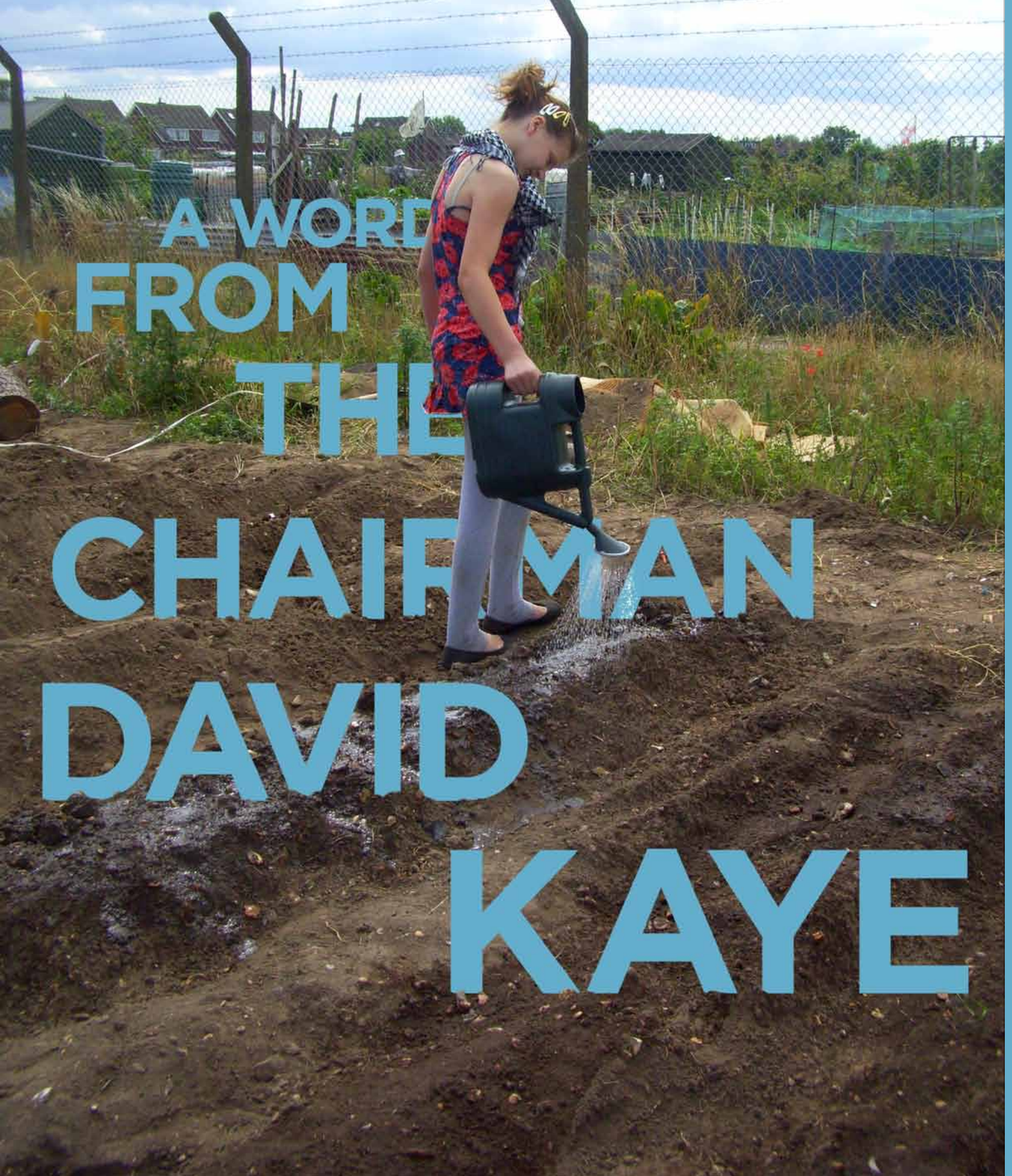
HOUNSLOW ACTION FOR YOUTH

ANNUAL REPORT

YEAR ENDED 31/03/2011

WELCOME TO ANOTHER YEAR OF HAY



HAY has had a busy year with a growing staff and expanding projects, despite the challenging environment for third sector organisations.

