



**HAVERHILL**  
TOWN COUNCIL

# Haverhill Town Council

Notes of a Meeting of Haverhill Town Council's

## LEISURE & COMMUNITY COMMITTEE

Held at Haverhill Arts Centre on Monday, 15<sup>th</sup> July 2024 at 7.00pm

**Present:** Mayor D Smith  
Councillor J Burns (Chair)  
Councillor A Brown  
Councillor Q Cox  
Councillor P Hanlon  
Councillor A Luccarini

**Apologies:** Councillor D Page  
Councillor M Martin

**In Attendance:** Colin Poole, Town Clerk  
Sara Marsh, Comms & Customer Experience Manager  
Jane Lomas, Council Administrator

0 members of the public were present.

### Welcome:

The Chairman welcomed everyone to the meeting. The Chairman advised that the meeting was being streamed live on the Council's YouTube channel.

## MINUTES

**LC24** **Apologies for Absence**  
**/025** The above apologies were noted.

**LC24** **Declarations of Interest and requests for Dispensation**  
**/026** Councillor A Brown declared an Other Registrable Interest in C24/091b, Haverhill Singers grant application, as Cllr A Brown has awarded funds to the organisation from his Locality Budget. It was proposed by Councillor D Smith, seconded by Councillor P Hanlon that under the Localism Act 2011 s33 (2e) a full dispensation to stay and vote be granted on the grounds that it is appropriate to do so.

**RESOLVED**

**LC24** **Minutes of the Last Meeting**  
**/027** Welcome: It was noted that this Committee is not a Working Party as stated in the Minutes.

**NOTED**

**ACTION**

It was proposed by Councillor Q Cox, seconded by Councillor P Hanlon, that the minutes of the meeting held Tuesday, 30<sup>th</sup> April 2024 be agreed as a true record.

**RESOLVED**

**LC24 Actions Arising from the Minutes**

**/028** LC24/018 Grant Application – Haverhill & District Town Twinning Association: Numbers attending were not known at the time of the grant application but currently stands at thirteen. The Association is continuing to build reserves, negating the need to apply for a grant in the future.

It was proposed by Councillor A Luccarini, seconded by Councillor Q Cox, that Haverhill & District Town Twinning Association be awarded a grant in the sum of £1,000.

**RESOLVED**

**Deputy Clerk**

LC24/019 Haverhill In The Park report: Steve Marsh circulated his report and will circulate an update next week.

**SM**

LC24/019 Beer Weekend: Sara Marsh will confirm that the demographics data was sent.

**SM**

**LC24 Public Forum**

**/029** There were no members of the public present.

**LC24 Grant Applications**

**/030**

<b>Requesting Group</b>	<b>Purpose</b>	<b>Amount Requested</b>	<b>Amount Awarded</b>
Haverhill Singers	Towards the purchase of musical scores.	£300	£300 Councillor D Smith Councillor A Luccarini <b>RESOLVED</b>

**Deputy Clerk**

**LC24 Reports from Officers (attached – Appendix 1)**

**/031 a) Creative Director and Arts Centre Report**

Sara Marsh presented her report. The question was raised about inviting popular acts back next year, e.g. *Go Your Own Way*. SM explained that usually they would be invited back in 18-24 months' time to build audience anticipation.

An increase to the booking fee was discussed. It was suggested that information about the Arts Centre building and the cost of maintaining it be added to the booking website which may encourage donations at the point of sale. The cost of using Spektrix booking system software was also raised. Sara will provide a breakdown of Spektrix fees.

**Joe Dexter**

**Sara Marsh**

It was proposed by Councillor A Luccarini, seconded by Councillor A Brown that the booking fee be increased to £1.50, with the 50p increase to be ringfenced for the upkeep and refurbishment of the Arts Centre building.

**Sara Marsh**

**RESOLVED**

The question of the financial viability of the bar being open for events which attracted small audiences was raised. It was generally thought that the Arts Centre is not a business and, as such, does not compete with, for example Cineworld, and should continue to offer films and shows that appeal to audiences with eclectic tastes, as well as mainstream. Dan Schumann and Sara had discussed using a different programmer for the supply of films to reduce costs and Sara will raise this with Dan when he returns.

