

Haverhill Town Council

Minutes of a Meeting of Haverhill Town Council's

LEISURE & COMMUNITY COMMITTEE

Held on Tuesday 14th January 2020 at 7.00pm at Haverhill Arts Centre,
High Street, Haverhill, Suffolk CB9 8AR



HAVERHILL
TOWN COUNCIL

Present: Mayor J Burns (Chairman)
Councillor P Fox (Vice-Chairman)
Councillor A Brown
Councillor P Firman
Councillor A Luccarini
Councillor E McManus
Councillor M Marks
Councillor J Mason
Councillor L Miller-Jones
Councillor D Smith
Councillor L Smith

Apologies: Councillor D Roach

Absent: None

In Attendance: Colin Poole, Town Clerk
Nick Keeble, Arts & Leisure Manager

1 member of the public was present.

Welcome:

The Chairman welcomed everyone to the meeting and advised members of the public attending that the meeting was being recorded.

MINUTES

LC20 /001 Apologies for Absence
The above apology was noted.

LC20 /002 Declarations of Interest and requests for Dispensations
Councillor J Mason declared a non-pecuniary interest in item LC20/xxx as Chair of Haverhill Show.
Councillor E McManus a non-pecuniary interest in item LC20/xxx as Chair of Haverhill Town Twinning Association.

LC20 /003 Minutes of the Last Meeting
It was proposed by Councillor J Mason, seconded by Councillor L Smith that minutes of the meeting held 16th September 2019 be agreed as a true record.

RESOLVED

ACTION

LC20 **Actions arising from the minutes**
/004 LC19/033 – Litter on play area: Mayor J Burns advised that West Suffolk have been litter picking that area.

LC20 **Public Forum**
/005 No member of the public wished to speak

LC20 **Catch 22 Suffolk Positive Futures**
/006 Mr Paul Knight from Catch 22 attended to answer questions and explain the background to their grant application, deferred from the Finance Committee held 19th November 2019. The weekly sports activity focussed on football because that was what the young people wanted to do. Over the course of the 40 weeks a large number of young people took part and also attended as spectators.
 It was proposed by Councillor J Mason, seconded by Councillor L Miller-Jones that a grant of £4,585.
RESOLVED

LC20 **Report on past and future Arts Centre and Leisure Activity**
/007 Nick Keeble referred Councillors to his report (see Appendix 1) and the detailed report on proposals for events in 2020. In particular it was noted: The Halloween trail is an ambitious event which took a great deal of resources and manpower. This was discussed in more depth in respect of the 2020/21 budget.
 The re-scheduled Remembrance Parade was organised locally for the first time and Councillors felt this was a great success and thanked Nick for his stewardship of the event.
 The Family Christmas Night event was marred by awful weather with heavy rain during the first half of the evening. However, there were clear successes. Nick cited the moving of the fairground to the market square was a good thing. We are awaiting an official verdict from business leaders on how the event had gone from their perspective, but the Council's Christmas Event Sub-Committee hope that the joint working will continue and grow.
 The professional pantomime in December achieved a remarkable 96.75% of seat capacity sold. In answer to a question, Nick estimated the panto ticket sales would have generated £8k gross, from which staff costs for the 17 performances, plus the get-in and get-out costs, would need to be subtracted. It was therefore unlikely to generate a net financial profit.

LC20 **Determination of current grant applications**
/008 The following grant applications were considered.

Requesting Group	Cause	Amount requested	Amount Awarded
a) Art Branches CIC	To run creative workshops at the Arts Centre, to provide respite for carers.	£2,828.00	£2,828

LC20 **Reports from Grant Recipients**
/009 The Clerk read out an interim report from the Haverhill Family History Group. Councillors asked that their thanks be recorded, to the Family History Group and in particular, Brian and Charmian Thompson for their work with local schools.
NOTED.

LC20 Ehringshausen Way Monument

/010 Councillor E McManus, in her capacity as Chair of Haverhill Town Twinning Association, drew Member's attention to the condition of the monument in Ehringshausen Way, presented to the town by their German twin, many years ago. It required repair to the woodwork and relocation to a place where it would be more visible, and less damp. Councillors agreed that they would support Councillor McManus in lobbying the District Council to assist in relocation, and would welcome a grant application from the Association, in respect of repairs.

