed at older adults who are unsteady on their feet.

“I consider myself so incredibly fortunate,” says John. “Firstly, that I have been given this second chance at living a healthy life and seeing my small grandchildren grow older. And secondly, that I am able to benefit from the Exercise Referral programme and the expertise of the YMCA staff.”

Walking for Health

Our Walking for Health scheme comprises over 600 members and is part of England's largest network of health walks. There are 28 different walks to choose from which are open to everyone but especially aimed at those who are least active. Many walkers are signposted to the scheme from local Wellbeing Prescription advisors.

The free group walks are led by friendly, trained volunteers. As one walk leader, Peter, says, “Over the years we have had many walkers who joined for health reasons. All have firmly believed that walking improved both their physical and mental wellbeing. It's not just the exercise but also the social interaction of making new friends while enjoying the Surrey countryside, and it's free!”



552 adults exercised safely
and effectively through
Exercise Referral in 2017/18

"I wasn't the most confident person when I first joined the YMCA Boccia Club," admits 28-year-old Fay. "I didn't know how good I'd be at a sport I hadn't played since school and, when I started, I couldn't throw very far at all."

Eighteen months later, Fay is a passionate and committed member of the Boccia team, who hates it if she misses a session. Many sporting activities aren't suitable for her as she has Cerebral Palsy and uses a wheelchair.

"I need 24-hour care and find it frustrating if people treat me differently because I am accompanied by a carer," she explains. "It's hard to have to rely on someone else when you are mentally independent."

"I have a lot of difficulties in my life but when I play Boccia, they all go away."

YMCA East Surrey's Boccia Club gives children and adults with additional needs or disabilities an opportunity to take part in a fully accessible Paralympic sport. It is the only Boccia Club in England to be accredited with Sport England's Clubmark. Boccia England Level 2 accreditation is due to be renewed by the end of 2018. A team of YMCA volunteers have also supported the delivery of the Surrey Youth Games since 2002, enabling children and young people with disabilities to represent their boroughs and districts in a countywide sporting event.

"I've improved so much since the early days," says Fay, "but I couldn't have done it without the support of everyone at the Club. Boccia is physically and mentally challenging, as you

must plan every move and think of each possible outcome. Throwing the ball is just a tiny part of the game. I'm getting better all the time and I plan to start going to a gym so that I can build up my stamina."

"My mental health has definitely improved since I've been coming to the Boccia Club. I enjoy the social side as there's often someone new joining in and the friendly banter is uplifting. We are all fiercely competitive though!"

Katie Gatt is YMCA East Surrey's Inclusive Sport Coordinator and the club's Head Coach. "A coach can only help players get so far," she says, "but Fay takes everything on board, recognises her own faults and tries to rectify them. She's incredibly determined."

Fay has been awarded a place for extra training at the Boccia England Academy in Guildford through her hard work and commitment. She aspires to play for England one day.

"Boccia is far more than just a hobby for me. Playing gives me a feeling of control over what I do and without it, everything would seem a little pointless," says Fay. "I want to take it further and become the best I can be."

"I was never really a lover of sport before. Now Boccia has made me an athlete."

FAY
Disability Sport



We delivered community outreach sport sessions to **213** adults aged 50+ or with a disability in 2017/18

Healthy Measures weight management

Aiming to make losing weight achievable and sustainable, this course combines support and nutritional advice with free access to our fitness centre. 138 people attended the course last year which is targeted at adults with a BMI over 26.

As one participant says, "This course is amazing, I have lost weight at a steady pace and gone down two dress sizes. I've learnt to gradually build up exercise and found physical activity that I enjoy. Not only am I now eating and living a healthier lifestyle thanks to Healthy Measures, but my family are as well and all of us have seen positive progress. Healthy Measures has turned my life around for the better and I will never go backwards. It's changed my life."

CHALLENGE FUNDRAISING EVENTS

2,600 people
took part in a YMCA
Challenge Event in 2018



“It’s been truly fantastic and
an experience / challenge on
so many levels. Thank you
to everyone - it’s been a real
blast and privilege.

