



Hale Youth Report **Month 12**

Date of Report: 19th August 2022

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The board report for Month 11 provided information up to the last date of term-time only funded programmes of Youth Provision.

The week commencing 25th July we hosted Personal Best delivering a Summer Holiday Club, funded by Active Surrey through their Club 4 Programme. The club was available for 11-16 year olds who are entitled to free school meals.

The basis of Month 12's board report is providing information on the 2 projects running at Hale Youth Centre over the last 4 weeks. Much of the information has been taken from the following reports:

- Surrey County Council SLA report
- Hale Youth Centre report on Summer Holiday Provision for Hale Community Centre and Active Surrey

Summer Project

The Partnership

The Summer Holiday Club at Hale Youth Centre was developed in partnership with Surrey County Council, Active Surrey and Hale Community Centre. Due to the short lead times on funding applications it was decided that Personal Best would deliver the programme, with Hale Youth Centre providing the venue and a Youth Worker to support delivery for the 4 weeks of the programme. The programme is designed to support young people aged 11-16 who are entitled to free school meals.

The Delivery

Personal Best planned 4 weeks of activities, to run for the first 4 weeks of the summer break, running from 11am-4pm (with staff on site from 10.30am-4.30pm).

Young people were able to access activities including:

- Animation
- Science workshops
- Circus skills
- Food and Nutrition
- Self-defence
- First Aid
- Computer programming/coding/making lego models
- Drama
- Arts
- Crafts
- Jewellery making

For the first 3 weeks of the programme food was supplied by an external company called Hungry Moose.

What Hale Youth Centre added

- Provided additional meals, fruit and refreshments - funded through Hale Youth Centre Waitrose donation and also supplied by Hale Community Cupboard and Fridge
- Fed young people, staff and specialists in Week 4
- Created evaluations for young people, parents and carers
- Provided additional activities and resources for activities
- Provided risk assessments for additional activities
- Encouraged young people to engage
- Provided full catering service in Week 4 including carrying out all food hygiene checks
- Consulted with young people about food that they would like to eat
- Extensive cleaning and preparation
- Youth work - engaging with young people, providing opportunities to talk about relationships, friendships, control, sexual health, social media, hobbies, interests and aspirations, gaslighting, teaching skills for life including cooking, encouraging personal responsibility, resolving conflict, providing safe space for young people to express themselves

What young people and their parents/carers said

Feedback from young people:

We conducted evaluations with 6 of the young people attending in week 4. Total number of responses:

6

What have you liked about Holiday Club?			
The activities	83%	The food	0
Arts and crafts	33%	The staff	83%
Animation workshop	33%	Water fights	67%
Science workshop	17%	The centre	17%
Self-defence (Krav Maga)	50%	Making new friends	50%
Meeting new people	67%	Trying new things	83%
Please tell us anything else you have enjoyed at Holiday Club	The people (x2)		
Please tick if any of these things have improved/got better for you since coming to Holiday Club...			
Your confidence	17%	Your friendships	33%
Your body image	0	How you feel about yourself	17%
Your mental health	17%	Your physical health	17%
Your skills	50%	Your anxiety	17%
What could we do to make Holiday Club better?	Nothing. To ask the people/children what activities (the want to do). To ask on the first week what we would like to do. Have votings on activities.		

What has been the best bit about Holiday Club?
The staff Making pizza (x2) Water fights (x2) Eating foods blind folded. The people. The games.

“This is the best youth club I have ever been to” - 1 young person

Feedback from parents/carers:

“He's had the most amazing time at your centre during the holidays. Thank you so much.” - parent

We created a google form to send to parents and carers as we wanted to hear from them and also as we had not been able to capture the voices of all of the young participants. Other than the evaluations carried out weekly by the Hale Youth team there was no consultation or evaluation with young people.

Unfortunately, Personal Best have declined to issue our feedback form to parents/carers and have said that they do their own and they will share the feedback with us in due course.

