



HAVERHILL
TOWN COUNCIL

Haverhill Town Council

Notes of a Meeting of Haverhill Town Council's

LEISURE & COMMUNITY WORKING PARTY

Held remotely on Tuesday 5th July 2022 at 7.00pm

Present: Councillor J Burns (Chairman)
Councillor A Brown
Councillor P Hanlon
Councillor A Luccarini
Councillor M Marks
Councillor D Smith
Councillor L Smith

Apologies: Mayor B Davidson
Councillor P Firman

In Attendance: Colin Poole, Town Clerk
Daniel Schumann, Creative Director
Steve Powter, Haverhill Disability Action Group
Tony Turner, Archivist, Haverhill Local History Group

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 /035	<u>Appointment of Chair</u> It was proposed by Councillor A Luccarini, seconded by Councillor A Brown, that Councillor J Burns be recommended to Full Council as Chair of Leisure & Community. RESOLVED	
LC22 /036	<u>Appointment of Vice-Chair</u> It was proposed by Councillor J Burns, seconded by Councillor L Smith, that Councillor D Smith be recommended to Full Council as Vice-Chair of Leisure & Community. RESOLVED	
	<u>Apologies for Absence</u> The above apologies were noted.	

<p>LC22 /037</p>	<p><u>Declarations of Interest and requests for Dispensation</u> Councillor A Luccarini declared an Other Registerable Interest in item LC22/042a as Chair of the Local History Group. He did not request dispensation and left the meeting for that item.</p>	
<p>LC22 /038</p>	<p><u>Accessibility in Haverhill</u> Mr Steve Powter from the Haverhill Disability Action Group joined the meeting to discuss access issues. He thanked the Council for the support shown to the group by Councillors and the Clerk in getting them established. Access issues for the group include: Local Plan – is it strong enough on access issues? Mr Powter highlighted play areas with disabled-friendly equipment but often, disabled people had to cross rough grass to reach the play area. Dropped kerbs – Councillor J Burns expressed shock at the lack of dropped kerbs on the new NW Haverhill Estate, whilst so far the Great Wilsey development seemed OK. Around town there are long sections of footway with no midway dropped kerbs, to facilitate crossing the road away from junctions. Mr Powter explained that he had travelled from Homefield Road to Hollands Road on the industrial estate, finding no dropped kerbs, so having to travel on the carriageway. Councillor A Brown reminded the meeting that ex-SCC Councillor Julian Flood spent a great deal of his locality budget on dropped kerbs. Mr Powter observed that currently the Tesco Changing Space is out of action, meaning that any person needing that facility in town would need to head home. It is not Tesco’s responsibility to provide a service to the whole town in any case. He further observed that not every accessible toilet is accessible for every wheelchair user. Mr Powter drew attention to the issue of private hedging overhanging footways, reducing the usable space and pushing wheelchair users close to the kerb. He has fallen into the road himself. The Clerk advised that the Town Council has delegated powers to serve notices on landowners to cut their hedge back, which generally elicited immediate remedial action. In addition, access to car park machines remains a problem, with too few set at heights wheelchair users can reach, or inexplicably placed on a raised platform with no dropped kerb.</p>	
<p>LC22 /039</p>	<p><u>Minutes of the Last Meeting</u> It was proposed by Councillor D Smith, seconded by Councillor A Luccarini, that the minutes of the meeting held 10th May 2022 be agreed as a true record. RESOLVED</p>	
<p>LC22 /040</p>	<p><u>Actions arising from the minutes</u> LC22/028 The Clerk advised the new sign for the splashpad was on order. Councillor J Burns offered to adjust the timer on the pump system to reflect the new times. LC22/030 The Clerk will check with the Operations Manager on the progress regarding scaffolding for repair to the roof and guttering at the Arts Centre. Quotes have been requested and are awaited. CL22/032 The Assistant Clerk was on leave, so the Clerk was not in a position to update on the status of outstanding grant reports.</p>	
<p>LC22 /041</p>	<p><u>Public Forum</u> None.</p>	