The Hanworth Centre continues to thrive as a hub for the community, supporting children, young people and families as well as accommodating numerous community groups who use the Centre's facilities. It is a safe and inviting space for all generations, from babies and pre-schoolers to the elderly who attend Age Concern's sessions.

We marked our tenth anniversary at the Centre in July with an open day and were overwhelmed by the support of the young people and their families in celebrating this milestone. We were delighted to be presented with a large painting created by the children especially to honour the occasion.

The Junior Youth Inclusion Project expanded into Bedfont & Feltham with a new staff team who hold their sessions in local schools, and temporarily at the Hanworth Centre while the Bedfont Sports Club is made ready.

There has been considerable uncertainty around the future of the Council's Youth Services. We very much appreciate the sentiments of Liz Hassock, the former Head of the Integrated Youth Support Service, conveyed in the Centre Director's report. We will miss her support and wish her well. We still await the outcome of the Council's restructuring.

Despite this, we have managed to maintain our stable financial position, albeit with some programmes well-funded and others requiring support from our unrestricted reserves. This position is only possible with the continuing support of our funders and staff who worked with dedication, patience and perseverance. We are now all focussed on sustaining and developing our services, and introducing some new and innovative work for which we are actively seeking funding.

CENTRE DIRECTOR — DEBBIE HUGHES

It has been another exciting year for HAY and the work it does at the Hanworth Centre. As you read through this Annual Report, we hope that you will get a feel for the innovative projects we run for all age groups, made possible by the talented and committed staff team.

We celebrated our 10th Anniversary with a superb Fun Day which took place last July. Over 300 people joined in the celebrations, which included a barbeque, face painting, a magician, urban art, African drumming, storytelling and a puppet show.

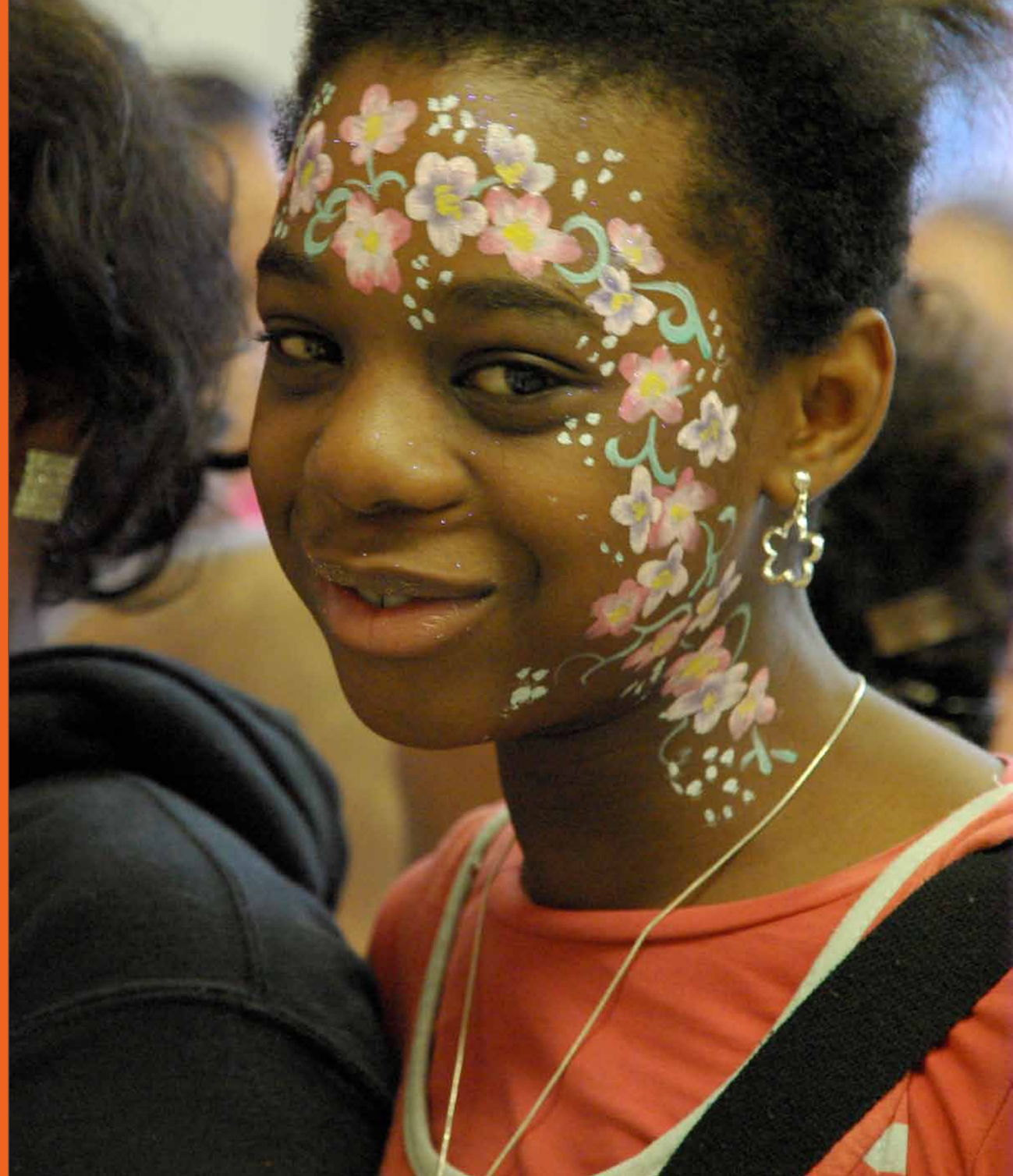
The newly extended Junior Youth Inclusion Project (JYIP) for the Bedfont and Feltham area was launched. New staff were recruited, sessions have begun and the project is developing well, while its partner project the Hanworth JYIP continues to thrive.

