



YMCA EAST SURREY

# Impact Report

## 2025

**YMCA**

Here for young people  
Here for communities  
Here for you

# Ian Burks

## Chief Executive's report



I am delighted to share our latest Annual Review which showcases the positive impact achieved by YMCA East Surrey during 2024/25.

In a climate of increasing need, our commitment to enabling people to belong, contribute, and thrive has never been more vital. Over the last year, our reach has expanded significantly, with the number of people benefitting from our services growing by 13% to 18,140 individuals. This increased impact is mirrored in our finances, where a 29% rise in turnover has been invested into our charitable mission.

A key milestone was achieving Ofsted registration at Hillbrook House, allowing us to offer accredited safe, supported accommodation to young people under 18. This complements our broader housing work, through which we provided a record 25,349 nights of accommodation and saw 97% of our residents achieve a positive move-on. Sadly, homelessness is a growing problem, but we are working with Homes England and Reigate and Banstead Borough Council (RBBC) to develop a brand-new housing scheme for 14 young people.

With the aftermath of Covid still affecting young people, our early intervention work is in high demand. Last year, our team provided 15,649 hours of emotional wellbeing and mental health support to 2,163 individuals, building resilience and preventing enduring mental health issues amongst those aged 8 to 24.

New contracts with Surrey County Council have allowed us to offer professional support for hundreds of families from our new Family Centres in Reigate and Banstead and Mole Valley.

Our Health and Wellbeing services saw significant growth, encouraging more people of all abilities and backgrounds to embrace the benefits of active living. We supported 363 people with long-term health conditions through exercise referral and delivered 638

free NHS health checks. On top of this, our popular wellbeing walks saw 4,367 attendances, and we ensured inclusivity through 4,601 visits to our disability sports sessions.

A welcome CIL grant from RBBC allowed us to upgrade our sports and community centre in Redhill, making it more inclusive, energy efficient and flexible for the diverse groups that use the building.

Much of our success is powered by partnership and a key highlight has been our alliance with the Land and City Families Trust which led to the acquisition of The Old Pheasantry Outdoor Centre. This exciting collaboration preserves a highly valued facility and will ensure more children and young people can benefit from transformative residential experiences for years to come.

We are fortunate to have the support of other great partners, and I extend my sincere gratitude to Surrey County Council, RBBC, and all our statutory and charitable colleagues, for helping to amplify our reach and effectiveness.

A special thank you must go to our challenge fundraisers (and volunteer leaders and support), whose inspiring efforts in events such as the Fan Dance Trek and Le Mans Cycle Challenge, have raised valuable funds and awareness for our Life Change Fund.

It goes without saying that I am immensely grateful to our committed staff, volunteers, and trustees, whose compassion and expertise are the driving force behind every life changed.

We are now looking forward with optimism and a clear strategy to meet the challenges ahead.

Thank you for your continued belief in our work. Together, we are building a stronger, healthier, and more hopeful community for all.



## Paul Byrne Chair's report



YMCA East Surrey's mission is to assist and support children, young people, and indeed adults, to 'belong, contribute and thrive'. Our activities are incredibly varied, ranging from clubs for children with disabilities and additional needs to cycling up the Alps and raising money through our Challenge programme.

Recently, several of our trustees visited the YMCA Sovereign Centre in Reigate where we provide respite care for children with disabilities. The skill and devotion of our staff continues to inspire and is a shining example of how rewarding it is to help those in need in our community.

As always, to fulfil our mission, we constantly need three important resources - people, facilities and funds. We are extremely grateful to our funders and to those who donate often through participating in, or sponsoring, a challenge event. The financial support we receive is fundamental in helping us develop our mission.

Twelve years ago, YMCA East Surrey operated from three centres, all in Reigate and Redhill. Now we have fourteen locations spread across the east of the county. Our turnover continues to rise and we expect to reach ten million pounds per annum soon. I mention this, not through any vanity or false pride, but as an indication of the ever-growing need for our services.

The biggest prime mover in driving our growth is, of course, 'people'. I would like to thank our two retiring trustees, Dr Christine Arnold, and Jeff Travis. Their advice, knowledge, and contributions have been extremely valuable and it is hoped that they will be associated with YMCA East Surrey in the years to come. Jeff has given us twelve years of sterling service, latterly as chair of the Housing Advisory Group. Christine served on the Children and Young People's Advisory Group. She also helped us focus on the importance of volunteers. We thank them both.

We also welcome two new Trustees, our Treasurer Mike Gent and Jane Pascoe who joins us from the Land and City Families Trust.






I am always struck by the attitude, approach, and contribution of our staff. As an example, many gym users tell me that the support and encouragement given by our people is unique. This attitude can be found throughout our centres and we sincerely thank our wonderful staff for their efforts.

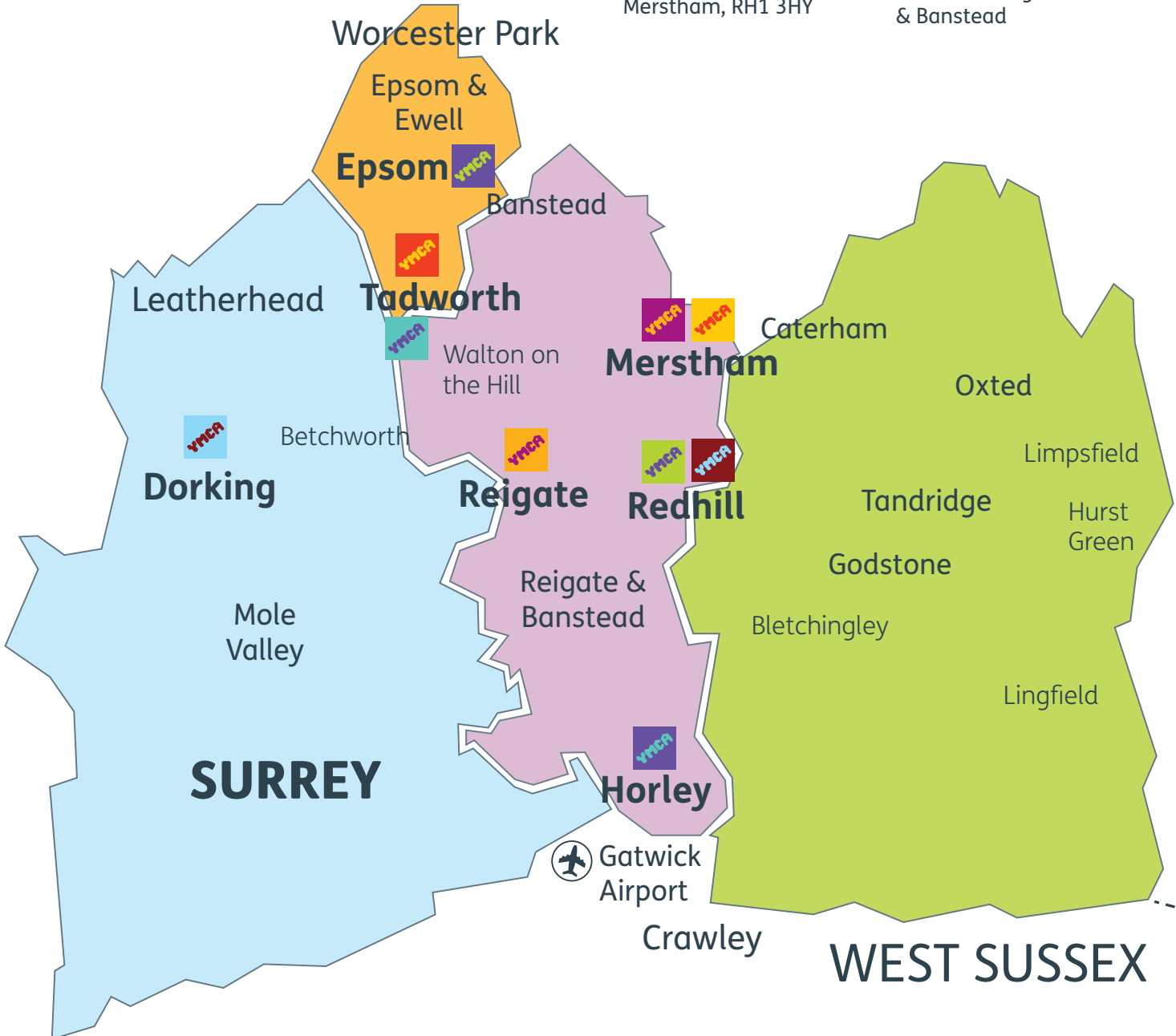
We could not meet the ever-increasing demand for our services without the support of our staff, volunteers and local authorities. We thank you all.