Obstacles and how we overcame them

What happened	What we did	Outcome
1. Food - Food provided by Hungry Moose was largely unpalatable. Temperature probe did not arrive until 15/8/22 - Environmental Health visit	When the temperature probe arrived (day 9) we checked daily the food temperature as soon as it was delivered to site. On day 9, 10 and 11 the food was under the required EHO standard of 63 degrees. On day 11 it was advised by Personal Best that if the food was under temperature the PB Team Leader should buy meal deals from the Local Tesco Express, which we did. On day 10 we provided an alternative meal of pasta and tomato sauce. On day 12 the PB TL went to Sainsburys and purchased lunch We provided opportunities to make their own fruit kebabs and provided a homemade dipping sauce. HYC agreed to provide the catering service for week 4. HYC consulted with EHO and it was agreed we could be the temporary food caterer with PB as the registered food provider. Delivered freshly cooked food to order on days 13-16:	Feedback on food provided by Hale Youth Centre in week 4: “Good” “Amazing” “Great”, ”Absolutely fantastic” “10/10” “9/10” “It wasn’t cold” Young people learned how to cook. Young people helped in the kitchen within appropriate food hygiene standards We provided fruit parcels for young people to take home. All compostable materials were used in our compost bin. One young person tried both curry and barbecue sauce for the first time!

	<p>Monday: Chicken tikka masala and/or chicken korma with rice and freshly cooked poppadoms</p> <p>Tuesday: Make your own pizza. Risotto making with coeliac - chicken and roasted butternut squash</p> <p>Wednesday - spaghetti bolognese (gluten free pasta option)</p> <p>Thursday - roast barbecued chicken and chips</p> <p>We provided alternative foods to try and ice-creams, lollies, squash, milk, juice, water, hot chocolate and supplemented fruit with provisions funded by HYC or provided through HCC from the Community Cupboard and Fridge.</p> <p>PB provided additional team member for week 4 to enable Youth Lead to work in the kitchen.</p>	
Lack of activities	HYC resourced and suggested a variety of activities including water fights, foam sword duels, outdoor skittles, table tennis, beer (water!) pong, football, skipping ropes, frisbees, footballs, cones, hula hoops, chalk drawing, tree of hope, food consultations, fruit kebab making, teaching young person to make risotto, teaching young people to make poppadoms	Young people had a wide variety of activities to choose to participate in when there were no Workshop Specialists on site.
No breaks	No provision for breaks or information/guidance provided by Personal Best.	Long days for staff working over 6 hours. No mental health breaks. No respite from young people unless all involved in specialist-led activity.
Lack of marketing materials	HYC created their own marketing materials and promoted throughout social media, Farnham Heath End School, all of our youth provision, through Hale Youth Centre and Hale Community Centre and issued this 4 days before the end of half term (as we had not received information from PB - also marketing material had wrong time on it)	3 bookings from youth centre promotion within youth clubs.
Complex needs of young person	HYC provided 1:1 support in weeks 1 and 2. PB provided additional team member to enable Team Leader to work 1:1 for week 3.	The young person's needs were really quite complex for a mainstream youth provision but the young person and their parent provided excellent feedback. HYC and PB staff provided exceptional 1:1 support.
Young people not engaging in activities	Provided alternative activities	Young people were more engaged and happy. Young people enjoyed the opportunity to hang out with

		their new mates and chat.
Coeliac (gluten free) young person	Created GF zone in kitchen. Provided GF alternatives and separate butter/utensils.	No allergic reactions.