**Sara Marsh**

Ways to appeal to a wider audience were discussed. For example, promoting films aimed at school-age children. A reduced rate might be offered for block bookings, and it would have the bonus of introducing children to the Arts Centre and possible ongoing patronship. The idea of using a 'season' to appeal to an older audience was mooted, e.g. a 'David Lean Season' (Dr Zhivago, Lawrence of Arabia, et al).

**Sara Marsh**

**b) Youth Skills Manager Report**

Level 2 WS Training Provision Update: The Clements Community Centre is being used at present but is not a permanent solution. Talks are underway to secure a permanent site.

It was suggested that Karen be invited to attend a Leisure and Community Committee meeting so that Councillors may talk through the projects she is working on.

**Town Clerk**

Joe Dexter will create a plan to promote the work carried out by Karen and her team.

**Joe Dexter**

Councillors acknowledged that although funds are tight, Karen manages an amazing amount of work. It was agreed that an official note of thanks be sent to Karen from this Committee.

**Town Clerk**

**c) Zone Manager Report**

Sandra Linnane will be asked to provide basic numbers for bookings and money taken for comparison purposes.

**Sandra Linnane**

The Town Clerk will provide Councillors with a brief update regarding the outside space after the meeting.

**Town Clerk**

It is noted that activities/projects not only take place at the Zone but outreach services are also provided.

The meeting thanked Sandra and her team for their valuable work.

**LC24 Grant Recipient Reports**

**/032** None. The Deputy Clerk will request reports from Grant Recipients who have not yet provided updates.

**Deputy Clerk**

**LC24 Working Party Reports**

**/033 a) Civic Events Working Party**

It was proposed by Councillor D Smith, seconded by Councillor Q Cox, that the minutes of the meeting held Tuesday, 9<sup>th</sup> July 2024 be agreed as a true record.

**RESOLVED**

**b) Community Events Working Party**

It was proposed by Councillor D Smith, seconded by Councillor P Hanlon, that the minutes of the meeting held Monday, 8<sup>th</sup> July 2024 be agreed as a true record.

**RESOLVED**

**LC24 Any Other Business**

**/034** None.

**LC24 Date of Next Meeting**

**/035** Monday, 9<sup>th</sup> September, 2024

**LC24 Closure**

**/036** The Chairman declared the meeting closed at 8:06pm.

Signed .....

**Chairman**

Date .....

## APPENDIX 1 – MANAGERS' REPORTS

### 8a Arts Centre Report

Sara Marsh, July 2024

#### ***Ticket Sales***

Budgeted income to end of May £35,000

Actual income to end of May £67,487

#### ***Clements Hire***

Budgeted income to end of May £2,000

Actual income to end of May £3,699

#### ***HAC Hire***

Budgeted income to end of May 2,500

Actual income to end of May 6,804

#### **Sell-out events and percentage of first time visitors**

- Bye Bye Baby 21%
- Take That 21%
- Lipstick on your Collar 14%
- Dire Streets 24%
- Mark Watson 20%
- Drag Bingo 14%

#### **Pleasing ticket sales**

- The Dolly Show
- Riverdance 0%
- Present Laughter

#### **Disappointing ticket sales (so far)**

- Ultimate Commitments and Blues Bros
- Shadowing Hank

#### **Panto**

Panto sales are 163% (ticket sales) compared to the same period in 2023. Income is at

120% increase

#### **Bookings**

- The Big Sing
- Simon and Garfunkel (rebook)
- Cinema programme
- Haverhill Music Hub
- Plans to rebook Bye Bye Baby

## Ticket Booking Fee

Councillors are aware that many acts are booked on 'splits' such as 80/20, where the act gets 80% of the ticket sales. Without this they wouldn't come. Ticket booking fees are not part of the split and therefore we retain 100% of booking fees. This was introduced in 2018 at 50p and increased to £1.00 in 2021. Councillors asked to consider a proposed increase of the booking fee from £1.00 to £1.50. Based on last year's ticket sales (22,631) this would raise an additional £11,315 pa. Alternatively, we could split the additional cost between a building levy and a booking fee. To put that in context, please see the comparative current booking fees/levy charged by other venues.

