



YMCA EAST SURREY

Annual Review 2020

Changing lives for the better



What we do

YMCA East Surrey is a vibrant charity that has been changing lives in the local community for 150 years. 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.



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02

186 adults and **122** children ran and raised over

 **£12,000** /
in our 2020 Virtual Fun Run



We delivered over **39,000** hours of short break disability play and youth schemes



Our Heads Together team delivered nearly **3,500** one-to-one free youth counselling sessions



Our gym received a total of

34,974 visits,
8,440 of these were through exercise referral



870 children got active and learnt new skills with our recreational activities



YMCA Hillbrook House
provided a
home to
91
young people facing
homelessness



312
people in
housing need
secured private
rented accommodation with
the help of our NextStep team



Our youth workers engaged with

574 young people through detached youth work and youth clubs



Figures relates to FY 2019/20 unless stated otherwise

03

Chief Executive's report | Ian Burks



Ian Burks in our new Inclusive Sports Facility

2020 marked the 150th anniversary of the YMCA in Redhill but any thought of celebrations were put on hold as COVID-19 swept across the country. Despite the challenges of the lockdown, staff stayed stoic, continuing to deliver vital face-to-face housing services whilst pulling together an amazing array of virtual events and programmes for children, young people and families who were shielding. Our universal fitness and childcare services were forced to close temporarily but all services were back up and running in a COVID-secure way by the end of the summer.

Sadly, the aftermath of the pandemic may bring additional difficulties as communities come to terms with both the psychological effects and economic damage of the lockdown.

Young people in particular may face challenges with their emotional wellbeing and mental health. The YMCA is already looking at new initiatives to support those hardest hit. These include expansions of our counselling and mental health services through a new partnership with Surrey County Council, Surrey Heartlands CCG, Surrey and Borders NHS Trust and 11 other charities.

We are also working hard to prevent homelessness. Our recently acquired Merstham Move-on scheme has been extended and refurbished to provide high quality accommodation and support for six young people at risk and we are teaming up with Reigate & Banstead Borough Council to develop a new housing scheme in Horley that will enable disadvantaged young people to achieve independence.

YMCA East Surrey is determined to help young families and thanks to the support of Surrey County Council we will continue to offer vital pre-school services to children living in Merstham. 2020 saw the launch of a new YMCA Family Centre in Horley where we hope to introduce youth work provision as well as the core services of family support. In addition to these new developments we have reached over 14,000 people through our various projects and programmes, some of which are featured on the following pages of this report.

None of this would be possible without a passionate, skilled and committed team of staff and volunteers who strive to put the needs of our client groups first. We also benefit hugely from the guidance of a wise and enthusiastic group of trustees and co-opted members who help steer us through important strategic decisions.

Our impact would be a fraction of what it is without our numerous partners who add such synergy to our work. Reigate & Banstead Borough Council, Surrey County Council and Surrey Heartlands CCG have all been extremely supportive and we are immensely grateful to all those charitable trusts mentioned elsewhere in this report who have backed our projects, plus of course our amazing challenge participants who responded so magnificently to our COVID-19 appeal and embraced our virtual fundraising events.

We know that the coming months and years will be tough for many in our communities, but we are determined to be there to help local people belong, contribute and thrive, in the same way we have done for the last 150 years.



Ian Burks with HRH The Duke of Gloucester during a Royal visit to our Inclusive Sport Facility



Our new move-on property in Merstham has been extended and refurbished to provide high quality accommodation and support.

Chair's Report | Paul Byrne



Paul Byrne

What a year it has turned out to be for everyone! COVID-19 has made unprecedented demands on our staff and caused many difficulties for those we serve and seek to help. To witness YMCA East Surrey in operation is, and continues to be, a source of inspiration to trustees and our many volunteers and supporters.

2020 sees the retirement of several of our trustees and in particular, I would like to offer and record our grateful thanks to Ann Woodford and Phil Baker, who have served YMCA East Surrey for over fifty years between them.

I am particularly pleased that Reverend David Skitt is to be our multi-faith chaplain available to trustees, staff and volunteers. Embodying his inclusive Christian commitment, his gentle but firm words of wisdom will continue to serve us well as we seek to meet the challenges we know, and those we have yet to experience.

We welcome several new members of staff and wish them every success. Last year, I described our staff as our biggest asset, and that opinion is continually being reinforced as a result of their efforts in our several locations and in the wider community.

To our volunteers and supporters, I pay tribute and ask that you continue to spread knowledge of the good that YMCA East Surrey seeks to deliver, particularly to the needy and the disadvantaged. We could not continue without your commitment.

We will beat Coronavirus and deliver our mission with your help and support.

Thank you one and all.



Children at YMCA Sovereign Pre-school enjoying a story

YMCA Pre-schools

Our pre-schools offer a fun, stimulating and safe environment, allowing children to gain all the benefits of an Early Years education in a setting that places their child's abilities, needs and interests as the starting point for learning and exploration.

In July 2020, financial support provided to YMCA Merstham Pre-school by Surrey County Council enabled us to re-open the setting and continue to engage with children and families in the most deprived area of Surrey. As one parent says, **"My son loves it here. The staff are great, patient and caring. Lots of different activities to try. He never wants to leave."**

238 children aged 5-11 attended our **Yippee disability playschemes**



Vicky



Seven-year-old Vicky squeals with excitement when she greets her friends at Yippee.

Mum, Sharon, says: "Vicky counts down the days to each session. She absolutely loves coming and really missed seeing her friends when Yippee couldn't run earlier in the year."