LC22 /042	<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 Local History Group <i>(Cllr Luccarini withdrew from the meeting for this item)</i>	Rent of their room at the Arts Centre and operating costs	£3000	£3000 Councillor M Marks Councillor P Hanlon RESOLVED	
	Haverhill & District Town Twinning Association	Contribution towards the expenses of hosting a visit from Pont St Esprit and hire of wallspace at the Arts Centre	£2021	£2021 Councillor D Smith Councillor P Hanlon RESOLVED	
LC22 /043	<u>Grants for use of the Arts Centre</u> The Clerk asked members to comment on a draft policy to allow hirers of the Arts Centre to ask for discounts on the standards hire charges approved by the Council. Historically there are users of our building habituated to, or only able to hire at, very low or zero-charge rates. Every single user is on a unique deal at the moment, with no consistency as to what discounts people get, but all pay less than a third of the newly published hire rates. For transparency and democratic oversight, a simple system to allow such reductions to be properly approved needs to be established. The Clerk asked for policy guidance. The following points were agreed. <ul style="list-style-type: none"> i. This can only be used for room hire. ii. Agreements to be made by officers having consulted the Chair of Leisure & Community committee and reported at Leisure & Community including the value of the reduction, within the Creative Director's report. iii. Significant grants such as the annual rent for the Local History Group would still need to go through the main grant structure. This would only be for relatively inexpensive discounts. iv. It would be for groups hiring space at the Arts Centre or Leiston Centre. v. It would not be applicable to situations where the Zone manager has invited informal groups of people to make use of downtime in order to generate café sales. It is only for groups where there is a named person who can sign an application which is seeking a defined hire of space. vi. Groups need to explain the community benefit. The clerk will bring this back for approval.			Clerk	

<p>LC22 /044</p>	<p><u>Reports</u></p> <p>a) <u>Arts Centre</u></p> <p>Councillors welcomed Daniel Schumann to the Council. DS referred the meeting to his previously circulated report. (appendix A). Programming is a main focus to ensure there is a dynamic, impressive and exciting offer, to ensure the printed brochure has a wow factor.</p> <p>Whilst many shows cannot make a profit some shows should be seen as an investment in the profile of the Arts Centre and in encouraging future audiences for other shows. It is also about access to creative opportunities.</p> <p>Audience consultation – it was agreed some form of engagement in a conversation with the audience as to their wants would be a useful exercise. DS also has looked at the PBNA data and audience data.</p> <p>Old Time Music Hall – The shows and producers who used to do this seem to have gone, but DS has put feelers out to find a producer who might do this.</p> <p>Pantomime – He has had a good look at the panto offer which has been done the same for many years. He has struck a new deal with the producers on the schedule to focus on peak performance to have a shorter run of fuller houses.</p> <p>Modern Art Exhibition – DS updated the council on the progress of this project.</p> <p>He invited Members to meet with him if any wished to talk through what he was doing.</p> <p>b) <u>Youth Skills Manager</u></p> <p>The Clerk referred Councillors to the report (see Appendix 2). The meeting noted that DC had returned to work. Councillors appreciated the work and asked that they be thanked for their work. NOTED.</p> <p>c) <u>The Zone</u></p> <p>The Clerk referred Councillors to the report (see Appendix 3). Councillors thanked SL for the report and welcomed the OTS van’s return to the streets. The meeting asked that SL and her team be thanked. The Zone has been operating for 3 years. NOTED.</p> <p>d) <u>HAVE YOU:</u></p> <p>The Clerk referred Councillors to the report (see Appendix 4). The meeting noted the funding has now come to an end. The Clerk thanked councillors for the additional funding that had been found over the last year to extend the project as long as possible.</p> <p>The Clerk further noted the professional work of MB and the useful legacy that she left for KC and her team to maintain the social media side of the project. The Youth Skills Manager will look out for funding to rejuvenate this project in the future, if possible. NOTED.</p>	<p>Clerk</p> <p>Clerk</p>
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LC22 /045	<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 /046	<u>Date of Next Meeting</u> Tuesday 13 th September 2022.	
LC22 /047	<u>Closure</u> The Chairman declared the meeting closed at 20:51pm.	

Signed

Chairman

Date

Appendix 1

Creative Director & Arts Centre

General Update

This has been my first month in post and everyone has been extremely helpful and welcoming. I have met all staff and many representatives from local organisations including The Tuesday Group, The Local History Group, Haverhill Silver Band and Centre Stage. I have also established some new systems for contracting, booking and record keeping and introduced a weekly 'Heads of Department' meeting and bi-monthly Rota Group meeting to overcome some of the internal communication challenges that have been highlighted to me since my arrival.

