



Newsletter

Spring 2026

Welcome to YMCA East Surrey Family Centres, we offer a wide range of activities and services to support family life for parents and carers of children and young people aged 0-18 years (up to 25 for young people with additional needs and disabilities).

We are working in partnership with Welcare and Home Start East Surrey to ensure that services and support are available across Reigate & Banstead. Our YMCA family centres are Red Oak (Merstham), Epsom Downs and Horley. For more information about each Family Centre, and to find out what we have going on, please visit [Family Centres - YMCA East Surrey](#)

We offer support in several ways including – one to one family support, parenting support and activities and health services.



Free Gas Safety leaflet

Keeping you
Safe & Warm



We have been given some leaflets from the Gas Distribution Network with some helpful advice and information about gas safety, how to say safe

from carbon monoxide, how to join the Priority Services Register, tips on keeping warm and where to get energy support. We think this leaflet could be really useful for our families. Here is a link to view it:

www.ymcaeast surrey.org.uk/wp-content/uploads/2026/01/27374-SGN-Keeping-you-Safe-Warm-booklet-YMCA-version-FINAL.pdf

We have a new Baby & Me group on Thursdays at the Red Oak

Red Oak Baby & Me

A lovely, relaxed and friendly session for parents and their babies up to walkers.

This group is ideal for families who are looking for support with:

- ▶ Baby development
- ▶ Bonding and attachment
- ▶ Play opportunities
- ▶ Social development
- ▶ Building confidence as a new parent

Thursdays | 09:30-11:00

- ▶ Term time only
- ▶ Drop-In | Suggested Donation £1

Red Oak Family Centre, Radstock Way, Merstham, Surrey, RH1 3NH



If you feel you and your baby would benefit from this group or you are a professional who would like to refer a family, please get in touch.

T 01737 645908

E reigatebansteadfamilycentre@ymcaeast surrey.org.uk

www.ymcaeast surrey.org.uk/red-oak/

A Programme for Nurturing Emotional Health and Family Relationships



Parenting Puzzle courses

Parenting Puzzle Courses incorporating Parenting Puzzle 4 & 10 week courses, Talking Teens, Keeping Your Child In Mind and Welcome to the World.

- ▶ For parents/carers of children aged 2-18
- ▶ “Raising children can be puzzling — but puzzles have solutions.”
- ▶ Discover a tailored, informal course offering practical tips to help you get the best out of family life.

What to Expect:

- ▶ Improved relationships
- ▶ Bring fun back into family life
- ▶ Explore and understand emotionally healthy families
- ▶ Sharing lived experiences
- ▶ Routines, behaviours & boundaries
- ▶ Parenting styles explored

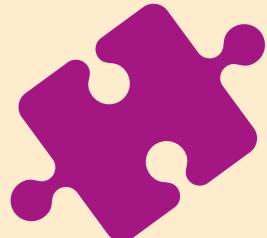
Course Options:

(Free/reduced places available)

- ▶ 10-week course – £30
- ▶ 4-week course – £15
- ▶ Includes course book
- ▶ Free refreshments

Who Can Attend:

Parents or carers with caring responsibilities for children aged 2-18.



Book online:

YMCA Family Centres: reigatebansteadfamilycentre@ymcaeastssurrey.org.uk

Welcare: redhill@welcare.org | HomeStart: lisa@home-starteastssurrey.org.uk

Parenting Puzzle

A 10-week course designed for parents of children aged 2-18

Venue: Home-Start Community Room, Tower House, 3 Cromwell Rd, Redhill RH1 1RT

Dates: Tuesday 13 January - 24 March 2026 (no session 17 Feb for half term)

Time: 19:30-21:30 | **Cost:** £30 per person or £50 per couple (includes manual)

To book, email lisa@home-starteastssurrey.org.uk

Who's In Charge?

For parents of children who are abusive or violent towards them or who appear out of parental control.

Venue: Welcare Family Centre, 24 Warwick Road, Redhill RH1 1BU

Dates: Friday 23 January - 20 March (no session 20 Feb for half term)

Time: 09:30-11:45 | **Cost:** £10

To book, email redhill@welcare.org

Talking Teens

A 4-week course suitable for parents of children from Year 5 upwards. You will learn about adolescent brain development and be provided with ideas and strategies to support young people.

