



Hale Community Centre Operational Plan 2022 – 2025 Youth Centre Draft

Strategic Objective: Keep the building available, accessible and safe for the use of local people and others.

Goal	Actions	Key results indicators	Impact	Responsibility	Partners	Timeline	Resources
What is the desired outcome?	How can the goal be achieved?	What will demonstrate success?	What impact with achieving the goal have?	Who is responsible for achieving this goal?	Collaborative working	When is the goal expected to be achieved by?	What resources are required?
Youth centre is accessible to all young people	Running appropriate youth provision Promoting youth centre activities to the whole community Encouraging diversity	Youth groups are well attended Attendance will reflect the demographics of young people within the community	Young people will feel part of the community Young people will have the opportunity to get involved in projects and developing future activities Young people will feel welcomed and that their voices are heard and their opinions are valued	Staff Volunteers	Promoting youth centre activities within: Surrey County Council Youth Services (esp Targeted Youth Support) Farnham Town Council Farnham Connects CAMHS Youth Practitioners Network	September 2022	Social media Marketing materials Resources for activities/sessions Online presence
Youth Centre is a safe space	Full risk assessment for the building Appropriate crisis/lock down measures in place Safeguarding policies and procedures Testing of electrics/equipment Alarm system Appropriate internet control mechanisms Training	Young people feel safe Attendance levels Safeguarding concerns are dealt with/escalated to relevant authorities Staff and volunteers feel safe and equipped to deal with issues	Young people will be, and feel safe Staff and volunteers will be and feel safe Young people will be supported when safeguarding issues arise The building and its contents will be safe	Staff Volunteers Hale Community Centre staff and Board	Surrey County Council External training providers	April 2022	Staff Volunteers Relevant authorities/organisations for testing equipment/electrics Alarm company Knowledge of safeguarding procedures and relevant organisations to escalate



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							<p>safeguarding issues</p> <p>Disclosure forms</p> <p>Policies and procedures</p> <p>External training providers</p>
<p>Youth Centre is available for use by other agencies/groups</p>	<p>Promoting the availability of the centre to external hirers, particularly within the youth sector</p>	<p>The centre will be used by other agencies for meetings, events, workshops</p>	<p>The Youth Centre will be the 'go to' venue for North Farnham</p> <p>Awareness of the Centre will increase</p>	<p>Staff</p> <p>Volunteers</p> <p>Hale Community Centre staff and Board</p>	<p>Promoting youth centre activities within:</p> <p>Surrey County Council Youth Services (esp Targeted Youth Support)</p> <p>Farnham Town Council</p> <p>Farnham Connects</p> <p>CAMHS</p> <p>Youth Practitioners Network</p> <p>Active Surrey</p> <p>NCS</p>	<p>January 2023</p>	<p>Social media</p> <p>Marketing materials</p> <p>Online presence</p> <p>Bookings system</p> <p>Diary management</p>



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Strategic Objective: Be financially sustainable and continue to strengthen the management of the Centre.

Goal	Actions	Key results indicators	Impact	Responsibility	Partners	Timeline	Resources
What is the desired outcome?	How can the goal be achieved?	What will demonstrate success?	What impact with achieving the goal have?	Who is responsible for achieving this goal?	Collaborative working	When is the goal expected to be achieved by?	What resources are required?
To deliver activities in line with Reaching Communities budget	Delivering youth provision in line with the objectives of the Reaching Communities contract Seeking additional funding for resources and equipment to deliver high quality activities	Attendance levels Feedback from young people, the wider community and stakeholders Successful funding bids for additional equipment and resources	Meeting (and ideally exceeding) the objectives of the Reaching Communities contract Potential for achieving additional funding at the end of the contract Young people will receive the best quality youth provision within our capabilities	Staff Volunteers Hale Community Centre Management and Board	Reaching Communities Potential funders	September 2022	Support with bid submission Accounting support Budget management support Time
To increase the offer available to young people through relevant projects that meet their needs	Applying for additional funding Recruiting youth workers Recruiting volunteers	The youth centre will be able to offer activities, events, workshops and opportunities that meet the needs of the community	The Youth Centre will be a vibrant hub that reflects the needs of the community Young people will experience increased confidence, self esteem, improved mental health, sense of belonging and opportunities for work/education/training	Staff Volunteers Hale Community Centre Management and Board	Funding providers/grant givers Community Surrey County Council, Farnham Town Council, Waverley Borough Council	Ongoing	Support with bid submission Accounting support Budget management support Time Notifications of potential funding streams
Lead Youth Worker feels supported in	Meetings/reviews with Centre Management,	The youth centre will retain staff and volunteers	Staff and volunteer retention	Centre Manager Board of Trustees Young people		Ongoing	Time Staff/volunteers