I have also written an outline bid for Levelling Up Funds for the Arts Centre which Colin submitted to West Suffolk Council as part of the Haverhill response to the 'call out' for proposals for investment.

I also helped with Armed Forces Day.

Box Office Update

We have had a few successes such as Rich Hall, Downton Abbey, Mavis, the Suffolk Fox and George Michael: Freedom Uncut.

Results have been disappointing for Union Gap, Marty Wilde and The Unravelling Wilbury's. We also had to cancel Declan Nerney due to poor sales. Some shows, such as Neil Sands 'Happy and Glorious' did respectable sales but were down on previous visits.

Alfie Moore, Simon Evans and The Neil Diamond Tribute all show promise in terms of sales. NT Live and André Rieu continue to hold their own.

Summary: What these results seem to indicate is that, as suspected, the older demographic is less willing (post COVID) to come to events. This further emphasizes the need to diversify the programme and do all we can to attract a younger audience. It seems from our box office intelligence that the 45 – 55 age group are an audience worth pursuing. It is also worth noting that although the average across the industry is a 20%-40% reduction in sales, we are only seeing an 11% decrease. The Apex are reporting a 15% decrease, so we seem to be tracking positively against both local and national results.

Programming

Due to COVID, there is a deficit in available quality product and the promoters and producers are far less willing to take risks, therefore the deals are tougher than previously. I am aiming for a new brochure which covers September to February and so spending time programming that period.

Highlights confirmed so far include:

- Lesley Garrett
- The Three Degrees
- The Amazing Bubble Man

There will also be a family arts festival for February Half Term 2023.

Pantomime

I have refined the performance schedule for the Pantomime to maximise on the strong selling dates and have cut some of the performances which have traditionally been hard to sell. This will help us to cut costs and drive income. I have also negotiated with the Producer that all merchandise will be 100% recyclable and that we will be taking the design of the marketing materials in house.

Modern Art

We have met with the gallery owner and visited a potential High Street site. West Suffolk Council are looking at the costings. If all plans come together tickets would go on sale in the autumn.

Daniel Schumann
July 2022

Appendix 2

Youth Skills

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 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. Chairing the YAG 5 times a year.
- Collaborating with our partners to advocate for the improvement of existing youth services, including mental health, domestic abuse, school refusers; ensuring that those most difficult to reach have appropriate support.
- Working with training providers and organising them to deliver training in Haverhill. To ensure our young people have a local offer, who may otherwise be NEET.
- 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, SignPost 2gether; sourcing grants to provide money to enable these well-being projects to take place.

Activities/results since last report

- We have renamed Haverhill Town Council's complete youth offer, of support, from "Level Up" to "You Have Options".
- Youth Skills was originally an employment support service, we recognised the need to provide an all-round holistic approach and provide many different arms of support to enable us to move some young people into work or on to other successful pathways.
- "Walk and Talk" can be the first offer of support into our service. We have walked twice a week with small groups of young people who are too anxious to meet face to face or who shy away from session work – we have also walked with individuals before introducing them to the group walks. The walks have proved to be a successful steppingstone to our other offers of support.
- Catherine has started to meet up with clients now and offers 1-2-1 support. She has led sessions in adult signpost. She is developing her note taking skills.
- Dan is currently on a phased return to work; it is good to welcome him back. He is currently sourcing funding strands and pulling the necessary information together to allow us to apply for grants.
- Secured some locality budget for Junior and Adult Signpost.

