

YMCA

A photograph of three young people in a gymnasium, cheering with their fists raised. The person in the back is a young man in a blue hoodie. The person in the front left is a young man in a black t-shirt and blue shorts. The person in the front right is a young man in a blue t-shirt with a graphic that says 'ISLA VISTA' and 'SANTA BARBARA'. They are all smiling and looking towards the camera. The background shows a large gymnasium with a wooden floor and large windows.

Annual Review

2018/19

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.

In November 2018, we were thrilled to be awarded the coveted title of ‘YMCA of the Year’ out of 116 YMCAs across England and Wales at the annual Youth Matters Awards.



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Our year in numbers



In 2019, our Challenge Events participants walked, cycled and ran

26,532 miles

We delivered over

37,000 hours of short break disability play and youth schemes



Our youth workers engaged with

2,480

young people through detached youth work and youth clubs



Our gym and classes received a total of

67,958

visits,

14,514

of these were through Exercise Referral



Hillbrook House staff delivered over

500

hours of support to residents each month



NextStep set up **99** new tenancies for those in housing need

Our Heads Together team delivered nearly **3,800** one-to-one free youth counselling sessions



Our amazing volunteers offered

1,151 hours of their time to support our summer playschemes for children and young people





Ian in the new Inclusive Sports Facility

Our YMCA was formed in 1870 and since then we have helped many generations of people to improve their lives, realise their potential and become the best they can be.

Services are delivered from six sites to over 16,000 people and span a diverse range of areas including sports, childcare, youth work, short breaks for children with disabilities, counselling and housing.

The last year gave us cause to celebrate as we completed the long awaited development of our brand new £2.5m Inclusive Sports Facility (ISF) at our Sports and Community Centre in Redhill. We are passionate about sport and physical activity and believe it has the capacity to transform everyone's lives for the better. Many of the people we work with are facing difficulties with mental health, long term illness, disabilities or social exclusion but it is amazing how getting active can improve their wellbeing and help them build the resilience and confidence they need to belong, contribute and thrive. This exciting project would not have been possible without the generous support of many funders and challenge fundraisers and we are extremely grateful to them all for their help in making it happen.

One key priority in our strategic plan is to create more low rent 'Move-on' schemes that can help young residents in supported housing to take a step towards employment and full independence. One such scheme was kick-started in March 2019 when, with support from the Borough Council, Reigate Methodist Church and the Netherby Trust, we were able to purchase a six-bedroom property in Merstham. A grant from Homes England will enable us to extend and refurbish the property so that it can offer high quality accommodation and support for local young people for many years to come.

We have seen lots of other development and expansion of services and it was satisfying to see this success recognised at the annual YMCA Youth Matters event in London where we won the YMCA of the Year Award. This achievement was thanks to the excellent team of volunteers, staff and trustees who make our YMCA so special.

Sadly Chris Brewer has decided to step down as our Chair at the AGM following many years of loyal service to the YMCA. Chris has been an inspirational leader, displaying passion, kindness and paternal support for the whole YMCA family. Our Vice Chair Paul Byrne will be taking on the role and I am sure he will be equally successful at steering the work of the YMCA in future years.



Official Opening of the Inclusive Sports Facility

L-R
Cllr Dorothy Ross-Tomlin (Mayor of Reigate & Banstead 2018), Penelope Horsfall (President), Baroness Tanni Grey-Thompson, Fay Hart (YMCA Boccia Club member), Michael More-Molyneux (Lord-Lieutenant for Surrey), Chris Brewer (Chair) and Ian Burks (CEO)

The crowning achievement of the last year has been the completion of our Inclusive Sports Facility. In March, Baroness Tanni Grey-Thompson honoured us by unveiling a plaque to commemorate the official opening of the new sports hall. We now look forward to the second phase of the development which will modernise and increase the size of the present gym. Our thanks go to all those who have worked so hard to achieve these developments and to our generous donors. I would particularly like to mention those who have run, walked, cycled and slept out overnight to raise nearly half a million pounds towards the ISF capital fund.



YMCA staff winning YMCA of the Year at the Youth Matters Awards 2018

In 2020, our YMCA will celebrate 150 years since it began in Redhill. Later in this report you will see a timeline showing some of the

highlights of those years, with extra detail given to the achievements of the last thirty years since the opening of Princes Road.

"Helping young people to build a brighter future" has been our motto and Hillbrook House, our supportive hostel for vulnerable young people, and now also two Move-on houses which provide more independent support are an important part of this.

It is interesting to reflect that in the years after the war the prominence was on providing youth activities such as football, angling and model railway clubs. Today, the emphasis is more on offering support to young people and helping people of all ages with health issues. Cutbacks on funding services, particularly within the youth sector, have led to many clubs and activities closing down.

At the YMCA, our Youth Services provide extensive mental health counselling and popular youth club activities. Detached youth workers support young people in the streets at night. But much more could be done with better funding and we would like to run further club and team activities to assist the 'Young Men' (and Young Women) in our original title towards a better life.

Finally, I would like to thank our CEO, Ian, staff, the Trustees and all our supporters for all that they do in what are not easy times.