Genetic testing after Vicky suffered from fits as a baby showed a microdeletion in Chromosome 16, causing delayed development in speech, language and motor skills. She also has hypermobility, meaning that her joints have an unusually large range of movement.

Yippee is YMCA East Surrey's warm and welcoming playscheme for children aged 5-11 with a wide range of disabilities and complex needs. Sessions were suspended during lockdown, but we began a reduced service again for the summer holidays as soon as restrictions eased.

"Vicky can't easily access other activities," says Sharon. "The one-to-one care she needs restricts what she can do outside school. Yippee provides her with a safe playing environment to let off steam and interact with other children at weekends or during the school holidays."

"She's such a sociable, bubbly, friendly and caring child. The YMCA staff love her, and they say she lights up the room when she arrives. Vicky needs this time to be away from us, as much as we benefit from having a break too."

Lockdown proved a challenge for Sharon as she tried to keep Vicky happy and occupied.

"We were fortunate in that Vicky was able to continue going to school," says Sharon, "but finding things to do at home was difficult. Even

Vicky's story | Yippee

though Vicky is better at playing on her own as she gets a little older, she can get frustrated and aggressive if she doesn't want to do something and messy play, which she adores, is so much harder to organise at home!"

YMCA Senior Disability Coordinator, Rob Felgate, offered Sharon and her husband a supportive ear during lockdown, should they need it.

"We knew how hard it would be for our Yippee families to manage without the sessions," he says. "We kept in touch by phone and sent out activity packs, as well as posting stories, recipes, word searches, and more online. Regular Zoom meetings helped us to interact with the children and their parents and carers."

"I wasn't sure about the Zoom sessions initially, but Vicky thought the disco was fantastic," says Sharon. "She didn't even stop dancing to say hello to her brother who arrived for a visit! "

Now that YMCA East Surrey can again offer face-to-face Yippee outings to members, Vicky is delighted that she can meet up with her friends once more.

"She loves all the outdoor activities," says Sharon. "The wetter and muddier the better! The staff are understanding, encouraging and supportive. They know exactly how to look after Vicky. When she comes home, she is tired and rosy-cheeked because she won't have stopped running."

"Yippee gives Vicky the chance to learn without limits."

Leon's story | Yip4Youth

To Leon and his parents, the suspension of services during the coronavirus pandemic made an immense difference in their lives.

"Yip4Youth is the only respite help we get," explains Leon's dad, Tony. "In fact, it's the only support that we have found available in this area. There is definitely more demand than availability for families like us."

“**Leon is an only child and we are limited with where we can take him. The three of us tend to operate in a kind of microbubble most of the time and Yip4Youth is a lifeline to the outside world. We missed it hugely.**”

Leon is 13 years old and has cerebral palsy, hydrocephalus, focal epilepsy and associated learning difficulties. He accesses Yip4Youth, YMCA East Surrey's fun and friendly youth club, weekend and school holiday scheme for 12 to 18-year-olds with disabilities and complex needs.

Judith Brooks, Head of Children and Young People for YMCA East Surrey, says: "The Short Breaks team did their best to bring Yippee & Yip4Youth to families at home during lockdown by creating and delivering over 250 activity packs that were full of fun, practical ideas for things to do at home."

"Our staff created a series of 59 videos which were posted on YMCA East Surrey Short Breaks Facebook page. These ranged from story time to science experiments - plus a virtual tour of the very popular

minibuses! - and, to date, have been viewed over 13,500 times."

Sociable and cheeky, Leon has enjoyed the short breaks sessions since he first attended Yippee as an 8-year-old.

"We were surprised at how easily he settled in," says mum, Claire. "I've always felt very protective of Leon and it's hard to leave him with anyone else, but we desperately needed some time to ourselves."

Leon's attention span is short at home, although he enjoys listening to songs, keeping busy in the kitchen and playing on his laptop. He needs to be constantly monitored and occupied. Leon relishes adult company and loves speaking with family on the phone but can lash out in frustration if he loses patience with an activity or tries to call someone who isn't available.

"I can't get anything done when Leon is at home," explains Claire. "When he's at Yip4Youth, Tony and I have a chance to spend time together, go out for breakfast, or tackle jobs around the house. At the same time, Leon enjoys the familiarity of seeing the members of staff he likes best and the trips and outings have proved a great way to introduce him to new experiences."

The family is delighted that Yip4Youth sessions have now been resumed.

"It's so vital that Leon has this chance to interact with other children of the same age," says Tony. "As he gets older, Leon is going to learn positive lessons from the people he meets through YMCA East Surrey. We can't put a value on that."

Leon



167 young people
aged 12-18 attended our
**Yip4Youth disability
youth schemes**



Plenty of sports and activities were on offer at YMCA Holiday Sport Camp delivered with funding from Active Surrey

Summer holiday clubs

In Summer 2020, we were delighted to re-open our holiday clubs for children and young people, including specialist playschemes for those with disabilities. This year, we were also awarded funding from Active Surrey to run a free holiday camp at Earlswood School specifically for children receiving free school meals.

48 children attended each week over the two-week holiday camp which included a range of sports, crafts and plenty of outside play. Some of children hadn't socialised since schools closed in March so thoroughly enjoyed playing with their peers again. The funding also allowed us to provide each child with a healthy lunch every day, supplied by a local bakery. The camp was a great success and we hope to run this again in the future.



Young people from LifeWorks project working on the YMCA allotment

Level Up project

Over lockdown, it became apparent that some children didn't have access to the IT equipment necessary to continue their school work at home. Horley Town councillor, Martin Saunders, recognised this need and started Level Up, spending his free time refurbishing old laptops for local children. We were pleased to work in partnership with Martin through fundraising and other support as the project grew.

