Haverhill Town Council

Minutes of a Meeting of Haverhill Town Council's

LEISURE AND COMMUNITY COMMITTEE

Held on **Monday, 07 September 2026** at **7.00pm** at Haverhill Arts Centre, High Street, Haverhill

Present:	Councillor J Burns (Chair) Councillor P Hanlon Councillor A Luccarini Mayor L Miller-Jones Councillor J Teixeira Councillor D Smith (Vice Chair)
Apologies:	Councillor Q Cox Councillor D Page Colin Poole, Town Clerk
Absent:	Councillor M Martin
In Attendance:	Vicky Phillips, Deputy Clerk Daniel Schumann, Creative Director

There were no members of the public present.

Welcome:

The Chairman welcomed everyone to the meeting and advised that the meeting was being recorded.

MINUTES

ACTION

LC26 /055 **Apologies for Absence**
The above apologies were noted.

LC26 /056 **Declaration of Interests and requests for dispensation**
None.

LC26 /057 **Minutes of the Meeting of the Town Council held Monday, 13 July 2026**
It was proposed by P Hanlon, seconded by Councillor D Smith that the minutes of the meeting held Monday, 13 July 2026 be agreed as a true record.
RESOLVED

LC26 /058 **To note progress of actions arising from the minutes not covered by this Agenda**
LC26/046a) Sword in the Stone First Responders: Dan Schumann explained that first responders were required at this event due to hire conditions on the booking requiring FREC Level 3 staff to be in attendance to comply with the event plan.

LC26 /059 **Public Forum**

There were no members of the public present.

LC26 /060 **MANAGERS' REPORTS**

Reports attached, see Appendix (i)

Reports had been circulated prior to the meeting and were shown on the screen, each item was discussed in turn:

a) Creative Director and Arts Centre

Dan Schumann highlighted points from his report:
The Arts Centre had a quieter summer period, using the time to complete essential maintenance and safety checks, while the council's outdoor events had been very successful.

The cinema activity had been deliberately reduced over the summer, when screenings are generally quieter. In response to concerns about the staffing costs associated with screenings with very low attendance, he confirmed that staffing arrangements had been reviewed and reduced. The Odyssey was an exception, with six screenings being required to secure the film, but three were matinees covered by staff already working at the Arts Centre, with no bar opening, while the remaining three screenings were staffed only by contracted staff. He confirmed that no additional non-contracted staff were used and that the approach was intended to avoid unnecessary staffing costs while also making use of contracted staff hours during the quieter summer period.

Pantomime ticket sales are performing particularly well, with an additional school performance being added due to demand, and most events through to Christmas are selling strongly, including ELO, which has sold out.

The latest brochure had been sent out about 10 days ago, it cost £4,846 to produce and distribute and has generated £15,863 in ticket sales so far, representing a 227% return on investment; 5,156 copies were distributed. The mailing database has been cleansed to reduce duplicate mailings, although postage increases and changes to the mailing list make comparisons with previous brochures difficult.

In answer to a councillor's previous request to include in the report details of any show where ticket sales under-performed, Dan explained that he had deliberately not included these details in the public report. This could potentially discourage promoters from bringing shows to Haverhill, particularly as many performances operate on a percentage deal. He was happy to provide this information to individual councillors but advised against publishing it.

b) Youth Skills Report

Members noted that they had read the report and considered it to be a good report, with no further comments raised.

c) Zone

Part one: Members discussed the figures submitted in the report, it was noted that due to changes with the Zone, it would be more meaningful to assess its performance once the new arrangements are established.
Part two: Members had no further comments on Youth Work.

In additional to the reports attached, please note attendance for:

Bikeability:
Week 1: 12 booked on 4 attended on the first two days,
Week 2: 12 booked on and 6 attended
HAF:
Week 1: 28 HAF - 3 paid places
Week 2: 28 HAF - 4 paid places
Week 3: 27 HAF - 3 paid places,
Week 4: 23 HAF - 10 paid places.
Total used HAF places = 106.
Total paid places = 20.

d) **Community Wardens**
Members discussed the work undertaken by the Community Wardens and were advised to contact Gary Wilson directly if they identify jobs that may need attention.