Norwich Theatre Royal	£3.50
Cambridge Arts Theatre	£3.00
Cambridge Corn Exchange	£3.00
Southhill Park	£1.50 levy and a £1.00 booking fee
Apex Bury	£2.00
Colchester Mercury	£2.00
Theatre Severn	£2.00 venue levy
Southwold Arts Centre	£1.68
Ipswich Regent	£1.50
Colchester Arts Centre	£1.00
Stamford Arts Centre	£1.00
Braintree Institute	£1.00
Lowestoft Marina Theatre	95p
Woodbridge Seckford Theatre	81p
Sudbury Theatre	75p
Lowestoft The Seagull	25p

## Town Council Marketing

Social media reach since 1 May (vs 1 Feb to April):

**HTC - 46.1k reached** - up 118.2% (43k from non-followers - shows content going to more people far and wide thanks to shares, group sharing and FB picking up good content)

**4.3k interactions** - up 506% **3.6k page visits** - up 79.8% **55 new followers** - up 129.2%

**HAC - 116.6K reached** - down 26.1% (Had incident with Facebook mistakenly flagging content for spam so numbers took a hit, plus the unusual Mark Simmons video numbers from last period skewed figures. The plan is to create new and more engaging content to get engagement numbers back up, with info gathered from the Arts Marketing Association Conference attended by Joseph and Ugne.)

**1.7k interactions** - down 52.6%  
**6k page visits** - down 36.7% **51**  
**new followers** - down 62.2%

- Automatic emails to customers to encourage repeat visits have been set up.

### **Staff**

- We are due to audit staff with DBS for checks and commission checks where necessary (due to the number of new starters) – ongoing
- A number of duty/junior management employees will be attending leadership training in August.

### **Arts Centre Building**

- The building is looking tired internally, particularly the toilets and corridor leading to them.
- GW has obtained 3 quotes ranging from £5,085 to £8,855 to £16,008 for refurbishment of the toilets. We will need a meeting of the Haverhill Community Trust to meet immediately following the July full council meeting to choose a contractor and arrange time for work that will incur the least disruption.

### ***Community and Civic events***

#### **D Day, Suffolk Day and Armed Forces Day**

Overall 3 very successful events (with a few slight operational glitches) and good feedback from dignitaries in attendance.

Comments below from Facebook about AFD

"It truly was a brilliant day! So proud."

"Brilliant day. Organised beautifully, made me very proud of everyone who attended."

"Well done Haverhill...not many shops but the people who organised this make us proud. Ps.

Market Street looked busy too. What a turnout all through the high street."

"So proud of Haverhill"

D-Day banners: "Such a lovely touch remembering our local men in this way. Well done. Whoever had this idea deserves a big pat on the back."

#### **Picnic in the Park, Chalkstone and Clements Community Fun Day**

Plans are all in place and events will feature a range of activities such as craft, drumming, birds of prey, dinosaurs.

#### **Haverhill in the Park**

Line-up confirmed, infrastructure and operational plans in place, promotions is focused online and supplemented by posters and signage which are out 3 weeks earlier than 2022.

## **Knife Angel**

The transportation and installation on Market Square will be handled by a specialist company called MTEC and will take place on the 31 August. The Civic Opening and departure have been approved by the British Ironworks Centre for Wednesday 4 September and Friday 27 September respectively.

Community leaders and groups have been approached. Many are keen to get involved.

## **8b Youth Skills**

**Karen Chapple, July 2024**

### ***Office Update***

Callum is now in post, as our new youth skills and family's worker. He has attended training sessions in First Aid, Safeguarding, Harmful Sexual Behaviour, Kooth mental health training and Mentoring. He has settled in well; it is good to have a full team back in place.

Catherine recently attended 'Henry' Training (Health Exercise and Nutrition for the Young). She will drip-feed down this information to our toddler and me group. She also completed mentoring and Kooth mental health training.

