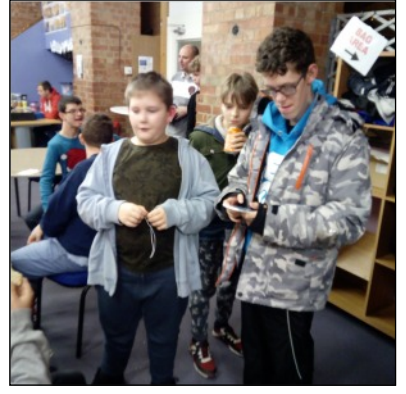




annual report 2017



Forward

It has been another exciting year for Young Melksham with continued growth and, dare I say it, success.

We now run youth clubs 5 nights a week, have about 200 young people through the doors every week and are expanding our counselling provision to support more young people in need.



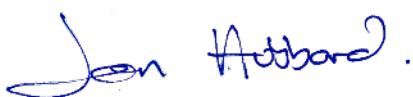
I am incredibly proud of our team of both staff and volunteers who work so hard to deliver the services we offer, and without whom we would be nothing. So can I take this opportunity to thank them all for the amazing work they do, and the huge difference they make to young people's lives here in Melksham.

We were delighted to be able to renew the lease on The Canberra Centre for another two years in October and hope that in early 2018 we will be able to make real progress on cementing a permanent home for the future.

In terms of ensuring that we are sustainable and have a long-term future we have continued to seek to diversify our funding over the past year, and increased our subs to help generate more income internally. The introduction of the Youth Café at The Canberra Centre has also helped to build income.

The next year will mainly be about consolidating our position and firming up the services we have put in place, although if we can raise the funding we are keen to look to undertake some outreach work at the Skate Park in the town.

I continue to thank everyone, especially our funders and volunteers, for their support for our work and look forward to working with you all in 2018.



Cllr Jon Hubbard
Chair of Trustees

Delivering on our Objectives

Youth Clubs

It has been another year of continued growth in both the number of young people attending youth clubs at The Canberra Centre and in the number of clubs that we run.

In February 2017, we started the new No Limits club on a Monday night for young people aged 13 to 25 with special education needs and/or disabilities (SEND).

"There is nowhere around like the No Limits Club." L.C. (parent)

This club has proven very popular with young people from both Melksham and the surrounding towns, with one young person coming from as far away as Lyneham.

This brought the compliment of youth clubs run by Young Melksham to five per week as follows:

Monday: No Limits, SEND Club for ages 13 to 25

Tuesday: Open Access Youth Club for school years 5 and 6

Wednesday: Open Access Youth Club for school years 7 and 8

Thursday: Informal Youth Café for school years 9 and upwards

Friday: Disco night for school years 7 and upwards

In 2017 we had more than double the number of young people attending youth club sessions than we had in 2016, with the numbers increasing from 3,282 to 7,627.

"He enjoys the many varied opportunities available to him at the club and the impact on him has been immense. It has also given us respite while he is there and we can appreciate him more when he comes home happy and contented." G.E. (Carer)

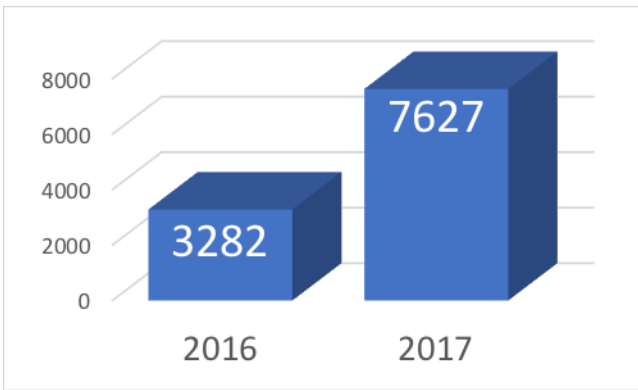


Figure 1 - The total number of visits by young people to The Canberra Centre

This increase in numbers was partly due to the growth in the number of club sessions we ran which rose from 145 in 2016 to 225 in 2017.