Venue: YMCA Red Oak Family Centre, Radstock Way, Merstham, RH1 3NH

Dates: Tuesday 24 February - 17 March

Time: 19:30-21:30 | **Cost:** £15

To book, email reigatebansteadfamilycentre@ymcaeastssurrey.org.uk

Parenting Puzzle

A 4-week course designed for parents of children aged 0-5

Venue: YMCA Horley Family Centre, The Old Fire Station, Albert Road, Horley RH6 7JA

Dates: Tuesday 9 June - 30 June

Time: 10:00-12:00 | **Cost:** £15 (includes manual)

To book, email reigatebansteadfamilycentre@ymcaeastssurrey.org.uk



Here for young people
Here for communities
Here for you



welcare
strengthening families since 1894



Community Events

This winter we hosted Surrey County Council's Community Baby Shower at our Horley Family Centre and a joint drop-in event with the YMCA's Family Wellbeing Team, at our Epsom Downs Centre. These were a friendly, welcoming space with cakes, biscuits and a warm cup of tea or coffee, where families could come and learn about what we do and what services and support are available for them to access in Reigate & Banstead. They were well received and we had a nice turnout and enjoyed meeting new families from our community. We are looking to hold more of these events next year, so keep an eye on your emails and our social media.



Family Co-Ordinator - an interview with Anya



Experience – I have been working with young people in various roles since 2012. I started as a volunteer behaviour mentor for year 10 students in Brixton, then as a Team Leader for other mentors in a Tottenham school. After that I moved abroad to Japan to teach English in a High School for four years. I returned home in 2017 and had the privilege of spending the last 7 and a half years working for the Young Carers Service in Croydon as a Family & Education Support Worker and overseeing the assessment and referrals for the service. I am excited to have started my new role with Reigate & Banstead Family Centres and I'm looking forward to what this new year brings!

What do you do on a daily basis – Every day in my role looks a little different, but a typical day might involve meeting with a charity or service to learn more about what they do and ways we might partner together in the future to provide group support for families, coming up with a strategy for a new event or workshop, and liaising with other members of the team about how to advertise and raise awareness of the groups.

What the role involves – My role is to coordinate group provision for families at our three Family Centres. This could be working with Early Years Practitioners to organise groups for parents and children of 0-5, or helping to arrange parenting courses or workshops. It also involves reaching out to other services, charities and existing groups in the local communities and seeing if there is room for them to partner with our Centres to provide support for families of children 0-19. I am also working to promote any groups we run and put the word of mouth out there about the Family Centres and the support we provide.

Interesting personal fact – In my personal time I enjoy acting and directing and I am part of a community theatre group. I also like hiking and the tallest mountain I have climbed is Mount Fuji.

Top tip/Advice for parents – Self-care isn't selfish and it's okay to seek support for yourself as well as your children. We are all human and need help from time to time and parenting can be hard, so be kind to yourself and reach out to someone if you need to.

How to get Help

If you are a professional or a family who would like to refer for Family Support Work, you can complete a 'Request for Support form' from the link below and email it to cspa@surreycc.gov.uk.

<https://www.surreycc.gov.uk/children/contact-childrens-services>

For general advice or information or to sign up to our groups or parent courses, you can get in touch with us at reigatebansteadfamilycentre@ymcaeastssurrey.org.uk

Citizens Advice



Citizens Advice offer appointments to families and carers with children aged 0-19 years at our family centres.

Email outreach@carbs.org.uk to book a free appointment.

Who We Are

Our fantastic Reigate & Banstead Family Centre team includes our Family Support Workers Alex, Charlotte, Christine, Laura, Mell, Rosie, Sam & Tanya. Senior Family Support Worker Victoria R, Our Senior Play Practitioner Victoria S, our Support Coordinator Anya Destiney and our Administrators Janine & Lucinda.

We work across three Family Centres:-

- ▶ Epsom Downs Family Centre, St. Leonards Road, Epsom Downs, KT18 5RJ
- ▶ Horley Young People & Family Centre, The Old Fire Station, Albert Road, Horley, RH6 7JA
- ▶ The Red Oak Family Centre, Radstock Way, Merstham, Redhill, RH1 3NH



Angelina McLoughlin
Reigate & Banstead
Family Centre Manager



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Here for communities
Here for you**