LC20 Youth Strategy Report

- /011**
- a) **Youth Skills Project Report** Councillors expressed great appreciation for the report, particularly the case studies which illustrated the fantastic work Karen and Dan do.
 - b) **Zone Report** Councillors welcomed the report and asked if it can follow the same format as the Youth Skills report, with a numbers section and some simple case-studies to demonstrate outcomes.

LC20 Date of Next Meeting

/012 Tuesday 10th March 2020.

LC20 Closure

/013 The meeting was declared closed at 21:05pm.

CLERK

Signed
Chairman

Date

Appendix 1

Arts & Leisure Manager's Report

Halloween Trail 2019

East Town Park Friday 25 October 2019 Weather: Overcast and drizzly

The event at East Town Park again attracted record numbers with 3500+ people taking part. This is an ambitious large-scale event which requires ever increasing imagination to satisfy and engage with a wide-ranging audience who return year after year. The evening featured themed experiences and seemed to work well. It was well received and attracted good feedback on social media. There were no injuries and the organisation was praised by the artists taking part.

Haverhill Remembrance Parade 2019

Haverhill Town Centre/Cemetery Sunday 10 November 2019 Weather: Rain then sun

Haverhill Town Council took on the role of lead partner with the Royal British Legion for this event. The Parade had previously been co-ordinated by the Borough Council. The event was moved to 11.00am and the format was changed. The Town Council were responsible for the overall event planning, organisation of road closures and stewarding, booking of technical support and liaison with the District Council regarding access and street cleansing. The Royal British Legion were responsible for liaison with groups taking part in the parade and the organisation of the service at the War Memorial. It was generally agreed by the group that the parade went as well as could be expected. Planning has started for the 2020 event.

Family Christmas Night 2019

Haverhill Town Centre Friday 6 December 2019 Weather: Heavy Rain clearing

In August 2019, the Town Council established a sub-committee to look at the event that the Town Council promotes at Christmas. We have worked with the Town Centre Business Engagement Group to see how the event may benefit the town centre businesses and to see how they might take part in the evening.

Working to a very short timescale we achieved many of the aims of the different parties involved by moving the Fairground rides onto the Market Square, relocation of the Friday Market to the High Street, programming school choirs and Haverhill Silver Band into the evening, Town Centre businesses having stalls outside their premises to promote themselves, extending the event from the end of Queen Street to the top of the High Street, changing the date of the Christmas Lights Switch On and joint marketing of the event.

On this occasion the weather was not kind and it poured during the set-up period and the first 2 hours of the event. The rain cleared in time for the fireworks. Because of the weather it is difficult to judge how 'successful' the event was.

The Town Council's Christmas Event Sub Committee met on Tuesday 7 January to receive feedback on successes, challenges and learning points from the evening. Recognising that this was the first year of the new format they recommended continuing to work with the Business Engagement Group and focussing on the following areas of development for the next event:

More Lights - Brightening up stalls by offering enhanced lighting.

More Stalls - accessing a more diverse range of traders, craft and gift sellers and extending the food offer. Making contact with local and regional organisations who could give us leads as well as investigating local crafters in more detail. Working with West Suffolk Markets on developing the offer. Offering stalls a gazebo and tables to encourage attendance?

More Snow – having additional snow machines at other sites in the town.

More Marketing – highlighting the different aspects of the evening in individual posts, publicising the programme of activities and attractions earlier and in greater detail, possible rebranding of the Craft Fair as a Gift Fair?

Arts Centre Pantomime 2019 – Snow White

Haverhill Arts Centre

Friday 20 – Monday 30 December 2019

A record breaking pantomime achieving 96.75% capacity of seats sold.

Year	Pantomime	Total Attendances	% capacity
2015	Cinderella	2944	82.46
2016	Robin Hood	2844	79.66
2017	Aladdin	3104	86.95
2018	Dick Whittington	3045	85.29
2019	Snow White	3454	96.75

The positive feedback was overwhelming and we have some great quotes for the marketing in 2020 – much of which focussed on the quality of the show and the value for money. The rise in Gross Box Office receipts was 19%. We have held the number of performances at 17 for the past 5 years but have kept an extra day in reserve for 2020 in order that we can extend the run if ticket sales demand this. The 2020 panto is Jack and the Beanstalk and tickets are already on sale.