Over 180 laptops have now been given out, including to families from YMCA Horley Family Centre and young people through our Early Help work. Martin says, "Working on Level Up has been so rewarding, but one especially memorable moment was a message from the mother of a girl who, using her Level Up laptop, had jumped to the top of her class in their regular spelling test. Helping young people reach their full potential is at the core of what I wanted to achieve, and is why partnering with YMCA East Surrey was such a good fit."



123 young people
with disabilities took
part in YMCA
inclusive activities

Chailey

Chailey's story | LifeWorks Inclusive Activities

While YMCA East Surrey's LifeWorks project directly supports young people aged 16 and above with disabilities, the benefits are felt by the whole family.

Pam and Tony's daughter, Chailey, has learning disabilities and associated speech and language difficulties. Often, they have felt frustrated at the lack of opportunities available for their daughter.

"It's been a battle to find people who understand the level of support that Chailey needs," says mum, Pam, "but YMCA East Surrey has been a constant in all our lives for the last seven years, providing information, encouragement, and experiences for Chailey through many different projects."

YMCA East Surrey's Inclusive Youth Projects Manager, John Brunswick, has seen huge changes in 26-year-old Chailey during that time.

"When I first met her, Chailey was shy and quiet," he says. "Now, her confidence has gone through the roof, her independence is growing, and her speech and language have improved immensely."

Chailey attends four LifeWorks sessions a week, during which a range of activities, including cookery, gardening, and sports, are used to teach life skills to young adults with disabilities. She particularly enjoys helping in the YMCA café twice a week and is now able to lead others in the step-by-step processes of food hygiene and preparation.

"Chailey gets everyone involved, knows what she's doing and she's able to tell others how it should be done too," says John. "Often she'll tell the staff if she thinks we're not doing things right – we don't get away with anything!"

Chailey also works at a local charity shop. Originally supported by one of our youth services staff, she quickly became so independent that she no longer required that level of support. Sadly, this has now been put on hold due to the Coronavirus pandemic.

"Lockdown gave us a chance to recognise the changes in Chailey more clearly," says John. "During our first Zoom meeting, her mum logged on for her and Chailey stayed in the background. In sessions two and three, she began to edge into view and by the fourth session, Chailey was logging on herself and actively taking part."

Although Chailey loves her home and her bedroom, watching DVDs and painting, like many others she found lockdown a challenge.

"It was really boring when I couldn't go out because of the virus," she says.

"We are so glad that LifeWorks is back up and running," says Tony. "It keeps Chailey busy and gives her the opportunity to access other YMCA services too – like the Health and Wellbeing Y-Mania discos. Chailey is a bewitching dancer!"

“ LifeWorks gives her a social life, a purpose and a place of safety. Without it, I can imagine she'd become quite introverted and her conversation would suffer. ”

"We put all our trust in the YMCA staff," says Pam, "We have our worries, but John helps us work out what the future holds for us and for Chailey. And that is priceless."

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 11 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.

As well as traditional counselling, the service now offers a range of therapies including CBT and guided self-help. This support helps young people to cope with difficult emotional, family or personal circumstances and enables them to develop self-belief and resilience which sets them on the road to leading fuller and more satisfying lives.



YMCA Heads Together team winning Health & Wellbeing Project of the Year at the 2019 Youth Matters Awards

Highlights of the year

- ▶ In response to the COVID-19 pandemic, we were able to rapidly and effectively transition our service online allowing young people to continue to access support throughout the lockdown period.
- ▶ Before lockdown, we had 25 counsellors offering sessions in 11 community venues across East Surrey.
- ▶ Thanks to funding from Community Foundation for Surrey, we were able to offer emotional wellbeing and mental health support to over 800 pupils across six schools in the form of assemblies, tutor group presentations and targeted support groups.
- ▶ We have continued and expanded our work with Surrey & Borders Partnership NHS Trust; as well as delivering counselling to young people under the Mindsight Surrey CAMHS service, we have played a key role in helping to design a new approach to preventative work and early support which we hope to see rolled out in Surrey in 2021.

974 children and young people contacted us to request support and we delivered nearly **3,500** one-to-one sessions

Client B's story

Client B (age 15) was referred to Heads Together with low mood and anxiety. She was suffering with severe depression and suicidal thoughts following abuse in her early teens resulting in the breakdown of relationships within her family.

We worked with B to better understand her illness and ways that she could help support herself through exercise, diet and positive activities, and to identify friends and family that could support with her recovery. The main part of the therapy was based on helping to improve her relationship

with her dad which had become strained over time. We held joint sessions with B and her dad to help them communicate more effectively, and a one-to-one session with B's dad to work on the difficulties he had understanding B's illness, how she was feeling and what he could do to help.

During therapy, B's symptoms began to decrease as her relationship with her dad changed for the better. B left therapy with a maintenance plan which would help her recognise early warning signs of relapse, and know what she could do in order to recover.



Looking ahead

2020/21 is already proving to be a year like no other. COVID-19 has provided many challenges but has also created opportunities for us to rethink and redesign our services to best meet the needs of young people across East Surrey. We are now extending and enhancing our services in the following ways:

- ▶ Young people can now choose to have counselling sessions by phone or video call which has opened up the service to all those who might find it difficult to travel to one of our venues for practical or mental health reasons.
- ▶ We are starting to return to working in person at various sites and hope to be back in all our usual venues by the new year.
- ▶ We are able to offer a range of therapeutic interventions and we can offer young people a choice of approach to best meet their needs.