- We visited Samuel Ward Academy to work with a group of girls who are struggling to attend lessons. We will continue to meet with these girls during the summer holidays to ensure they have a continuation of support.
- Arranging an event to support students with their GCSE results, if they are not as good as they anticipated. This will take place at the Art Centre, working in partnership with other organisations.
- We have been working on an application for the National Lottery Community Fund. We hope to offer a youth club with signpost wellbeing entwined. We are looking to run this three times a week. One session a week being focused on active activities such as Zumba/laser nerf. The second session offering mindfulness/yoga. The third session being more creative, art/baking. All sessions will offer a listening ear of support whilst feeding advice and guidance in for careers/sexual health / and guest speakers to inspire and inform. One of the sessions will be ear marked for young people who may have additional needs.
- Linked up with Jill at the volunteer centre and secured a volunteer for one of our young mums who is struggling.
- We supported Castle Manor Academy to secure work experience placements with Haverhill businesses.
- Welcomed two work experience students from Castle Manor Academy. We asked them to review our Haveyou site. They gave very positive feedback they felt we needed to promote it more widely.
- Organised for WEA to deliver training out of the Leiston Community Kitchen. They delivered a Healthy Cooking Course. Our adult Signpost clientele signed up as a group to attend this.
- Visited the Riverside Supported Housing and met with their residents. We looked at apprenticeships/volunteering options. Some residents were referred and went on to attend some local training delivered by WEA.
- We organised a well-being event 7th May at Abbeycroft Leisure Centre. The event named “Keeping Haverhill Happy” attracted over 300 visitors. With over 20 organisations supporting and showcasing their offer to combat low mood or offer support to people to improve their well-being. We had great feed-back from organisations and from some members of the public that attended. Many asking if it could be a yearly event.

Looking Ahead

We are in the process of trying to secure some short courses to be delivered in Haverhill for September. For students who may find it difficult to travel to FE colleges and those that don't receive high enough grades to stay on at the Haverhill Community 6th Form.

“Signpost in the Park” We will move our Signpost sessions to the rec during the six weeks summer holidays, weather permitting. Wellbeing sessions run in open outdoor spaces feels like a positive move. Some of our groups will join up together, as the take up is sometimes smaller during the 6 weeks holidays.

Case Study

A dad contacted us he was worried about his son P, who was autistic and anxious and didn't leave the house.

Met with P with his dad on a couple of occasions

Met with P by himself

P flatly refused to look at volunteering options saying he had nothing to offer

He shared he didn't like people

Attended adult signpost – he was awkward around his peers

Very gradually he began to build-up friendships and with this his confidence

Supported us with our junior signpost sessions

Volunteered at our well-being event- was praised by other organisations

Now volunteers 5 days a week

He has persuaded another adult signpost member to volunteer alongside him too.

He has now agreed to look for paid work.

Karen Chapple
July 2022

Appendix 3

The Zone Report

Sandra Linnane

Staffing –We have recruited and welcome DM to our Zone Team for bank staff. He is 17 and has completed an induction and is covering some shifts and is regularly working every other Monday for our group with disabilities that we received funding for. Previous employee who is back from university for the summer has asked if anything is available, so we are looking in a good position at the moment as far as staffing goes for covering holidays and sickness.

Training –Most of the staff have completed an emergency evacuation training delivered by Ben from the Arts Centre. Plans and risk assessments were updated to reflect this. Any staff who missed this training will be offered another day. All staff continue updating their knowledge on Safer Food Better Business. Free online training is being accessed regarding food hygiene, Food labelling, and allergies. Staff are mostly able to carry this out when times are quieter at The Zone.

The Zone –Toddler Time on a Wednesday and Friday morning continues. We are developing these mornings to offer supervised painting, cooking, storytelling etc. Play and eat after school has not been so busy. Staff are working on ideas to increase numbers with themed days.

Parties at The Zone have continued to go well with good feedback and there can be between 3 and 8 parties over 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.

Friday 5th August The Zone will be hosting a party to celebrate three years of opening. We have invited the Mayor of Haverhill to come and say a few words and hand out some prizes for the races and fancy dress. We will be having Pets at Home who will be providing some animals for a petting corner. Cake will be served and special offers for future party bookings will be offered on the day. Suzanne from Get Suffolk Reading has been invited along for balloon making. We will be looking at the price of a ticket as we won't be having sessions on that day. Planning still taking place. Can we take this opportunity to invite all councillors along to help us celebrate this date? Can I ask you to RSVP to Sandra.linnane@haverhill-tc.gov.uk to help with numbers? Thank you.

Coupals Primary School at short notice were invited up to The Zone on Tuesday 24th May as the Year 6's residential trip was cancelled at the last moment. We were able to hold a session for 54 children with a lunch. School were very pleased as were the children. It enabled us also to make some revenue on a day that we normally do not open.

Opening times during the summer holidays. The Zone will be open seven days a week during August. A few sessions will be blocked off due to pre-arranged bookings.

Soft Play repairs continue in house following our inspection report. Costings will need to be got regarding repairs not able to be completed by ourselves.