Clements Pump Track
The Clerk had submitted a report advising of maintenance work to be carried out at the pump track. The original installers, Clarke and Kent had advised that they can appraise the track and gather a list of required works before putting together a detailed and costed proposal at a cost of £750+VAT.
It was proposed by Councillor D Smith and seconded by Councillor A Luccarini that the cost of £750+VAT is approved. **CP**
RESOLVED

e) Wellbeing Centre
Members discussed the report and requested a full report on the business plan and expenditure to date.

It was proposed by Councillor D Smith and seconded by Councillor P Hanlon that a thank you be sent to all of the teams.
RESOLVED

LC26 /061 **National Year of Reading (Officer's report attached)**
Noted
Mayor Miller-Jones offered her assistance, Sara Marsh to contact her. **SM**

LC26 /062 **To agree a date for the Arts Centre Development Group Meeting**
It was agreed to meet by Zoom on Wednesday 30th September 2026 **VP**

LC26 /063 **Grant Funds not yet allocated**
Noted.

LC26 /064 **Grant Requests**
a) Sudbury District Scouts
It was proposed by Councillor J Teixeira and seconded by Councillor L Miller-Jones that the amount of £196.87 be awarded towards the cost of a marching band for the St Georges Day event in 2027. **VP**
RESOLVED
b) Abbeycroft Lesiure
It was proposed by Councillor L Miller-Jones and seconded by Councillor D Smith that the sum of £1,400 be awarded towards the provision of adventure days. **VP**
RESOLVED

LC26 /065 **Grants not accepted**
None.

LC26 /066 **Grant Recipient Reports**
a) Kerala Cultural Association
b) St Mary's Church
Noted

LC26 /067 **Working Parties**
a) Civic Events Working Party:
It was proposed by Councillor P Hanlon, seconded by Councillor L Miller-Jones that the minutes of the meeting held 14th July 2026 be adopted.
RESOLVED

LC26 /068 **Date of Next Meeting**
Monday, 07 September 2026

LC26 /069 **Closure**
The Chairman declared the meeting closed at 7.58pm

Signed …… Date……
Chairman

Appendix (i)

Item 7: Manager's Reports

7a) Arts Centre Report

General
We have used the summer period to carry out the essential annual maintenance and safety works in The Arts Centre and the team have also been extremely busy in planning and delivering the hugely successful Haverhill in the Park event and HTC Summer event programme.

Box Office Update
Notable shows have included:

- Simon and Garfunkel Story - sold out
- ELO Encounter – almost sold out
- Jive Talkin, Bee Gees – sold out

Future Sales
The following has made a particularly healthy start:

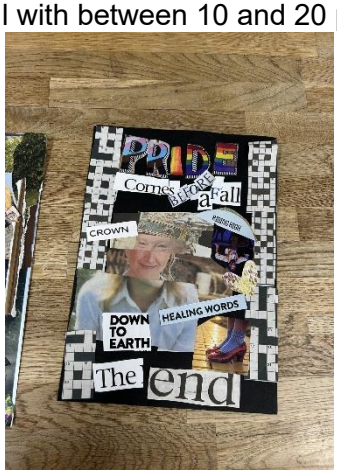
- Pure Floyd (76% capacity)
- Mark Watson
- A Tribute to Sting
- Seriously Collins
- Swinging Cat Jazz remains strong

I will discuss why some shows achieve less sales than others, at the meeting.

Cinema
We have not programmed a lot of cinema over the summer period. Our Dementia Screenings in partnership with The Terrific Tuesday Club will resume in September.

Pantomime
We have 1,015 tickets sold and reserved so far – which is ahead of this time last year.
Schools booked in: Broadlands Hall, Stour Valley, Great Sampford, Linton Primary, Ashdon Primary.
We are considering scheduling a further schools' performance due to demand, which is very pleasing.