- ▶ We have widened our access criteria so that children can access our support from the age of 11 rather than 14 so that we are there for children at a much earlier stage.
- ▶ Our successful WAVES programme of youth groups focused on emotional wellbeing will be more closely integrated with our therapeutic services so that young people can join a community of peers as well as receiving short term one-to-one support, creating a more robust and enduring mix of support.

“ Really great service. Made me come to terms and understand myself a lot more.
Female, 16 ”

“ It was nice to be listened to in a non-judgemental way and I was able to learn more about myself and how to deal with future problems.
Male, 16 ”

“ I learnt alot during each session. Gave me alot to think about and tools for dealing with anxiety and depression.
Female, 22 ”

Marlon's story | Youth Work

"I see youth work as a privilege rather than a job," says Marlon. "It doesn't feel like work most of the time - well, apart from the admin, that is!"

Marlon, 30, is a member of the detached youth working team who deliver YMCA's Street Talk programme in the heart of local communities, engaging young people in their space, with a view to building up rapport and offering information, advice, guidance and activities.

"My father was a massive advocate for youth and play work in the area of London where I grew up," says Marlon. "Where we lived, there was always a gang presence and I had friends who were a part of that, but I never got involved. I saw instead the benefits of the work that dad was doing, and I've been blessed to follow in his footsteps."

"Peer pressure is horrendous. Young people get caught up in doing things they know they shouldn't, but they struggle with the confidence to stand apart from the crowd. I understand that."

YMCA Family Services and Youth Work Manager, Stuart Kingsley, says: "After the recent reduction of lockdown protocol, young people have found more freedom to be able to meet in parks and outdoor spaces. Following a few cases of anti-social behaviour in areas such as Priory Park in Reigate, we were approached by Reigate and Banstead Borough Council, Mole Valley District Council and the local police to provide detached youth work services to engage with young people and support them during this unusual period."

"Our Street Talk project went to six locations across East Surrey each week and we engaged with an average of 100 young people per week."

"Some might find groups of young people intimidating, but, in my experience, they want to reach out," says Marlon. "I take it as a challenge to get stuck in, try to break the ice and open up the lines of communication."

"There is a frustrating lack of funding and opportunities within the youth sector at the moment," he says. "With many youth centres shut and lots of young people not being able to attend leisure activities, they are getting bored."

"YMCA East Surrey runs some great youth projects, but the demand is overwhelming and the continuity just isn't there. Detached youth work needs to work hand in hand with centre-based provision, so that young people can take part in and enjoy organised activities that will give them a nice vibe and show them new ways to achieve."

“I’m really proud of my job,” says Marlon. “It’s rewarding to be able to offer young people new and exciting ways to grow and develop so that they can respect themselves and influence others.”

"I will always want to work with children and youth people. Youth work can make a massive impact in supporting the adults of the future."



Marlon



Our youth workers deliver
10.5 hours
of **detached youth work** each week in
7 different areas



Marlon with young people at Go Ape

YMCA Horley Family Centre

YMCA Horley Family Centre continues to work with Surrey County Council delivering a range of services including targeted support for families in need, midwifery services for vulnerable mums-to-be and parenting programmes. This work will be enhanced with additional staff resource funded by a grant from Community Foundation for Surrey in September 2020.

Looking forward, we are working with Surrey County Council towards providing more open access youth work with local young people at the centre starting with two weekly youth sessions. We will continue to work with the council, voluntary and community sector partners to deliver an innovative programme of activities that benefit the social and emotional health of all young people in Horley including one-to-one counselling sessions and youth groups to enable young people to seek advice and help each other.



Ella Sowton winning Young Worker of the Year at the 2019 Youth Matters Awards

Emotional wellbeing

We are working with Surrey and Borders Partnership NHS Trust and a number of other charities to create a new and substantially expanded preventative and early support service, which will be rooted in our communities. We hope to see the new service rolled out in 2021.

Sarah Kenyon, YMCA's Emotional Wellbeing and Mental Health Services Manager, says, "This new service will bring a collaborative approach to providing essential early support to young people who are struggling with their mental health. The scale of need is unfortunately growing, particularly with additional challenges around COVID-19, so it's crucial that there is a bigger focus on early intervention within our communities to ensure that no young person is left without support."

Kayleigh



191
young people
accessed a
WAVES youth club



Kayleigh's story | **WAVES Emotional Wellbeing**

Years of physical and online bullying at school left Kayleigh with severe depression and spiralling anxiety.

"I felt completely isolated, but at the same time being alone seemed safer and I didn't want to risk trying to build any friendships," she explains. "I was stuck in my bedroom every day after school and I withdrew completely. All I wanted to do was sleep."

Persistent visits to her GP finally resulted in a referral to CAMHS who were supportive but unable to continue helping after Kayleigh's eighteenth birthday.

"I was desperate to find a supportive friendship group outside of school when I heard about WAVES, she says."

WAVES is the YMCA East Surrey youth group which aims to provide a positive space for young people aged 13-19 to be able to talk about mental health and wellbeing, create supportive friendships and engage in fun and thought-provoking activities and campaigns.

"I struggled with my first WAVES session," says Kayleigh. "I was so used to putting up walls and pretending that I was OK. Communicating with people felt impossible."

YMCA WAVES Coordinator, Ella Sowton, says: "When Kayleigh realised that everyone in the group had often felt the same way, her defences began to break down."

Emergency COVID-19 relief funding from Comic Relief helped us move the whole WAVES service online during lockdown. We created a private social

media group for young people to engage with each other, daily videos on mental health and wellbeing topics, one-to-one supportive chats with youth workers and daily Zoom group sessions which offered fun social activities.

