



HAVERHILL
TOWN COUNCIL

Haverhill Town Council

Notes of a Meeting of Haverhill Town Council's

LEISURE & COMMUNITY WORKING PARTY

Held remotely on Tuesday 10th May 2022 at 7.00pm

Present: Mayor L Smith
Councillor J Burns (Chairman)
Councillor A Brown
Councillor A Luccarini
Councillor L Miller-Jones
Councillor D Smith

Apologies: Councillor P Firman
Councillor M Marks
Councillor D Roach
Councillor J Mason

In Attendance: Colin Poole, Town Clerk
Sara Marsh, Marketing and Customer Experience Manager

Welcome:

The Chairman welcomed everyone to the meeting. To note that this Working Party has no delegated authority and may only make recommendations to Full Council. Urgent actions may be taken by the Clerk under delegated powers and reported to the next Full Council meeting. The Clerk advised that the meeting was being streamed live on the Council's YouTube channel.

MINUTES

		ACTION
LC22 /024	<u>Apologies for Absence</u> The above apologies was noted.	
LC22 /025	<u>Declarations of Interest and requests for Dispensation</u> None	
LC22 /026	<u>Minutes of the Last Meeting</u> It was proposed by Councillor D Smith, seconded by Councillor A Brown, that the minutes of the meeting held 8 th March 2022 be agreed as a true record. RESOLVED	
LC22 /027	<u>Actions arising from the minutes</u>	

	<p>LC22/007 The Clerk reported that the noticeboard for the kiosk was ordered and on its way.</p> <p>LC22/016ii The Clerk reported that West Suffolk currently had no plans to create a changing spaces facility in Haverhill.</p>	
LC22 /028	<p><u>Haverhill Splashpad</u></p> <p>The Clerk advised that the original opening times for the Splashpad were advertised as 10am to 6pm on weekends only plus bank holidays and school holidays between 1st April to 30th September. Subsequently some councillors have queried whether the splashpad can be open every day to allow pre-schooler use whilst 'bigger children' are in school. There would be a cost implication, given the significant extra water usage being recorded, effectively doubling the water bill.</p> <p>It was proposed by Councillor L Miller-Jones, Seconded by Councillor A Brown, that the opening times be set as 10am-6pm between 1st April and 30th September, and 10am-8pm 1st July to 31st August and a suitable timer fitted to allow this to be controlled.</p> <p>Councillor Brown asked that the kiosk have a sign to clarify it is open.</p>	CLERK
LC22 /029	<p><u>Public Forum</u></p> <p>None.</p>	
LC22 /030	<p><u>Reports</u></p> <p>a) <u>Arts Centre</u></p> <p>Sara Marsh reported that sales have not been very good, with ticket sales struggling on a few shows, e.g. Goldilocks. Standing gigs have not been good either, which appears to be related to reluctance to return due to Covid and some cost-of-living influences. The profile of the audience for the shows that have been less well attended seem to indicate that older audiences that have not come back.</p> <p>Cinema has been OK, as have the open mic nights, pop divas, country diva stars and monkey nuts.</p> <p>We didn't send a brochure out this quarter but relied on digital only, but will next quarter to allow comparison of sales. Cllr D Smith asked how you would compare outcomes given the programmes are different. S Marsh advised that the analysis would take that into account when looking at the numbers.</p> <p>We are looking at audience development for younger audiences, looking at what might appeal to them. We are working with West Suffolk's Arts Development Officer on dance workshops in the holidays. Also met with the museum service to link unemployed people to the cultural sector as a potential career. DWP Job Centre are going to use the café as a drop-in, and give away free tickets. Cllr L Miller-Jones endorsed this approach to diversify the audience.</p> <p>Modern Art: We have met with the gallery owner and visited a potential site. West Suffolk are looking at the costings. This would involve using the Arts Centre for connected activity. If all plans come together tickets would go on sale in the autumn.</p> <p>We have offered the permanent position for the Arts Centre Administrator and are on an even keel for staffing.</p>	Sara Marsh