The staff at the Arts Centre work very hard, before and after the Christmas Day/Boxing Day holiday, to make the pantomime into a great experience for the audience.

ENVIRONMENTAL POLICY AND RECYCLING

Work is continuing to develop an action plan for a Town Council Environmental policy.

VE DAY 2020

The weekend of Friday 8 May to Sunday 10 May will see nationwide celebrations to commemorate the 75th anniversary of VE Day. The group established by the Town Council to oversee Armed Forces Day and Remembrance events has started work on establishing a programme of activities,. The current programme will feature some of the nationwide initiatives and a Town Centre event on Saturday 9 May. The Family History Group are looking to put together an Education project to run alongside the event and discussions have started with the Town Centre Business Engagement Group as to how they may get involved.

EVENTS 2020-2021

As requested by the Committee at the September meeting, a budget has been prepared based on an extended programme of events incorporating a Music Weekend event in July and a Community Day in August. The attachment gives more detail on the costs associated with the new summer events and

New event - Music Weekend - This project is being scoped at the current time. It is envisaged that a large stage and PA will be in place for the duration of the event with associated refreshments, workshops, activities and attractions. The Saturday will be feature a programme of tribute bands across two sets, an afternoon set and an evening set. The proposal is to charge a ticket price £5-£10 – keeping the charge as low as possible.

On the Sunday, initial discussions are underway regarding the possibility of a multi-faith Town Praise event in the morning and a Proms style picnic in the afternoon. These events would be free with the potential to ask for donations if this was a suitable option.

This event would take the place of one of the Tribute nights.

New event - Community Day - A day to engage with the diverse communities of Haverhill with food, drink, traditions and workshops. Likely venue(s) are Haverhill Market Square and Haverhill Arts Centre.

Halloween Trail - This event is in some ways a victim of its own success and each year proves more difficult to develop new and exciting spooky experiences. The costs associated with staging the event have risen due to the need to provide extra toilets, extended technical support and more imaginative environments for the participants. It has the potential to raise more from the Bucket collection. There is a potential to recruit scarers locally and this will be investigated but the budget for the event will need to rise in order to safeguard the standard and content of the evening.

Proposal for raising additional income - The current approach to getting donations at Town Council events is based on offering donation buckets as people leave the event. Learning from our experience at Haverhill Arts Centre Box Office where donations are actively requested on face-to-face and internet bookings -the proposal is to amend our marketing to say Suggested Donation £1 per person. This will be backed up at events by having the donation buckets available at the beginning of wrist-banded events and signage to indicated donation points for other events. At all events we will try to collect donations on the way in as well as at the end. A conservative amount has been included in the budget to allow for the anticipated increase in donations at events.

ARTS CENTRE USAGE

The tables on the following pages give details of the development of the cinema audiences over the past 3 years and what type of events take place in the main hall in 2019.

Cinema audiences

Year	No of Screenings	General Movie Attendance (no of screenings)	Net Box Office income from General movies	Event Cinema Attendance (no of screenings)	Net Box Office Income from Event Cinema	Average attendance General Movie	Average attendance Event Cinema	Average per screening
Jan-Dec 2017	147	4969 (118)	£18,646.25	1209 (29)	£13399.58	42.11	41.69	42.02
Jan-Dec 2018	144	5004 (110)	£20,344.16	1329 (34)	£18533.33	45.49	39.09	43.97
Jan-Dec2019	152	5338 (112)	£22061.67	2310 (40)	£25689.17	47.66	57.75	50.32

Live Public Events

Type of Event	Number of events
Pantomime	30
Comedy	15
Live Music	
Rock / Pop	27
Folk/Acoustic	7
Classical	5
Jazz	5
Theatre	
Kids	8
Musical	10
Other Theatre	12
Dance / Discos	3
Dance School Performances	6
Open Mic / Showcase	3
Variety	3
Wrestling	2
TOTAL	136