Learning Opportunities

- Lots of activities planned by Personal Best had strong foundations/good intentions however there needs to be awareness moving forward of issues that may affect engagement - for example learning challenges, difficulties reading, poor educational experiences, English for speakers of other languages and young people with complex needs.
- Good mix of PB and specialist-led sessions - may be a little more variety ie: not circus skills 4 times? - Lot of the suggestions made during Hale Youth Centre's consultation were not taken into consideration. Some 'specialists' were not used to working with teenagers and were often quite rude in their approach to them. There was a lack of awareness at times that these sessions are for young people. If they choose not to engage and prefer to sit and chat and hang out as a group that's fine! From a youth work perspective that's where we can do brilliant education by stealth.... Some of the specialists totally understood this approach and adapted their delivery to fit in with the needs and wishes of the young people, which was excellent. Others we feel were unsuited to this type of youth environment.
- Need to ensure better food provider and that all staff with the responsibility for the food business are fully trained on food hygiene standards, are given a temperature probe and the appropriate cleaning equipment and complete necessary paperwork
- The communication between the provider and Hale Community/Youth Centre needs to be greatly improved. Fortunately Hale are used to quickly adapting to changes and are proactive in their approach so we were able to overcome this through strong communication with the daily teams, especially in the latter 2 weeks when we had developed a greater understanding of how Personal Best operated. Visitors to the centre need to also ensure they introduce themselves to all team on site - not just communicate with PB staff. Risk assessments and staffing information need to be completed at least a week in advance of delivery.
- Enhanced marketing materials - these were not provided to Hale Community Centre until the week before the club was due to start and had the wrong times on them.
- Greater consultation with young people - as indicated by feedback from young people
- Enhanced flexibility to adapt/change to suit needs of the group and enhance engagement - the team leaders did their very best with limited resources and lack of specialist provision to enhance the experience for young people and provide PB staff with some respite
- Share risk assessments, safeguarding policies, staff handbook, code of conduct, health and safety, working practices, emergency contact details for staff, bookings, details of programme, expectations of staff in advance of programme starting
- Need to factor in breaks for staff and ensure adequate cover
- Policy needed for late collections of young people
- Daily evaluations - plus weekly, end of programme and to parents/carers
- Involve young people in shaping activities
- Hale Youth Centre gained some valuable insights in how to run an engaging, vibrant, youth-led summer programme and how to develop an opportunity for young people to thrive whilst also representing high quality service and great value for money

Moving forward

A summary of recommendations to consider in the next 12 months

- Personal Best to plan and deliver Christmas programme - one week of delivery Monday-Thursday 11am-4pm (youth club operates Tuesday, and Weds from 4.30pm so need to ensure whole site 2-stage cleaned by 4.30pm)
- HYC (Hale Youth Centre) to start planning in Jan 2023 for April (Easter) delivery and draft planning for summer.
- Produce budget - ideal (with 50% specialists and top range food) and pared down (more delivery by HYC staff and volunteers, cheaper food but still high quality produce) for contrast of service delivery against cost
- HYC to apply as food business Sept 2022
- HYC to complete expression of interest for running clubs Easter/Summer to Active Surrey
- HYC to start staff and volunteer recruitment and booking specialists
- Activities - need to be varied, in consultation with young people, community shout outs for volunteers/resources.
- Provide 1 hour physical activity each day. For days when no physical activity specialists this can be broken into segments ie for 2 of the days (not the day specialist physical activity providers are in): 10 minute gentle yoga stretching first thing - childs pose, some warrior poses, downward facing dog - youtube!... some type of run about/kick about/sporting activity half an hour before lunch, a 10 minute dance off an hour after lunch to re-energise and a 10 minute shavasthna at the end of the day.... Or whatever is appropriate to the group
- Specialists - through community contacts, social media, Farnham Maltings, local providers, recommendations - based on consultation with young people whilst also seeking to inspire and raise aspirations. Provide details of 2 models - one with 50% delivery by specialists and one with 25% delivery by specialists.
- Ensure at least 2 specialists a week provide at least 1 hour of physical activity
- Food Provider - to be identified who will provide high quality cooked meals, in consultation with young people
- Communication within the partnership - This is a partnership between Hale Community Centre, Hale Youth Centre, Active Surrey, Surrey County Council and Personal Best. Everyone within the partnership is of equal value. Communication should be appropriate within the teams at the relevant levels. Email addresses, contact information and 'in case of emergency' (ICE) information to be shared between all staff involved with delivering the sessions and Hale Community Centre, in order to be able to take appropriate action in case of an emergency.
- Marketing - needs to be bespoke, appealing and ready at least 3 weeks before the planned holiday club. This also creates a sense of urgency for the schools to order their allocation of evouchers and for us to promote widely within the community as well as through our databases and contacts/networks well in advance of the club starting. This will hopefully increase the number of bookings
- Bookings to be predominantly free school meals although 5 paid-for places may be reserved if full allocation is not taken up by FSM. 5 free places to those identified by stakeholders/professionals as at risk of exploitation or otherwise vulnerable who do not meet the FSM criteria. Total of places available per session = 20. Complex needs to be supported by 1:1 (could this be funded through DWP or Children's Services if child SEN?). Waiting list system and alternative manual booking system available for those who find accessing evouchers challenging.
- Consultation with young people - to take place by provider, Hale Youth Centre and Hale Community Centre
- Policies and procedures and risk assessments - provider to share all relevant documentation and details of all bookings, allergy information, food intolerances/activities booked, staffing ratios and other relevant information with Hale Community Centre and Active Surrey within data protection protocols