	<p>Building maintenance: We had more tiles fall off the toilet walls, this time in the ladies. We've inspected and ensured the others are all secure. The roofing tiles that were hanging over the bin store have been removed. The Clerk advised that the Operations Manager would be asked to arrange for scaffolding to allow for the guttering and roofing to be fixed.</p> <p>The Clerk advised that Daniel Schumann has been appointed Creative Director and Arts Centre Manager, starting 6th June. He has a very good track record and we look forward to him taking the reins.</p> <p>The Chair reported on the tour of Easter Panto around Norfolk, Hastings and Suffolk. There were mixed fortunes at some of the venues. Hunstanton bank holiday was a success, but Southwold was practically deserted in the town and this was reflected in the ticket sales.</p> <p>b) <u>Events</u> The Clerk provided an update on event planning. There were some events that could not go ahead due to reasons beyond our control. However, the majority were coming together very well. It was noted that there is an obvious cost increase over 2019, which we are trying to mitigate. The proposed change from two "tribute nights" on Market Square to a three-day music festival in the park was considered. This is very strong on local acts and will encourage community acts such as choirs to get involved too. Councillors agreed that the event should not be ticketed. The cost for two 3-hour tribute nights was £13,000, the estimated cost of the festival providing 20 hours of music is estimated at between £25,000 and £30,000. The Clerk advised the additional cost can come from the events reserve, to meet the Councillor brief to "come back with a bang". It was proposed by Councillor J Burns, seconded by Councillor A Brown, that the "Haverhill in The Park" event go ahead, with a revised budget of £30,000. RESOLVED</p>	Gary Wilson
	<p><i>Cllr Luccarini left the meeting at 20:18pm</i></p>	
	<p>c) <u>Youth Skills Manager</u> The Clerk referred Councillors to the report (see Appendix 1). NOTED.</p> <p>d) <u>The Zone</u> The Clerk referred Councillors to the report (see Appendix 2). NOTED. Councillors asked that the marketing continue to be pushed. Councillors also noted the youth work S Linnane was doing on diverting young people from ASB.</p> <p>e) <u>HAVE YOU:</u> The Clerk referred Councillors to the report (see Appendix 3). NOTED.</p>	

LC22 /031	<u>Grant Applications</u> The Working Party considered grant applications and agreed the following recommendations to Full Council:				
	Requesting Group	Cause	Amount requested		Amount Awarded
	Haverhill Emergency Service Cadets	Purchase of tents to allow the young people to take part in a camping event.	£270		£270 Councillor J Burns Councillor L Smith RESOLVED
	Haverhill Townswomen's Guild	Funding to help pay for Jubilee celebrations for their group	£60		£60 Councillor L Smith Councillor A Brown RESOLVED
	Haverhill Silver Band	Contribution towards the expenses of taking part in a band competition at the Royal Albert Hall	£5000		£5000 Councillor A Brown Councillor L Smith RESOLVED
LC22 /032	<u>Grant Recipient Reports</u> None. The Assistant Clerk will chase those who have not submitted reports, for grants given more than 12 months ago.			Assistant Clerk	
LC22 /033	<u>Date of Next Meeting</u> Tuesday 5 th July 2022.				
LC22 /034	<u>Closure</u> The Chairman declared the meeting closed at 20:42pm.				

Signed

Chairman

Date

Appendix 1

Youth Skills Report

Karen Chapple

8 March 2022

Youth Skills offer a full range of support provisions for local young people. Most of our work remains the same month-on-month, with adaptations to suit the needs of our clients.

- Offering a bespoke support service to our caseload of young people to ensure they reach their full potential.
- Guiding our clients in creating CVs and assisting them with education, employment, and training applications.
- Providing an apprenticeship/employment matching service to match young people with businesses and vice versa; for businesses, advertising the value of apprenticeships and the Kickstart Scheme, connecting them with training providers and encouraging the uptake of government grants.
- Arranging and attending meetings with our partners throughout the town, district, and county; ensuring that our service is promoted, encouraging joined-up services and maintaining up-to-date knowledge of other services.
- Collaborating with our partners to advocate for the improvement of existing youth services, including mental health, domestic abuse and school refusers; ensuring that those most difficult to reach have appropriate support.
- Coordinating with training providers to offer local training in Haverhill to young people who otherwise would be NEET. Cambridge Regional College is aiming to roll out Traineeships in mid to late September.
- Maintaining a strong social media presence on Facebook, Twitter, and Instagram, to share relevant information with our 2,300 followers and the local community.
- Organising, planning and providing Adult SignPost, Junior SignPost, SignPost Toddler 'n' Me, and our new wellbeing project for school refusers, SignPost 2gether; sourcing grants to provide these as necessary.