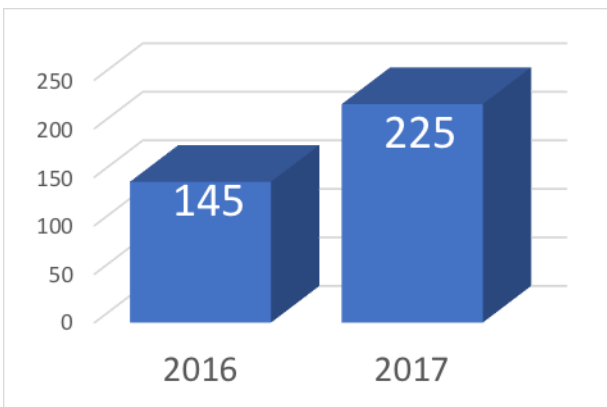


Figure 2 - The total number of Youth Club sessions held each year

It was also highly impacted in September when the young people progressed up a year at school. This meant that about 60% of those who attended the very successful Tuesday night club progressed from Year 6 to Year 7 and therefore their club night moved to a Wednesday.

This was a potential high-risk time for us as we did not know if the new Year 7 learners would continue to attend the club on a Wednesday night and, indeed, if the new Year 5 young people would start attending on a Tuesday night.

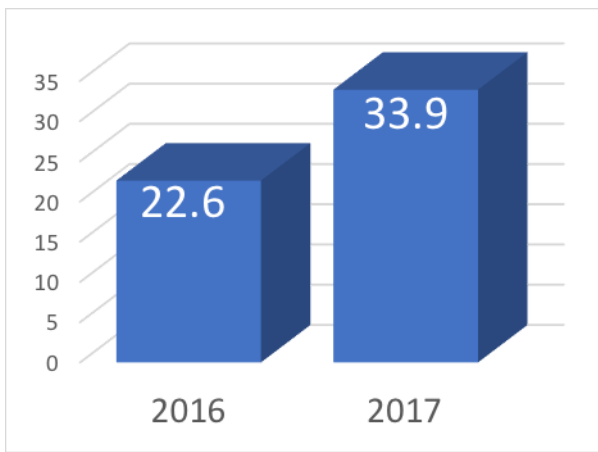


Figure 3 - Average number of Young People attending each session

At this point we also increased the subs for attending all clubs from £1 to £2, in line with what we had previously charged on Mondays and Fridays.

In the event, our Tuesday numbers remained pretty static while our Wednesday night numbers significantly increased. This means that not only did we run 80 additional youth club sessions in 2017, but across the whole year the average number of young people attending a youth club night rose from 22.6 to 33.

*"It's something to do, I'd be sat at home, on my own, on my phone."
S.E. (member)*

These increased numbers have gone a long way to ensuring the long-term sustainability of the charity as they are generating good income through subs and tuck.

We have continued to offer a varied range of activities at our club sessions including cooking, sports, games, music and educational activities such as visits from the Sexual Health Nurse and Motivate (drugs and alcohol service).

We have continued to support the Melksham Community Voucher scheme run by Melksham Town Council and will allow young people free access to any club session in exchange for two community vouchers. We will also accept community vouchers as

"I like to come to Canberra because it gets me away from home where I get told off and grounded a lot. I like to meet my friends." J.S. (member)



a contribution towards the cost of attending organised trips.

Every Friday we run a Disco Night at Canberra as an alternative to high-cost offers such as Club Ice. Thanks to a grant received from Melksham Area Board and the generosity of Paul Weymouth of Light Fantastic we have a professional DJ booth set up with an impressive lighting display.

Young Leaders

We are delighted to have introduced a new Young Leaders Programme this year, which supports and encourages older members of our clubs to volunteer to help with the clubs for the younger members.

We currently have five young people who regularly help with other clubs, where they are learning a range of skills such as customer service, importance of safeguarding, organising activities and supporting peers.

We are looking to extend this programme to increase the number of participants and the opportunities available for them to be able to learn new skills.

Young People's Awards

Young Melksham are continuing to promote and run the Melksham Young People's Awards. Following feedback from other organisations we decided to move the date of the event from November to May, and therefore following the highly successful awards evening in 2016 the next awards will be in May 2018.

Summer Holiday Activities

During the summer, Young Melksham were commissioned by the Melksham Local Youth Network to support some Holiday Activities being delivered by Go Active. Our role was to provide non-sporting activities for young people to be able to participate in, and provide support and advice for young people attending.

Young Melksham were not involved in the design or marketing of these sessions and were simply commissioned to deliver a specific service. We did pass on the costs for delivering the service to the LYN, but did not make a surplus on the project.

It was considered to be a golden opportunity to learn about how more established providers deliver and market such activities and that could help us with the development of our own product for the future, if we felt it appropriate.