# Where we work

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-  **YMCA Sports & Community Centre**  
Redhill, RH1 6JJ
  -  **YMCA Hillbrook House**  
Redhill, RH1 6QT
  -  **YMCA Sovereign Centre**  
Reigate, RH2 8HA
  -  **YMCA Phoenix Centre**  
Tadworth, KT20 5FB
  -  **The Old Pheasantry**  
Tadworth, KT20 7HF
  -  **YMCA Merstham Pre-school**  
Merstham, RH1 3HY
  -  **YMCA Red Oak Family Centre**  
Merstham, RH1 3NH
  -  **YMCA Mole Valley Family Centre**  
Dorking, RH4 2LR
  -  **YMCA Epsom Downs Family Centre**  
Epsom, KT18 5RJ
  -  **YMCA Horley Young People & Family Centre**  
Horley, RH6 7JA
- Not shown:** four move-on houses in Reigate & Banstead



# The Old Pheasantry



Last June, we merged with the Land and City Families Trust to secure the future of The Old Pheasantry. This historic property, located on Colley Hill, dates back to 1912 and sits on five acres of beautiful countryside near the North Downs Way.

This first year of ownership has been one of exciting progress, made possible by the generosity of our supporters. Significant donations through the Big Give, along with contributions from Brewers Decorator Centres, Walton Heath Golf Club and their Artisans charity, the Netherby Trust, and the Ninevah Trust, have enabled a wide range of improvements. These include bedroom redecoration, refurbishment of the loft room, enhancements to the nature area and woodland walk, upgrades to the utility room, and a revamp of the summer house, providing an even better experience for all who stay.

Corporate volunteer groups have also played a vital role, generously giving their time to support garden and grounds work.

During FY24/25, The Old Pheasantry has welcomed 36 groups, with bookings already being secured into 2026. Returning groups continue to form the backbone of our visitors, a clear sign of the value they place on the setting and facilities. At the same time, we are seeing a promising rise in interest from new organisations, with several making their first visits.

A diverse range of groups continues to benefit from The Old Pheasantry, including Brownies, Guides, Scouts, schools, SEN groups, and church groups. YMCA usage has been especially strong this year. Y-Kids Holiday Clubs launched school holiday activity days at the centre, our Housing team hosted their sports and team day, as well as other visits from our youth work and emotional wellbeing projects.

Guest satisfaction remains consistently high, with surveys averaging 9.3/10. We look forward to making more improvements in 2026 and welcoming more children and young people to benefit from residential experiences and learn about the great outdoors.

*“ Fabulous weekend, beautiful setting, couldn't have asked for a better weekend. We'll be back next year. ”*  
3<sup>rd</sup> Stoneleigh Brownies

*“ Great stay – every time we find even greater facilities. Thank you. ”*  
Sutton Mencap

# Deborah's story

*“After all the trauma my grandchildren have been through, YMCA has been a lovely security blanket.”*



When Deborah's daughter-in-law died in childbirth in Indonesia in 2024, she stepped in to care for her three grandchildren. With support from the local community and YMCA, the children are adapting to life in the UK.

“My daughter-in-law, Kendra, lost her life giving birth to my youngest grandchild, Zoe, in Ampana in April last year,” explains Deborah. “As well as Zoe, Kendra and my son already had two children, James and Lexi. Death in childbirth shouldn't happen in 2024 and it was devastating.”

Zoe was born six weeks early, leading to a number of medical issues including problems with her lungs and issues with swallowing. At eight weeks old, she collapsed and was taken to the local hospital for surgery.

“I knew the children were in a fragile family situation,” says Deborah. “Kendra had been doing her best, but the relationship with my son wasn't working out as he has mental health challenges. Before she died, Kendra had applied for a UK visa and it had been granted, but she was too pregnant to fly. It was her wish for the children to grow up here.”

With no English-speaking schools in rural Sulawesi for James and Lexi and problems paying for Zoe's hospital treatment, the only viable option was for the children to come to the UK. Once that decision was taken, Deborah says she didn't hesitate to share her home with them.

The children arrived in the UK in July 2024. At the time, Zoe was still struggling to feed and weighed only 8lbs. Doctors believe she experienced a massive overinflation of her lung due to her premature birth. Since then, she has been in and out of hospital for treatment.

“Managing Zoe's medical needs are a real challenge,” says Deborah. “There are lots of appointments and I have to feed her every three hours. This means it's difficult for me to spend quality time with James and Lexi, particularly in the school holidays. That's where YMCA has been so fantastic.”

James, 11, and Lexi, 7, were immediately given fully funded emergency places at YMCA's Y-Kids holiday clubs, made possible by fundraising from YMCA Challenge events. The clubs gave them a safe space to enjoy a range of fun and creative activities, while Deborah was able to focus on Zoe's medical needs. Since then, the family has continued attending the clubs thanks to support from Active Surrey, through a

government initiative that provides free holiday places for families who need help with childcare costs. YMCA also funds places during half-term breaks.

“After all the trauma my grandchildren have been through, the YMCA has been a lovely security blanket,” says Deborah. “They're there at crunch times like the school holidays. James and Lexi have lots of fun at the clubs and they feel safe, happy and relaxed. They always come out of the YMCA in a nice frame of mind, having had exercise and taken part in purposeful activities with other children.”

Deborah says that the impact of YMCA's support has been profound: “James and Lexi have been through so much. Now they've had a year of stability, and the YMCA is a big part of that. The play workers understand trauma and have been so welcoming.”

Millie Groves, Out of School Childcare Senior Co-ordinator, said: “At Y-Kids, we run after school and holiday clubs where children have many toys and games to play with. We also invite them to do a set activity such as baking, crafts or sensory play depending on our theme of the week.

“Our sessions have given James and Lexi a chance to make new friends, develop skills and be welcomed into a secure and friendly environment. In turn, this has given Deborah the time she needs to care for Zoe. James and Lexi are lovely kids and we always enjoy having them with us.”

With the right support, the children are making positive steps. James is now happy at secondary school and Lexi is making great progress with her reading.

“I couldn't be more proud of them and their resilience and courage after such traumatic adversity,” says Deborah. “Their mummy would be very proud of them, as we all are.”

Zoe's health is being monitored and it's hoped that as she grows bigger, her lung issues will reduce and the swallowing difficulty will rectify itself. She's even started nursery two mornings a week.

“All along the way we've been shown great kindness,” says Deborah. “I'm so thankful to everyone, including the YMCA. It was their mummy's wish for the children to come to the UK and with everyone's help, I've been able to fulfil her wish.”

We provided

**1,404** days of

activities for families in receipt of

**free school meals**



“ My daughter had an outstanding experience going to the YMCA Pre school. All the staff were fantastic and went above and beyond. There was not one day my daughter came away unhappy. ”

YMCA Sovereign Pre-school parent

## YMCA Pre-schools

YMCA Pre-schools at the YMCA Sovereign Centre in Reigate and the Merstham Community Hub have enjoyed a busy and successful year, culminating in well-attended graduation events that celebrated children and families.

Since opening in 2019, Merstham Pre-school has grown into a thriving community setting, reaching around 85% occupancy last term. The pre-school is well embedded in the local community: children visit Merstham Library and have their very own rhyme time, staff run activities at community events such as the Easter Bonnet parade, running a stall at the Merstham Community Facilities Trust community day, and participating in the Merstham Partnership Network meeting. These links support children’s development while strengthening local relationships. Parents praise the welcoming atmosphere and dedicated staff, with one parent describing the setting as “a little gem in the heart of a community.”