Visual Arts Exhibitions
Our exhibition *Eduardo Paolazzi* from The Hayward Gallery was very well received and the free artist workshops which took place once a week in the Arts Centre café as part of our Suffolk Culture Fund project were all successful with between 10 and 20 participants each time.



Mildenhall Treasures

We have now confirmed this exhibition for November. This exhibition allows visitors to discover one of Britain's greatest archaeological stories through an extraordinary blend of history and cutting-edge technology. The Mildenhall Treasure Mixed Reality Exhibition offers visitors a unique opportunity to experience the excitement of uncovering one of the most important Roman discoveries ever made in Britain.

The Mildenhall Treasure was discovered in a Suffolk field in 1942 and consists of 34 magnificent pieces of late Roman silver tableware dating from the 4th century AD. Using mixed reality headsets, visitors step into a digitally recreated version of the original discovery site. Rather than viewing artefacts behind glass, visitors can view the landscape, uncover exquisitely detailed 3D model replicas of the Roman silver from the ground, and examine each object as if you were the person who first discovered the hoard.

Developed by Xibitr, digital heritage Mixed Reality specialists in partnership with Mildenhall Museum, the exhibition combines archaeology, innovation and storytelling to create an accessible experience for visitors of all ages.

Suffolk County Council Culture Fund

We have submitted our interim report which I have attached for your information. Everything is on track and the project has been very successful so far.

Youth Theatre

We ran a very successful summer workshop attended by 15 young people based on The Lion King. The feedback was very positive and the performance given by the young people was well received by parents and families.

Staffing

Nicola Harwood has been appointed to replace Jessica Bush as Business Administrator.

Daniel Schumann
Creative Director

7b) Youth Skills Report

Staff Update

We are sad to be saying goodbye to RT, who will be getting married and moving to Devon. RT has been a valued member of the team, and we will genuinely miss both her and the skills and experience she has brought to the Youth Skills service. We wish her well.

Over the coming weeks, VM will be transferring across to the Youth Skills department. VM has already been working with the service on a part-time basis and has impressed us with her skills, commitment and approach to supporting young people. We are looking forward to welcoming her fully into the team.

We have advertised the Youth Skills Advisor post and will be interviewing for this on the 4th of September.

Summer Period

The six-week summer holiday period is quieter for the Youth Skills service. During this time, we operate a limited service and deliver only part of our usual offer. Staff and young people taking holidays naturally contributes to lower engagement during this period.

We use this quieter time positively to review our work, update paperwork and monitoring, reflect on our current offer and plan for the coming months.

AP Boost Engagement Hub

A focus this summer has been preparing for the launch of our new Alternative Provision offer in September. We have undertaken planning and partnership work to develop systems, review and introduce policies, and ensure that our processes are fit for purpose. We are also continuing to strengthen staff training so that the team is well equipped to meet the increasingly complex needs of the young people we may be asked to support. Alongside this, we have been developing the outdoor area at The Zone to ensure that the space can be fully utilised by our younger clientele, particularly those in Upper Key Stage 2. A range of new, engaging activities and resources have been introduced, including a ‘make your own music wall’ using pots, pans and other instruments, a large sandpit and a wooden outdoor kitchen which has been creatively upcycled by our wardens. Plans are also underway to add an outdoor blackboard, textured stepping stones and a hopscotch area over the coming weeks. Our aim is to make the most of the whole site, both indoors and outdoors, creating a welcoming, stimulating and flexible environment that supports learning, creativity, wellbeing and positive engagement for young people.

Community Engagement

Community Days

The team has attended our local community days and events. While these events do not always attract our core Youth Skills target audience, they remain an important opportunity to showcase our offer, raise awareness of the support available and engage with parents, families and the wider community.