Other events

Flower Club	7	
Blood Donors	6	
U3A	12	
Schools events	7	
Tea Dance	12	
Line Dance	21	
Health Day	3	
HTC Events	4	
Beer Festival	3	
Music Summer School	3	
Parties / Dances/Christening / Wakes	6	
Other Community Group Hire	4	
Rehearsal Days	23	
TOTAL	112	

Forward Diary

Confirmed dates

Haverhill Beer Weekend	Friday 8 – Sunday 10 May 2020
VE Day 75	Friday 8 – Sunday 10 May 2020
Haverhill Festival Events	Saturday 13 June – Sunday 12 July 2020
Armed Forces Day	Saturday 27 June 2020
Haverhill Show	Sunday 5 July 2020
Haverhill Historic Vehicle Rally	Sunday 12 July 2020
Remembrance Day Parade	Sunday 8 November 2020

Provisional Event Dates

Music Weekend	Friday 17-Sunday 18 July 2020
Big Day Out	Wednesday 29 July 2020
Tribute Night	Saturday 1 or 8 August 2020
Picnic in the Park	Wednesday 5 August 2020
Chalkstone Fun Day	Wednesday 12 August 2020
Clements Fun Day	Wednesday 19 August 2020
Community Day	Saturday 22 August 2020
Halloween Trail	Friday 30 October 2020
Family Christmas Night	Friday 4 December 2020

Nick Keeble
January 2020

Sandra Linnane, Zone Project Manager

On The Spot Van

The On The Spot Van is in its 10th year and continues to visit the estates in Haverhill and prominent areas of the town where young people are known to gather. Youth workers respond whenever possible to the requests of the young people and others, as to where to park up the van.

The van has been used to deliver sexual health matters, drug workshops, awareness activities regarding alcohol, Internet safety, food hygiene, further education and apprenticeship information, surveys also questionnaires and a place of safety when needed. It's a facility that young people can pop on and off as they please. Use the equipment if they wish, charge their phones and an opportunity to engage with the Youth Workers present. It also enables the Youth Workers to pick up on conversations to discuss and at times challenge what the young person is saying. From these engagements we can point them in the right direction to meet with other professionals who will be able to assist further.

The winter months over the years have traditionally been a quieter time on the van and driving around the estates of Haverhill have not shown so many groups of Young People hanging about. Weather and staff sickness have played a part in not being on the streets as much as one would have liked over the last couple of months.

The van will be supporting a couple of events in Newmarket in the New Year at the request of Will Wright Families and Communities Officer who works liaises with the Guineas shopping Centre manager.

Detached

This form of Youth Work remains very important, allowing Youth Workers to engage with young people on the estates where they live and gather. Being on foot gives access to areas not able to be reached by the van and meet Young People and other members of the community who would not otherwise use the van and its facilities.

Getting into the heart of the estates and talking with members of the public gives everybody a better understanding of what our role is and what concerns and activities members of the public and Youth Workers want to share.

Youth Workers support and attended meetings where anti-social behaviour has taken place and continue to call on residents and shop owners to listen and try to resolve issues whenever possible.

Youth Workers have been contacted by the police, Town Council, security at Tesco's and residents regarding issues around residential areas and businesses. Youth Workers make sure that these areas are visited when out on detached.

We have continued to have conversations regarding further education, informing young people of events available that will help them make their choices for their futures.

We encourage them to visit Karen and Daniel down at The Zone for more substantial information on future employment, training, apprenticeships and mental health issues.

Youth Workers worked the late-night shopping night giving the opportunities to talk with young people and explain their role to members of the public.

Youth Workers have worked with The Terrence Higgins Trust to talk with young people about sexual health matters.

Helen Cullup has been out on detached with Youth Workers walking around the Haverhill South area.

Litter Project

Youth Work Team have spoken with Pc Cheryl Claydon involved with the public service cadets and we have been out on two litter picks with them. Very successful and will be planning more for the New Year.

Chill Out

Chill Out at The Zone continues to be a great success. We have up to 70 young people aged between 11 to 15 attending every Tuesday night. Most are aged between 11 and 13 years of age. There are over 250 consent forms completed so we still have to turn young people away. It has a lively atmosphere with varying needs from the Young People.