"I had to care for family members who needed to shield," says Kayleigh. "I was scared, stressed and having regular panic attacks. When the online sessions began, the relief was huge. It felt like someone was there for me every single day."

Ella says: "Kayleigh's blossomed since she's joined the WAVES group and she has developed a passion for helping others. It's wonderful to see how her independence and confidence have grown. Kayleigh has helped shape WAVES' online services and we are grateful for everything she's done."

YMCA East Surrey is currently collaborating in the development of a new Emotional Wellbeing Mental Health service in partnership with other charities and organisations which aims to shift the power and choice from professionals towards children, young people and families.

YMCA Manager of Emotional Wellbeing and Mental Health, Sarah Kenyon, says: "We want to make access to mental health support easy and intuitive for all. It is vital that all organisations work together to transform relationships across the different services."

"I believe things happen for a reason," says Kayleigh, "and I hope that my mental health journey will enable me to help others through similar issues in the future."

"The day that I came to WAVES, everything changed for me. It was like a new chapter opened up in my life."

Henok’s story | Hillbrook House

Henok arrived at Hillbrook House in August 2018, aged sixteen. War and conflict had driven him from his family and home country of Eritrea, and he had spent six months in the refugee camps outside of Calais, before making his final crossing to England in search of a better life.

“I travelled through Ethiopia, the Sudan, Libya, Italy and France,” says Henok, now 18. “It was a difficult journey and I had very little money. I spent six months in a refugee camp in Calais, sleeping under a bridge.”

Arriving in the UK with nothing but the clothes he wore, a phone with no charge and unable to speak English, Henok sought help from the authorities. Surrey Social Services contacted YMCA Hillbrook House, our safe, secure and affordable accommodation in Redhill for young homeless people, and we were able to offer Henok a place to stay.

“I was so relieved to be here,” says Henok. “It is hard to make a home in a new country when I can’t chat and I don’t have the language, but I am happy now. I had nothing and the YMCA gave me everything I need.”

YMCA’s housing support staff enrolled Henok in healthcare and education services, as well as guiding him through a range of life skills such as opening a bank account, budgeting, and benefit claims. He began taking classes to learn English in order to improve his communication skills and is currently a student at East Surrey College studying ESOL (English for Speakers of Other Languages).

Lee Fabry, YMCA East Surrey’s Head of Housing, says: “Many young people at Hillbrook House have a high need for housing support, including those from abroad seeking asylum from atrocities in their own countries and local young people facing family breakdowns during the COVID-19 crisis. We address many mental health issues, helping them to explore their feelings and different ways of coping, discuss positive and negative friendships, and provide one-to-one and group sessions that make a real difference to a young person who doesn’t have support from other adults in their life.”

YMCA Housing Support Worker, Mojisola Oyelola has been working with Henok and other professional parties to help secure his stay in the UK, assisting him with the process of filing for his refugee status, completing the application and preparing him for the interview process. Henok has now been granted 5 years’ asylum, thanks to Moji’s dedicated support.

“**Henok has made great improvements over the past two years,” says Moji. “He is a lovely young man who is almost ready for his own independence and he should feel very proud of himself.**”

“I am so thankful for Moji and the help she has given me,” says Henok. “I would have had to sleep on the streets if the YMCA had not given me a bed.”

“I’m excited at the thought of moving on soon. The future will bring good things, but right now, I want to carry on learning. Everything is better for me in the UK and I want to stay here always.”



Henok

We received **164** housing applications from Apr-Jun 2020, an increase of **412%** from 2019



Residents from Hillbrook House enjoying a camping trip

NextStep rent deposit scheme

NextStep is a free service, preventing homelessness by helping households referred by Reigate & Banstead Borough Council 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. Some landlords have been working with the service for over 15 years.

This year, NextStep created 88 new tenancies and prevented a further 22 households from becoming homeless in Reigate & Banstead. The team also created 19 new tenancies and supported a further 13 individuals to find and secure their own accommodation in Tandridge. A full service was maintained during lockdown, supporting people during times of housing need. One tenant says, “You do an amazing job and I’m really grateful for your help. I couldn’t have done it alone.”



Popular Pump n Tone class in our spacious Inclusive Sports Hall

Diabetes self-management

In August 2020, we launched a series of online diabetes self-management courses in partnership with Surrey Heartlands CCG, funded by Sport England & Active Surrey. The six-week courses are developed specifically for people who have been identified as 'at risk' of developing type 2 diabetes or newly diagnosed. Participants join weekly sessions combining nutritional advice and online exercise.

The courses have been appreciated by people who have been newly diagnosed, as well as those who have been living with diabetes for longer. One participant says, "Although I have been diagnosed type 2 diabetic for more than 15 years and have read much literature on the subject as well as dieticians' advice, I found the course has re-motivated me. The combination of information and exercise is a really innovative approach."

Bob



564 adults exercised safely and effectively through **Exercise Referral**

Bob's story | Exercise Referral

"I've always lived for fitness," says Bob, 76. "My free time was filled with cycling and walking, and holidays involved constant activity. I thought I was beginning to slow down because of my age, but it was the start of my heart problems."

In August 2019, Bob had a heart attack towards the end of a holiday on the Pembrokeshire coast. A fraught journey to Swansea hospital preceded an operation to have a stent fitted before he was able to return home.

"The excellent team at Epsom Hospital guided me through an initial eight weeks of Cardiac Rehab," says Bob. "My body was beginning to recover but my confidence was low as I adjusted to the thought that I could have died."

A friend told Bob about YMCA East Surrey's Cardiac Rehab classes. These form a part of our Exercise Referral programme which enables people with a chronic health condition or who are rehabilitating from an injury, illness or who have a disability to engage in physical activity and lead a healthier, independent, more active lifestyle.