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

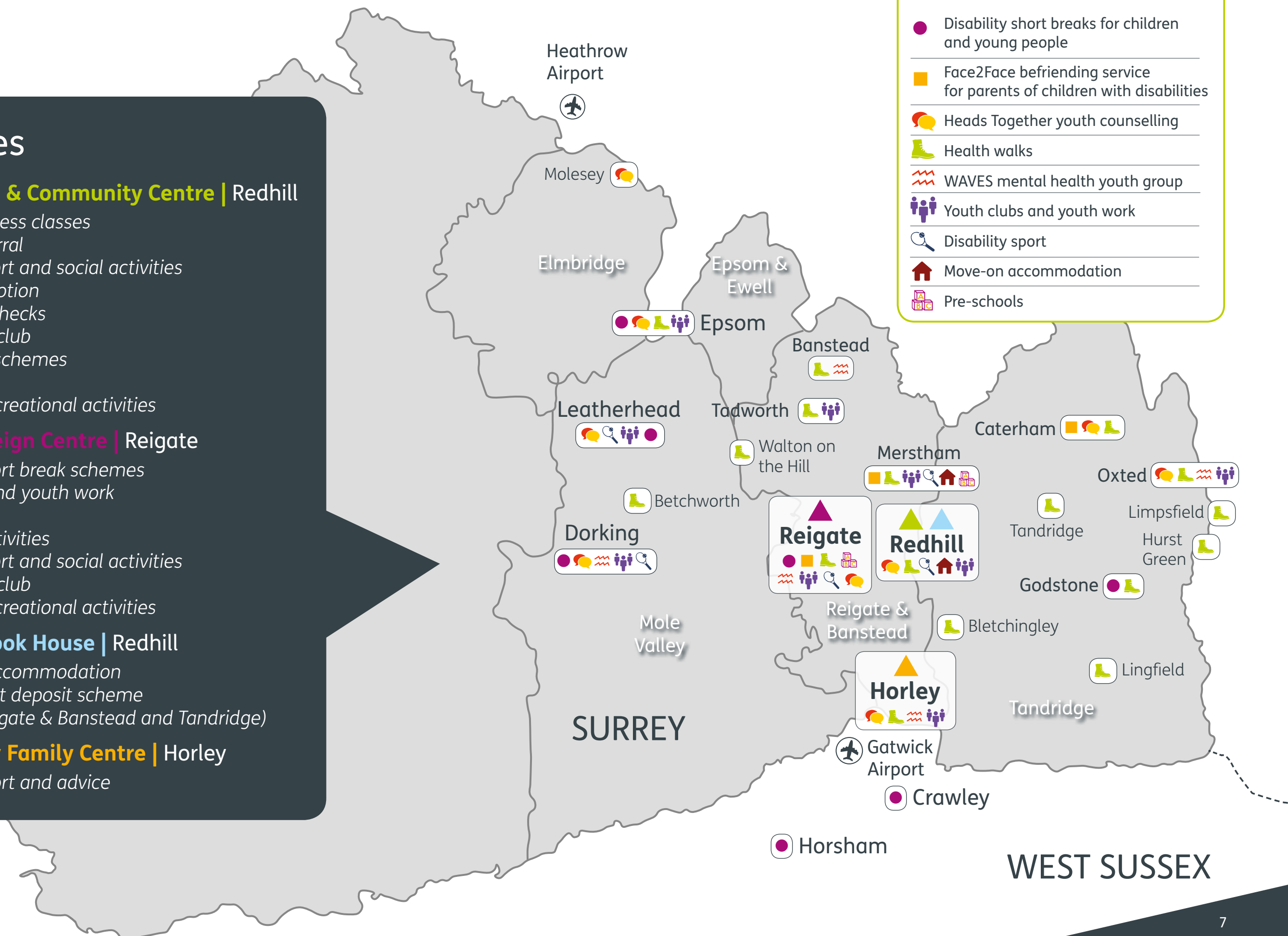
- Supported accommodation
- NextStep rent deposit scheme (covering Reigate & Banstead and Tandridge)

▲ YMCA Horley Family Centre | Horley

- Family support and advice

Our services (non-centre based)

- Disability short breaks 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
- 🏠 Move-on accommodation
- 📖 Pre-schools



The Beginning

1844

YMCA was founded by Sir George Williams – a worker in the drapery trade in London. Concerned about the welfare of his fellow workers, he started a prayer and bible study group. This soon grew and attracted men from across London.



1870

Redhill YMCA is established.

1883

Reigate YMCA is established.

1844

1870

1881

1883

1891

1914-1918 (WW1)

1916-1921

1939-1945 (WW2)

1953

1960s

1970s

1980s

1991

1994

2000

2001

2004

2009

2011

2014

2016

2017

2018

2019

2020

1881

The British YMCA incorporates personal fitness into its programmes and opens its first gym.

1891

The red triangle is adopted as the sign for the YMCA to reflect the three core aspects of wellbeing: mind, body and spirit.

The American YMCA invents basketball and goes on to invent volleyball in 1895.



1916-1921

A YMCA employment department is set up in England to deal with unemployment. It finds jobs for 38,000 ex-servicemen.

1939-1945 (WWII)

During the Second World War, YMCA introduces mobile canteens, bringing refreshments to the troops. It also supports displaced people, refugees and prisoners of war.



1960s

Reigate and Redhill YMCA purchases a former church in Bell Street, Reigate as another YMCA centre for activities including trampolining. Other activities are set up including an angling club, judo club and model railway club.



1950-1990s

1953

Redhill YMCA and Reigate YMCA merge to become Reigate and Redhill YMCA.

A YMCA centre is set up on the first floor on one of the shops on Raffles Bridge in Redhill to provide the local youth with somewhere to meet.



1970s

The former church building is sold, providing funds to build a new purpose-built YMCA centre.

1991

YMCA Sports and Community Centre opens on the site of the old Royal Earlswood Hospital's boiler house.



1994

Heads Together, a free counselling service for 14-24 year olds, became part of Reigate and Redhill YMCA.

2000

The first YMCA Fun Run is held in Reigate's Priory Park attracting 360 runners including 156 children. This leads to the start of more challenge events.



2001

Reigate and Redhill YMCA starts Yippee Club for children with disabilities.

2009

Reigate and Redhill YMCA agrees lease to manage Banstead Youth Centre on behalf of SCC and opens a Sure Start Children's Centre.

2017

YMCA East Surrey becomes a Registered Housing Provider and purchases Hillbrook House from YMCA England & Wales, securing the future of its work with homeless young people.

2000 - present



2014

Reigate and Redhill YMCA rebrands as YMCA East Surrey to reflect expanding services across the wider area.

YMCA East Surrey purchases a move-on house in Redhill providing housing for up to seven vulnerable young people to live independently with support from our housing staff.

2019

YMCA East Surrey purchases a second move-on house in Merstham providing housing for up to six vulnerable young people to live independently. YMCA Merstham Pre-school and YMCA Horley Family Centre open to extend support to local families.

