



Public Document Pack

Melksham Town Council

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Town Clerk and RFO Linda Roberts BA(Hons) PGCAP, FHEA,
FLSCC

To: Councillor P Aves (Chair)
Councillor K Iles (Vice-Chair)
Councillor S Brown
Councillor H Illman
Councillor G Mitcham
Councillor M Pain
Councillor M Sankey
Councillor T Welch
Councillor A Westbrook

22 February 2021

Dear Councillors

In accordance with the Local Government Act (LGA) 1972, Sch 12, paras 10 (2)(b) you are invited to attend the **Community Development Committee** meeting of the Melksham Town Council. The meeting will be held at the Via Zoom on **Monday 22nd February 2021** commencing at **7.00 pm**. A period of public participation will take place in accordance with Standing Order 3(F) prior to the formal opening of the meeting. The Press and Public are welcome to attend this meeting.

Yours sincerely

Mrs L A Roberts BA(Hons), PGCAP, FHEA, FSLCC
Town Clerk and RFO

**Community Development Committee
Melksham Town Council**

**Monday 22 February 2021
At 7.00 pm at the Via Zoom**

Public Participation – To receive questions from members of the public.

In the exercise of Council functions. Members are reminded that the Council has a general duty to consider Crime & Disorder, Health & Safety, Human Rights and the need to conserve biodiversity. The Council also has a duty to tackle discrimination, provide equality of opportunity for all and foster good relations in the course of developing policies and delivery services under the public sector Equality Duty and Equality 2010.

AGENDA

12. Development of Young Melksham (Pages 1 - 6)

To receive Key Headlines, a verbal update and a report (to follow) from Councillor Hubbard on the development of Young Melksham.



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www.4youth.org.uk

Report to Melksham Town Council on work undertaken and planned in Melksham

Report Author: Jon Hubbard
Dated: 21 February 2021

1. This report outlines the work undertaken by 4Youth (South West) in 2020 and the planned work for 2021 and vision for 2022 onwards.
2. Like most organisations our work was significantly impacted by the Coronavirus pandemic and we were forced to refocus our efforts and find new innovative ways of providing our services for young people in the Melksham community.

2020 – A year of disruption and innovation

3. At the start of 2020 we were running 4 youths clubs regularly every week. These were well attended and provided positive activities for young people from Year 5 (ages 9/10) to Year 13 (ages 17/18). Additionally, we ran a SEND youth club for young people aged 13 to 25 and our popular TeenTalk Counselling service for young people aged 10 to 25.

Youth Work

4. Prior to us suspending our youth clubs on 19th March 2020 we had worked with 418 young people
 - No Limit SEND Club (Mondays) - We had run 10 sessions with 22 young people attending a total of 128 times between them.
 - Our Tuesday Club for Years 5 and 6 – We had run 10 sessions with 261 young people attending a total of 1032 times between them.
 - Our Wednesday Club for Years 7 and 8 – We had run 9 sessions with 90 young people attending a total of 387 times between them.
 - Our Thursday Club for Years 9 upwards – We had run 10 sessions with 49 young people attending a total of 189 times between them.
5. Once the clubs had been suspended we had to totally cease our face-to-face work with young people until new ways of working could be

4Youth (South West) is a company limited by guarantee.

Registered in England no. 7871666

Registered with the Charities Commission no. 1147394

TeenTalk and Young Melksham are working names of 4Youth (South West).



implement. By the end of April 2020 we had secured agreement with Wiltshire Police to introduce some specialist detached youth work where we attempted to work with any young people that we did find out and about in the evenings to educate and inform them on the dangers of them breaching the lockdown rules.