Outreach

We continued to provide support through our partnership with the Jobcentre, meeting with individuals referred by Jobcentre staff who needed additional help and guidance in their search for employment. Support included exploring employment opportunities, building confidence and, where appropriate, referring individuals on to the On Track programme for further support. We also continued our work within the local GP surgery, supporting individuals referred for wellbeing needs. This included offering appointments, providing a listening and supportive service, signposting to appropriate services and helping people to access further support where

required. These partnerships continue to provide valuable opportunities to reach people who may otherwise struggle to access the support they need.

Your Police UK
This summer, Callum took part in an exciting social media opportunity in collaboration with Suffolk Police and the Met Police as part of Your Police UK. This is the official social media set up by the NPCC (National Police Chiefs Council) and the College of Policing to connect with young people in the UK and to educate them on policing matters. Callum was interviewed for a 'Day in the Life' episode, explaining his role and answering questions on what young people can do in Haverhill and the challenges they face. Once the link is available, we will share.

Funding and Sustainability
We have started an application to the “Thriving Communities Fund” to secure funding towards our work for 2027–2028. Alongside this, we are exploring additional funding opportunities to support the Youth Skills service and ensure we can continue to develop and sustain our offer.

Upshot CRM – Monitoring and Data Collection
We have now introduced Upshot as our client management and monitoring system to support the Engagement Hub and wider youth provision. This has been a learning curve for the team as we become familiar with the system and ensure that information is being recorded consistently.

The system will enable us to capture key information about young people’s engagement, attendance, progress and outcomes, giving us a much clearer picture of the impact of our work. As the system becomes fully embedded, we will be able to produce meaningful reports and use the data to identify areas of improvement, demonstrate outcomes to partners and funders, and better understand how young people progress through our service.

Our focus over the coming months will be on making sure the system is used effectively and consistently across the team, so that the data we collect is accurate, useful and supports our work.

On Track
The On Track group has remained throughout the summer, focusing on practical activities and developing important life skills. The good weather has provided opportunities for outdoor activities, including gardening and DIY, with a particular focus on safe use of tools. During periods of very hot weather, sessions were moved indoors, with several successful cooking sessions held at Clements Community Centre.

As we approach September, we anticipate an increase in demand from young people who have recently left school or college and are looking for employment, or training or exploring their next steps.

The team is well prepared to respond to this potential increase in demand, with capacity within the On Track group to welcome additional young people and provide them with practical support, skills development and opportunities to build confidence as they move towards their next stage in life, volunteering, employment or education/training.

Mentoring
Throughout the summer holidays, we continued to provide regular mentoring support to young people who required additional intervention, although the service was slightly quieter as some young people were away.

Staff continued to meet with young people in a variety of community settings, including cafés, our office and on walks around Haverhill, providing consistency and individualised support when it was needed most. We strongly believe in the value of mentoring and the importance of having

a trusted, positive role model who listens without judgement, encourages and supports young people. For some, these sessions provide a sense of routine and something to get up for during the holidays, while for others they offer a safe space to talk openly, express their emotions and offload any worries.

As September approaches, many of the young people we support are facing significant changes, whether starting GCSEs, choosing their GCSE options or beginning their first year at college, and understandably this can bring anxiety and uncertainty. Providing them with the time and space to talk through these worries, build confidence and identify positive steps forward has helped make the transition back to education feel more manageable. We believe that building trusted relationships takes time, and that consistency, connection and simply showing young people that someone cares and will continue to be there for them are at the heart of the effective work we offer.

Overall, the summer period has provided valuable time for the team to reflect, prepare and strengthen the service ahead of what we expect to be a busy and exciting period of development.