- Staffing - Staffing levels must be appropriate to the needs of the young people attending and with the ethos of enabling everyone on site to feel safe. There must be at least 3 staff on site every day regardless of the number of bookings. This as a minimum includes:
 - Person with responsibility for the food business/catering
 - Person with responsibility for young people and reporting/planning/debriefs/activities/communication - Team Leader
 - Person with responsibility for supporting activity delivery (alongside TL) and youth work - Assistant Team Leader/Youth Worker
- For a maximum of 12 hours and a minimum of 6 hours a week there will be a specialist on site to deliver a specific activity. This may include boxing, self defence, dance, art, yoga, cooking, graffiti, carpentry, - depending on consultation with young people. This could be 4 sessions per week at 3 hours per session or 1.5 hours per day at a minimum.
- For every shift above 6 hours each member of staff is entitled to a 30 minute off site break which may be taken wherever they choose, including within the Community Centre if there is space available. It is really important to have this respite for your mental health and to just have a bit of time to yourself. For work between 4 and 6 hours you are entitled to a 15 minute off site break. These breaks will be agreed at the start of each day with the Team Leader. They are also on the principle that there must always be 2 members of staff on site at all times and the maximum ratio of staff: young people for this venue is 1:8. Therefore if there are more than 16 young people on site there must be more than 3 members of staff available at all times. For days when there are more than 16 young people on site an additional paid member of staff must be brought in to ensure that staff working more than 4 hours have their appropriate breaks covered.
- Planning - plans for the programme of activities to be shared at least 2 weeks in advance of holiday club starting
- Evaluations - to take place daily, weekly and at the end of the programme with young people
- End of programme evaluation to be completed with parents/carers within one week of the end of the project
- Reporting - report to be provided within one month of end of programme
- Strategy from Jan 2023 - to be developed from September 2022 after consultation with Active Surrey, Surrey County Council, Hale Community Centre and HCC Board of Trustees

Animating Farnham Project:

The Animating Farnham Project is currently underway, with the 2nd week of workshops taking place w/c 22nd August 2022.

Hale Community Centre were approached by UCA (University of Creative Arts), Farnham relating to a potential project. Recently in receipt of funding for an archive project within the animation department, part of the agreement was to run a community outreach project with young people.

Hale Community Centre, representatives of UCA and Hale Youth Centre held a number of meetings to develop the vision for the project. Hale Youth Centre hosted focus groups and provided equipment, with UCA funding takeaway pizzas.

There were 2 focus groups, one at our Universal session for 11-19s and one at Girlz Club. The result was the 'Animating Farnham' project.

Hale Youth Centre and Hale Community Centre promoted the project within our networks. This included printed flyers (which we created and paid for) sent home with every young person attending our youth clubs and Holiday Club, promoting through Farnham Heath End School and on social media

and through community meetings. Hale Youth Centre also created a google form for bookings and to gain consent for photo/audio/video as well as collating essential contact information.

We created a booking system and emailed parents/carers to confirm allocated places.

The first workshop for 11-13s took place on Monday and Tuesday 15/16th August. Hale Youth Centre provided the venue, refreshments, a youth worker and equipment. We shared in advance our Child Safeguarding policies, Risk Assessment and Lockdown Procedures.

The first workshop was a great success with 8 young people participating. We received positive feedback from both young people and their parent/carers.

Unfortunately we had to cancel Workshop 2 and 4 for 14+ due to only having one booking and 2 unconfirmed bookings for workshop 4.

A full attendance report and evaluation will be available at the end of August.

Additional information - bullet pointed as this is a long report!