### ***Well-Being Youth Hub 11-16 years Thursday 18.00pm-19.30pm***

We are now seeking a new funding source for this offer. We no longer offer refreshments, due to lack of funding. Activities delivered by outside partners have been paid for and will run up until the 25<sup>th</sup> of July. We will continue to offer sessions after the summer holidays. As numbers go down during this time, numbers are slowly dipping. We will look at funding strands to enable us to deliver the full package our young people have come to expect and enjoy so much. This project brings youth skills workers and youth workers together. The collaboration between these workers enables comprehensive support to promote positive outcomes. It allows us a bigger pool of staff to provide holistic support by addressing mental, emotional, physical and the wellbeing of our young people. Thus, meeting the diverse needs of the young people that attend these sessions.

### ***Walk Talk and Breathe***

We walk, talk and have mindfulness sessions delivered as part of this offer. We have funds available for counselling as an add-on if it is beneficial to our individual clients.

### ***Wellbeing Meetings***

Attended mental health meetings, namely Haverhill Mental Health Action Group, 'Cradle to Career', a Unity School Mental Health group, and Haverhill VASP.

### ***Giving Youth a Voice***

Jay Mills, Town Council youth worker, held a meeting within our Thursday youth club wellbeing session, young people were given a voice. His recommendations following the meeting were.

- *Young people have directly expressed their desire to be communicated with via TikTok (and to a lesser extent Snapchat). **Could YAG set up an account with an individual from each organisation able to log in and keep young people informed?***
- *Haverhill shopping: With an ever- changing retail world I'm aware there is no magic wand here. However, it would be good for Town and West Suffolk Councillors to be aware of how important young people see the shopping experience. I was surprised at how vocal and enthusiastic young people were when talking about this subject.*



- *Outdoor Music events: Young people love them but feel they should be treated more like adults within the provision. It's not about the performers that are booked, more to do with freedom for young people within the events.*
- *Empower Haverhill Follow On: **Another meeting later in the year would be great.** If decision makers were able to attend to show that young people's thoughts have been noted and even maybe some of their points addressed, it would be a brilliant step forward.*
- *Seven young people have expressed an interest to attend future events, i see this as the foundation of a more formal group which could be supported as a steering group to attract funding for what matters to young people in the town*

Jay has now left our employment, with our team now fully staffed we will pick this piece of work up going forward.

**Level 2 WS Training Provision Update** We are pleased to share this update from WS training:

*We will be commencing a Study Programme provision for 16-18 year olds (up to 24 with an EHCP) starting 11<sup>th</sup> September 2024. The course will be running on Wednesday, Thursday and Fridays in the Clements Community Centre, Leiston Road, Haverhill, CB9 8JJ. Students will be welcome to arrive from 09:30 with sessions commencing at 10:00 – 15:30. The cohort will be of apx 12 students. The course will offer Maths and English, Lifeskills and employability, with work experience available for those that require it.*

*We have had 12 people apply for the course to date with the majority of these being E3/L1 learners with an EHCP. We have therefore agreed to explore a second cohort so we can cater for both E3/L1 students in one cohort and L2 in another. We continue to promote the course and rely on local services and provisions to spread the word on our behalf also. We will be reviewing all applications at the end of June and confirming places. Any enquiries can be sent through to [applications@wstraining.co.uk](mailto:applications@wstraining.co.uk).*

It will be most beneficial to have a full year's education offer in town to meet the needs of our school leavers who are learning at level 1 and 2. This is something we have been trying to put in place for the last 5 years. WS Training are the only training provider who have agreed to meet this need in our town. We look forward to supporting them further.

### ***Transitioning Support Group***

We have regular attendees now joining up together to support each other with their struggles with gender identity. We have plans for the OUTHOUSE NHS to deliver 1-2-1 support, online themed workshops and to further offer support to families and carers too. Isolation is a problem amongst this group. We have signposted to other services.

### ***1-2-1 Sessions***

We have driven young people to interviews, conducted mock interviews. Taken clients to recruitment agencies. Organised work experience, compiled CV's and covering letters. We have accompanied young people to appointments they would have struggled to attend without us.

## **Signpost Projects**

Our signpost projects that offer support to clients that need to grow their confidence and improve upon their well-being, are all running as planned. We are now spending the Community Chest grant of **£5,000**.