”

Since 2014, our
amazing Challenge Event
participants have raised

£552,887



“The organisation was brilliant.
You all work so hard to make
it easy(ish!) for us. Lovely to
have made new friends.

”

“Great challenge, great people,
great memories. Thanks
to everybody!

”

The YMCA Fun Run saw

1,400 runners
in total and
900 of
these were children



Take on a challenge in 2019 and help us raise funds
and awareness of our charitable work. From cycling,
running, trekking or sleeping out, you can find out
more at:

www.ymcaeastsurrey.org.uk



THANKS

It would not be possible for us to help local people build brighter futures through our many projects shown in this Annual Review 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.

- 29th May 1961 Charitable Trust

Active Surrey

Albert Hunt Trust

Alchemy Foundation

Aptus Technology

The Baily Thomas Charitable Fund

BBC Children in Need

The Bassil Shippam And Alsford Trust

Banstead 5 Churches

The Beatrice Laing Trust

Bernard Sunley Charitable Foundation

Biffa Award

Big Lottery Fund

Boccia England

Boshier Hinton Charitable Trust

The Clara E Burgess Charity

Clarion Housing

C & N Cycles, Redhill

Coleman Trust

Comic Relief

Community Foundation for Surrey

Connick Tree Care

The C P Charitable Trust

The David & Claudia Harding Foundation

Dunhill Medical Trust

East Surrey Clinical Commissioning Group

East Surrey College

First Community Health and Care

Furzeffield School

Garfield Weston Foundation

Gatwick Airport Community Trust

Geoff Herrington Foundation

Govia Thameslink Railway
- Guildford & Waverley Clinical Commissioning Group

The Hedley Foundation

High Sheriff of Surrey

Hobson Charity Ltd

Horley Lions Club

London Marathon Charitable Trust

Loseley Christian Trust

Marks and Spencer, Redhill

Merstham Millenium Trust

Mindsight Surrey CAMHS

Misses Barrie Charitable Trust

Morgan Sindall Group

Morrisons, Reigate

The Netherby Trust

NHS

Osborne

Oxted United Reformed Church

Percy Bilton Charity

Peter Harrison Foundation

Raven Housing Trust

Redhill Methodist Church

Reigate & Banstead Borough Council

Reigate College

Reigate Methodist Church

Reigate Rotary Club

Richmond Fellowship

Royal Albert and Alexander School

Royal Horticultural Society

S E Franklin Charitable Trust

Sainsburys, Redhill

Santander Foundation

SASH Surrey and Sussex Healthcare NHS Trust
- SC Johnson UK

The Shanly Foundation

Simply Sports, Reigate

Sofitel London Gatwick Hotel

Sport England

St James's Place Charitable Foundation

Stanley Smith Horticultural Trust

Station Partnership Funding

Stocksigns, Redhill

Stripey Stork

Surrey & Borders Partnership

NHS Foundation Trust

Surrey County Council

Surrey Playing Fields Association

Sussex Community Rail Partnership

Sussex Police

Sussex Police Property Act Fund

Tandridge District Council

Tandridge Lions Club

Tesco Bags of Help

Titsey Rotary Club

Vines of Redhill BMW

Wellbeing Prescription Service

West Sussex County Council

WHSmith

William Allen Young Charitable Trust

YMCA East Surrey Challenge Fundraisers

YMCA East Surrey Committee Members, Trustees and Volunteers

YMCA England & Wales

YMCA South East Region Trust Fund

Youth Sports Trust

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.



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



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.



Give the gift of hope with a **Charity Gift in your Will**.