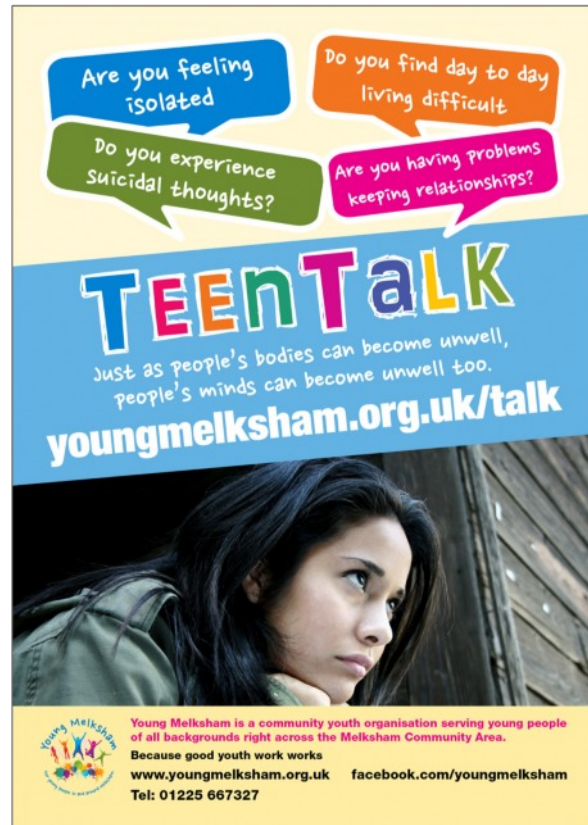
In the event, the sessions were very sparsely attended and there was virtually no learning that could be gained from the activity.

TeenTalk Counselling

Our TeenTalk service continued to provide support and counselling for young people throughout the year. The service is commissioned from Off The Record (BaNES) and sees a BACP (British Association of Counsellors and Psychotherapists) registered Counsellor providing three 45 minute sessions every Tuesday afternoon from The Canberra Centre.

This service is fully funded by Young Melksham and no charge is passed on to young people who utilise the services.

We are delighted that thanks to a generous grant of £5,000 received from the Wiltshire Police and Crime Commissioner we will be able to increase the availability of sessions from January 2018 from three per week to five, with an additional two sessions being held on a Wednesday afternoon.



Community Engagement

Contact The Elderly Tea Party

We have developed a great relationship with the local branch of Contact the Elderly. Contact the Elderly support elderly people who are socially isolated and trapped in their homes by holding monthly tea parties which provide welcome opportunities to meet with other people and socialise.



Young Melksham were delighted to host a Tea Party and are now scheduled to do the same annually with the next event planned for February 2018.

Awareness Table - Asda

In December we were invited to run an Awareness Table at the Asda Supermarket in Melksham.

This gave the team the opportunity to share with shoppers some details about the charity and the work we undertake.



During part of the day we were joined by one of our members from the No Limits Club, who spoke with shoppers about what it means to him to be able to come to Canberra.

Great British Spring Clean

In February Young Melksham supported the national Big Clean campaign run by Keep Britain Tidy.

We organised a number of litter picks for young people in the area around The Canberra Centre and also hosted the main town Big Clean event, using our mini-bus to support driving people to locations for undertaking the litter picks and collecting the bags of rubbish afterwards.



Running the Business

Finance and Fundraising

Young Melksham has continued to strengthen its financial position this year, with a significant increase in revenue generation, with the increase in subs and increased income from the tuck shop and youth café.

Grant Income for 2017

We continued to seek grant funding to support our work and were delighted to receive support from the following organisations for our work in 2017:

The Mactaggart Trust	£	1,000.00
Waitrose (Green Token Scheme)	£	180.00
The Co-op	£	2,818.42
Melksham Without Parish Council	£	1,000.00
Melksham Town Council	£	3,000.00
Wiltshire Council - Melksham Area Board	£	876.09
Wiltshire Council - Melksham Local Youth Network	£	10,000.00
	£	18,874.51

Grant Income already secured for 2018

Work has begun on securing funding for our continued work in 2018 and the following grants have been confirmed:

Wiltshire Police and Crime Commissioner	£	5,000.00
Wiltshire Community Foundation	£	5,000.00
Wiltshire Council - Melksham Local Youth Network	£	2,500.00
	£	12,500.00

Generated Income

In September this year we increased the subs on all of our clubs from £1 to £2. This has resulted in us being able to significantly increase our subs income by 241%. We anticipate this figure growing slightly further next year with a full year's income at the higher subs rate.

Whilst our Tuck Shop has shown an increase in the financial contribution it makes to the charity's income, there is still significant improvement that can be found. With the expansion of the range of products we are selling we have had to develop better systems for managing wastage and spoils.