6. In total in April, May and June we delivered a total of 88 hours across 30 sessions of detached youth work under lockdown conditions where we concentrated on educate and inform. In this time we worked with 50 young people and had 128 contacts.
7. During the summer holidays we ran 22 mobile youth club sessions. The majority of these were in King George V Playing Fields. We had 87 young people attend these sessions where a number of outdoor, socially distanced activities took place with a total number of 140 attendances.
8. During the summer holidays we also ran a limited number of Covid-Safe Holiday Club sessions at The Canberra Centre for limited bubbles of young people. These totalled 20 sessions but we saw low take up of the service with 28 young people attending a total of 101 times across the sessions.
9. In September we moved back to more traditional detached youth work running an increased number of sessions through to the end of the year. In total between September and the new year we ran 92 detached youth work sessions delivering 276 hours of detached youth work to a total of 223 different young people. The team totalled 776 contacts during these sessions.
10. During the year we also ran a number of Online Youth Club sessions but did not find a significant take up of this service. In total we ran 20 online youth club sessions with 53 different young people taking part in the sessions for a total of 127 attendances.

Early Help and Counselling

11. Our Early Help and Counselling team continued to work throughout the year, moving over to telephone based counselling during the lockdown period. Following the return to face-to-face working in the summer we relocated the work from the more confined dedicated counselling room to the café area in The Canberra Centre where there is more space available to allow for social distancing.
12. In total in 2020 we provided TeenTalk Counselling to 32 young people who attended a total of 174 therapy sessions at the Canberra Centre in Melksham.
13. As a result of the lockdown and the identified need for additional welfare support for young people we introduced a dedicated phone line where young people could call in on Tuesday and Friday afternoons and speak with a counsellor or leave a message at other times and get

return call. The service received plaudits from various organisations for providing responsive support at a time of need, including the Police and Crime Commissioner asking for a set of the service postcards to be printed with his logo on for Police Officers and PCSO's to be able to pass on to young people.



It's ok to not be ok!
We are not in normal times

*Depressed • Lonely
Afraid • Angry • Not Coping*

*Free and confidential
support for young people
aged 11-25*

talk@youngmelksham.org.uk
01225 667328

Supported by
Wiltshire and Swindon
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Young Melksham
Supporting young people in the Melksham community

14. In total out team worked with 44 young people during the year with welfare calls with a total of 148 calls made.

Finances in 2020

15. Our accounts for 2020 have not yet been completed but management reports show a total expenditure in 2020 of £60,747. Of this we estimate £55,000 to have been spent directly on either The Canberra Centre or the delivery of services to young people in the Melksham community.
16. Whilst this figure is lower than the anticipated spend, due to the suspension of our youth clubs for the majority of the year, we also saw a significant drop in income due to the reduction in subs and tuck shop sales.

	2019	2020	difference
Membership Subs	£ 10,750	£ 3,566	-67%
Tuck Shop Income	£ 11,412	£ 2,843	-75%
Hall Hire	£ 3,245	£ 4,600	42%
	£ 25,407	£ 11,009	-57%

17. Whilst we were able to take advantage of the Government's furlough scheme which helped to minimise the impact of the ongoing staff costs for the year the role of our other funding partners played an essential part in helping us continue to operate throughout the pandemic. We received fantastic support from the Wiltshire Community Foundation during the year who gave us a number of grants to support our Covid specific work.

2021 – Looking forward to “Normal”

18. As we move into the new year we are still in lockdown and running a combination of Detached Youth Work and Online Youth Clubs and activities for our young people. Currently we have detached youth work taking place in Melksham five evenings a week and an online youth club on Monday evenings for our No Limits SEND group and Thursday evenings for those in Year 7 and above.
19. Once restrictions have been eased and we are permitted to reopen youth clubs we have a phased reintroduction of services planned in accordance with the guidelines set out by the National Youth Agency (NYA).
20. This will mean opening our Monday, Wednesday and Thursday clubs with maximum group sizes of 15. We are hoping that we will reopen these club nights by the end of March.
21. Unfortunately, it will not be possible to reopen our Tuesday Club for Years 5 and 6 until the social distancing guidelines are fully relaxed due to the capacity of The Canberra Centre and the numbers of young people who attend that club.
22. We have recently appointed a new full time youth worker position to co-ordinate the youth work we deliver in the Melksham community. They should be in post by the end of March.