Karen Chapple
Head of Youth Services

7c) Part One: Zone

Staffing – The Zone. Vicky will be leaving The Zone as Team Leader and moving into Youth Skills full time as of the end of September.
Training – All Zone staff have been accessing training with iHasco our new training provider. Congratulations to you all on completing various courses. We have been training more Zone staff for the position of Team Leader to allow for good cover for holidays/sickness etc.
Zone Opening Hours – Monday – Friday for Youth and family provisions. (Karen's report) Zone soft play weekends and (Thursday and Friday) during school holidays.
Parties:
Numbers of **parties** held in 2025 and 2026

	2025	**2026**
July	9	4
August	5	5

Soft Play: Attendees

	2025	**2026**	**2026 party attendees numbers**
July	1443	469	+ 177 Party attendees (This includes the children/parents)
Aug	1196	817	+ 104 Party attendees (This includes the children/parents)

During July, August 2026, we have had some very hot days at The Zone. Temperatures reaching as high as 42+ degrees in The Zone. The team did their best to try and cool the building down. Staff ensured they take plenty of water breaks and the cleaning schedule was adapted during these very hot days.

Zone Annual Comparison between 2025 - 2026
Please refer to Councillor Burns figures detailing the comparisons. Numbers must take into consideration that we are only open regularly 2 days a week and not 5 now.

The Zone took part in the government's *Great British Summer Savings: Tax cut on kid's meals and days out*. Thanks to all who helped with setting this up, particularly Councillor Burns as the

till system needed reprogramming to enable the new VAT rate on applicable goods. This ended 1st September 2026. Food and entrance prices will return to pre 5% offer.

Having reviewed our party package prices for the summer offer, we have reduced those prices permanently in the hope we can increase the bookings.

Chill Out - Held Tuesday teatime, 17:30 to 18:00. This is for Key stage 2 children at primary schools. (Ages 7 – 11) The children use the soft play and during this hot weather we have put out some colouring, card games, giant connect four. Refreshment breaks have also been introduced. For £5 their parents can drop them off for 1.5 hours and the children can play, have a meal, and unlimited squash. We will be resuming from Tuesday 8th September 2026.

SEND Sessions – Funded by Activities Unlimited these take place every other Monday during term time. This ensures we only have a maximum of 25 children plus parents/carers have the opportunity to chat with others who are experiencing similar concerns but also sharing what works for them. Unlimited squash and some healthy snacks are offered to the children. This group has usually had a good uptake. Any children/parents who find our main sessions that are open to the public challenging, are given information regarding our Monday SEND session. They will resume Monday 7th September 2026.
Funding – We continue to look for funding to enable us to offer different projects/ activities at The Zone.
HAF Programme (Holiday Activities and Food Programme) This programme ran for 12 days over 4 weeks in the summer holiday. We were funded for 10 places a day with the ability to sell 5 more places. We averaged an attendance of 11.5 children a day. Various activities were offered each day which the children enjoyed. Some were delivered by the staff others were independent. We had great feedback from parents, children and staff who worked on the HAF. We are looking at offering 3 days over the Christmas holidays.
Bikeability at The Zone - We worked with John Showell a Road Safety Officer (education) with Suffolk County Council. They used The Zone carpark/toilet facilities and surrounding area to deliver road safety for children on a bike and how to maintain a safe bike. They have held two days training in July and August. Not all attendees turned up (booked in advance through Suffolk County Council and sessions are free) We would be happy to host again next year if we are in the position.

7c) Part Two: Youth Work
Staffing – Youth Workers availability is dependent on their other job requirements and family commitments. All staff are casual hours.
Training – We will be looking at putting our new youth workers through recognised youth worker training when it is available and accessible to them this isn't available through iHasco.
Funding – We continue to look for funding to help us deliver our youth projects and work with Youth Skills.
Pride Alliance Group – Continues at Castle Manor (term time) for an hour on a Wednesday to meet with Miss Sparks and young people to discuss matters regarding LGQBT+ and other topics of interest. We usually have between 10 to 14 young people attend. The school is very supportive regarding any concerns or issues the young people come up against. We have just celebrated pride month and held a pride picnic.
Detached – We have been going out weekly and visiting areas that have been highlighted as areas of concern from various organisations and the police. We continue to work with the police, communities within Haverhill, Havebury, and other professionals to enable us to provide the best service possible to the young people.
During this very hot spell we have offered water and sun cream to our young people. Our walk abouts around Haverhill have included areas that contain large amounts of water. On the days we visited although extremely hot no young people/children were seen around the areas. When on detached we are warning young people of the dangers of cold-water swimming, keeping hydrated and the importance of wearing sun cream.