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.

Toddler and Me (Signpost group) attend the indoor play area on a Thursday morning.

18th May – Painted Peppermint visited The Zone and gave our customers the chance to decorate plates, cups etc for presents for Father's Day. Not as well attended as previous visit for Easter and Mother's Day. We are looking to get them booked in for an afternoon session to enable the older children at school to be able to attend.

We had 5 students from Castle Manor for their Out to Workday. We welcomed the students and 1 teacher. Whilst they were with us for the day, they had workbooks to complete with information on what is needed to work at The Zone at different levels and took part in our day to day running of The Zone. Baking and decorating of cakes were successfully undertaken. Our gardening project got underway, and we thank the weather for being kind to us. We very much look forward to welcoming them next year.

Jubilee Celebrations – Staff from The Zone run racing events which were well received and enjoyed by participants and staff. Zone staff will be helping with the races at the Picnic in the Park event in August.

Funding –Post Code Lottery funding has been investigated and Sue, Sandra and Karen's Team had started putting a bid together to offer a fuller youth club twice a week, to include activities for wellbeing alongside the pool table, table tennis, PlayStation 5 etc. After a phone call we have been told we are not able to apply due to being connected to Haverhill Town Council. We are now looking at the National Lottery funding instead.

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 once a week. Seeing familiar faces and meeting new ones. Building on relationships is key and the amount of engagement will depend on the young people out on any particular session and whether they want to or have time to engage with us. We will vary our times out during the summer holidays to incorporate afternoons.

Urban Park Meeting – Youth workers attended the Skate Park on the 14th June where the plans were shared with the young people who then added and made changes and recommendations as to what they see would work. It was well attended, and another meeting has been arranged for Tuesday 5th July. Youth workers will go out on detached as they did on the 14th to direct young people up to the Skate Park. It is being advertised on social media.

Chill Out – Looking to open in September.

Youth Night – Working on funding for fuller youth club nights to take place.

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. The van will be attending the Haverhill Show Sunday 3rd July and also the Picnic in the Park in August. The van will be going to the Skate Park during the holidays offering lunch consisting of make your own sandwiches, crisps, fruit and water. This has worked well in the past.

Wellbeing event - 7th June at the Leisure Centre. Youth workers attended and promoted all that we offer for young people. Event went well and positive feedback from visitors was fed back.

Outreach – Youth workers will be working alongside PC Cheryl Claydon on offering two sports sessions during the first two weeks of August. Dates and time to be confirmed. Leisure Centre have offered their Astro turf space to enable basketball, rounders, and a kick about with the football to take place.

Thank you for your continued support.

Sandra Linnane
July 2022

Appendix 4

HAVE YOU : report April - June 22

OBJECTIVES - podcast and engagement project

- 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).

CURRENT STATUS

- The West Suffolk Community fund 'podcast and engagement' project ended on 31st March. You can read the full report [here](#).
- The last three months of activity has been funded via locality funding (Cllr Joe Mason).
- Working on handover of HAVE YOU as no further funding is currently available.

ASSETS & CONTENT created during the lifespan of the project

- A further improved and updated website populated with SUPPORT, SKILLS & THINGS TO DO information specifically for young people in Haverhill.
- The HAVE YOU wellbeing wall - local information for Haverhill's young people to support their wellbeing. Designed to be easy to update and share across all platforms.
- Promotional materials - design and print of business cards with quick links to the website and the wellbeing wall (see the design later in this report). Request your supply of cards by emailing haveyou@haverhill-tc.gov.uk
- A media consent form and database (google forms) which includes expressions of interest in activities for young people in Haverhill and consent to contact.
- 3 active social media accounts for engaging with the community and its young people
 - Instagram: @HAVEYOUHaverhill Twitter: @HaveYouCB9 Facebook: @HAVEYOUHaverhill
- A database of project contacts and some excellent local and regional relationships, including with the CYP Engagement Hub at Suffolk County Council, Community Action Suffolk, Ipswich Community Media, BLOC (Building Libraries on Creativity)..
- A series of help sheets - working safely with young people online, audio set up for podcasts recorded in Zoom, creating audio posts for social media, audio editing using Audacity (free software), live takeover guidelines.
- Audio content (conversations with young people) on mixcloud - Sustainable Haverhill, a great collection of work on the HAVE YOU soundcloud account and multiple series of audio / photo posts on social media - primarily instagram reels: @haveyouhaverhill
- 3 additional galleries of young people's art and photographic work on HAVE YOU TALENT: Castle Manor Year 7 Gallery : Our Environment in Digital Pictures, Castle Manor Year 10 Gallery : Landscapes and Trees (both of these galleries were promoted via social media to direct people to our work on Sustainable Haverhill) and Tyler Brinkworth's Photographic Gallery (young Haverhill contributing photographer - now at University studying photography).
- 3 major NEWS stories bringing together our work on SUPPORT for young people and Sustainable Haverhill Talking About Mental Health, How's Everyone Doing? Sustainable Haverhill and a TALENT feature Tyler Brinkworth, Photographer