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developing the vision for the Centre and it's ongoing financial viability	operational meetings with Hale Community Centre Team	New projects will start Current projects will be considered/ supported for funding beyond the length of the current funding term	Enhanced experience for young people Enhanced opportunities for young people	Volunteers Staff			Accounting support Budget support
To develop a Young Person's Steering Group to ensure Hale Youth Centre is delivering against expectations, funder investment, evaluating programmes, developing the future vision for the centre, its activities and projects	Lead Youth Worker and Assistant Team Leader, with support of volunteers, to identify young people who would like to be involved Initial meetings to be arranged and vision for the group shaped.	Meeting attendance Meeting outcomes Activities offered Projects offered Young people develop the vision for the centre.	Young people will feel valued and part of the wider community. The Youth Centre will be a vibrant hub that reflects the needs of the community Young people will experience increased confidence, self esteem, improved mental health, sense of belonging and opportunities for work/education/training	Lead Youth Worker Assistant Team Leader Centre Manager Board of Trustees		March 2023	
To have representation at Board meetings from some members of the Young Person's Steering Group	Members of the Steering Group to attend 3 Board meetings per year, as invited by the Board of Trustees.	Young people will attend Young people will have their voices heard Young people will help shape policies, procedures and the future of the Youth Centre	Young people will be represented. Young people will feel heard. Young people will have a sense of community.	Lead Youth Worker Centre Manager Board of Trustees Young Person's Steering Group		January 2024	



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Strategic Objective: Be a trusted and valued contributor within our community with other local partners

Goal	Actions	Key results indicators	Impact	Responsibility	Partners	Timeline	Resources
What is the desired outcome?	How can the goal be achieved?	What will demonstrate success?	What impact with achieving the goal have?	Who is responsible for achieving this goal?	Collaborative working	When is the goal expected to be achieved by?	What resources are required?
Young people are referred to specific groups/projects that are available at the Youth Centre	Delivering high quality youth provision that meets the needs of young people within the community Promoting our work to relevant agencies/organisations Encouraging stakeholders to visit the Centre Regular consultation/evaluation with young people and the wider community	Attendance levels will increase Feedback from young people, the community and referrers Young people thrive	The Youth Centre will be valued as a trusted provider of high quality youth provision Awareness of our work will be greater Potential for attracting additional funding	Staff Volunteers Hale Community Centre staff, management and Board	Surrey CC Targeted Youth Support Surrey Sexual Health Services CAMHS Aldershot Centre for Health Schools Youth Practitioners Network Forum, Police	Ongoing	Marketing materials Networking meetings Funding
The Youth Centre becomes a vibrant community hub that is well attended	Delivering high quality youth provision that meets the needs of young people within the community Promoting our work to relevant agencies/organisations Regular consultation/evaluation with young people and the wider community	Attendance levels will increase Feedback from young people, the community and referrers Young people thrive	The Youth Centre will be valued as a trusted provider of high quality youth provision Awareness of our work will be greater Potential for attracting additional funding	Staff Volunteers Hale Community Centre staff, management and Board	Surrey CC Targeted Youth Support Surrey Sexual Health Services CAMHS Aldershot Centre for Health Schools Youth Practitioners Network Forum, Police, Community,	March 2023	Marketing materials Networking meetings, Funding



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					Farnham Town Council, Surrey County Council, Waverley Borough Council, Farnham Connects, local businesses		
The community values the Youth Centre as a trusted place of support	Delivering high quality youth provision that meets the needs of young people within the community Celebrating successes through publicity and reporting Regular consultation and evaluation	Referrals into projects Attendance levels Additional projects/events Positive feedback from young people, referrers, stakeholders and the community	Young people will achieve, feel safe and supported and value their time at the Youth Centre Potential for attracting additional funding	Staff Volunteers Hale Community Centre staff, management and Board		March 2023/ongoing	Marketing materials Questionnaires Evaluations Networking Funding



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Strategic Objective: Signpost to advice and information for all sections of the community.