Girls football under 11s tournament winners



East Surrey Acrobatics gymnastics and trampolining sessions

## Inclusivity Training

Between January and March, Surrey County Council commissioned YMCA East Surrey to deliver tailored inclusivity training for childcare providers including schools, childminders and nurseries. This initiative addressed the growing complexity and diversity of children’s additional needs in mainstream settings, providing an opportunity to share the specialist expertise of our Childcare, Disability, and Emotional Wellbeing service teams.

During the training, practitioners deepened their understanding of inclusive education and gained practical tools to embed inclusive practice in their childcare settings. These included Picture Exchange Communication System (PECS) cards, sensory resources, visual timetables, and strategies to support emotional wellbeing. Feedback was overwhelmingly positive, with participants praising the wealth of ideas they could bring back to their workplaces to create more accessible environments and allow a diverse range of children to thrive in their settings.



In FY24/25,

**373**

children took part in our recreational gymnastics, trampolining and football sessions



# Face2Face parent carer support

Our Face2Face project offers support to parents of children with disabilities through one-to-one guidance, peer networks and practical information to boost wellbeing, confidence and community connection. Over the past year, we've supported more than 100 parent carers across East Surrey.

Weekly coffee mornings provide a reliable, welcoming space for parent carers to share experiences, exchange advice and build supportive relationships. We also organise focused workshops on topics such as masking in autistic children, Pathological Demand Avoidance (PDA), barriers to education and how to access Surrey's Family Information Service and Local Offer, equipping carers with practical tools they can use at home.

Participants regularly highlight the value of these sessions. One parent shared, "Thank you for giving us this space. I didn't realise how helpful it would be to meet others in similar situations."

By offering both emotional and practical support, the service helps parent carers feel more equipped to manage the demands of their role and advocate effectively for their children.



In FY24/25 **310** children and young people with **disabilities** attended our **Short Breaks** in Surrey and West Sussex



Having fun on a summer residential at Hindleap Warren



We provided **28,353** hours of **Short Breaks** disability clubs



*"Thank you so much for organising the Hindleap Warren trip. I feel like X has come a long way with those activities, especially climbing and abseiling as she wouldn't have done that this time last year! It's thanks to you guys for making these amazing things like that happen."*

Yip4Youth parent



Making new discoveries on a trip to the Horniman Museum

## LifeWorks Learning Hub



In September, we proudly welcomed learners to the new LifeWorks Learning Hub at the YMCA Sovereign Centre in Reigate. This new Alternative Education Provision is for young people aged 16–25 with disabilities and additional needs and is tailored to the outcomes identified on their Education, Health and Care Plans (EHCPs).

Delivered in a small group setting, the programme offers a personalised approach in a purpose-built facility with its own kitchen and access to the centre's sports hall and outdoor space. Learners also benefit from other YMCA facilities, including the gym and allotment in Redhill, and gain workplace experience through links with other YMCA services.

Whilst still in its early stages, LifeWorks is already making a difference for young people who have struggled to find suitable educational placements. We're excited to offer a fresh, inclusive learning provision that supports personal growth, wellbeing and future aspirations.



## Claudia's story

“ Finding the Short Breaks service was like a heavy weight being lifted off us ”

Claudia, 14, was born early and needed specialist care for the first ten days of her life. Initially diagnosed with a floppy windpipe and severe acid reflux, Claudia's mum, Gabriella, knew something wasn't right. From that moment on, the family began fighting for answers.

Four years later, Claudia was diagnosed with two rare genetic conditions, known as SATB2 syndrome and BRPF1-related disorder. She also has osteoporosis and autism. Claudia is non-verbal and experiences difficulty with her balance and dexterity.

“Claudia is such a happy soul,” says Gabriella. “But having a child with additional needs has changed every part of our lives. Our day to day routine became limited. She was sensitive to noise, even certain voices could create triggers, and so we slowly retreated into the small world she could cope with.”

The family had to plan where they could go, for how long and always be prepared to abandon outings. “We couldn't attend family celebrations,” explains Gabriella. “Even now, my husband and I operate in a ‘tag’ team. One of us goes out while the other stays with Claudia.”

After Claudia's diagnosis, the family felt lost in the system, with no guidance on how to navigate life with her complex needs. Gabriella says: “When Claudia was diagnosed, we were handed a brief leaflet about the syndromes and that was the extent of the help we received.”

Then, when Claudia was nine years old, a paediatrician attached to her school mentioned YMCA East Surrey's Short Break services. Yippee, for children aged 5-11, and Yip4Youth, for young people aged 12-17, offer fun, inclusive activities for children with a range of disabilities and additional needs. These day sessions run at weekends and during school holidays in Crawley, Epsom, Horsham, Leatherhead and Reigate, with Yippee also operating in Chailey near Lewes. The service gives children a safe, engaging space, and families some much-needed respite.

Support is tailored by the experienced team to cater for a range of needs, including one-to-one assistance. The service is partially funded by local councils, allowing families to pay a minimal fee per session. A bursary scheme is offered by YMCA to make it accessible to everyone.

“I sighed audibly when the paediatrician suggested the possibility of Yippee,” recalls Gabriella. “The thought that

someone else would help us care for Claudia, for the first time in our lives, it was like a heavy weight being lifted off us.”

Claudia started with Yippee in Reigate, and as Gabriella puts it, took to it “like a duck to water”. Now attending Yip4Youth in Reigate and Epsom, the sessions give Claudia the freedom to explore and join in on her own terms.

“Despite being non-verbal, Claudia loves taking the lead and staff are there to support her,” explains Gabriella. “She's happiest when music is involved, but the real joy is when people engage with her explorations and just be with her.”

Gabriella describes how YMCA East Surrey has opened up Claudia's world: “She's done things we never thought possible, like going swimming or out on trips. She's met a wide variety of people, helping her social skills. And most importantly, she's had the chance to explore life outside the family. It's given her confidence and enrichment.”

As well as the positive impacts on Claudia, the support has also been transformative for the rest of the family.

“The difference to us is huge,” says Gabriella. “We're rarely apart from Claudia, so Short Breaks has given us a slice of normality. We use this time to simply breathe again. We do everyday things we've missed, like going to the shops, enjoying a coffee and spending time with Claudia's sister, Sophia.”

Charlotte Payne, Senior Coordinator for Reigate Short Breaks at YMCA East Surrey, said: “A lot of the children and young people who come to us have very structured school days and frequent medical appointments. At Short Breaks, the children lead their own play. It gives them space to relax and be themselves.”

“Claudia is a wonderful young person. She really enjoys interacting with staff and other young people, especially when there are noisy toys! She loves being here and it gives her family time to recharge, knowing she's safe, supported and having fun.”

Above all, Gabriella values how the team embrace Claudia for who she truly is. “Claudia has a real zest for life,” says Gabriella. “It's such a relief to have a place where she isn't being squashed into a mould, but is celebrated for exactly who she is.”

# Charlie's story

“Charlie's school attendance went from 8% to 80% thanks to YMCA's intervention.”



Charlie, aged nine, was first referred to YMCA's Emotional Wellbeing and Mental Health services by his school because his attendance was as low as 8%. Diagnosed with ADHD and autism, Charlie's mum had noticed a sharp decline in his self-confidence and that he'd become increasingly anxious. He was avoiding school and had stopped taking part in his usual hobbies.

Angeline Selvamanoharan, one of YMCA's Primary School Early Intervention Coordinators, was assigned to support him with his Emotionally Based School Non-Attendance (EBSNA). Her role is part of the Mindworks Surrey service, delivered in partnership with Surrey Wellbeing Partnership.

“There are many reasons why a child might find school tricky,” Angeline explains. “They could be experiencing anxiety, friendship issues, bullying, exam stress, or something might be going on at home.”

When Angeline first met Charlie, she recalls that “it seemed as though his energy and motivation had been depleted.”

“We played his favourite game, UNO,” she says. “I also introduced him to a game about recognising your strengths and remembering happy moments.”