This activity gives Youth Workers an opportunity to build up relationships and gain trust from the young people. They learn from Chill Out that there are boundaries and consequences to their behavior. The staff at the Zone and Youth Workers are consistent in what is said and what actions are taken so young people know exactly where they stand.

Early in the New Year there are plans for a Thursday night Chill Out (will speak with the group about the opportunity to change the name.) Emails have been sent out for funding to buy equipment such as pool resources, table tennis equipment etc. This session will be for young people 13-year old plus, with the soft play being out of bounds and The Zone being more a youth club setting for this session. (Talking with young people out on the streets the older ones prefer this approach.) Table tennis, pool, music, tv, the chance to brush up on life skills offering cooking, first aid, Food hygiene courses and other professionals including Youth Workers in to talk about issues that matter and affect them.

Working with other professionals and members of the community

Youth Workers continue to value the importance in working and sharing information with other professionals and members of the community when appropriate to do so.

This enables the best possibilities for our Young People and the community of Haverhill. Listed below are some of the professionals Youth Workers liaise with to help with working effectively with Young People and their families.

Police, Fire Service, Drug and Gang Teams, Councilors, Youth Offending, Family Support Workers, Sexual Health Workers, Volunteer groups, Youth Community Officers, Staff at residential homes, Health Centre's, Mental Health Colleagues, Leisure Centre's, schools etc.

The Zone

It is great that Haverhill has managed to keep this fantastic facility for the community in Haverhill and surrounding areas.

This is not only a soft play centre for families to visit. So far this year we have delivered training for adults, Art Centre and The Zone staff also Young People. Other users include prayer groups, perinatal group, Christmas parties involving Granta from Linton and Little Chestnuts pre-school. A Santa's Grotto has been introduced with pleasing results.

Chill Out operates from The Zone as previously mentioned.

Funding is being sought to offer some quiet sessions for children who are needing a quieter, less busy time at The Zone. Sensory equipment is on the wish list to allow us to use the Grotto as a sensory space on occasions and to develop space outside for a sensory area. This still leaves land that other projects can be delivered on.

Reading challenges are being offered to schools (Coupals to start the project off in January) so that children can bring in their school reading book and reading log to read with staff and in return receive a voucher for a free visit next time.

We will be having a play and eat special in January to help boost business.

Each month a new special will be offered to customers to encourage new and old customers to visit.

Birthday parties are successful, and The Zone has a designated area for these.

There are exciting times ahead for the community of Haverhill of all ages and here at The Zone we want to be able to involve them all in various activities empowering them to share their ideas.

Sandra Linnane

January 2020

Youth Skills Manager Report

Name of Project	Haverhill Project - Youth Skills Department
Quarter Covered by Report	Quarter Three – October-December 2019
Summary of Activity	<ul style="list-style-type: none"> • Offering a bespoke support service to our caseload of young people - ensuring that clients aspire towards attainable progression (usually onto EET). Supporting our clients 1-to-1 to identify their skills and aptitudes, providing guidance in creating quality CVs and assistance in applying for suitable vacancies, education and training opportunities. • Providing an apprenticeship matching service to: <ul style="list-style-type: none"> ○ Match local young people with apprenticeship opportunities, ○ Offer advice to local businesses and organisations about apprenticeships - encouraging them to consider the prospect of an apprentice if this suits their business needs, ○ Identify suitable standards and qualifications and link businesses and organisations with training providers, ○ Promote and fill apprenticeship vacancies. • Organising and coordinating skills and employability-based training courses to ensure that these support young people at a local level. • Engaging with our partner organisations, local businesses, training providers and clients to establish gaps in local provisions in order to meet local employment needs and skills shortages. • Linking businesses with schools and other organisations that support young people - enabling them to work together and increasing the chances of young people progression onto EET. • Supporting events, such as jobs fairs, in our local schools. Providing advice to young people on their possible routes of progression, promoting apprenticeships and assisting in understanding the options available to them - raising local aspirations. • Working in partnership with <i>Suffolk County Council</i>, <i>West Suffolk Council's</i> social prescribing project, <i>Haverhill LifeLink</i>, and <i>Haverhill Jobs Centre</i> to complement their services. Co-ordinating with them to provide complete and connected services within Haverhill. This includes assisting SCC with tracking young people, especially NEETs and those most difficult to reach, to ensure that they are supported. • Planning, organising and supporting the roll-out of our <i>Adult/Junior SignPost</i> projects - our youth wellbeing courses that provide short training/taster sessions designed to grow confidence, offer