1980s

The former boiler house of the deserted Royal Earlswood Hospital shows potential as a new centre. Despite being in the middle of fields at the time, the local area had plans for residential development.



2004

YMCA Hillbrook House is built in Redhill providing much needed supported accommodation to homeless young people.

2011

YMCA Sovereign Centre reopens after £1.2m is raised for its renovation as a centre for children and young people, especially for those with disabilities.



2016

YMCA Sovereign Pre-school opens in Reigate.

2018

YMCA East Surrey is awarded YMCA of the Year out of 114 YMCAs in England and Wales.

The Inclusive Sports Facility is completed as an £2.6m extension to the YMCA Sports and Community Centre in Redhill, providing a centre of excellence for disability sport, health and wellbeing in East Surrey.



2020
YMCA East Surrey's 150th year.

CHILDREN'S SERVICES

Early Years and Out of School Childcare

Y-Tots Crèche

looked after 
144

children while their
parents exercised

► YMCA Pre-schools

Following the successful opening of YMCA Sovereign Pre-school in Reigate in 2016, the new YMCA Merstham Hub Pre-school opened in April 2019. Both pre-schools are committed to providing outstanding early education in safe welcoming environments. We strive to nurture children to develop a sense of self-worth and seek to give them the best start in life.

“

Since starting pre-school, my daughter has grown in confidence and is now ready for school. They have different activities every day to stimulate their young minds. The staff are professional and friendly and my daughter enjoys every minute there.

Pre-school parent

”

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

“

The Holiday Club offers flexible day bookings, sports facilities and a range of activities. My son wants to stay until the very end.

Holiday Club parent

”

565
children enjoyed
our **Y-Kids**
Holiday Clubs
in Redhill 

Y-Kids Holiday Club ◀

Children enjoyed the 'Habitat' themed summer holiday club in Redhill. Highlights included playing in the new outdoor playground and at Earlswood Junior School playing fields, as well as the popular end of week discos.

► Y-Kids After School Club

254 children attended our After School Clubs in Redhill and Reigate in 2018/19. We now pick up from nine local schools and children enjoy a range of activities including outdoor play, sports sessions, crafts and free play.

576 children
took part in recreational
sporting activities 

“

The staff are always pleasant and happy and know the children well. My daughter loves coming!

After School Club parent

”



East Surrey Acrobatics squad

Merstham Pre-school

The eagerly awaited opening of YMCA Merstham Hub Pre-School took place in April 2019. The pre-school offers high quality and affordable childcare for children aged 2-5 years, supporting children to develop the key skills needed for their next stage.

Pre-school Manager, Teri Morris, says: "There has previously been a lack of pre-school provision in the Merstham area. At YMCA pre-school we promote learning as an enjoyable experience, during which children build upon their natural curiosity and creativity. By doing this, we aim to instil a love of learning that will benefit children throughout their lives."



252 children
aged 5-11 attended
our Yippee disability
playschemes in
2018/19



Like many 7-year-olds, Jessica loves playing with her friends in the school holidays. She is a happy, sociable, confident little girl who is always interested in whatever is going on around her and has been coming to our Yippee Club for just over a year.

YMCA Children's Services Coordinator, Kirsty Titheridge, says: "Jessica brings a lot of positive energy to all of the sessions she attends and a smile to the face of every child and staff member who gets to play with her!"

Jessica has Downs Syndrome and for her mother, Jo, our Yippee playscheme provides a safe, caring environment where she knows her daughter will be well looked after and entertained. Yippee caters for children aged 5-11 with a wide range of disabilities and complex needs.

"Jessica and I spend a lot of time together," says Jo. "I'm a single mother, without family nearby, and looking after Jessica is often too big a responsibility to place on friends."

"Without Yippee, the school holidays would be quite difficult to manage. Jessica loves to be busy but also needs extra attention and care, so Yippee helps us have some time away from each other to recharge."

Jo heard about the disability playscheme at a time when she was beginning to realise that she would maybe need more help in the future.

"It was reassuring to know that there are options such as Yippee available," she says.

"Jessica settled in well from the start. The staff are amazing, and she sees a lot of friends who she already knows when she comes to Yippee. They love to play together and she enjoys all different activities on offer."

Jo uses the time while Jessica is at Yippee to work and pursue her own interests. She runs a small baking business and is training to be a Tai Chi instructor. Explaining what it means to have these small pockets of respite, she says: "Tai Chi was the first thing I've ever done for myself since Jessica was born and Yippee has allowed me to be able to attend classes in the holidays, which in turn is leading to a new career teaching Tai Chi."

Jessica attends Yippee for a couple of sessions each week during the school holidays. Jo would like to do more, but financial constraints make this difficult.

Stuart Cox is our Short Breaks Manager. He says: "We are constantly striving to help people like Jo and Jessica by offering free places for those who need extra support. Last year, we delivered over 37,152 hours of short break disability play and youth schemes, providing families with respite from often very demanding caring responsibilities."

"With the money raised from YMCA Challenge events this year, we aim to offer 1,000 free days of play to those who need them most."

197 young people aged 12-18 attended our Yip4Youth disability youth schemes in 2018/19



Sharon is a single parent and full-time carer to Josh, 17, who has Downs Syndrome and Cerebral Palsy. She also cares for her mother and father.

"There have been times when Josh was younger," she says, "where I had periods of getting no respite at all and it pushed me to the brink of a breakdown."

"I have spent almost eighteen years with the same parenting responsibilities," says Sharon. "Josh can't access the kitchen at home and so he needs all of his meals made for him. He also requires help with personal care. Many tasks take physical strength and it's tiring."

Josh currently attends Yip4Youth, our fun and friendly youth club, weekend and holiday scheme for young people aged 12 to 18 across East Surrey and West Sussex. He is a happy, sociable, chatty young man who always has a smile on his face.

"Josh doesn't have siblings," says Sharon, "and his school friends are widespread so the holidays could be an isolating time for him if he was at home. As it is, many of the friends that Josh has known since he was young come to Yip4Youth, so he has a fantastic time."