### **Adult Signpost**

We have a new intake for adult signpost project, attracting young adults who have difficulties socialising with others, who have anxiety, giving them a chance to meet new people, try new things and gain skills that they can use to further boost their confidence. The return on investment is to support these young adults eventually finding work. Alongside adult signpost sessions, the youth skills team are meeting these clients on a 1-2-1 basis to job search and assist when ready to apply for jobs.

### **Junior Signpost**

A group of 9-10 shy, isolated (mainly male) children have attended sessions on team building, communication and games. The boys are growing in confidence and the group now works as one including an autistic boy from the Churchill school. They natter and nibble! bringing food they've cooked at school to share. They have talked about other signposted activities in Haverhill and supported each other to try the Wellbeing Hub at the Zone and the police cadets.

### **Toddler and Me**

The project has 7 enrolled parents, who attend on a regular basis. Hosted by Catherine and Callum, they support parents by providing a safe and social environment where they can meet like-minded parents. This gives the parents and their children an opportunity to mix and interact with others and build new relationships.

Prior to joining the group, some of the parents were struggling to meet new people and to encourage their children to interact with other children of a similar age, due to low mood. However, observations of the group have shown that over time, the parents have become much chattier with each other, even meeting before the sessions, and arriving together, showing that the group has had a positive effect on tackling isolation.

Catherine and Callum raise a variety of topics with the young parents and support them with their parenting skills, such as how to manage tantrums, self-care, healthy eating. Referrals come from social care, family support workers, health care. Sometimes representatives attend the group and we have received positive feedback from these professionals.

### **Breakthrough Fund**

We have now spent the £5,000 grant on our clients. The money was spent on breaking down barriers to encourage positive steps forward. We have returned tracking data and the end of project report. We have been told that we may qualify for an additional funding, which will ensure we can make a difference to even more young lives.

**Case Study:** Nail technician training purchased through the breakthrough fund: Four hard-to-reach, isolated, nervous NEET girls attended a nail course, both theory and practical lessons were attended. The girls will receive equipment to take home to practice their new skill. They will be fully qualified on completion of this course to offer specialist manicures. Please see feedback from trainer below.

*Hi Guys,*

*A WONDERFUL session with the girls yesterday, love spending time with them and giving them the course news just filled me with such joy. I smiled all the way home.*

*I really do hope they realise the unique and special opportunity they are in and as I said yesterday you guys should be so proud for being able to make this happen, as am I.*

### **Household Support Fund**

We have now fully spent the £5000 awarded to us. We applied for some further funding and were allocated a **top up of a £1,000** which will need to be spent by October 2024. We can use it to purchase heaters, fuel, and electric blankets for families that are struggling. Each family have an allowance of up to £175.00.

**'Boost'** We were awarded **£11,902** to divert young people away from crime and making bad decisions.

We again saw the benefits of working with our youth workers on this project, each youth worker and skills workers having completed mentor training. Each worker is assigned to a client to carry out mentor duties. Clients are benefitting from all the different elements of the Boost Signpost Project.

- Mentoring
- Education
- Fun Activities, that could become lifelong hobbies to build resilience and confidence. So far golf, football, mindfulness, including yoga, have been our clients' chosen activities. • Counselling 1-2-1 and group / Trauma Support offered via room 4.

We have signed up 10 young people in the first quarter. We are extremely pleased with the early progress of this new project. We have had several letters of thanks and positive feedback. We had a positive story in the local papers about this project. Feedback from a parent who is also a professional working with young people.

*Good morning Karen*

*I just wanted to say how impressed I am with the Boost programme, the people you have linked M with are perfect for her.*

*I am so pleased you got funding for this course for children like her, that struggle at times. I am certain you will get some great success stories. Have a lovely day*

**Case Study 2:** SS referred to us by a support worker. She had family problems and social services were involved. She was shy, timid, and exceptionally low in mood. She had failed her qualifications at school. She was isolated and lost. I noticed her nails were always perfectly manicured. We discussed nail courses, she shared she did not have the confidence to travel 40 miles round trip and attend a large further education college, so nail training wasn't an option. It was the first time I noticed her show an interest in any training though.