Planned Services from April 2021 (lockdown rules permitting)

23. Subject to the anticipated easing of lockdown rules we are hoping that the following services will be running from The Canberra Centre from early April

- **Mondays**
 - No Limits SEND Youth Club for ages 13 to 25 (max attendance 15 in line with NYA Amber Guidance)
- **Tuesdays**
 - Detached Youth Work in KGV and other locations identified by stakeholders
 - Drop-in pastoral support sessions for young people at The Canberra Centre
- **Wednesdays**
 - Youth Club for Year Groups 7,8 & 9 (max attendance 15 in line with NYA Amber Guidance)
- **Thursdays**
 - Youth Club for Year Groups 9 and up (max attendance 15 in line with NYA Amber Guidance)

- TeenTalk Counselling Sessions
- Detached Youth Work in KGV and other locations identified by stakeholders
- **Fridays**
 - Detached Youth Work in KGV and other locations identified by stakeholders
- **Saturdays**
 - Detached Youth Work in KGV and other locations identified by stakeholders

24. We should also be starting to implement our new mentoring service for young people in April with the appointment of our new Mentoring Lead and the recruitment of volunteer mentors. We hope to have the scheme fully up and running by the end of the summer term.
25. As further easing of lockdown rules take place, we will further increase the capacity of our youth clubs, at all times following the NYA Guidance. Once rules permit, we will reopen our Tuesday night club to Years 5 and 6.

Finance

26. This year we will continue to see considerable pressure on our finances due to the significant anticipated shortfall in membership subs and tuck shop income. We will continue to rely heavily on the support of our funding partners to allow us to develop and grow our services to continue to meet the needs of young people in our community.
27. It is difficult to be precise about the expenditure on youth services in the Melksham community for 2021 as they are dependent on what changes are made to the lockdown restrictions and when.
28. For clarity, in a full year the dedicated spend on staffing for the direct delivery of youth work in the Melksham Community is £46,870 plus on-costs. The budget allocated for youth work in Melksham for a full year is shown below. Please note that this does not include any contribution towards the corporate management costs for the charity.

Staff Salaries	£	46,870
On-Costs	£	5,624
The Canberra Centre	£	18,000
Activities	£	5,200
	£	<u>75,694</u>

29. To be clear, funding that is given to 4Youth for Melksham is spent exclusively on delivery in Melksham, not for corporate management costs or to subsidise services in other areas.

Things have changed a bit for Young Melksham

30. During 2019 it was becoming increasingly clear that some of the services being delivered by Young Melksham were being enjoyed by not only residents from the town but also those from surrounding communities. This was particularly true of our TeenTalk Counselling service which was seeing young people from as far north as Malmesbury and as far south as Warminster using the service. The increasing use of the counselling service put in under considerable pressure and was leading to unacceptable waiting times to see a counsellor.
31. We there made the (pre-covid) decision to increase our counselling capacity by doubling our capacity by appointing a second part-time therapist. They had been due to work from our base at The Canberra Centre, but the lockdown commenced on the week they were due to start. They therefore provided telephone/video-based counselling for the duration.
32. The Board took the strategic decision that as many of these young people came from the north of the county, we looked to locate the service in Chippenham. It was also hoped we would be able to source dedicated funding to support the Chippenham offer. In the event, the opening of the second location helped us successfully gain £9,800 funding from the National Lottery for the TeenTalk service.
33. The charity also was approached by the Trustees of the Atworth Youth Centre about Young Melksham taking over the delivery of services in the village and by a community group in Westbury about potentially delivering services in the town.
34. Following research and due diligence the board made the decision that there were several communities where services such as the ones delivered by Young Melksham would be welcomed. However, a barrier to working in the wider community was that the charity had a very locality specific name. The decision was therefore taken to change the name of the charity from Young Melksham to 4Youth (South West). None of the services delivered in Melksham have been changed or impacted by this change and we continue to ring-fence any funding received for the delivery of services in a locality to that locality.
35. As part of the reorganisation of the charity it was decided to appoint to some new roles to help us to deliver the best level of services possible and continue to grow and develop the charity. Therefore, the following new posts have been created and we hope to have completed the recruitment process by end of Q2 2021:
 - Youth Work Development Manager (0.5 position)
 - Early Help and Counselling Manager (0.5 position)
 - Youth Centre Co-ordinator – Melksham (full time)