We launched two practical programmes with a direct impact. Work Wise helps to prepare young people for work and Choices for Life has been developed from the Life Choice programme, making it suitable for a younger age group.

The additional support for parents in the form of home and school visits has been further developed across the youth groups and now includes the Junior Club.

Our successful tender for Supporting Young People: Commissioning of Voluntary Sector Services 2011 – 2015 was another highlight this year. Our organisational strength, knowledge of the area and contacts with people and organisations at the west end of Hounslow, all contributed to HAY being awarded this tender to provide Education, Employment & Training (EET) services to young people at the Hanworth Centre over the next 4 years, supporting our existing Connexions work.

I would like to thank all staff for their hard work and dedication in making a difference to the children, young people and families who access and enjoy HAY's services.



Successful Fundraising
The fundraising environment is particularly challenging for all charities at the moment. Despite this, we are pleased to report a number of successes:

£75k grant over 3 years across our projects

£3k for Caterpillar Pre-School bursaries

£16k in the final year of a BBC Children in Need grant for Junior Club

£3k towards a Junior Club sessional worker

£15k per year for 4 years towards an 'Education, Employment & Training Programme' (EET) which will supplement the excellent work of our Connexions worker in the years ahead

£4.6k for a joint residential experience for both JYIPs

"Without organisations such as HAY, the landscape would be much less stable and I urge everyone involved to keep it up."

— *Liz Hassock* Head of Integrated Youth Support Service, London Borough of Hounslow.

07.30—08.50

Breakfast Club

BREAKFAST CLUB — JOAN YATES

HAY's Breakfast Club operates during the school term from 7.30 – 8.50am. It continues to offer a healthy and stimulating start to the day for children aged 4 to 11 from Oriel School.

Our staff team offers quality care and support to children and parents, helping many to ensure their children attend school or to continue/return to work. In addition to a healthy breakfast, we provide sports and creative activities with regular incentives to encourage and reward participation.

Case history
C's mother was given the opportunity to work in a local school supporting children with learning difficulties. She was anxious to take up this opportunity to enable her to help provide for her children financially and also to develop a future career for herself. She needed to begin work before C was due at school and the Breakfast Club, recommended to her by other parents, has enabled her to do so.