"The YMCA staff were so enthusiastic and knowledgeable when I came for my initial assessment," says Bob. "I'd never used a gym before, but they drew up a personal programme for me, monitored my progress and made me feel safe. I absolutely loved it."

By the end of the first month, Bob was attending sessions three times a week. When the YMCA gym and Exercise Referral classes were forced to close in March 2020, it left a huge gap in his life.

Our Health and Wellbeing team consulted with members to identify if there was a need to deliver online specialist exercise classes to people in their homes during the lockdown period and they received a huge and positive response. Bob jumped at the chance to join in.

YMCA Exercise Referral Coordinator, Wayne Askin, says: "Bob has continued to flourish through the online exercise sessions and his health, strength and mental wellbeing has improved rapidly and dramatically. In July, we celebrated 2,000 attendances for our zoom classes."

"The online sessions have been fantastic," says Bob. "It's become a social club as well as a rehabilitation class. To be able to have a laugh with friends has proved equally as important as the physical exercise."

Bob has recently passed the one-year anniversary of his heart attack and feels better than ever.

"I suddenly feel as though my health is back to where I was four years ago and ultimately it is the YMCA that has done this for me. I have no idea how I would have coped without it," he says.

"I wouldn't recommend a heart attack to anyone, but the recovery has been a brilliant experience."

Mojis story | Challenge Events

“I have a very special memory from the Devon Coast 2 Coast cycling challenge in 2018,” says 59-year-old Moji.

“It was early one morning on Dartmoor. The rolling hills were covered in mist, which slowly lifted to reveal the spectacular view. It was magical.”

There are a lot of memories to choose from for this action woman, who has now taken part in an impressive 13 YMCA East Surrey challenge events, dating back to 2013.

“My first challenge was the Sportive cycling event which I heard about through Redhill Cycling Club and I knew other people who were taking part.”

“After that, I continued to sign up for YMCA’s cycling and walking events because of the amazing organisation, support, guidance, training and advice that is provided. Every challenge is a motivational experience.”

“In 2014, I took on the North Downs Trek with my daughter Holly who was 20. The weather threw everything it had at us – wind, sun and hail! – but we laughed every step of the way.”

Moji says that her toughest moment came towards the end of the 187-mile Ride the Dragon challenge in 2017.

“After a gruelling off-road slog through some breath-taking Welsh scenery, we began to climb Mount Snowdon. My heart said I could do it, but my head said ‘No, you can’t!’ I didn’t reach the summit on my bike in the end, but I made sure that a part of it came with me and took my front wheel right to the top!”

Moji raised an inspiring £1,250 from the Devon Coast 2 Coast in 2018 and was one of the top fundraisers for YMCA East Surrey in 2019. As a secondary school science teacher, she feels a close affinity with the youth work which is funded by money raised from the Challenge programme.

Our Challenge team have responded to the COVID-19 crisis by launching a series of virtual events and a coronavirus appeal which to date have raised £62,093. 2020 has, however, been a tough year for fundraising.

“I get tearful when I think of the Challenge events that have had to be cancelled in 2020,” says Moji. “I worry how YMCA East Surrey is going to do all the good things they need to do with less funds available at this time when people need even more help.”

She’s keen to encourage others to sign up for future events and says that the mental and physical challenges have helped her to build an inner strength that she can draw upon in difficult times.

“**I’d say definitely do it! The YMCA events have changed my life. They’ve taught me to face problems with an open mind, to push myself to do more, to see the good in others, be myself, and to smile and be happy – even when it’s raining!**”

Moji



YMCA Challengers
trekked, cycled or ran
21,890
miles in 2019



Moji and other YMCA Devon Coast 2 Coast challenge cyclists

Challenge 2021 – change a life in East Surrey



Challenge events are a great way to have fun, push your limits and make new friends. In 2021, cyclists of any level can join us to cycle to Bruges or Brighton, along the Pennine Way or even the mighty Pyrenees. Our popular North Downs half or full marathon is ideal for walkers or runners, or trek the Welsh Seven Summits. Sleep Easy and the YMCA Fun Run are annual events which the whole community can get involved with.

YMCA Challenges are led and supported by our Challenge Committee who give their time freely to support the YMCA. All money raised from challenge events will go towards our new Life Change Fund. This fund will support children and young people to access new opportunities and grow as individuals through supported housing, youth work, disability short breaks and much more. Sign up for a 2021 challenge event and change a life in East Surrey!

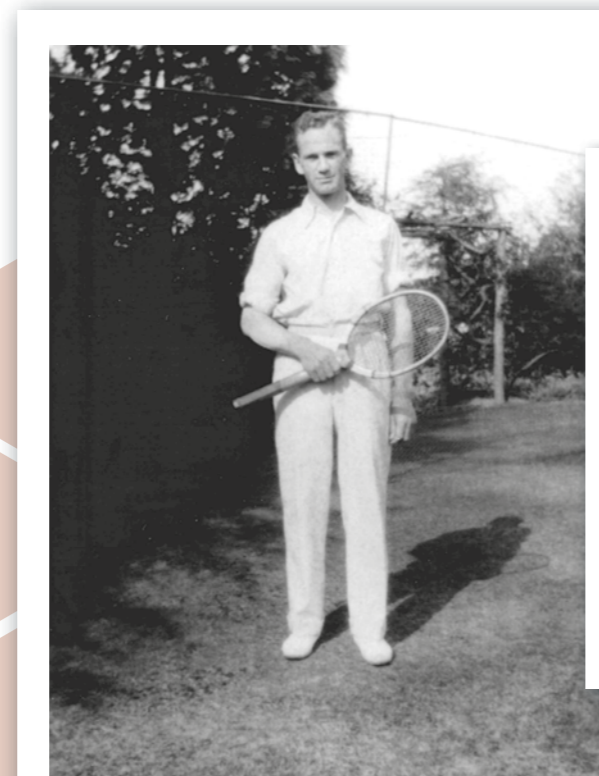
Memories from the Brewer family of 100 years with our YMCA