We found a private provider who agreed to train SS in a small group with other likeminded young people. She needed one of our team to attend with her as she

was so anxious. The trainer agreed small bite sized half days would suit her and the other clients best. The final session included sitting for the qualification and the nail equipment to take away. She is now practising her skills on family and would like to offer this service to earn a salary. Her confidence has grown, and she is smiling!

### ***Working with schools***

#### **Girls Group Sam Ward**

The group aims to build the self-esteem and confidence of the members of the groups all year 8's who are struggling to attend school regularly. This intervention will provide them with a safe but positive space to share experiences and develop positive coping strategies which will allow them to thrive in school. The girls will make steps towards being in a strong position to take on the next academic year.

We are working closely with Jaqui Singleton and have held 4 sessions; we have noted the change in the individuals. We will continue to work with this group in the summer holidays.

#### **Education Fair Castle Manor**

Catherine and Callum were present at the education fair offering advice and guidance to all school years at Castle Manor Academy.

## **c) Zone Manager and Lead Youth Worker**

**Sandra Linnane, July 2024**

**Staffing** – The Zone. We have recruited two Zone Team Members who are being trained.

We are still in need of a person who can take on Team Leader Roles. Recruiting has been difficult.

**Training** – Online and in-house training continues.

**The Zone** – Parties continue to be booked. We have an outside agency who delivers laser, dodge ball and football parties.

**Father's Day** – We offered free entry and a hot drink to dads, but numbers were not so high. Summer holidays we will be open seven days a week. We will shorten the day slightly and the times will be confirmed. The weather will determine what business we do as usual. We continue to look at ways to encourage customers in.

Toddler Time (parents attending and are responsible for their children) takes place during term-time only on a Wednesday and Friday. These prove popular sessions, and we have regular customers who prefer just having preschool children here and it's usually a calmer session. Good to see parents talking with different people.

**SEND Sessions** – Funded by Activities Unlimited, these take place every other Monday during term time. This ensures we only have a maximum of 25 children with parents/carers. Unlimited squash and some healthy snacks are offered to the children.

**Funding** – We continue to look for funding to enable us to offer different projects.

### **Youth Work**

**Staffing:** We are still needing youth workers. The last advert had one person to interview who was looking for more hours than we were able to offer.

**Pride Alliance Group** – We continue to visit Castle Manor (term-time) for an hour on a Wednesday to meet with Miss Kennard, support staff and young people to discuss matters regarding LGQBT+ and other topics of interest.

**Detached** – We aim to usually go out once a week weather and staffing permitting. We have struggled with the weather (rain) and not having the youth workers to go out. We continue to work with the police, residents, and other professionals to enable us to provide the best service possible to the young people.

**SEND Youth Night** – We held a session for our SEND young people with their families/carers. We adapted the football court and taped it out for a few games of Boccia. Thanks to the young people reminding me of the rules! This was well-received by all who took part. Other activities during the evening included pool, table tennis, arts and crafts, football, basketball and also the chance for the young people and their families to meet up. We welcome younger siblings if this is the only way SEND young people can visit us, but the youngest is usually about 11. Great evening and thank you to Activities Unlimited for the funding.

**Wellbeing Youth Hub** – Going well, with regular young people visiting and organised activities for the session. Numbers have dropped slightly due to the warmer weather and later sunsets. This is usual for youth clubs at this time of year.

We held an event at the Wellbeing Hub called *Empower Haverhill* and young people were invited to pitch their ideas and opinions, and discuss them. Activities were laid out and conversations took place on subjects that they wanted to discuss. We have some young people who we hope will take ideas forward and help with gaining the funds needed. Jack Oakly (Police), Chris Swarbrick (Families and Communities from West Suffolk), Jill Moss (Guides and Brownies) all supported the event. Thanks to Jay Mills for organising it. Jay has secured a new role elsewhere in the county. He has done some great work in Haverhill and we wish him well.

**On Spot Van** – The Town Council has fun days and other community events planned in town which the van will be supporting where possible. The On Spot Van has been in the garage for maintenance.

Thanks for your continued support.