Yip4Youth offers a wide range of activities, including regular trips out in the local community. These trips have enabled Josh to gain some independence and develop life skills which will help him in the future.

"The range of activities offered is huge and Josh can access so many different experiences through the leisure scheme. He enjoys the outings immensely – particularly cycling, visiting the seaside and going to the pantomime."

"The staff are cheerful, dedicated, accepting and constantly interact with the young people. They all have so much energy. I do a lot with Josh, but they fit into a day what it would take me a week to achieve!"

Sharon uses the time that Josh is occupied at Yip4Youth to recharge her batteries and enjoy time with her partner and friends.

"The breaks that Yip4Youth allow me are heaven. The specialist provision offered by the leisure scheme enables me to drop Josh off with the reassurance that all of his needs will be cared for while I care for myself for a while."

Sharon says that Josh has grown in maturity throughout the months that he has attended Yip4Youth.

"He is more confident; he no longer wants to use his walking frame and his interaction with others has improved."

Pausing for a moment on the bouncy castle, Josh has the final word. What is his favourite activity at Yip4Youth?

"Everything!" he says, with a grin.

Fun and games at Yip4Youth



YMCA Horley Family Centre

Following Surrey County Council's restructuring of Children's Centres across the county, YMCA Horley Family Centre opened in September 2019 as one of four Family Centres in Reigate and Banstead.

Family Centres are part of a wider service to support families with children aged 0-11 that are the most vulnerable or need additional help. YMCA Horley Family Centre will work with the other three local centres to offer the right help at the right time to prevent families' needs escalating and reducing the demand for specialist services. The centre will also help families to access support from other universal services, enabling families and children to be happier, healthier, to learn and achieve their full potential.

LifeWorks cricket match



Volunteering

Our volunteers are an integral part of our team, providing support to a variety of projects across East Surrey and West Sussex. They help to make a difference to the lives of the children, young people and families with whom we work. Over the summer, our dedicated volunteers contributed 1,151 hours of their time across our children's and youth services.

Volunteering is a great way to gain experience, learn new skills and make some new friends. One of our volunteers, Kousthubha, sums up her experience, "Volunteering with YMCA East Surrey has been an incredibly rewarding experience that has given me the chance to work with a lot of amazing people and develop a great sense of initiative and people skills. I would definitely recommend it to anyone."



Our youth services team deliver on average

157 hours of inclusive activities each month

"The YMCA staff are nice and helpful," says Charlotte. "They make me feel safe and they work hard to make me have a happy day."

Charlotte is 24 and currently attends a variety of sessions through our LifeWorks project. She first came along to Yip4Youth as a teenager, before moving on to the Friday Night Project while she was at college.

Charlotte has a unique and complicated condition, resulting in sensory impairment, epilepsy and learning difficulties. She has more recently been diagnosed with non-epileptic attack disorder.

LifeWorks provides inclusive sporting and social activity days for people aged over 16 with disabilities. The project was just beginning when Charlotte first joined and has developed considerably over the last year. It is now able to offer more tailored layers of support to accommodate those with widely varying levels of disability.

Charlotte requires one-to-one care throughout activity sessions, with two-to-one assistance for outings. She is extremely fond of many of the YMCA staff who support her.

"Dan has been there for me with the Friday Night Project and when the Lifeworks sessions began. Without his support, I wouldn't have been able to go," says Charlotte. "I'd also like to thank John for finding time for me when I need him and making me feel safe."

Her mum, Jane, agrees: "The staff helped us both through a really difficult time last year, when Charlotte's health deteriorated," she says. "They have never given up on us and, in my darkest moments, I know that I can pick up the phone to talk to someone who will listen."

"Yip4Youth and the Friday Night Project gave Charlotte friends, security, fun, activities and a social life. Through LifeWorks, I'm now seeing glimpses of my old Charlotte coming back. She's happier, more relaxed and more active. She might have a disability, but underneath she's a 24-year-old like any other."

Jane also volunteers at the YmmmCA Café.

"It's my way of giving something back," she explains. "I wouldn't have a life without YMCA East Surrey, and I am incredibly grateful for everything you do for us."

Charlotte says: "Without LifeWorks, I would be sitting at home. I would be bored and unhealthy. The staff look after my personal needs and have created a visual timetable for me, which is very helpful. I feel like I'm making progress."

"I don't think there's anything close to the YMCA and there's nothing better than the activities which are on offer."

YOUTH COUNSELLING

Heads Together

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.

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.

We aim to help young people to cope with difficult emotional, family or personal circumstances, enabling them to lead fuller and more satisfying lives.

Highlights of the year

- ▶ 737 children and young people contacted us to request support and we delivered nearly 3,800 one-to-one sessions.
- ▶ 28 counsellors provided sessions in 13 community venues across East Surrey.
- ▶ We introduced our Children's Wellbeing Practitioner (CWP) service offering guided self-help for children and parents.
- ▶ We have continued and expanded our work with Surrey & Borders Partnership NHS Trust, delivering counselling to young people under the Mindsight Surrey CAMHS service.
- ▶ We were appointed to provide the school counselling service at Rosebery School in Epsom.
- ▶ Thanks to Big Lottery Fund, we have delivered workshops for parents to help them to support their children's mental health needs.

We took **573** Mindsight referrals; seeing **299** young people for an initial assessment.

We took **164** self referrals; we saw **117** young people for an initial assessment.

We ran over **2,000** Mindsight counselling sessions.

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

315 young people began Mindsight counselling sessions.

117 self-referred young people began further counselling sessions.

Gaby's story *



Gaby came to counselling with high anxiety and always did everything for others. She felt other people's problems deeply and didn't see a way out. She had been through significant bullying for a number of years in secondary school. This had left her not feeling confident and worried about what the next bad thing to happen to her would be.

Gaby started counselling by explaining what she had been experiencing. After a couple of sessions, we used creative ways of working such as blob trees, buttons and got her family and friends to describe her in three words. Gaby described herself as funny, caring and generous, and by asking others she was able to see that others thought she was too.