Activities/results since last report

- The take-away from the Mental Health Youth Action Group was the need to collectively pull all our current town council youth services together and to promote them as a full package. We agreed on the name "Level Up" please see attached flyer, that lists our services on the front and an explanation on the back. We can now market our services and ensure we clearly show case the complete offer we have available to our young people. We have identified gaps in our service, some of which we have already plugged others that are still pending. Pulling our services together under one name "Level Up" and writing a business plan (in hand) will also be beneficial tool when we look for funding for individual projects or the full Level Up Project. The offer of services will be fluid and will change with the differing needs of support required by our young community. Please see attached flyer
- We continue to deliver all 4 of our Signpost Projects working with clients with low mood and anxiety. These clients are now feeding in-to.

"Walk N Talk". We offer a walk on a Monday and Friday along the Railway Walk

Healthy Cooking in partnership with WEA out of the community kitchen
Once monthly Youth Club session at the Zone solely for our signpost group.

- Catherine remains in our team and has been very active in all areas especially in supporting the organisation of the well-being event and working with young parents.
- Dan remains off work we hope to welcome him back soon.
- We are supporting this year's, soon to be, school leavers offering advice and matching them to opportunities.
- We delivered 6 sessions at Castle Manor Academy to support ear marked NEET students with their transition from leaving school to taking next steps.
- We have organised a well-being event to take place 7th May at Abbeycroft Leisure Centre. "Keeping Haverhill Happy". We have over 20 organisations that will be showcasing their offer of support to encourage positive well-being. See attached.

Case Study

One of our young mums has grown in confidence significantly over the past months. When we initially met M, she was rather quiet and didn't contribute much to the signpost "Toddler and Me Group". She has with our support and encouragement evolved from just attending our sessions to being an active member. She began to shine and thrive, so we asked her to volunteer with us. M agreed to do so and has been volunteering with us since January. She has grown in both confidence and resilience. M has supported our school refuser project and created resources and spent time listening to our young people and encouraging them to have a voice. She has come up with her own ideas on how to engage with the young people we work with. It is so encouraging to see her take on a sort of leadership role within the "Toddler N' Me" sessions. It's clear that M has made some positive progress in her mental wellbeing and helped others to improve theirs too.

"Volunteering has been an exciting opportunity for me, it's given me a focus through some tough times. It's given me a voice and made me feel stronger as a person. I really appreciate my volunteering role with the youth skills department being able to help others through my own experience is such an enlightening feeling."

**Karen Chapple
8 March 2022**

Appendix 2

The Zone Report

Sandra Linnane

8 March 2022

Staffing –We have recruited GV to our Zone and Youth work team and she has proved to be flexible and reliable and works well within the team.

Training –Training continues to be offered to all staff depending on theirs and The Zones needs. GV has passed her level 2 youth work training and is carrying out in house training at The Zone alongside training online. All staff are updating their knowledge on Safer Food Better Business. All cleaning schedules and risk assessments are currently being updated and shared with the team.

The Zone – Numbers have picked up and Toddler Time on a Wednesday and Friday morning is going well. We will be developing these mornings to offer supervised painting, cooking, storytelling etc. Play and eat after school has increased interest. Numbers during the Easter holidays fluctuated. We opened over bank holiday including Monday and Tuesday as well. Good Friday was advertised as a party where games were held. This was popular and sold out, but Easter Sunday and bank holiday Monday was not successful. While staff enjoyed working the Friday the Sunday and Monday left staff feeling a little deflated.

Parties at The Zone have continued to go well with good feedback and there are on average 4 on a weekend. Numbers ranging from 6 to 20 children attending each party. Midweek parties have picked up and we also have some private hire for children's parties for the customers who want more than 20 children to attend.

Soft Play Inspection took place at the end of April. Waiting for the report to be received but talking with the inspector nothing of major concern was highlighted, general wear and tear.

Preparation for Keeping Haverhill Happy event at the Leisure Centre on Saturday 7th May has been taking place at The Zone.

We continue to work as Literacy Champions with Suzanne from Get Suffolk Reading supporting events and getting fresh top ups of books and magazines for adults and children.

World Book Day 3rd March. We had a fancy-dress competition and activities were offered by staff at The Zone and Suzanne from Get Suffolk Reading. This went well and will build on for next year.

Toddler and Me (Signpost group) continue to attend the indoor play area.