by Chris Brewer, Patron, YMCA East Surrey

In 2006, I was asked to be Chairman of the Trustees of YMCA East Surrey, which was then known as Redhill and Reigate YMCA and had an excellent reputation in the community for its wide-ranging work with young people. I felt honoured to follow in the footsteps of my father and knew that he would have been amazed and pleased with the charity's progress.

About 110 years ago, my father, Kenneth Brewer, living with his family in Eastbourne, was invited to join a YMCA holiday camp above Beachy Head - an introduction to the YMCA movement which began a relationship that continues to this day.

In 1911, the first branch of our Eastbourne family business selling decorating materials opened in Redhill. My father, then aged 18, moved to the area to



Kenneth Brewer circa 1930



Inscription in book given to Kenneth Brewer in 1916

help his brother Jack with the new venture and contacted the Redhill YMCA to renew his bond with the organisation.

When the war started in 1914, Jack took a job with the YMCA as a clerk. He channeled provisions to the many YMCA support huts established behind the war front lines in Europe, providing respite and refreshment for the troops.

In 1916, war service became compulsory, so the new store closed, and my father went to work on a farm. We treasure a small book given to him at this time which held the inscription "With best wishes from two friends. Redhill YMCA Sept. 1916."

After the war ended, Kenneth returned to Redhill and re-opened the shop in new premises on Station Road. He married in 1929 and the growing family

business, three young children and a love of tennis seem to have occupied most of his time in the 1930's. However, after the Second World War, he became a Trustee of the YMCA.

The charity was then operating from two small huts in the castle grounds and my father helped to raise £8,000 which was needed to procure the old Church Hall in Bell Street, Reigate, as its new site.

At that time, there were two other Trustees who were completely dedicated to the work of the YMCA that deserve mention. One of these was Kenneth Knight, who, amongst his other responsibilities, ran the successful Angling Club.

The other important influence came from Maurice Tucker, who worked at the large printing works in Brighton Road, Redhill. From his office window, Maurice could see the disused buildings on the site where Hillbrook House is now and was convinced that it would be an ideal site for a hostel in the future. Similarly, when he heard that the Health Authority was to close the Royal Earlswood Hospital, Maurice talked to them about the YMCA's need for larger accommodation. He proved to be a tower of strength in securing the superb Sports and Community Centre we now have, and we remain enormously thankful for this.



Model of the YMCA Sports & Community Centre

In the early 80's, the Trustees were offered £750,000 for the freehold of the Bell Street Church Hall and decided to take it. I was invited to be a Trustee, joining Andrew Sangster and Kenneth Knight, and Julie Haynes was appointed full time General Secretary. The search for a new home for the YMCA began.

Originally, we felt that the Hospital Boiler House site was too remote and inaccessible. Three years later, we discovered that plans were afoot for new local housing and put in a bid. The Freehold was secured for just £160,000.

Retired surveyor, John Mercer, helped to plan the necessary building work and I vividly recall a meeting at his house when he showed us the model of the new YMCA he had built.

Princes Road was completed in 1991. Through connections with the Park Church, Rotary Clubs, Catini (a Catholic organisation) and some original members, we assembled an excellent group of Trustees and Mark Harrod

arrived to become the first CEO. We felt our way in using the new facilities to their best advantage to help young people 'build better lives' and to provide fitness for all ages.

Rev. David Skitt from the Park Church joined the Trustees, before generously agreeing to become Chairman. In 2000, Ian Burks took over as CEO and brought with him the first 'Challenge' idea of a Fun Run event. The Fun Run has been held in Reigate's Priory Park ever since, with increasing numbers of children and families taking part.

Maurice Tucker's dream of a hostel on 'his site' came to fruition in 2004 and Hillbrook House was born. This was made possible by some great work from trustees, especially Jim Allanson who supported the CEO throughout the planning, design and build stages of the development. Sadly, Maurice died in 2008, but he attended the Fun Run up to his last year.

In 2011, the renovated Sovereign Centre was opened just down the road from where our family had lived since the 1930's. Its main objective was to provide short breaks for children with disabilities in East Surrey. Back in 2004, our family business in its centenary year had provided funds to Disability Challengers to provide short breaks for the West of the County. It was rewarding to know that the whole of Surrey would now be able to provide vital help to disadvantaged families, with Brewer family connections to both projects.

Ian's long-term vision was for a flagship building for disability sports on the large outdoor pitch that had previously accommodated the boiler house oil tanks. As a result of a huge fundraising campaign, the Inclusive Sports Facility (as it is known) is now a fine and highly specified sports hall. The Brewer family were delighted to provide significant help through their Charitable Trust, and we know that my father, Kenneth Brewer, would have been particularly thrilled with this achievement as he was a keen sportsman.

I retired as Chairman of the Board last year but was honoured to become the first Patron of YMCA East Surrey. Our family will therefore retain an active interest in its future successes, continue to take pride in its growth and keep contact with the wonderful people who work so hard to support people of all ages in building better lives.



Maurice at the Fun Run

Thanks

It would not be possible for us to help local people through our many life changing 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.