After speaking about her different friendships and with some reflections from counselling, she was able to realise what was good for her and what wasn't. This process empowered Gaby. Gaby had learnt that it was okay to choose her own way. Her new found confidence helped her to make new friends who supported and encouraged her.

**name has been changed for confidentiality*

Looking ahead

In 2019/20 we will be extending and enhancing our services.

- ▶ We have two counsellors training on NHS-approved programmes to become accredited, evidence-based therapists specialising in Cognitive Behavioural Therapy and Interpersonal Therapy.
- ▶ We have secured funding to support the development of a service specifically for the 18-25 age group who often fall between statutory provision for children and adults. This service, called Mind the Gap, is being developed in partnership with The Mary Frances Trust.
- ▶ We are supporting a number of schools across East Surrey to deliver targeted workshops and whole-year group mental health education.

“ This service helped improve my mental wellbeing. I left the service a lot happier than ever.
16 year old ”

“ Excellent service, exceptional stuff. Lovely and comfortable place, was extremely useful and helpful. Thank you!
17 year old ”

“ Was a comfortable environment. My counsellor took time to understand me as a person and addressed my issues properly.
15 year old ”

“ Lovely counsellor, very supportive and understanding.
18 year old ”

165  young people
accessed a WAVES youth
club in 2018/19

Shannon is one of the founding members of WAVES, having attended the project since its launch in 2015.

WAVES (Wellbeing, Awareness and Voice for East Surrey) is our youth group with a difference, which aims to raise awareness of mental health and provide support in a positive way to young people aged 11 to 19. This project is funded by Comic Relief.

"I first heard about WAVES through an assembly at my school," says Shannon, 17. "I tried a session, immediately felt comfortable within the group and enjoyed it so much that I wanted to go back every week."

Shannon has struggled with anxiety that affected her day to day life both at school and at home.

"I changed schools in my early teens and found starting over at a new school with no friends extremely difficult," she says. "I would cry and feel sick every morning and my emotions were so up and down. Anything could trigger my anxiety at any time. It was so scary to be me at that time."

Shannon spent many of her days feeling unable to remain in her classes. Luckily, she had understanding teachers who encouraged her to keep in contact with our WAVES youth worker, Ella Sowton. This, along with a move back to her old school, helped Shannon to feel more settled.

Later that year, however, her nan was taken seriously ill and, with much of her mother's

time and energy taken up with hospital visits, Shannon found herself upset, anxious and needing further support.

"WAVES provided a place where I could disconnect from everything that was going on at home and at school," says Shannon. "At the same time, if I wanted to talk, there was always someone who would listen without judging."

Shannon says that she now feels 'in a really good place'. In the past few years, she has taken part in many social change events through WAVES to improve young people's access to and experience within the mental health system. Last year, she took part in a YMCA-led town twinning visit to Germany.

"I had never left the country before" she says, "and I feel very proud of myself that I travelled abroad for the first time without my mum."

Ella Sowton says: "Shannon is a true mental health champion who has grown in confidence and sees the importance of supporting others. She has such a positive attitude, is always looking to get involved and is willing to help."

"I really don't know where I would be without WAVES," says Shannon. "I've learned to speak up for myself and share how I'm feeling, which is helping me in school."

"WAVES has taught me so much. Now it's important for me to try and help others."

WAVES watersports activity day



Youth work

Never has there been a more crucial time for young people to have access to youth clubs. Head of Youth Services, Stuart Kingsley, says, "Young people are telling us that they are scared. They don't want to be on the streets." To help meet this need, we have increased our open access youth services for 11-16 year olds. Our new ventures include setting up new youth clubs at Christ Central and St John's Church in Redhill and in Leatherhead at the Bridge Youth Centre.

These open access universal services run alongside our WAVES youth drop-in for young people which focuses on mental wellbeing. We expect to see up to 200 young people per week attending our seven youth clubs and WAVES sessions. Our aim is to provide safe and accessible places for local young people to build their self-esteem and self-confidence.



Y-Focus photography trip to Camden

NextStep rent deposit scheme

NextStep is a free service delivered in partnership with Reigate and Banstead Borough Council (RBBC), preventing homelessness by helping households referred by RBBC or Tandridge District Council to secure affordable private rented accommodation. The team also provides support to both tenant and landlord to ensure these tenancies are sustained. As one tenant explains, "It's such a relief to finally be secure again after our eviction. We couldn't have done any of this without NextStep."

This year, NextStep created 80 new tenancies and prevented a further 14 households from becoming homeless in Reigate & Banstead. The team also created 25 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.



In 2018/19, we provided a home to
115
young people facing homelessness



Between August and October of last year, 22-year-old Zoe spent her nights either sofa surfing at the houses of friends or grabbing a few hours of sleep where she could in local car parks.

"I hated everyone, and I hated the world," she says. "I couldn't see how to improve my situation without a job or any money. I was depressed and angry."

Zoe's relationship with her mother had been under stress for a couple of years.

"I felt like the black sheep of my family," she explains, "and, because it was awkward and tense at home, I spent my time either sitting in my room or out with friends. I began to drink and experiment with drugs as they helped me relax, but this caused my relationship with my mum to crumble even more and then break down completely."

Zoe heard about YMCA Hillbrook House at the end of last year from a friend who was a resident.

"At that point, I'd been rejected so many times – relationships, jobs and housing. I decided that if I couldn't get a place at the YMCA, I would kill myself," she says now with terrifying honesty.

Fortunately, we were able to help Zoe. She has been living at Hillbrook House since December and is taking part in our Y-Focus programme which offers regular activity workshops to residents, ranging from employability, money management and life skills, through to gym sessions and mental wellbeing.

Our housing services help many young people like Zoe, whether through supported accommodation at YMCA Hillbrook House or our move-on properties in Redhill and Merstham. Our Merstham move-on was purchased in early 2019, expanding our options to help ease the transition from supported housing to independent living. Last year, we supplied accommodation to 115 young people facing homelessness in East Surrey.