New funded SEND Group taking place every other Monday.

Funding –Funding has been gained from Community Action Suffolk (Restart fund after Covid) for a SEND group to attend The Zone on a Monday for 16 sessions. This is for families with disabilities and their siblings. We asked for funding for 30 to attend, but the first week we had 56. The session went very well but was decided that numbers will be cut to 35 for comfort and safety reasons. The organiser of the group will put on her face book page for the group and post the changes made to the session and will be asking if they only attend once a month to allow others to come. A waiting list will be taken in case of late cancellations. Health snacks and squash was provided with the funding and the coffee bar and kitchen was opened to allow for purchases which went well. The comments we received were positive and many said they were happy to be with others who wouldn't judge them or stare regarding their disabilities. One parent said it was great to see her children go off and play, since being at home due to Covid they have not left her side. Such an excellent session for all attending and staff who worked it. Activities unlimited have already approached us to offer the possibility of future funding to take it up till March 2023. We are not advertising this group as we have enough members now. We will adapt the group as needed. We approached 5 families regarding offering some youth session for the older children with their families with an area for the older ones to access pool, table tennis, play station 5 etc. Dates to be confirmed.

Youth Work – 1 to 1 counselling – Hannah from Room4 with funding from us continues to provide 1 to 1 counselling from her office in the High Street. This has been arranged to enable young people without transport to access the counselling more easily. Another 4 sessions are also being delivered by another counsellor (from Room4) on a Thursday evening at The Zone. All well attended with a waiting list.

Detached – We aim to be out twice a week. One session for detached and another for the On The Spot Van. We continue to talk to the police regarding funding to organise activities to address the Anti-Social-Behaviour happening in Haverhill. We are meeting different groups some more willing to engage but we continue to work on building a relationship.

Chill Out – Not opening yet.

Youth Night – A couple of the Signpost groups have had another youth night which went well. A youth night has been discussed and received positively with some families of older children from the new SEND group that we have got funding for.

On Spot Van – This has been going out and we have parked at Tesco's car park at the far end where young people move from the Chalkstone down through Tesco's to other areas of town. We also have parked at the Market Square where young people walk from estates into town to other parts of Haverhill. We can park in other areas depending on the demand. Where the group believed to be part of the ASB in Haverhill have not always been willing to hold a conversation with us on detached. We had 28 YP on or around the On The Spot Van. We must ensure the van continues to go out weekly to build on our relationship. Group were respectful of the equipment and us. An excellent session. While out on the van an employee from NHS Mental Health Team chatted to us and the possibility of perhaps using the van for engaging with young people using their services. Our details have been passed on.

Keeping Haverhill Happy has been promoted while youth workers are out. This is being received well and hoping for a good attendance from different age groups on Saturday 7th May 2022.

Thank you for your continued support.

Sandra Linnane
8 March 2022

Appendix 3

HAVE YOU : podcast & engagement project report January - March 22

Michelle Brace

OBJECTIVES

- To build youth engagement around the HAVE YOU website and social media project.
- To connect young people to skills and support services.
- To shine a light on the good stuff going on in Haverhill (young people / talent).

OUTPUTS

- During this latest 3 month period we have directly involved **9 young people** in recordings and **4 organisations** / support professionals.
- This brings us to a project total of directly engaging with **37 young people & 9 organisations** (of anticipated total 36 young people / 12 organisations).
- Although we have only worked directly with 9 organisations, throughout the course of this project we have connected with many more local agencies via MHYAG (Mental Health Youth Action Group) & VASP meetings and worked to build awareness of HAVE YOU's offer.

OVERVIEW

- This quarter we have been continuing with our focus on SUPPORT - linked to the [SUPPORT](#) section of the HAVE YOU website - with a particular emphasis on young people's mental health and wellbeing.
- We promoted the HAVE YOU Live Takeover opportunity to young people via school channels, the Arts Centre's Open Mic participant list and social media. Posts had a good reach (2167 on facebook / 28 likes & shares) but we only had one response from a young person wishing to take part.
- The [HAVE YOU Live Takeover](#) took place on February 25th with singer songwriter Isla Mae. The Live attracted a small audience (10-12 viewers). The instagram post has had 91 subsequent plays.
- We arranged a conversation with a group of 6 young people between the ages of 12 - 17 at Samuel Ward Academy to talk about mental health and the issues affecting them. The conversation was supported by Hannah Power ([Room 4](#)) & Sophie Ireland (SW). Unfortunately we were not able to go into the school (Covid rules) & so did the interview via Teams (young people had to wear masks). The audio quality was not good enough to publish to our Mixcloud account so we shared the conversation as a fully transcribed [NEWS story on HAVE YOU](#).