After several weeks of meeting regularly in school, Charlie slowly began to open up. By the third session, he disclosed that other children had been unkind to him about his height. This had severely affected his self-esteem and confidence, contributing to his school avoidance.

“There was a specific moment where children were being unkind to him,” says Angeline. “Charlie was finding it difficult to control his emotions.”

Over three months, Angeline and Charlie worked together on emotional regulation. She supported him in recognising his feelings and learning strategies to manage them. “We used techniques like the worry tree and body mapping,” she explains. “These help children to link physical symptoms and emotions – for example, butterflies in the stomach when they're nervous. Then we explore practical strategies for coping with those feelings.”

Other tools included breathing exercises, the anxiety iceberg (to identify the root causes of worry), and the

circle of control (helping Charlie understand what was within his control and what was not).

Initially, Charlie would only attend school for his sessions with Angeline. But through consistent support and encouragement, on the fourth session, he felt confident enough to remain for the rest of the school day. He said, “it was not bad.”

“The things that really helped Charlie were positive reinforcement and a holistic approach,” explains Angeline. “That meant working not just with him, but also with his school and his family. For example, we explored whether he would feel comfortable for me to speak to his teacher about the unkind comments. He agreed, and the teacher then led a class discussion on kindness, respect, and the impact of unkind words.”

The school gained tools to respond more effectively to Charlie's needs, while his family reinforced what he was learning at home and helped him put it into practice.

Gradually, Charlie increased his attendance from part-time to full days.

“It's incredible that Charlie's school attendance went from 8% to 80% thanks to YMCA's intervention,” says Angeline proudly.

Gemma Gay, School Delivery Manager, puts this into context: “EBSNA is complex and not as straightforward as people might think. Since the pandemic, we've seen a huge rise in children not attending school. But professionals now have more understanding of it and how best to support children.

“We offer one-to-one support to primary-aged children and run group sessions in secondary schools. We take time to understand each child's challenges, then help them manage emotions and problem-solve through achievable steps. We also support schools with simple interventions – adjusting seating plans or rebuilding trust with a teacher. More recently, we've started group sessions for parents, so they feel less isolated and gain tools to support their child.

“Once children experience our services, attendance improves alongside wellbeing. They sleep better, spend more time with friends, and engage more fully with life. The impact can be transformational.”

# WAVES

Our WAVES project runs across five locations and supports young people aged 11–17 who are facing mental and emotional wellbeing challenges. One WAVES attendee has kindly shared their experience.

“I’ve been attending WAVES for about two years. When I first started, I struggled controlling my anger and telling others how I was feeling. I used to bottle things up, then hit walls or storm off. Since coming to WAVES, I’ve learnt that anger isn’t a bad emotion and I can express it and deal with it in better ways through talking. Because of this, overall I feel less angry. Sometimes I think it is hard for people to talk about how they feel, but at WAVES I feel able to do this. I know I have a safe space to talk about any worries, have a laugh, play pool and cook great food. I’m very grateful for the support WAVES is giving me. I think anyone my age who would like a safe, fun space to talk about how they are feeling should come to WAVES.”



Talent show for young people held at the Archway Theatre in Horley



“ I have felt very much supported and listened to throughout my eight sessions of counselling. It has helped me become stronger with certain areas in regard to my mental health. ”  
Young person



Step Forward offers activities and support for young adults aged 17-30

**2,163** young people benefitted from  
**15,649** hours of emotional wellbeing and mental health support

We delivered **8,658**  
**1:1 therapeutic support & counselling sessions** in FY24/25

## Community Wellbeing Team

Our Community Wellbeing Team supports children and young people across Epsom & Ewell, Reigate & Banstead, and Tandridge with a broad range of emotional wellbeing and mental health needs, including low self-esteem, anxiety, emotional regulation, loss and body image.



Sessions can be held in school, at a community venue or online, allowing young people to feel empowered and involved in the support they receive. Each session is personalised to their need, with the Wellbeing Coordinators adapting resources and strategies accordingly.

The team now also offer one-to-one and group-based support to parents and carers through our Family Wellbeing Coordinators, helping families set goals and build skills to create more supportive home environments. This year, the team has run workshops on understanding children’s emotional needs and managing the transition from primary to secondary school.

Feedback from parents has been positive. “The impact on X’s life has been immeasurable, and our daughter is now on a much brighter, more joyful path.”

# Family Centres

Last year saw the start of our new partnership with Surrey County Council to deliver family support across Reigate & Banstead and Mole Valley. 897 families have so far benefitted from this service. Working with Home-Start East Surrey and Welcare, we deliver support from four Family Centres in Dorking, Epsom Downs, Horley and Merstham, plus Welcare's Family Centre in Redhill.



Each family is matched with a trained, experienced Family Support Worker who listens, assesses needs and provides targeted, practical support designed to strengthen family relationships, build resilience and help families achieve their goals. Interventions range from early preventative work to intensive, sustained support where required, including Early Help Assessments and Nurturing Programme.

One family said, "Many thanks for all the support you provided us as a family. It's been a great help and I'm not sure how far we'd be without the guidance and support from you."



Youth Representatives' trip to the Houses of Parliament

**897** families have benefitted from support from five **Family Centres**



*“It's such a joy to see my son getting excited about going to the club, meeting new friends and enjoying all the activities in such an open and friendly environment. Your team have been very kind and supportive.”*

Horley Youth Club parent



Our Y Bus brings activities and support to young people in their local communities

**YMCA Youth Workers** engaged with **492** young people in FY24/25



# Emerging Needs Programme



Thanks to funding from Surrey County Council, we've been able to expand support services for families across Mole Valley and Reigate and Banstead to run alongside our targeted support offer. The Emerging Needs programme will run themed drop-in groups on mental health and wellbeing, additional needs, fathers' support, and antenatal and baby care.

Two full-time Family Support Coordinators will lead outreach, deliver drop-ins and support evidence-based parenting groups. A proportion of the funding will be used to subcontract Home-Start East Surrey, Home-Start Epsom, and Welcare to increase delivery for families with identified needs.

Through partnership working and linking to our other YMCA services, we will provide families with timely, local support that reduces isolation, improves parental confidence and strengthens parent-child relationships. Over time, these interventions aim to build family resilience and create more stable, positive futures for children and parents.



## Tallulah's story

“YMCA's helped me through a lot of tough times.”

After the death of a loved one by suicide, Tallulah, then aged 11, was struggling with her mental health. She found it difficult to leave the house, experienced anxiety and had suicidal thoughts.

A friend mentioned a new YMCA youth club was starting in Tadworth and encouraged Tallulah to come along.

“It started off with just a handful of us,” explains Tallulah, now 16. “But it's really grown over the years. We've done loads of activities, from cooking and arts and crafts, to sports and singing, it's always varied.”

Led by professional youth workers, YMCA's youth clubs give young people in school years 6-11 a relaxed environment to make friends, raise self-esteem and build skills. Funded by the National Lottery and the High Sheriff Youth Awards, the groups run across East Surrey and follow the National Youth Agency curriculum. They give young people the opportunity to find their voice, influence society and gain skills in areas like global citizenship, money and budgeting.

“It gave me a safe place to go where my parents knew that I'd be okay”, says Tallulah. “I could go out and not think any bad thoughts. I've made lifelong friends and YMCA is always very accepting of who I am. It's massively boosted my confidence.”

Tallulah also received counselling through YMCA's Emotional Wellbeing and Mental Health services to help her cope with what she was going through.

As part of the youth club, Tallulah has been on several adventurous trips, including visits to an activity centre and trampoline park, and mountain climbing. “The group gets to decide what trips we want to go on,” she explains. “It means it's our choice. It's important that young people have an opinion and input. I've done things I never thought I could do, like climbing Mount Snowdon and Scafell Pike. I even took part in YMCA's Sleep Easy, where we slept outside in cardboard boxes to raise funds for the charity's homeless services.”

Tallulah is a member of YMCA East Surrey's youth representative group, a team of young people from each club who speak up for their peers and help shape youth services. Over the past year, Tallulah has taken that role all the way to Westminster, visiting twice to talk to MPs and even sharing her own experiences at a breakfast meeting.