Nicole Tootill, YMCA Housing Support Manager, says: "The purpose of Y-Focus is to tackle the growing issue of inactive residents and give them the opportunity to learn new skills, assisting them on their journey to independence. It has been a pleasure to watch residents adapt, develop and thrive. We have achieved a 96% success rate in at least two life skills areas for residents on the Y-Focus scheme and provide over 500 hours of resident support each month."

"It hasn't been easy but so far, I've made some big steps in bettering myself," says Zoe. "I've quit drugs completely and I rarely drink or go clubbing."

"I appreciate the chance I've been given every day," says Zoe. "Finally, I don't have to worry where I'm going to sleep, cook or wash. The staff are like family to me and I've been accepted for myself by everyone."

"Without the YMCA, I would be very broken. Instead, I feel content, focussed and motivated and I can try to put the last couple of years behind me."

519 adults exercised safely and effectively through Exercise Referral in 2018/10



"I never thought I'd set foot in a gym!" laughs 68-year-old Julie.

"Eighteen months ago, I was overweight, lacking in energy and depressed. It was difficult to go out with friends when they could all walk further than I could."

"I had a serious fall, which resulted in a head injury that required an operation, and the doctors at St George's Hospital told me that I would have died if I hadn't been treated so quickly. For the first time, I was determined to improve my health and fitness."

Julie's doctor gave her details for our Exercise Referral programme, supported by East Surrey Clinical Commissioning Group, which enables people with a chronic health condition, injury, illness or who have a disability to engage in physical activity and lead a healthier, independent lifestyle. She began by attending our Seated Class once a week.

"I was made to feel so welcome," she says. "Yes, I found it hard to do some of the exercises, but so did other people in the class and there was always help at hand."

"Over time, I began to feel the difference in my fitness. My muscles grew stronger, I was more mobile, I felt younger, and I started to lose weight. These changes inspired me to push harder, and so I tried other classes too."

"Now I attend four classes a week within the Exercise Referral programme and I love my gym sessions!"

In 2018/19, we received 286 referrals onto the Exercise Referral scheme - an increase of 23% on the previous year. 8,150 attendances were recorded for our supervised Exercise Referral classes. Our new Inclusive Sports Facility has provided more opportunities for specialist group exercise in a state of the art environment.

Julie signed up to take part in our 10-week Healthy Measures weight management and lifestyle course which supports men and women with a BMI over 26 to lose weight and keep it off for good.

"The dietary advice was incredibly helpful," she says, "and there's so much overall support, encouragement and motivation from the staff. I've lost three stone and seen an improvement in the symptoms of a long-standing medical condition which affects my immune system."

Last year, 114 people went through the weight management course and 60% of participants lost weight. Many people are referred to us through the local social prescribing service, a service to support people to improve their health and wellbeing.

"The YMCA Sports and Community Centre is somewhere I know I can go and be made welcome, meet friends, enjoy my exercises and have a good time," says Julie. "Without this support, I would be the same old me, struggling on my own, and I couldn't have made these changes."

"Instead, the staff and trainers have become my friends and I'm looking to see what classes I can try next. If I could, I'd bring my bed here and move in!"



Stroke Rehabilitation class

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 29 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.

This year we developed a number of new walks in partnership with local GP surgeries to encourage patients and local residents who may be recovering from an illness or injury to reap the rewards of walking. The free group walks are led by one of our 60 friendly, trained volunteers. As one walk leader and local volunteer health champion, Brian, says, "The number of people who have joined the new Birchwood Acres walk have said how much they've enjoyed their time walking with us. This has given patients who are relatively new to walking the opportunity to meet others and help them to stay fit and healthy in the future!"



Our new Inclusive Sports Hall

Inclusive Sports Facility

In March 2019, we opened our Inclusive Sports Facility, enabling us to expand and deliver more tailored sport and physical activity for people with long term health conditions and disabilities. We have introduced a number of new sessions including Walking Football, Otago Strength and Balance, Inclusive Dance, Wheelchair and Disability Badminton and a new Junior Boccia Club. The new facility has meant we've seen a 97% increase in the number of disability sport attendances compared to last year.

We recently hosted a Surrey Super Sports day where 44 adults with disabilities took part in a range of sport and exercise sessions. Participants were able to try out free sessions of Boccia, Badminton, Football, Tai Chi, Dance, Golf and Cricket plus much more. One participant said, "The day was great; the staff were understanding and good at teaching people new things."



We delivered community outreach sports sessions to **769** adults with a disability in 2018/19

Stuart credits our disability sports sessions and inclusive activities with keeping him independently mobile.

"It is a challenge to stay physically active," says Stuart, who has Cerebral Palsy. "The gym and inclusive classes really help me with my fitness and general mobility. Without them, I might be in a wheelchair and I'm not ready for that."

He currently enjoys our inclusive gym, yoga, stretch and Rebound Therapy sessions and has been involved with a wide variety of YMCA projects for the last ten years. He is also a key member of the YMCA East Surrey Boccia A Team, which reached the Boccia England National Finals this year.

This year, we opened a new inclusive sports facility to enable people who are rehabilitating from an illness or injury or have a disability to take part in more targeted sport and physical activity. We have added an additional 14 sessions of targeted health and wellbeing activities from inclusive dance to wheelchair and disability badminton, wellbeing circuit classes to falls prevention.

Plans are now underway to improve our fitness facilities by expanding and developing our existing gym into a larger, more accessible environment for people with disabilities and long-term health conditions to safely exercise. We will also gain two studio spaces for group

exercise, seated classes and social activities such as short mat bowls.

Last year we had 955 attendances to our disability sport activities. By working with more partners and disabled people led organisations, we will aim to reach and engage with even more disabled people to enable them to take part in regular physical activity.

Stuart, 33, lives independently but likes being busy and interacting with others. He now volunteers on the reception desk at our YMCA Sports and Community Centre and enjoys the challenge of learning new skills.

"I like mixing with other people," he says, "and volunteering gives me important work experience. I used to be quite shy but answering the phones and dealing with enquiries has increased my confidence."