Goal	Actions	Key results indicators	Impact	Responsibility	Partners	Timeline	Resources
What is the desired outcome?	How can the goal be achieved?	What will demonstrate success?	What impact with achieving the goal have?	Who is responsible for achieving this goal?	Collaborative working	When is the goal expected to be achieved by?	What resources are required?
Holistic understanding of services and activities in Farnham/Waverley/Surrey	Attending Youth Practitioners Network Forum meetings Meeting other projects Meeting relevant professionals Information sharing Marketing	Referral rates to other services Partnership working Partnership collaboration Increased knowledge Increased training	Young people will have access to a wide range of projects, activities and services Young people will be supported	Youth team Hale Community Centre	All relevant organisations /agencies	September 2022	
Signposting to relevant organisations and agencies for support/advice	Awareness of relevant services Knowledge of referral procedures	Referral rates to other services Partnership working Partnership collaboration Increased knowledge Increased training	Young people will have access to a wide range of projects, activities and services Young people will be supported	Youth team Hale Community Centre	All relevant organisations /agencies	September 2022	
Referrals to Targeted Youth Support Services	Making referrals to the service when concerns are raised about a young person that meet the Level 3 threshold	Number of referrals to service Tracking outcomes from referrals	Young people will have access to appropriate support Young people will be supported to flourish	Youth team	Surrey Children's Services	Ongoing	



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Strategic Objective: Provide and enable a range of opportunities and activities which respond to the needs of local people and where all are made to feel valued and safe.

Goal	Actions	Key results indicators	Impact	Responsibility	Partners	Timeline	Resources
What is the desired outcome?	How can the goal be achieved?	What will demonstrate success?	What impact with achieving the goal have?	Who is responsible for achieving this goal?	Collaborative working	When is the goal expected to be achieved by?	What resources are required?
Deliver Girlz Club for 10-12 year olds, Mondays 3.30-5.30pm (term time)	Deliver sessions as funded	Attendance Evaluations Assessments Feedback Reviews	Young people will feel safe and supported Increased mental health and wellbeing Increased skills Increased knowledge Sense of belonging Sense of achievement Young people feel valued and heard	Youth Team Centre Manager Board of Trustees		Ongoing	
Deliver session for 14-19s, Tuesdays 7pm-9pm (term time)	Deliver sessions as funded	Attendance Evaluations Assessments Feedback Reviews	Young people will feel safe and supported Increased mental health and wellbeing Increased skills Increased knowledge Sense of belonging	Youth Team Centre Manager Board of Trustees		September 2022	



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			Sense of achievement Young people feel valued and heard				
Deliver session for 11-19 year olds, Wednesdays 7pm-9pm (term time)	Deliver sessions as funded	Attendance Evaluations Assessments Feedback Reviews	Young people will feel safe and supported Increased mental health and wellbeing Increased skills Increased knowledge Sense of belonging Sense of achievement Young people feel valued and heard	Youth Team Centre Manager Board of Trustees		Ongoing	
Deliver session for 11-14 year olds, Fridays 3.30pm-5.30pm (term time)	Deliver sessions as funded	Attendance Evaluations Assessments Feedback Reviews	Young people will feel safe and supported Increased mental health and wellbeing Increased skills Increased knowledge Sense of belonging Sense of achievement	Youth Team Centre Manager Board of Trustees		Ongoing	



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			Young people feel valued and heard				
Deliver Boys Night In for 14-19 year olds, Fridays 6pm-8pm (term time)	Deliver sessions as funded	Attendance Evaluations Assessments Feedback Reviews	Young people will feel safe and supported Increased mental health and wellbeing Increased skills Increased knowledge Sense of belonging Sense of achievement Young people feel valued and heard	Youth Team Centre Manager Board of Trustees		Ongoing	
Deliver activities for the school holidays							
Deliver additional projects/workshops/events that meet the needs of young people within the community							