	<p>experiences to inspire our young people, to coordinate their skills and support their wellbeing. These clients suffer from low mood and require further support before seeking meaningful progression.</p> <ul style="list-style-type: none"> Identifying gaps in youth engagement and locating suitable funding to create new provisions. Writing grant applications, completing extensive planning of these provisions and, if successful, promoting them and organising their rollout. Since April 2019, we have been awarded approximately £8068.00. Maintaining a strong social media presence, on Facebook, Twitter and Instagram, to share relevant information with our 2,300 followers, including young people and the local community.
Outputs Delivered	<ul style="list-style-type: none"> This quarter, 14 clients have successfully progressed onto employment and apprenticeship placements from the support and guidance that we provided. Overall, 41 clients have progressed since April 2019. We have supported a number of young people who have fallen out of EET and looked to engage them in suitable alternative provisions. Arranged for the delivery of a variety of training courses in customer service by <i>THTC</i>, a CSCS card course by <i>Qube Learning</i> and a care course by <i>1st Care Training</i>. Approached <i>Cambridge Regional College</i> to deliver a programme in the new year to plug this training gap for 16-24-year-olds. <p><u>SignPost</u></p> <ul style="list-style-type: none"> We have continued to support the delivery of the cooking, confidence and skills/employability short courses to take place within our <i>Adult SignPost</i> sessions. WEA (<i>Workers' Educational Association</i>) - the UK's largest voluntary sector provider of adult education in England. They delivered to 8 young people but attendance has been as high as 12 some weeks. With the support of our fantastic WEA tutor, Denise, we work closely to match the needs of the group with the learning pathways offered by the WEA. 6 clients, who have already progressed onto employment, still choose to attend our sessions on an ad-hoc basis, if it fits around their work schedule and we support them with any issues that may arise in the early days of their employment. This shows the importance of both the support offered by us and the peer support network provided from our Signpost provision. With the remaining clients, we continue to encourage them towards progression, often onto EET, and regularly offer supplementary training opportunities to them. These are some of the most difficult to reach young people, with high needs and barriers to progress; we are committed to long-term support, working with them without time constrictions to achieve results that can be life-changing. With the right encouragement and support, and when the time is right for them, we look forward to seeing some further positive progressions. <i>Please see the attached case study (December 2019) for an example of the benefits that this project provides.</i> <p><u>Junior SignPost</u></p> <ul style="list-style-type: none"> For <i>Junior SignPost</i>, we signposted our young people onto <i>Abbeycroft Leisure/Suffolk Mind's Stand Tall</i> programme, a mindfulness and exercise project, and accompanied and supported our young people in attending week-on-week. From this course, and on their return to us, we noted some positive changes to a number of the young people's personalities and outlooks on life.