Katie Gatt is YMCA Disability Sports Coordinator. She says: "Everything we do at the YMCA with disability sport and inclusive activities is geared towards improving every aspect of people's lives. Having fun and engaging with others is important in creating a general feeling of wellbeing."

"Stuart is now doing things that he's never done before and he's more fulfilled as a result. He is a great example to others, as he has put in the effort and hard work and is now reaping the rewards."

"Life without the YMCA's inclusive services would be a struggle in so many ways – not just for me, but for a lot of people," says Stuart. "It's a lifeline which keeps me from feeling isolated."



2,672

people took part in a
YMCA Challenge Event
in 2018/19

In the last three years, Bex has walked, scrambled and climbed more than 150 kilometres, covering 9,649 metres of ascent, to fundraise for YMCA East Surrey.

"I was originally looking for a new challenge," says Bex, 36. "Having run a handful of half marathons and nursing a back injury, I wanted to find a lower impact activity that would still stretch my abilities."

Seeing a flyer for the 2017 3 Peaks event on a trip to the gym and encouraged by the support offered from the YMCA challenge team, Bex signed up to climb the three highest peaks of Scotland, England and Wales in just 24 hours.

"I had looked at other organisations who do this event," says Bex, "but some were very expensive. The YMCA Challenge, on the other hand, was affordable, with the donation minimum being easily achievable, and it was for a good local cause. I didn't feel awkward about doing it on my own as I was reassured that I'd be in safe hands."

"During the first training session, I was exhausted, and my heart was pounding. I honestly wondered if I should pull out. It was tough. But then I hit a groove and realised that I could go on."

She remembers the sleep deprivation being the hardest part of the actual challenge and found the downhill sections of each peak more strenuous than the climbs.

"The Youth Hostel looked like the Promised Land when we had completed the challenge. I was so happy that I didn't have to see another rock that night!"

Even so, Bex went on to take part in the Yorkshire 3 Peaks in 2018 and the Lake District 10 Peaks earlier this year. In total, she has now raised a total of £1,194.75 from her three YMCA Challenge events.

"It's important to me to have a focus and a purpose," says Bex. "My friends and family can't believe what I've achieved in the last three years. There have been moments that reduced me to tears, but my determination and resilience have grown from those times."

"YMCA East Surrey gives you the training and support you need to do something amazing. The team are experienced and encouraging. All the logistics are sorted out for you, making it safe, simple and fun to do."

"In Yorkshire, there was a moment when I looked up at the climb ahead and didn't believe that I could make it. It was an incredibly hard scramble, but I will never forget the feeling when I turned around at the top and looked back at the route I'd taken."

"I've realised what I can do when I put my mind to it."



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	Healthwatch	S E Franklin Charitable Trust
Active Surrey	The Hedley Foundation	Santander Foundation
Albert Hunt Trust	The Hobson Charity Ltd	The Shanly Foundation
Alchemy Foundation	Homes England	Simply Sports
Badminton England	LandAid	Sofitel London Gatwick
Bassil Shipham & Alsford Trust	Lingfield Parish Council	Sport England
BBC Children in Need	London Marathon Charitable Trust	St Faith's Trust
Biffa Award	Loseley Christian Trust	Stocksigns
Boccia England	Marks and Spencer	Stripey Stork
Boshier Hinton Charitable Trust	Merstham Millennium Trust	Surrey and Borders Partnership
C & N Cycles	Mole Valley District Council	NHS Foundation Trust
Chapman Charitable Trust	National Lottery Community Fund	Surrey County Council
Charles Hayward Foundation	Nationwide Building Society	Surrey Football Association
Clarion Housing	Netherby Trust	Surrey Playing Fields Association
Clockwise Marketing	Osborne	Surrey Police and Crime Commissioner
Coleman Trust	Oxted United Reformed Church	Sussex Police
Comic Relief	Percy Bilton Charity	Tandridge District Council
Community Foundation for Surrey	Peter Harrison Foundation	Tandridge Together Lottery
Connick Tree Care	Plan Insurance Brokers	Team Cake Cyclists
The C P Charitable Trust	Postcode Community Trust	Tesco Bags of Help
The David and Claudia Harding Foundation	Raven Housing Trust	Three Guineas Trust
Dunhill Medical Trust	Redhill Methodist Church	Waitrose & Partners Community Matters
East Surrey Clinical Commissioning Group	Reigate & Banstead Borough Council	West Sussex County Council
EIKON	Reigate & Banstead District Sports Council	Wimbledon Raquet Club
Finch Cycles	Reigate Business Club	YMCA East Surrey Challenge Fundraisers
First Community Health & Care	Reigate Methodist Church	YMCA East Surrey Committee
Garfield Weston Foundation	RHS - Elspeth Thompson Bursary	Members, Trustees and Volunteers
Gatwick Airport Community Trust	Richmond Fellowship	YMCA England & Wales
Geoff Herrington Foundation	Rotary Club of Crawley	YMCA South East Region Trust Fund
Guildford & Waverley Clinical Commissioning Group	Rotary Club of Redhill Redstone	Youth Sport Trust
Health Education England	Rotary Club of Reigate	

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.



Be part of our legacy and 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

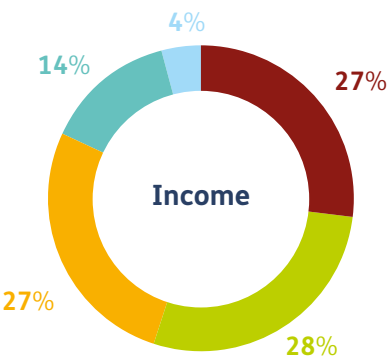
The following is a summary of our financial information for the year ended 31 March 2019. Total income for the year was £5.08 million and total expenditure including interest payable was £3.85 million.

Staffing costs accounted for 66% of the total expenditure.

Total reserves at the end of the year were £5.65million, of which 74% was attributable to the restricted premises funds. Other restricted funds were just under £204,000, designated funds were just under £484,000 while unrestricted funds amounted to a little over £773,000.