“I talked about the problems young people face and how it affects them,” explains Tallulah. “Young people don't usually get the chance to speak up and be heard because adults tend to decide what's best for them. It made me feel recognised. It means problems can be spoken about and resolved. I used to be the type of person who wouldn't get help if I was struggling. But YMCA taught me it's okay to ask for help.”

Due to Tallulah's impressive campaigning, she's recently been shortlisted for Young Campaigner of the Year at the Youth Matters Awards. These awards celebrate the outstanding achievements of young people across England and Wales who make a positive difference in their communities.

Fiona Oldam, Youth Work Manager, said: “We invited Tallulah to come and speak in parliament as the government was working on its new National Youth Strategy. It was amazing how she stood up and spoke about her journey with her mental health and how youth club had helped her. She had me in tears and she blew the MPs away.”

“Tallulah's really turned things around while she's been with us. I can always count on her to motivate and support other young people. She's becoming a young leader in her own right. Now that she's reached the age to move on from the youth club, she's planning to come back as a volunteer youth worker, supporting the leader to run the group.”

Tallulah's recently taken her GCSEs and is going to college to study animal care, as she wants to be a vet. She's excited about the opportunity of volunteering her time to help support the youth club.

“One of the things I enjoy doing is helping other people,” says Tallulah. “When you've lost someone to mental health, you want to help others who might be having difficulties. That's why I'm going to be volunteering my time back to the youth club.”

“YMCA's a good place for young people to go because they'll always understand and they won't make you feel bad about yourself for having differences. YMCA's helped me through a lot of tough times and without them, I would've found life a lot more difficult. They've helped me make friends and improve my confidence. They've given me a bunch of opportunities and I've achieved things that would never have been possible without them.”

# Chris's story

*“I’m off painkillers and I can move so much more easily – I don’t even need my walking stick anymore.”*



In 2022, Chris Chellew, 69, was recovering from breast cancer treatment when she slipped by the side of a swimming pool and fractured her spine. This was the start of a long and painful period of recovery. Last year, she also had a hip replacement, leaving her reliant on a walking stick to get around.

“I felt 90 years old,” says Chris. “I was hobbling around, in a lot of pain and taking loads of painkillers. I also needed to lose some weight.”

Just six months after joining YMCA East Surrey, Chris' life looks very different.

Chris was referred to us by her physiotherapist through our Exercise Referral programme, funded by NHS Surrey Heartlands Health & Care Partnership, which helps people with health conditions become more active. She began attending our Health and Wellbeing services and has since taken part in several courses. These are all designed to improve mobility and delivered under the guidance of our qualified instructors.

She started with Healthy Measures, a 10-week weight management programme providing people with the skills and motivation to eat healthily and improve their lifestyle. Each session combines 20 minutes of tailored exercise with group-based learning on topics like portion sizes, calorie awareness and food labelling.

“The exercises are all adapted to suit me and my ability,” says Chris. “Things like gentle cardio, stretching with bands and mobility work. A lot of things I never thought I'd be able to do.”

Each week also includes a private weigh-in to help participants track their progress. Chris has lost a stone and a half so far, and has now built enough strength and confidence to join a wide range of other classes at YMCA. This includes Active Wellness, which supports people back into exercise; Moving Together, which focuses on strength and balance; and Tai Chi which helps with stress relief.

“At first, my fitness was very poor,” says Chris. “But I've built myself up. Now I do a 45-minute fitness class before Healthy Measures even starts. At the beginning I was worried it would be all young people in Lycra and mirrors everywhere, but it's not like that at all. YMCA is inclusive of all shapes, sizes and ages. The instructors know my health history and always keep an eye on me to make sure I'm doing everything correctly. I feel looked after. The best part is, I'm off painkillers and I

can move so much more easily – I don't even need my walking stick anymore.”

Chris' physical transformation has been matched by a shift in how she feels about herself.

“I can't tell you how much it has changed not just my body, but my mental health too,” explains Chris. “When you're in pain, it wears you down and you feel miserable. And when you get to my age, you can feel a bit invisible. Now, I feel seen. I'm active, I'm not in pain and that makes a huge difference.”

Living on her own, it's been important for Chris to meet new people and feel part of a community. She says: “People here know my name. They chat to me - from the receptionist, to the instructors and other members. I've made new friends and I have a lovely new community here.”

Ruth Crosby, Health Promotion Coordinator for YMCA East Surrey, says: “Chris' progress has been incredible. She's completely overhauled her lifestyle and made lasting changes. Exercise is now something she genuinely enjoys and she's active every day. When Chris first joined, she was quite reserved, but now she's cheerful, smiling and full of confidence. It's been wonderful to see that transformation. She's not only built her own routine, but is now encouraging others too, sharing tips with the group and bringing her friends along to our mainstream classes. She really is a ray of sunshine.”

Through the programme, Chris has also learned practical ways to take control of her health every day.

“I've made simple changes, like swapping my cappuccino for an americano and weighing out cereal properly,” says Chris. “Exercise and healthy eating have become part of my daily life. It's second nature now. When the course ends, I know I'll be able to manage things on my own.”

Chris is working towards her goal of losing another half a stone, “little by little”. But for her, the real success is how she feels.

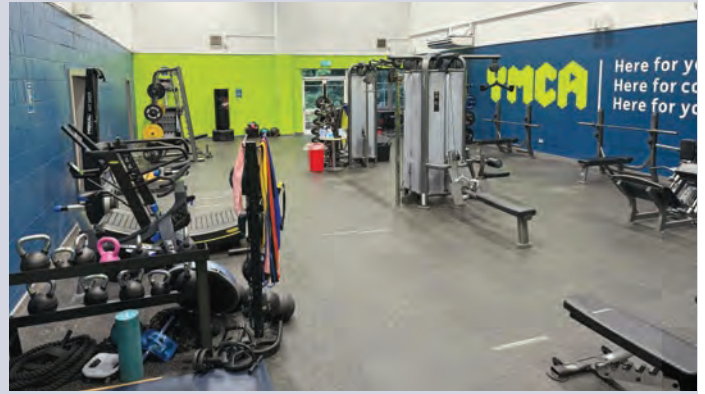
“My friends have noticed the difference,” explains Chris. “They say it's the way I hold myself. I'm more confident, much brighter and more cheerful. All the things I thought I'd never be able to do again, like having a holiday abroad and walking around places like Seville or Madrid, I can do all that now. It's amazing.”

# YMCA Sports & Community Centre Refurbishment

Since opening in 1991, the YMCA Sports & Community Centre in Earlswood has been a well-used local asset. With support from Reigate & Banstead Borough Council's CIL Strategic Funding, we have recently upgraded the centre to enhance facilities for all users.

The redevelopment included refreshed first-floor children's activity areas, kitchen and toilets. The new Mercer Room offers air conditioning, surround sound system, 15 state-of-the-art Technogym spin bikes, and an innovative lighting system that moves to the beat.

On the ground floor, a permanent dividing wall now separates the free-weights area from the former sports hall, creating the Allanson Hall in memory of former trustee Jim Allanson, while an access arch improves circulation across the gym. We thank users for their patience during the works and hope everyone enjoys the upgraded facilities.



“ My daughter, who is autistic, attends Inclusive Dance. The class is led by a lovely lady who is unfailingly friendly and enthusiastic. My daughter doesn't have many opportunities to be active - this session is perfect. ”  
Parent

Rebecca Paul, MP for Reigate, visiting the Sports & Community Centre in January.



450 people took part in a YMCA Wellbeing walk in FY24/25

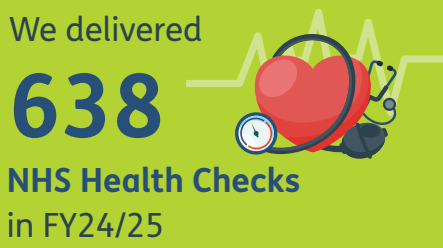
## Bryan and June Amos Foundation

Staying active becomes increasingly important with age, helping prevent muscle and bone loss while improving balance and strength. At YMCA East Surrey, we're committed to making our facilities welcoming and accessible to people of all ages and abilities.