Exams, university decisions have played an important part in our young people's lives, so reassurance encouragement and directing them to Karen's team has taken place during our engagements out on detached.
SEND Youth Night –This session invites young people with their families/carers to access pool, table tennis, giant Jenga, giant connect four, colouring, football, basketball and also the chance for the young people and their families to meet up. We welcome younger siblings if this is the only way SEND young people can visit us, but the youngest is usually about 11. These are great evenings and thank you to Activities Unlimited for the funding. We held one on Wednesday 29th July.
Twilight Zone – Young people can play football, basketball, PlayStation 5, giant Jenga and giant connect four. Arts and crafts are available, pool, table tennis and air hockey. Some of the young people like to just sit and chill and catch up with their mates. We invite other professionals in to deliver other activities. Twilight Zone will resume Thursday September 10th, 2026.
Youth Skills – We continue to work with the Youth Skills to support activities for young people and their families.
On Spot Van – Has been at all the one day summer events that Haverhill Town Council has offered. Clements being our busiest with the van being used by 16 young people who returned throughout the day. The On Spot Van is having to go back to Gazley to have the generator looked at as it keeps turning off.
Thanks for your continued support.
Sandra Linnane.
Soft Play Manager and Senior Youth Worker

7d) Community Wardens

The Zone
Make raised flower beds (wheelchair friendly)
Remove old security CCTV signs
Move TV from above stage on wall to the party area on wall.
Make 2nd mud kitchen
Make sandpit
Trim back hedge from fence in garden area for youth group fence painting.
Put Heras fence panel over low spot of fencing
Clear overgrowth and move traffic cones
Clear scrap metal
Cut back hedges all round.
Replace broken door lock on fire escape upstairs
Remove dead spider from gents toilet
Fit new lights in sensory shed
Build cover for sandpit
Move cones to make space for new trailer.
Make a "music wall"
Cut grass.

Splash pad
Sweep and check chlorine weekly
Pressure wash splash pad across the months (x4)
Clean traps in splashpad.
Pressure wash bandstand floor
Respond to child cut foot (stone wedged in drain)
Cut off excess bolt as requested by report
Fit new gate bump stops
Wash away animal poop from splashpad and vicinity
Unblock jets at splash pad

Clements Centre
Clean extractor fans main hall.
Repair sagging floor in Kitchen
Water plants 2 times a week
Refit air freshener in accessible toilet
Trim bushes around centre
Re-attach hallway kitchen door.

Chalkstone Open space
Water memorial tree every other day.
Litter pick around entrance.
Repair hole in fence near Strasbourg Square x 4 times

HAC
Replace men's toilet soap dispenser
Replace faulty door closer
Waterleak on boiler in cafe.
Fitted retractable barrier in bar corridor.
Fix bottom of door in studio.

Wellbeing Centre
Remove trees before fencing contractor arrival
Trim and chip other trees, and tidy up old wood.
Place cones out in carpark every morning for 2 weeks
Litter pick front every other day
Fix door lock
Fit new door locks x2 with cuttable keys for cleaners.
Fitted hand towel dispensers
Fitted hand soap dispensers
Water plants 3 times a week.
Build patio furniture
Fix leaking sink waste pipe in cafe
Fitted velux blinds
Fitted blinds to inner doors
Pressure was rear building walls.
Hang clock in cafe kitchen
Weed removal for line painting parking area.

Clements Pump Track
Fill some cracks with cold fix tarmac
Replace missing gravel 1tonne
Level out sunken areas with new soil 1tonne
Litter pick 2-3 times a week
Remove graffiti from seating
Note: Resurfacing works need to be considered. The original construction company have offered to investigate and quote.