OUTPUTS / other activity April > June 2022

- Attended Haverhill Parkrun to find out about volunteering opportunities for young people. Interviewed 3 young volunteers and published content via instagram reels with a link back to the updated volunteering section of the HAVE YOU website.
- Attended two consultation meetings re the New Urban Sports Park, including one at Howe Road Skatepark where HAVE YOU captured the energy of the project and recorded feedback from young people. The first piece of content has been published to instagram reels ahead of the 3rd consultation meeting (currently at 313 plays on 30/6/22). We have two further interviews and some new Skatepark photos to release in the coming weeks.
- Attended the Keeping Haverhill Happy event on 12th May and created a wall for attendees to write on. Projected the Wellbeing Wall and distributed HAVE YOU business cards which include a QR code link to the wellbeing wall.
- Added the HAVE YOU wellbeing wall to the VASP agenda (4th May) and introduced it to the Cangle Staff Team (28th April).
- Worked with Karen Chapple / the Youth Skills Team to complete an update of the HAVE YOU SKILLS page and discussed future management of HAVE YOU.
- Received feedback on the website from a young person on work experience with the Youth Skills team. See the final sheet of this report.

Handover process / still to do:

- Post Jubilee artwork to HAVE YOU gallery to create digital display of work from Haverhill schools.
- Complete the check and update process for the SUPPORT section of the website following receipt of update information from community organisations.
- Plan for completion of the update of THINGS TO DO to include summer activities for young people.
- Add metatags to all pictures on the HAVE YOU website and check SEO.
- Agree and sign ongoing maintenance contract with Robert Barrett-Sprott (responsible for all HAVE YOU web design, support and maintenance to date).
- Create and agree a process for website updates. Assign HTC youth team members responsibility for key sections of the website and ensure they stay up to date (quarterly check and update process).
- Train at least one HTC colleague in site (Wordpress) admin so that HAVE YOU can continue to be updated.
- Assign a member of staff to monitor incoming emails linked to web forms (info re events, updates etc).
- Agree a plan re HAVE YOU social media management / creative direction!
- Continue with distribution of HAVE YOU business cards via summer events programme:

Opportunities beyond June 2022 (dependent on available funding and willingness to build on the strong foundations HAVE YOU has built):

- Conduct comprehensive / focussed feedback and user testing sessions with groups of young people in Haverhill to inform next steps.
- Involve Samuel Ward 6th Form media students in the project - develop HAVE YOU assignments to fit with Media A level??
- Build relationships with Art Teachers at both schools - share artwork to website gallery and Arts Centre digital display. Use this content to grow awareness of HAVE YOU's offer.

- Recruit a youth leadership team to direct next steps and invite schools to nominate HAVE YOU class or year group ambassadors to work with HAVE YOU.
- Create work experience opportunities for young people to help power and direct HAVE YOU.
- Recruit a HTC marketing assistant to ensure HAVE YOU continues to create engaging content and communicate key information for young people locally.
- Produce a series on (creative) skills to give young people an insight to (creative) career options - example Irina Richards Manga Artist HAVE YOU instagram takeover
- Work with the new Arts Centre Manager to develop a programme of creative activities and / or projects for young people. Use creative outputs as the source of future content and engagement.
- Build a HAVE YOU app!!!

HAVE YOU website stats (source - google analytics):

	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	294	279	379	794
June 22	198	187	240	673

Instagram: [@HAVEYOUHaverhill](#)

Twitter: [@HaveYouCB9](#)

Facebook: [@HAVEYOUHaverhill](#)

**Michelle Brace
July 2022**