We are deeply grateful to the Bryan and June Amos Foundation for donating £170,000 over the past 12 months following visits to our Exercise Referral scheme and Sports & Community Centre.

Their support has funded vital services that help people remain active and healthy in later life, including new community outreach sessions, gym development, and the purchase of inclusive fitness equipment to improve accessibility for people with mobility restrictions and long-term conditions.

The Bryan and June Amos Foundation was set up following the passing of Mrs June Amos in 2011, who wished to establish a charity to assist elderly people in Reigate & Banstead.



# YMCA Hillbrook House Ofsted registration

YMCA Hillbrook House is proudly registered with Ofsted as a provider of supported accommodation for young people aged 16 to 17. Ofsted inspects against four key quality standards: Leadership and Management, Protection, Support and Accommodation. These standards emphasise maintaining safe living conditions, robust governance, effective safeguarding and providing personalised support plans.

Our staff deliver trained, tailored support alongside stable housing, helping residents build skills and confidence. We focus on practical outcomes, guiding young people into education, employment, training or volunteering and supporting their transition to independent living. Regular review and adherence to Ofsted standards underpin our commitment to continuous improvement and the safety, wellbeing and future prospects of every resident.



Thanks to Active Surrey, several residents received donated bikes and gear to support their independence.

“ The people at the YMCA have helped me a lot. I have made many friends from different backgrounds and enjoy spending my time with them. The house I live in is very nice and I am extremely happy here. ”

Housing resident

**100%**  
of residents are active in education, employment, volunteering, training or our Y Focus project



We provided

**25,349** nights  
of accommodation



to vulnerable  
young people in  
FY24/25



Residents gain essential life skills through activities such as cooking and baking

## Y Focus: tailored support for young people

Y Focus supports YMCA housing residents who are not in education, employment or training by offering personalised programmes that build confidence, life skills and emotional wellbeing. Each young person's journey is different, so support is tailored to individual needs and goals.

The service provides a safe space to explore interests and try new experiences, from physical exercise for mental health to attending job fairs, writing CVs and applying for jobs and apprenticeships. We offer a chance to try new experiences for the first time to build confidence, like playing golf or taking part in an escape-room challenge. We actively seek out opportunities to support residents with their aspirations.

As a result of this approach, 93% of our residents are now in education, employment, training or volunteering. The remaining 7% continue to receive focused support through Y Focus as they work toward their goals.





## Ali's story

*“If I ever have a problem or a question, YMCA is always there to help me.”*

At 16, Ali fled Yemen and made the dangerous journey to the UK with his uncle to escape the ongoing civil war. He came to the UK in search of safety and stability, far from the conflict.

“When I was in Yemen, I didn't have any rights,” says Ali. “There's war and the last few months were very hard. The situation isn't calm.”

In September 2024, Ali was placed at YMCA Hillbrook House in Redhill by Surrey County Council. It offers affordable accommodation and support services for 16-30-year-olds who are homeless or without permanent accommodation. With 44 self-contained bedsit rooms, young people are supported to access education, training or work, and receive a personal support plan to help them towards independence.

Being under the age of 18, Ali, now 17, is an unaccompanied asylum-seeking child. He has been granted humanitarian protection for five years by the Home Office.

“I have friends who left Yemen who told me that they didn't feel safe or relaxed where they went,” explains Ali. “When I came to Hillbrook House, I found the staff kind and helpful. There are games in the activity room for residents, so I could play pool or do puzzles with others, which helped me improve my communication and make new friends.”

Ali enrolled at East Surrey College and, following an assessment, was placed on level three of English for Speakers of Other Languages (ESOL) – an advanced level. The course incorporates both maths and English for students whose first language isn't English.

“I started college a week after I moved into Hillbrook House,” says Ali. “I've now moved up to level one of ESOL and I'm excited to be starting GCSEs in September. It's a huge college with lots of activities going on and the teachers have been very helpful. My favourite subject is maths.”

With free membership to YMCA East Surrey's gym, Ali enjoys working on his fitness. “They say a healthy body leads to a healthy mind,” he says. “I've made new friends and I enjoy playing basketball with them.” On Fridays, Ali plays his favourite sport, football, through YMCA's partnership with the Big Leaf Foundation, which combats social isolation for displaced young people in Surrey.

In the future, Ali hopes to work in IT. With support from YMCA, he has already met a careers adviser to put a pathway in place to help him achieve his goals.

“My English has developed and I want to improve further,” says Ali. “I want to continue my education and go to university. I'm interested in IT, particularly cybersecurity. In my spare time, I've been learning Python, a computer programming language, and doing some coding.”

Erastus Kpan, Housing Support Officer, said: “Each resident at Hillbrook House is assigned a support worker to help them navigate education, health appointments, legal support and day-to-day living. When Ali first came to us, he was understandably shy after what he'd been through. At first, he'd only speak to me, but over time he's grown in confidence and now approaches any staff member if he has a question or needs help with something.

“Ali has impressed me with his dedication to his studies and his ambition. He's very humble. He works incredibly hard at college and is passing all his exams with flying colours. He's set his mind on a career in IT and he's committed to making it happen. The sky's the limit for him.”

“If I ever have a problem or a question, YMCA is always there to help me,” says Ali. “I can't describe their kindness. It's really fabulous. Of course it's not like being at home with my family, but it's the second-best place I could be. I have my rights and I'm very thankful.”

# Phoenix's story

“YMCA staff helped me achieve my goal of getting into college.”



After a family breakdown, Phoenix found herself homeless. When she had to move out of her previous housing placement, she came to YMCA's Hillbrook House at the age of 18 in the summer of 2024. It offers safe, secure and affordable accommodation, along with services to support young homeless people.

At the time, Phoenix wasn't in education or work. She was smoking large amounts of cannabis and wasn't sure where her life was headed. Being neurodivergent made it hard for her to make friends, so she either spent time alone or became involved in anti-social behaviour.

During her stay at Hillbrook House, Phoenix began to attend YMCA's Y-Focus support programme. It offers regular activity workshops covering employability, money management and life skills, as well as gym sessions, team building and mental wellbeing. Residents also visit different workplaces to explore career options and gain work experience.

The goal of Y-Focus is to support residents into further education or employment. During the programme, staff learned that Phoenix had achieved an impressive ten GCSEs.

YMCA's Engagement Wellbeing Coordinator, Charlotte Punt, encouraged Phoenix to explore her interests. Through these conversations, Phoenix opened up about her love of the outdoors.

"I've always been interested in nature," says Phoenix. "My grandad used to take me birdwatching all the time and I loved being outside."

Charlotte identified a course at Plumpton College, which specialises in land and environment courses. "Charlotte helped me fill in the application paperwork as I didn't know what to put," says Phoenix, now 19. She gained a place on a two-year City & Guilds course to study environmental conservation and countryside land management. Phoenix enjoys the practical nature of the course and being out in the woods, and has successfully completed her first year.

"When I finish college, I'm hoping to get an apprenticeship to become a park ranger," she says.

Phoenix has come a long way since first arriving at YMCA. Initially, keeping her room tidy and forming a constructive routine were a challenge. With support and encouragement from staff, she made progress and moved to one of YMCA's semi-independent properties in Horley. These properties help residents to transition from supported accommodation to independent living.

Zoe Snelling, Housing Support Officer, says: "When Phoenix moved in, I sat down with her and helped her work out a budget. Together we looked at where she could save money, like cooking more and buying fewer takeaways. This helped her prepare for life in her own accommodation.

"It's been great to see how Phoenix's confidence has blossomed. Previously, she struggled to make friends, but the confidence she gained from Y-Focus helped her knock on other residents' doors and introduce herself. She's made really good friends here.

"She's been determined to make a success of her college course and we were thrilled when she recently got the keys to her own place in a shared house. I'm sure she'll go from strength to strength because she's ready for the challenge".