Chalkstone fun day
Cut grass
Paint lines
Return generator and fridge

Parkway fun day
Put up gazebos
Litter pick area

HITP
Work with tech team to build site
Steward during event
Help with Pack down

Community work
Cut back overgrowth along railway walk as requested by Town Clerk
Remove weeds using new weed ripper machine (funded by SCC)
Report multiple fly tipping Clements
Report water leaks to Anglian water.
Fit VAS system with Cllr Burns weekly.
Litter pick tractor park area.
Litter pick Arts Centre car park
Cut back weeds and overgrowth Arts Centre car park.
Remove graffiti from Chimswell Way bus stop.
Remove overgrowth from walkway between newt pond and Parkway estate.
Remove overgrowth from Parkway to Burton End school.
Remove hanging branches from pedestrian crossing in Camps Road nr Burton End.
Remove graffiti from substation near Sturmer Arches
Start strimming on Clements
Paint bridge parapets near Home Bargains.

Ad hoc
Training for chainsaw crosscut and maintenance.
Take van for long drive to clear filter x 2
Get On The Spot Van weighed
Community clean-up day with Suffolk Police & Cllr Burns
Graffiti removal on old railway track

Barry Thomas
Community Wardens Team Leader

7e) Wellbeing Centre

The Stourview Building
Phoebe McKay and I started our roles as Manager and Assistant Manager on 13th January 2026. The building had been vacant for a few years and was still very much a doctor's surgery.

With the help of many volunteers and the town council community wardens we have worked hard to transform the building into a welcoming space within the community. On 15th May 2026, our doors were officially opened by the new Town Mayor – Cllr. Lora Miller Jones, who was one of the volunteers helping to get the building ready.

We still have more work in the garden space to complete, but the children's area has now been secured, and a fence has been erected along Stour Brook whcih flows between the Centre and the main road. A patio has been laid, and we have been able to purchase some garden furniture thanks to the kind donations of Cllr. Hanlon and Cllr. Miller-Jones and from Haverhill Rotary Club. We plan to landscape the area over the next few months so that we can lay grass seeds and it will be strongly established for the spring of 2027.

Services Available
We have a weekly timetable of agencies who offer appointments, these include; Reach, Turning Point, Restore, Suffolk Mind and (NSFT) Wellbeing Suffolk. Between them they provide support and advice to approximately 50 – 60 people a week. We also have groups that offer guidance

and self-help techniques to empower people to manage their own well-being. We act as the sharps disposal centre for Haverhill, which is very well-used.

We still have people enquiring about room hire and we have some counselling practitioners joining us in September and October to offer private counselling and a 12-week meditation course starting at the end of September, to take us through to Christmas. We are working with the social prescribers from the GP surgeries and plan to have some drop-in sessions to support people with their health-related problems. We are also in active discussion with West Suffolk Council regarding Shopmobility being based here.
We are collaborating with Helen from The Link to provide a service to offer digital inclusion and currently in talks with Feel Good Suffolk regarding their “Smoke free generation” program.

Café
Our Treehouse café, which is run by Mosaic CIC under Haverhill Community Care, has been very successful and has regular flow of customers and some strongly established regulars. They offer a variety of food and drinks and are always willing to go that extra mile to help those that need it. Through partnership working we have been able to provide additional support for their customers by using the “Well-being Menu” to request help or our QR codes which are on all the café tables. This is a discrete way for people to access our wide range of services without the dreaded feeling of asking for help. The flow of customers using the café varies from day to day, on average they have between 15 -20 people pass through each day. The feedback they receive is good and the Café has recently been awarded 5-star rating for their food hygiene.

Lots of work has already been done and we are extremely grateful to the Town Council, local Councillors and the local community for their funding, help and support. We have lots of plans and ideas that have come from the people using the service, our challenge is to find a way to deliver what they feel they need.

Jo Bonfield
Wellbeing Centre Manager