Hall hire income has significantly declined, partly as a result of the reduced availability of the premises due to the increased number of Youth Clubs being run from the centre. We will be looking at how we can market the premises further but are not anticipating a significant increase on the current figures.

Our income from renting out the minibus has seen an increase and with some careful and targeted marketing we are confident this income could be developed further.

	2016	2017	Difference
Subs	£ 3,331.68	£ 11,360.05	£ 8,028.37
Tuck Shop Surplus	£ 1,072.56	£ 2698.92	£ 1,626.36
Hall Hire	£ 1,790.00	£ 660.00	£ -1,130.00
Minibus Hire	£ 140.00	£ 560.00	£ 420.00
	£ 6,334.24	£ 15,278.97	£ 8,944.73

People

The lifeblood of Young Melksham is the amazing team of volunteers and paid staff who constantly go above and beyond to help us deliver the best services possible for the young people in our community.



We have been blessed with a team of regular volunteers who help deliver our club nights. The presence of these experienced volunteers helps us to keep the cost of running the clubs down, thus helping with the sustainability of the organisation.

Our paid team continue to be led by our Youth Work Manager, Gemma Howell. We have expanded the team of permanent staff to include a Youth Support Worker and we were pleased to appoint Kelly Duckhouse into that role in October. We continue to have pool of casual youth workers who help deliver our sessions each night.

We maintain a strong safeguarding ethos, with all volunteers and staff having to complete a DBS check prior to working unsupervised with young people and a requirement that all staff complete the basic safeguarding training within 2 weeks of starting work.

We also require all staff to complete a First Aid at Work course and a basic Food Hygiene course. Both of these courses are also available for any volunteer workers to undertake.

The Canberra Centre ... and what comes next

We were delighted that Wiltshire Council extended the lease on The Canberra Centre for an additional 2 years, giving us a base until October 2019.

The building continues to be in reasonable repair, although we have had to undertake a number of repairs during the year due to breakages and, unfortunately, one incidence of vandalism when the wall on the ramp leading to the centre was badly damaged.

However every cloud has a silver lining and in this case it was the phenomenal response of the public with numerous offers of materials and labour to undertake the repairs. In the end it cost only countless cups of coffee and packets of biscuits for the amazing team of local volunteers who helped repair the wall and return it to it's former glory.

We are now planning for what comes next and are in discussion with Wiltshire Council and Melksham Town Council about relocating the Youth Centre to King George V Playing Fields in the centre of the town.

There is still much to do to confirm the plans for this move, with a number of options potentially being available but at the time of completing this report nothing confirmed.



We are hoping that the move to the park will enable us to not only continue to run the five club nights we currently run, but also to provide additional support for the young people making use of the skate park.

Should we be able to move to the park we also plan to open a café which could be open to the public during the day and at weekends. This would offer fantastic fundraising opportunities for us and help with ensuring that the charity is self-sustaining and viable for years to come.

Governance

Responsibility for the day to day management of the charity has been delegated to the Chair of the Trustees and the Youth Work Manager. They are responsible for ensuring that the activities run are done so safely and legally.

They will generally meet every few weeks to discuss key priorities and any issues which need dealing with. Team meetings of all staff (and volunteers) take place at least once a year.

Trustees

Young Melksham is governed by a board of Trustees who also act as Directors of the limited company. These trustees have a wide range of responsibilities, some of which are set out in the Companies Act 2006, but are mainly responsible for setting the strategic vision for the charity and deciding on major purchasing decisions or commitments.

- To promote the long-term success of the company (charity).
- To act within the company's constitution and powers, ie only do things the company is authorised to do, and that they, the directors, have power to do.
- To exercise independent judgement (ie not take instructions from a third party on how to run the company).
- To exercise reasonable skill, care and diligence.
- To avoid 'situational' conflicts of interest, ie any situation in which the director's interests do or may conflict, directly or indirectly, with the company's. This includes where a director exploits any of the company's property, information or opportunities.
- Not to accept benefits from third parties that are offered because they are a director (or because they did, or omitted to do something as a director).
- To declare any direct or indirect personal interest in any proposed transaction or arrangement to be entered into by the company (a 'transactional' conflict) to other members of the board, either at a board meeting or in writing.



The Board meets at least four times a year to receive reports from the Chair and Youth Work Manager on the running of the charitable activities and discuss future plans.

Currently there are seven trustees:

- Jon Hubbard (Chair)
- Dawn Rossi
- Ray Coe
- Jenni Bertram
- Jack Oatley
- Teresa Strange
- Vicky Clayton