For Phoenix, YMCA East Surrey's support has been life-changing, giving her the confidence and skills to move forward with her life. "The support I've received at YMCA has helped me gain my independence," says Phoenix. "The staff have helped me achieve my goal of getting into college. Life is different now as I'm very social and have lots of friends. If it wasn't for YMCA, I wouldn't be in college and on a path to a career that I'm passionate about."

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

## NextStep

Our NextStep team works with families and individuals referred by Reigate & Banstead Borough Council and Tandridge District Council to relieve the threat of homelessness by providing detailed assessments and tailored advice to help secure private rented accommodation. Ongoing bespoke tenancy-related support is also given to minimise problems arising in the tenancy. This free support is extended to landlords, especially those who may be new to renting out their properties.

In FY24/25, 251 households received housing and budgeting advice, with accommodation being secured or saved for 116, a 12% increase on the previous year.

One tenant said, "Thank you for the difference you've made – for the support and guidance to help me find suitable accommodation during a time in my life where things were out of my control. I'm so happy to have settled down and couldn't have done it without you!"

With the number of referrals rising, if you are a landlord willing to help people move out of homelessness, please call 01737 378482.

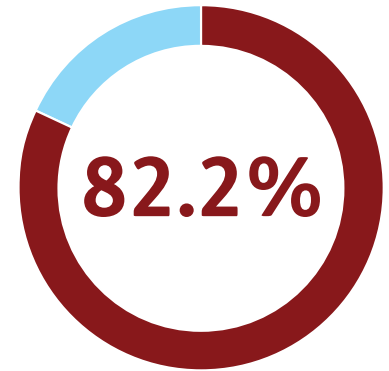


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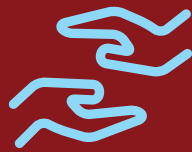
homeless young people provided with a safe home in FY24/25



82.2% of housing residents are satisfied with our services (national average is 71.3%).



# 17,318



hours of support were provided to residents during FY24/25, that's an average of

# 1,443

hours a month

“The staff are very committed to doing their job and lend a helping hand when you need them.”

Housing resident

A resident receiving their ESOL (English for Speakers of Other Languages) certification



## Y FOCUS



## Residents' Voice

Residents' voices shape everything we do at YMCA East Surrey. It is fundamental to ensure residents are respected and advocated for to achieve the best outcomes for young people.

We've listened to residents' feedback and redesigned the delivery of our monthly Resident Forums, which take place across our five supported and semi-independent housing projects. Residents are encouraged to nominate representatives, chair meetings, set agendas, design posters, ask questions and give feedback in a safe, confidential space.

This resident-led approach ensures every young person can influence the services and support they receive. Feedback has driven practical changes to accommodation, activities and opportunities, improving outcomes and responsiveness. We continue to encourage participation and promote the message that every voice matters, because when residents speak up, our services get better.

# Challenge Events

Thank you to all our Challengers who biked, trekked, ran or slept out in 2025 to raise money for YMCA East Surrey.

If you want to get fit, have fun and raise funds, check out our challenge events at

[www.ymcaeast Surrey.org.uk](http://www.ymcaeast Surrey.org.uk)



Sleep Easy  
4 April 2025



Y2Y North Downs  
Trek/Run  
23 March 2025



Fun Run  
4 May 2025



Le Mans Cycle  
Challenge  
6-8 June 2025



Brecon Beacons Fan  
Dance Challenge  
20-22 June 2025



Ride the Alps  
'Everest on a Bike'  
Cycle Challenge  
11-15 July 2025



Kim's Walk  
7 September 2025



## YMCA Challenge Events 2026

- ▶ **Y2Y North Downs Trek/Run** | 22 March 2026
- ▶ **YMCA Fun Run** | 3 May 2026
- ▶ **Paris 3-2-1 Cycle Challenge** | 4-7 June 2026
- ▶ **Three Peaks Challenge** | 18-21 June 2026
- ▶ **Mont Ventoux Cycle Challenge** | 10-14 July 2026
- ▶ **Santa Run** | 13 December 2026



## Derek & Dara's story

“ Fundraising means you're making a direct difference in your local community. ”

For Derek and his daughter Dara, taking part in two major cycling challenges with YMCA East Surrey has been much more than just clocking up the miles. It's about family, shared experiences and supporting a cause close to their hearts.

Last year, the pair joined a team cycling 300 miles from Redhill to Amsterdam over three days. Then in June this year, they tackled 220 miles from Redhill to Le Mans in France, again in just three days. Together, their efforts have raised over £5,500 for YMCA East Surrey's vital work.

Derek's wife Sharon works in the charity's HR team, and their 14-year-old son Aaron has attended the charity's Short Breaks clubs, Yippee and Yip4Youth. These clubs provide activities and support for children with disabilities and additional needs, like Aaron, who has autism and ADHD.

“It means Aaron can have fun in the school holidays and we can still work, knowing that he's enjoying activities and trips,” explains Derek.

“As my brother has benefitted from the services, I can see the difference the YMCA is making,” adds Dara. “It's nice to know that our fundraising is helping young people with additional needs like Aaron.”

When they signed up for the first challenge, neither of them had much experience of cycling long distances. “During the pandemic, we did start getting out on our bikes a bit more for something to do,” says Derek. “But we're not accomplished cyclists by any means.”

Dara had never taken on long distances before either: “We had to train and build up the miles. When you're taking on a challenge like this, you can be in the saddle for ten to 12 hours a day. So you can get sore!”

To help get challenge-ready, the pair joined YMCA East Surrey's free training rides. These sessions are open to anyone, not just those signed up to an event, and offer a chance to build confidence, boost fitness and get to know others.

“We did an 85-mile training cycle and one over 100 miles,” says Derek. “That time in the saddle makes all the difference. And the training helped us get to know people in the group. You bond quickly when you're tackling the same hills.”

Dara says those shared miles were a great learning curve: “You pick up things like group cycling etiquette, negotiating potholes and how to stay safe together. You start to move like a unit.”

Both challenges were far from easy, with tough weather conditions testing their resolve. Dara recalls one particularly wet moment on the journey to Le Mans. “I had my passport in my rucksack and the rain soaked right through,” she says. “I had to dry each page with a hairdryer when we got to the hotel. But when you hit a low moment, someone in the group lifts you up. The others in the team motivate you to carry on.”

There were plenty of high points on the challenge too, with breathtaking scenery and the sense of accomplishment. “We stopped in a village called Saint-Céneri-le-Gérei which was beautiful,” says Dara.

The experience has also been about much-needed dad and daughter time. “It's been great to spend time together,” explains Derek. “And if I can do it, anyone can. There was a real mix of ages and everyone is welcoming.”

Taking on these challenges has had both physical and mental health benefits for Derek and Dara, improving their fitness, giving them new goals to work towards and connecting them with other people. And their fundraising has made a real difference too.

The team that took part in the Amsterdam challenge raised a combined total of £38,839. “People's donations help support the work of YMCA East Surrey,” says Derek. “Whether it's buying minibuses to take children out on trips or helping support young people facing homelessness, you're making a direct difference in your local community.”

While the duo rest their legs and recover from their latest adventure, both are keen to encourage others to take on a challenge.

“You don't have to be super fit to start,” says Derek. “You just need to give it a go. You'll meet great people, get outdoors and do something genuinely good – for yourself and for others.”