- Active Surrey

Albert Hunt Trust

Badminton England

Baily Thomas Charitable Fund

Balfes Bikes

Bassil Shippam and Alsford Charitable Trust

BBC Children in Need

Beatrice Laing Trust

Biffa Award

Boccia England

Brewers Decorator Centres

Bernard Sunley Foundation

C & N Cycles

Charles Hayward Foundation

Christ Central

Clarion Housing

Clockwise Marketing

The Clothworkers’ Foundation

Coleman Trust

Comic Relief

Community Foundation for Surrey

The C P Charitable Trust

Dunhill Medical Trust

East Surrey Clinical Commissioning Group

The Eikon Charity

European Social Fund
- First Community Health and Care

Gatwick Airport Community Trust

Geoff Herrington Foundation

George Goodsir Charitable Trust

Health Education England

Homes England

LandAid

Merlin Magic Wand

Merstham Community Facility Trust

Ministry of Housing, Communities and Local Government

Mole Valley District Council

Morrisons Foundation

National Lottery Community Fund

Nationwide Building Society

Netherby Trust

NHS

Oxted United Reformed Church

Peter Harrison Foundation

Pfizer

Raven Housing Trust

Redhill Methodist Church

Reigate & Banstead Borough Council

Reigate Methodist Church
- RHS - Elspeth Thompson Bursary

Richmond Fellowship

Rotary Club of Reigate

S E Franklin Charitable Trust

Sport England

St Faith’s Trust

Stocksigns

Surrey and Borders Partnership

NHS Foundation Trust

Surrey County Council

Surrey Football Association

Surrey Police and Crime Commissioner

Tandridge District Council

Tandridge Together Lottery

Tesco Bags of Help

Three Guineas Trust

Warburton Community Fund

West Sussex County Council

William Allen Young Charitable Trust

YMCA East Surrey Challenge Fundraisers

YMCA East Surrey Committee Members, Trustees and Volunteers

YMCA England & Wales

Youth Sport 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.



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



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



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



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

Find out more at www.ymcaeastsurrey.org.uk

Summary of accounts

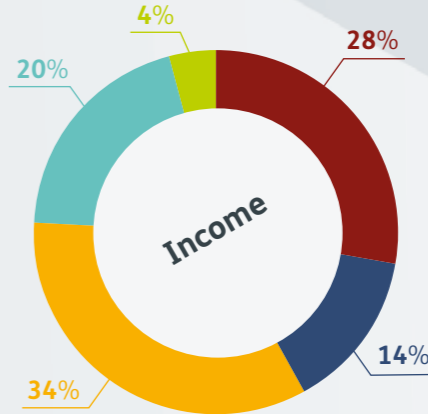
The following is a summary of our financial information for the year ended 31 March 2020. Total income for the year was £4.12 million and total expenditure including interest payable was £4.21 million.

Staffing costs accounted for 67% of the total expenditure.

Total reserves at the end of the year were £5.58 million, of which 74% was attributable to the restricted premises funds. Other restricted funds were £192,558, designated funds were £501,153 while unrestricted funds amounted to £749,846.

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

£1,143,819
- ▶ Health & wellbeing

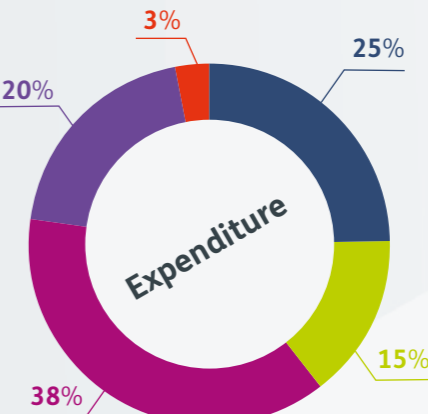
£573,628
- ▶ Children's services

£1,407,122
- ▶ Youth services

£829,280
- ▶ Other income

£162,613

Total Income £4,116,462
Income for capital projects £50,000



- ▶ Housing

£1,031,727
- ▶ Health & wellbeing

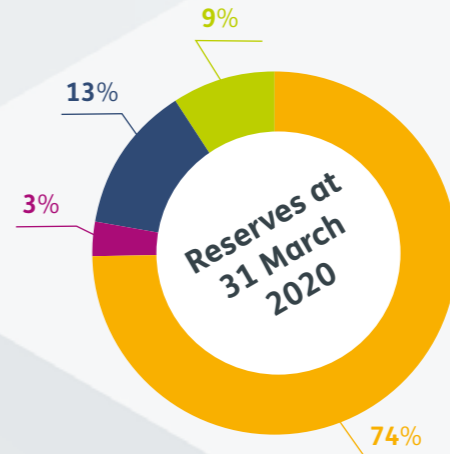
£628,198
- ▶ Children's services

£1,584,265
- ▶ Youth services

£853,676
- ▶ Other expenditure

£112,614

Total Expenditure £4,210,480



- ▶ Restricted premises reserves

£4,140,112
- ▶ Other restricted reserves

£192,558
- ▶ Unrestricted reserves

£749,846
- ▶ Designated reserves

£501,153

Total Reserves £5,583,669



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T 01737 779979

YMCA Sovereign Centre

Slipshatch Road, Reigate, RH2 8HA

T 01737 222859

YMCA Hillbrook House

68 Brighton Road, Redhill, RH1 6QT

T 01737 773089

YMCA Horley Family Centre

The Old Fire Station, Albert Road, Horley, RH6 7JA

T 01293 775777

Interviews:

Sophie Hamilton

Photography:

Mark Lewis, Andy Newbold, Sophie Hamilton, Ian Stratton

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