	<ul style="list-style-type: none"> We have introduced some new clients onto this course, with a consistent 8-10 young people attending every week - an ideal number of attendees to ensure the right amount of care and support is provided. It is encouraging to see the growth of their confidence leading to them taking responsibility within the sessions and choosing the activities that they want organise for further sessions. <i>Please see the attached case studies (November & December 2019) for two examples of the benefits that this project provides.</i> <p><u>Funding Applications</u></p> <ul style="list-style-type: none"> We spent a significant amount of time planning and writing a grant application for a wellbeing-employability hybrid programme - <i>Signpost Toddler 'n Me</i>; we created a scheme of work and planned 12 sessions. We attended relevant training to support us writing our bid application. We presented our bid to 10 members of the <i>Suffolk Community Grants</i> board and were successful in acquiring a grant of £3,708.00 from <i>European Social Fund</i> via <i>LIFT Community Funding</i>.
Number of Young People Engaged	<p><i>(Note: by 'young people engaged', statistics are tracked by enrolments.)</i></p> <ul style="list-style-type: none"> This quarter, 32 young people have been enrolled in our service, in order to receive our support; since April 2019, 119 clients have enrolled overall.
Re-engagement numbers.	<p><i>(Note: by 're-engagement', statistics are tracked by active participation in our projects.)</i></p> <ul style="list-style-type: none"> At the present time, 16 young people are re-engaging week-on-week. However, tracking notwithstanding, 58 clients have re-engaged over this past quarter (<i>this accounts for clients who have been enrolled, those who have already progressed onto EET, those wanting to move between EET and our Junior SignPost clients</i>).
Progress against success measures, to include number of increased apprenticeships, number of young people receiving support against the annual target and number of those moving into sustained education or employment.	<p><u>Year to Date:</u></p> <ul style="list-style-type: none"> Since April 2019, 119 young people have been initially assessed giving us a thorough understanding of their needs. Since April 2019, 77 clients (65% of overall participants) have achieved a success (<i>success being defined as a young person progressing into education, employment, apprenticeship, training or similar</i>). Of these: <ul style="list-style-type: none"> 34 clients have progressed into sustained employment, 27 clients have progressed into sustained education, 7 clients have progressed onto apprenticeship positions, 6 clients have progressed onto training courses, 2 clients have progressed onto a traineeship position, 1 client, who suffers from wellbeing issues, began partaking in work experience. Since April 2019, we have engaged with 79 businesses and organisations regarding employment, volunteering and apprenticeship, and support opportunities.
Summary of any other relevant activity, problems	<ul style="list-style-type: none"> For our <i>Adult SignPost</i> youth wellbeing project, from the WEA (Worker's Educational Association) we won the national award for 'Social Impact'. This provided us with significant, positive coverage on social media pages and in the local press. We received some very

<p>identified and publicity.</p>	<p>complimentary messages from parents, businesses and organisations, some of which we have attached.</p> <ul style="list-style-type: none"> • £3,708.00 was awarded from <i>LIFT Community Grants</i> (European Social Fund funded) for our brand new <i>SignPost Toddler 'n Me</i>; a new employability-wellbeing hybrid project, coming next year, aimed at young/lone parents. A group of young people we feel will benefit enormously from our quality support package. • A recent challenge for us has been with <i>West Suffolk College</i> who, after previous guarantees, pulled the delivery of a course for vulnerable, low achieving NEET young people on a local level. Our solution was to approach <i>Cambridge Regional College</i> to deliver a programme in the new year; additionally, we have also had a mixture of short courses to plug this training gap for 16-24-year-olds. We have had training in customer service by <i>THTC</i>, a CSCS card course by <i>Qube Learning</i> and a care course by <i>1st Care Training</i>.
<p>Evaluation and Next Steps</p>	<ul style="list-style-type: none"> • We are proud of our year to date progress against targets. Every success is an individual that we are proud of and one that we will continue to offer support to - even once they are in education/job/training. This support will be via social media, face to face or over the telephone. • The popularity of our service is growing it has a good reputation for achieving results and is respected by the local businesses and the community we engage with. We will reset our business targets to enable us to aim for an even bigger contact list. • We are proud of the number of positive outcomes, namely those moving towards education, apprenticeships and employment. Our overall aim is to engage all our clients and encourage them to do something positive in their free time. If we can't find something suitable we MUST try our very hardest to find a way to make more opportunities available to them. To ensure they feel good about themselves - allowing a positive mindset and encouraging social inclusion. • We recognise that some of our young people will need to engage with us, and our services, for an extended amount of time and that our services must be not time-constricted. We will ensure that we work smartly with other agencies to draw on their strengths in order to get our clients the best possible results and add even more value to the service they are receiving. For them, this time can lead to life-changing results for themselves and those around them. • It is essential that we offer localised services to ensure that our young people are supported in overcoming their barriers - allowing our young people to be able to take positive steps. Increasing the variety of employment, apprenticeship and training opportunities being available. We will continue to build positive relationships with new training providers and local employers to expand our existing network of contacts to enable us to offer a broader service. • We look forward to the challenge of working with a new, vulnerable target group (that being lone, young parents) in our new bespoke <i>Signpost Toddler 'n Me</i> programme. • By the end of this financial year, we are aiming to have initially assessed and enrolled 160 clients and engaged with 100 businesses and organisations – both double the annual target.