# Thanks

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

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

The 29 <sup>th</sup> May 1961 Charitable Trust	Home Instead Reigate & Tandridge	Skipton Building Society Charitable Foundation
Active Surrey	Homes England	Sophie Griffiths Architects Ltd
AED Donate	Home-Start East Surrey	St Faith's Trust
Alliance for Better Care	Horley Lions Club	St Joseph's Catholic Primary School, Dorking
Ashted Youth Club	Ian Haskew Charitable Trust	St Mary's Oxted
Austin and Hope Pilkington	Komputer Consultancy Services Limited	Steve Talboys Foundation
Baily Thomas Charitable Foundation	Land and City Families Trust	Stripey Stork
Balfes Bikes	LandAid	Surrey and Borders Partnership NHS Foundation Trust
Bantam Trust	The Landmark Trust	Surrey County Council
Beatrice Laing Trust	Linden Bridge School	Surrey Downs Health and Care Partnership
The Big Give	Lingfield Youth Hub	Surrey Football Association
Blyth Watson Charitable Trust	Lord Hanson Foundation	Surrey Heartlands Integrated Care Board
Boot & Ball	Lower Kingswood Fete	Surrey Playing Fields
Brewers Decorator Centres	Manor House School	Surrey Police
The Bryan and June Amos Foundation	Merstham Millennium Trust	Surrey Wellbeing Partnership
C P Charitable Trust	MindWorks Surrey	Surrey Youth Focus
Catch 22	Mole Valley District Council	Tandridge District Council
Chailey Heritage School	MYTI Club	Tandridge Wellbeing Prescription
Clockwise Marketing	National Garden Scheme	Tesco Stronger Starts
Clockwork Charitable Trust	National Lottery Community Fund	Three Guineas Trust
Community Foundation for Surrey	Nationwide Community Grants	TotalEnergies Gas & Power UK Ltd
Connick Tree Care	Netherby Trust	Unum
The David Family Foundation	New Leaf Foundation	Vestey Foods International Limited
East Surrey College	Ninevah Trust	Voluntary Action Surrey East
East Surrey Domestic Abuse Services (ESDAS)	The Office of the Police & Crime Commissioner for Surrey	Waitrose Community Matters
Eikon	Oxted United Reformed Church	Wallace Bell Charitable Trust
Federation of Earlswood Schools	Paul Isaacs Consultancy Limited	Walton Heath Golf Club
The Fine and County Foundation	Qubed	Waythrough
First Community Health and Care	Queen Elizabeth II Silver Jubilee School	Welcare
Fox Grove School	Raven Housing Trust	West Sussex County Council
Garfield Weston Foundation	Reigate and Banstead Borough Council	Woldingham School
Gatwick Airport Community Trust	Reigate Heath Golf Club	YMCA East Surrey Challenge Fundraisers
Geoff Herrington Foundation	Rethink Print & Marketing Services Limited	YMCA East Surrey Committee Members, Trustees and Volunteers
George Goodsir Charitable Trust	Reward Connected Ltd	YMCA England & Wales
Happy Hire Redhill	S E Franklin Charitable Trust	Youth Music
Hartsfield Manor	SES Water	
High Sheriff Youth Awards	Simply Sports	

## How You Can Help

Find out more at: [www.ymcaeastsurrey.org.uk](http://www.ymcaeastsurrey.org.uk)

**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.



# Summary of accounts

The following is a summary of our financial information for the year ended 31 March 2025. Total income for the year was £8.76 million including interest receivable and gains on investments but excluding the gift of an asset on charity merger for The Old Pheasantry which was £1.2m. The total expenditure including interest payable was £8.38 million.

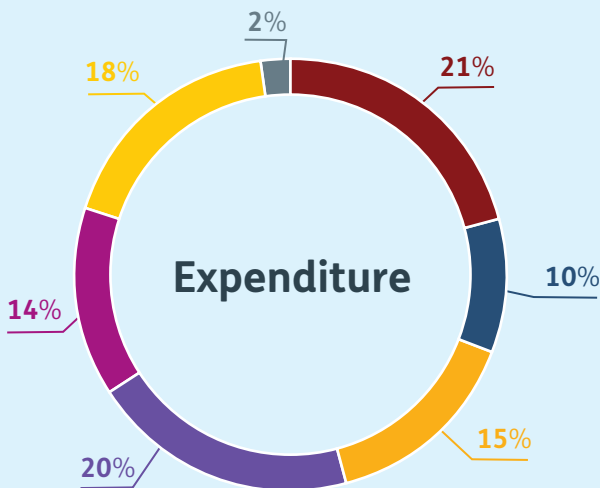
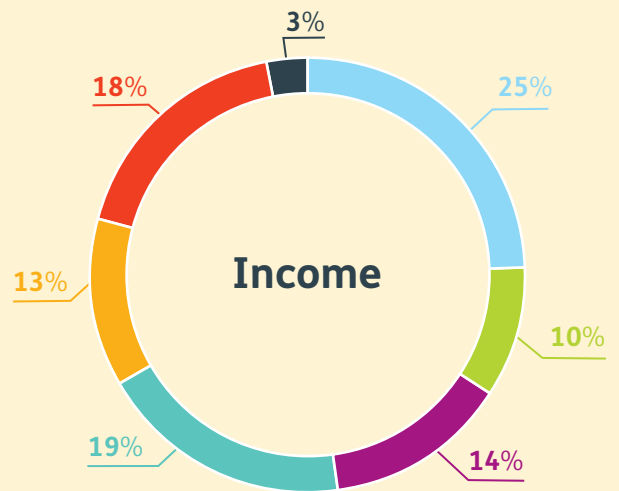
Staffing costs accounted for 63% of the total expenditure.

Total reserves at the end of the year were £8.96 million, of which 58% was attributable to the restricted premises funds. Other restricted funds were £0.39 million, designated funds were £0.57 million while unrestricted funds amounted to £2.81 million.

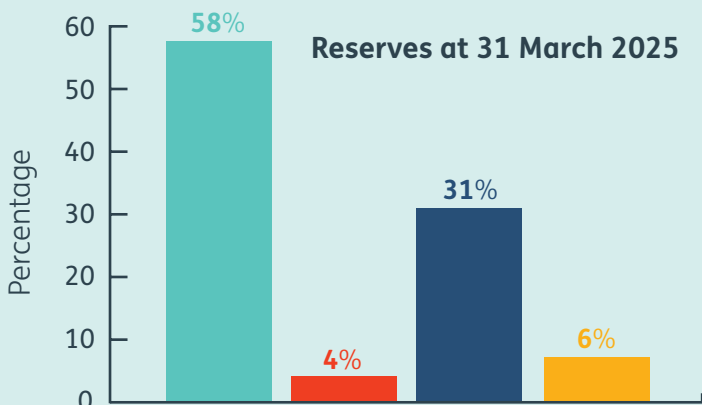
The financial statements have been prepared in accordance with the Housing Statement of Recommended Practice 2018, the Accounting Direction for Private Registered Providers of Social Housing (issued by the Regulator of Social Housing in 2022), the Housing Regeneration Act 2008, the Financial Reporting 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.ymcaeast Surrey.org.uk](http://www.ymcaeast Surrey.org.uk)

▶ Housing	£2,183,494
▶ Health & wellbeing	£829,842
▶ Childcare & children's activities	£1,192,026
▶ Youth work & family services	£1,633,036
▶ Disability services	£1,087,852
▶ Emotional wellbeing & mental health	£1,520,171
▶ Other income	£240,088
<b>Total Income</b>	<b>£8,686,509</b>



▶ Housing	£1,754,256
▶ Health & wellbeing	£813,063
▶ Childcare & children's activities	£1,246,018
▶ Youth work & family services	£1,651,556
▶ Disability services	£1,160,235
▶ Emotional wellbeing & mental health	£1,475,638
▶ Other expenditure	£147,473
<b>Total Expenditure</b>	<b>£8,248,239</b>



▶ Restricted premises reserves	£5,179,055
▶ Other restricted reserves	£385,633
▶ Unrestricted reserves	£2,819,881
▶ Designated reserves	£572,312
<b>Total Reserves</b>	<b>£8,956,881</b>



YMCA East Surrey is a vibrant charity that has been changing lives in the local community since 1870.

We are part of the wider national and international YMCA Federation which supports the development of young people around the world.

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

▶ Children & Young People

▶ Health & Wellbeing

▶ Housing

[www.ymcaeast Surrey.org.uk](http://www.ymcaeast Surrey.org.uk)

   YMCAEastSurrey

Registered charity no. 1075028

### Senior Leadership Team

Ian Burks | CEO

Judith Brooks | Head of Children & Young People / Deputy CEO

Lee Fabry | Head of Housing

Kathryn Frost | Head of Central Services

Daniel Markan | Head of Finance



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

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

FAMILY & YOUTH WORK

HEALTH & WELLBEING

HOUSING

TRAINING & EDUCATION

SUPPORT & ADVICE