- The conversations we had with MYPs Poppy West and Isaac Carter were published in full in our '[How's Everyone Doing?](#)' NEWS story. Edited highlights went out as instagram reels that achieved good engagement levels (168 & 756 plays).
- As a result of this piece of work, supported by Suffolk County Council's Engagement Hub, HAVE YOU has been included in the countywide youth voice conversation.
- Following attendance at both *Mental Health Awareness & Young People Mental Health & Wellbeing Conversations* training with Community Action Suffolk, a meeting was arranged with CAS to explore possible development & future funding avenues for HAVE YOU.
- HAVE YOU has also been involved with the Mental Health Youth Action Group (YAG sub-group) and worked with Youth Skills to produce the [Wellbeing Wall](#) - this was not a planned project output but answered the MHYAG's identified need to have information from all services offering support to young people in Haverhill in one place. It's easy to navigate, to access by phone (or web) and to update.
- To promote this offer (and raise awareness of HAVE YOU in general) we produced business cards for distribution by the Youth Outreach Team, Youth Skills, the Cangle & other services connecting with young people. The bigger picture plan is to use engagement with the wellbeing wall to drive traffic to the HAVE YOU website & its broader information service.



The plan for April > June 2022

- Attend Youth Skills Walk n Talk for gentle conversations with young people re wellbeing and Things To Do in Haverhill.
- Work to help document engagement & feedback around the proposed Haverhill Urban Sports Park.
- Continue with promotion of the HAVE YOU Wellbeing Wall, including via attendance at the Keeping Haverhill Happy event on 12th May.
- Add the HAVE YOU wellbeing wall to the VASP agenda (4th May) and introduce it to the Cangle Staff Team (28th April).
- Raise awareness of the full HAVE YOU offer - design & distribute e-flyers for schools to share with pupils and parents and for inclusion in school planners.
- [THINGS TO DO](#) check & update

- [SUPPORT](#) check & update
- [SKILLS](#) check & update
- Add metatags to all pictures on the HAVE YOU website and check SEO.
- Site testing and feedback with ie Samuel Ward 6th form Media Students.
- Train HTC colleagues in site admin so that HAVE YOU can continue to be updated.

Beyond June 2022

- Invited to attend the Pump Track Open Day on 12th July to document & engage with young people.
- Option to book a stall at the Haverhill Show on 3rd July...
- Option to attend the next VASP meeting on 6th July to update the group re the HAVE YOU Wellbeing Wall.
- Development options; create friendly social media profiles for organisations working with young people in Haverhill, recruit a youth leadership team to direct next steps, create work experience opportunities for young people, recruit a marketing assistant to ensure HAVE YOU continues to engage and communicate locally, produce a series on (creative) skills to give young people an insight to (creative) career options.

HAVE YOU website stats:

	Users	New users	Sessions	Page views
April 21	98	91	118	227
May 21	140	131	174	300
June 21	148	141	200	448
July 21	324	307	446	1035
August 21	178	169	216	306
September 21	215	206	262	700
October 21	215	204	262	462
November 21	215	201	271	551
December 21	121	115	152	222
January 22	196	189	262	604
February 22	189	180	251	616
March 22	267	248	336	661
April 22	232	226	292	520
May 22				
June 22				

Social media posts in the period Jan > March 22:

Instagram: [@HAVEYOUHaverhill](#)

Twitter: [@HaveYouCB9](#)

Facebook: [@HAVEYOUHaverhill](#)

	Facebook reach	Facebook likes/shares	Instagram likes	Instagram reach / plays
Isaac Carter reel	44	0	12	756
Poppy West reel	-	-	8	168
How's Everyone Doing?	63	4	7	80
Takeover Promo	2167	28	7	76
Talking About Mental Health	29	2	-	-
Isla Mae Live Takeover	28	2	15	172 / 91
Skatepark info	165	50	14	119
HAVE YOU support quotes series (average for series - 5 posts)	138	1.8	177	3

**Michelle Brace
8 March 2022**