- Laura - dealing with preparation for exit interview Tuesday 30/8 with Norma and Cathy
- Planning - held meeting with Jo and Jo, delegated tasks for summer holidays for preparation
- Jo and Jo - both working well together, both incredible assets and go above and beyond consistently
- Code Club - Zoe taking over in paid role, starting October, applied for funding from Hedgehogs, telephone interview with Clive, will know outcome or next stages in 2 weeks
- Level 3 - required extension but enjoying. Applying learning to practice. Need to arrange first supervision session.
- Reporting - lots of reports written in August, some still in process, working towards RC report in October
- Steps project
- Risk assessments
- Seed to Plate
- The Shed CFS
- Farnham TC Seed to Plate
- Farnham Maltings - meeting with Eve, Lots of potential partnership opportunities.
- Session plans and personal action plans for September - December 2022 will be available by Monday 5th September
- End of year report for Reaching Communities to be written by end of September as first draft. To be submitted October 2022 (date tbc).

Summary

It is difficult to believe it has been a year on 26th August that I started my journey with Hale Community Centre. Cathy was the only person I knew that day on the field in Sandy Hill at a community event. From there we have developed our detached volunteer team, delivered interim youth clubs, employed staff, expanded our volunteer team and launched a brand new youth facility.

From September we will be delivering 6 sessions a week in term time across 3 projects, plus Code Club, Seed to Plate, supporting HCC and community events, running a Christmas Holiday Club and looking to run our own Holiday Projects from Easter 2023.

It will be great to get started on the annual report for Reaching Communities so that we can see how far we have come in the last 12 months, the challenges we have faced and have the opportunity to celebrate our successes.

We have also developed some incredible working relationships and partnerships and I cannot wait to see how these develop over the next year and beyond. My mind is still full of ideas and we have so much more to offer from the Youth Centre. It is important that we take time to reflect and learn, so that we can work on a clear strategy for the next 4 years that has young people at the heart of it, is meaningful, financially viable and sustainable.

Appendix

1. Breakdown of hours for Holiday Club work only - Lead Youth Worker

Breakdown of hours - Holiday Club, Lead Youth Worker, Hale Community Centre, w/c 8th and 15th August 2022. Hourly rate £20 per hour.

Date	Details/Comments	Hours invoiced	Additional hours uncharged

8/8/22	Day 1 Week 3. On site 10.15am - 4.30pm. Additional time spent with emails relating with the club, writing debrief, planning alternative activities for the next day.	6	2.25
9/8/22	Day 2. On site 10.00 - 4.30pm. Stopped on way to work to get some additional fruit to make fruit kebabs and buy milk. Additional time spent with emails relating with the club, writing debrief, planning alternative activities for the next day.	6.5	1
10/8/22	Day 3. On site 9.30-3.30pm (doctors appointment in Farnborough at 4.10pm)	5	1
11/8/22	Day 4. On site 10.15-4.30pm. Left home at 9am to shop for resources - soft footballs, sun cream and try to source gluten free products. Additional time spent with emails relating with the club, writing debrief, planning to run food business - liaising with Environmental Health and the Food Hygiene Lead at Hale Community Centre	6.75	2
12/8/22	Emails relating with the club, writing debrief, planning menus and preparing materials for running catering in Week 4..	0.5	4
14/8/22	Preparing checklists and kitchen diaries for running catering in Week 4. Reading FSA learning materials, printing information and diaries/logs. Hale Community Centre provided all Food Hygiene resources, information and links to online learning materials as well as necessary materials to meet Environmental Health Food Standards. Food shopping for the week - took straight to the Youth Centre.	7	3
15/8/22	On site 9.00am - 4.30pm. Deep clean kitchen, prepare and sanitise all areas. Kitchen checks. Cook meals. Debrief and follow up emails, planning evaluation.	7.5	2
16/8/22	On site 10.00am - 4.45pm. Food Hygiene Checks. Cooking. Cleaning. Meeting at 3.30pm-4.30pm with Surrey County Council. Spent 15 mins cleaning the main room after meetings. Debrief and follow up emails, planning evaluation.	5	2
17/8/22	On site 10.20-4.30pm. Evaluations collated. Debrief and follow up emails.	6	1
18/8/22	On site - 10.15 - 4.30pm Debrief and follow up emails.	6	2
19/8/22	Emails. Report writing (this work will	0	6

	extend into w/c 22nd August).		
	TOTAL HOURS	56	24.25
	Total Hours worked on project	80.25	Total cost: £1,605
	TOTAL HOURS INVOICED TO PERSONAL BEST	56	Total invoiced: £1,120