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

Find out more at www.ymcaeastsurrey.org.uk

SUMMARY OF ACCOUNTS

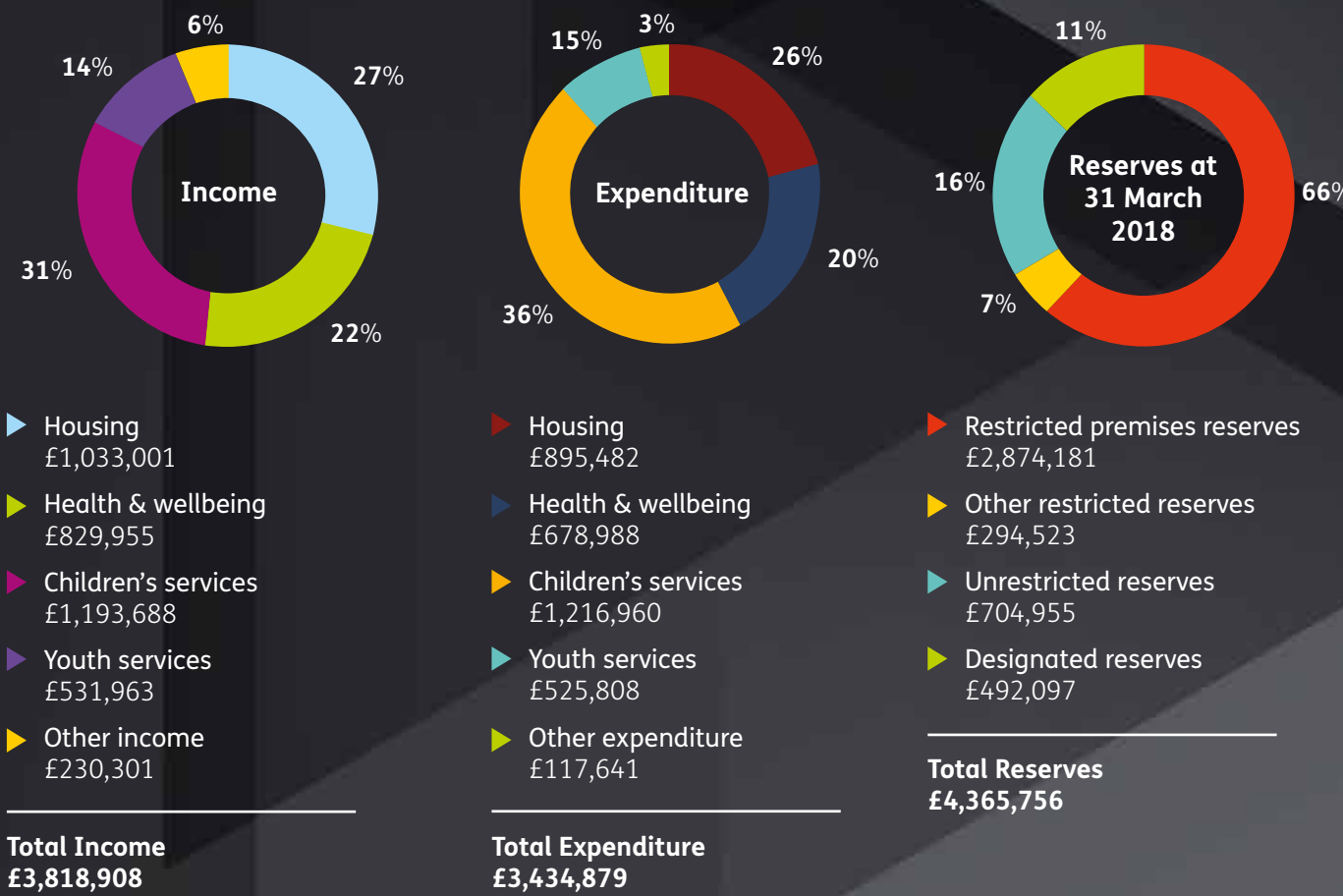
The following is a summary of our financial information for the year ended 31 March 2018. Total income for the year was £3.82 million and total expenditure was £3.43 million.

Staffing costs accounted for 66% of the total expenditure.

Total reserves at the end of the year were just below £4.37 million, of which 66% was attributable to the restricted premises funds. Other restricted funds were just under £295,000, designated funds were just over £492,000 while unrestricted funds amounted to a little under £705,000.

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:
YMCA Sports & Community Centre, Princes Road, Redhill, Surrey, RH1 6JJ 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 Banstead Children's Centre
The Horseshoe, Bolters Lane, Banstead, SM7 2BQ
T 01737 362058

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  YMCAEastSurrey

Registered charity no. 1075028

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Photography: Nigel Clifford, Sophie Hamilton,
Andy Newbold, Ian Stratton, Keith Walter

YMCA

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