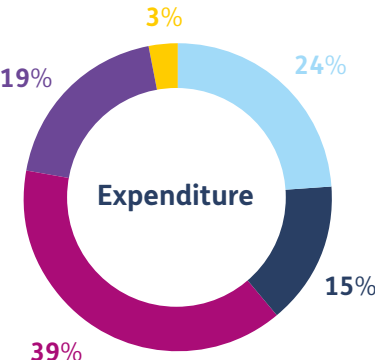
The above information was extracted from the full annual financial statements prepared in accordance with the Housing Statement of Recommended Practice 2014, the Accounting Direction for Private Registered Providers of Social Housing (issued by the Homes and Community agency in September 2015), the Housing 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 The Charity Commission, Companies House or www.ymcaeastsurrey.org.uk



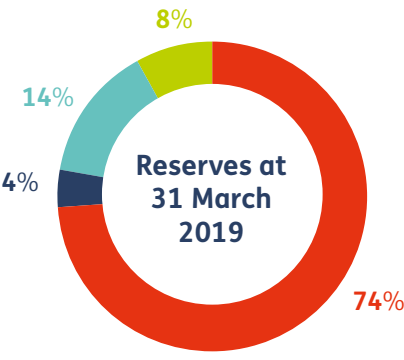
- ▶ Housing £1,067,522
- ▶ Health & wellbeing £502,774
- ▶ Children's services £1,355,880
- ▶ Youth services £711,009
- ▶ Other income £198,493

Total Income
£3,835,678
Income for capital projects
£1,244,713



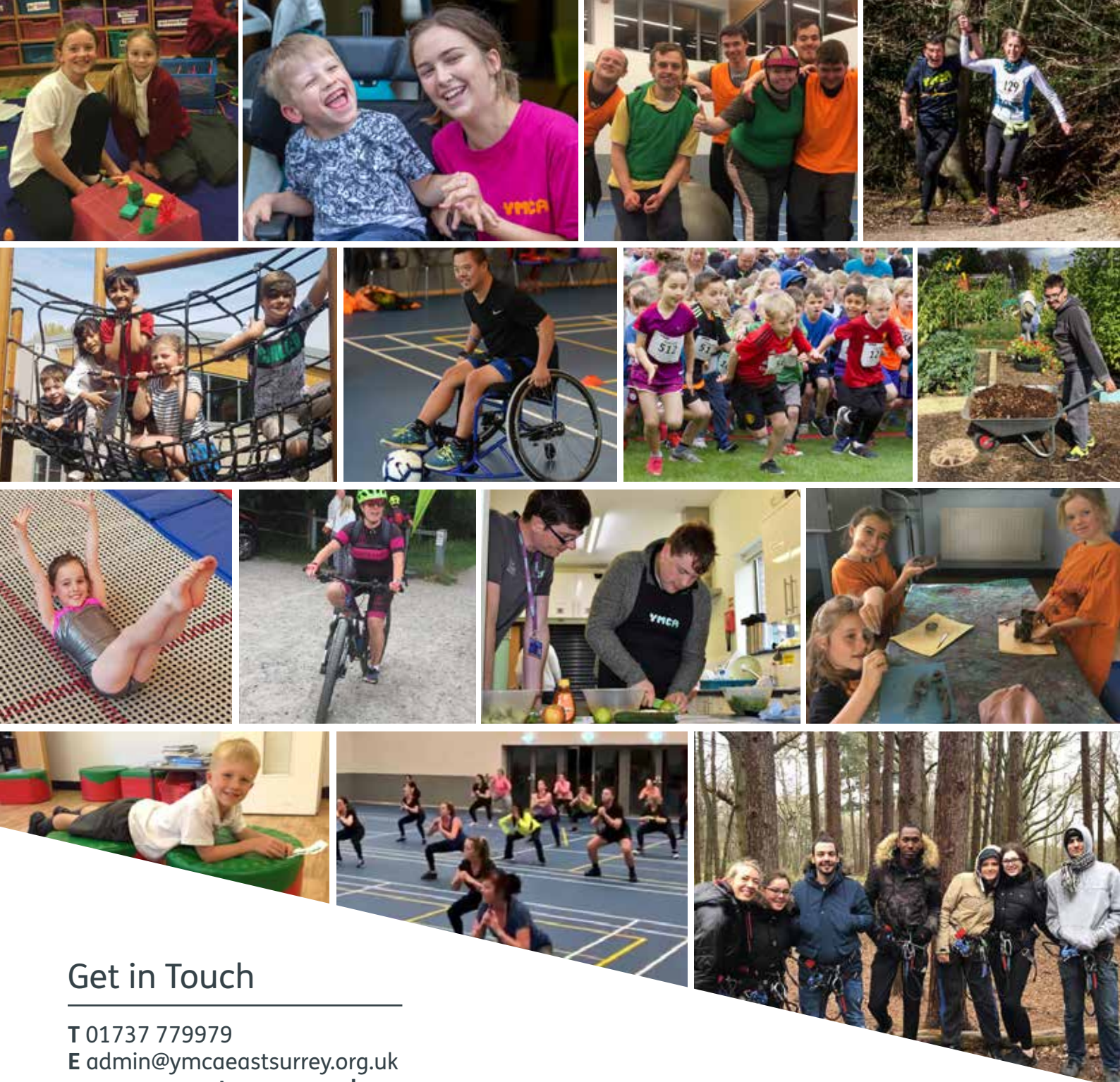
- ▶ Housing £940,426
- ▶ Health & wellbeing £568,861
- ▶ Children's services £1,483,587
- ▶ Youth services £715,773
- ▶ Other expenditure £115,870

Total Expenditure
£3,824,517



- ▶ Restricted premises reserves £4,192,058
- ▶ Other restricted reserves £203,615
- ▶ Unrestricted reserves £773,303
- ▶ Designated reserves £483,918

Total Reserves
£5,652,894



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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

Interviews:

Sophie Hamilton

Photography:

Mark Lewis, Andy Newbold,
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Registered charity no. 1075028



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