38 children on the Breakfast Club register

18 on average attend daily

70% have working mothers

65% are referred by the Early Intervention Team

"I'm so grateful for this provision. P enjoys coming here every morning and I can go to work knowing he is safe and happy."

09.00—12.00

Caterpillar Pre-School

CATERPILLAR PRE-SCHOOL — KATHY WITT

The Caterpillar Pre-School provides daily care and education from 9am to 12 noon, for 26 children per session. Many of the children, who range from 2 years 2 months to school age, have speech and language delay, learning, behavioural and social difficulties and have English as a second language.

Our PALS (Play & Learning to Socialise) programme supports the children in developing social skills and behaviour management strategies. We have added an effective new programme which addresses the children's ability to listen, maintain attention and take turns with each other - all vital skills for communication and learning.

So many children and their families have benefitted from the Pre-School and we are grateful to those funders who have enabled us to give them such positive experiences.

Case history
S is a little girl who has undergone surgery to correct a problem with her legs. As she spent a considerable time in plaster, she was unable to move around and learn during a vital stage in her development, delaying her ability to play and communicate. Her parents were concerned that this would be difficult to overcome, especially as she will need further surgery. We arranged for her to receive funding for one-to-one support for two mornings a week to enable her to catch up and to prevent further developmental delays.

She now joins in a range of play activities with other children and her communication skills are rapidly improving. Her parents are so delighted with her progress that they have asked for her to continue to attend next year instead of moving on to a school nursery.

20% have specific needs and receive one-to-one support

40% have English as a second language

17% have required HAY bursary funding

"We can't thank you enough for what you have done for our little girl. She loves coming to your Pre-School and it means so much to know that she is here with staff that care about her and are doing so much to help her."

16.30—18.30

Junior Youth Inclusion Project

JUNIOR YOUTH INCLUSION PROJECT (JYIP) — BIJAL KARAVADRA

HAY's JYIPs work intensively with children and young people aged from 8 to 13. The programmes are in high demand, with referrals ranging from youngsters with challenging behaviour to the most vulnerable young people in society who have numerous, complex needs.

This year saw the introduction of the Feltham and Bedfont JYIP, sister project to the well-established Hanworth JYIP. Both projects have already benefitted from the sharing of ideas and best practice. Developments have included the introduction of a key worker scheme and report cards, used as a daily communication tool between schools, home and JYIP. They are proving to be very effective in helping to motivate and monitor the children's progress against their individual targets.

This year has been one of growth for the Hanworth JYIP. The project has made excellent progress and we are seeing significant changes with the young people who are engaged with us.

We went on a joint residential with the Junior Club and the Children's Choice Panel members to PGL Windmill Hill. For some staff, this was their first residential, and the response from them and the participants was that it was the best experience of the year.

Young people from the Hanworth JYIP took part in the Life Choices programme and the feedback from parents was fantastic.

We continue to work closely with three local primary schools. The children love the sessions and the schools report positive changes with the young people who participate.

"You are angels. I can't tell you how much you have helped me and my family."

Case history
J's mum approached a member of the JYIP staff to ask if we could help her child who could not control his anger. He lashed out at her and his siblings and found it difficult to calm down. He also had very low confidence and self-esteem due to his appearance.

When I called her, she was grateful that someone had actually called her back. She said that most people she had spoken to never called back, or called to say that he did not meet the requirements for their service.

J has only been on the project for a short time, but the difference that his mum reports is enormous. She says that he is so happy to be coming here and that the report card system really works for him. He calms down a lot more quickly and seems to be able to open up much more and talk about what is troubling him. His relationship with his siblings is also improving, now that he is more tolerant. J has made lots of new friends so his confidence is also improving. Mum is delighted with his progress.

This year there have been no young people from Hanworth on the Feltham Anti-Social Behaviour Action group (FASBAG). The Hanworth JYIP worked with 45 young people and had 320 event and activity days this year.

We nominated a young person for Citizen of the Year this year due to her constant kindness and helpfulness on the project. She received a "highly commended" award.

Young people who began on the JYIP with low school attendance are attending more regularly now.

90% of young people have an attendance rate of 95% or more

95% of young people are now getting marks above 6 on their report card every day (6 to 10 indicates good to excellent behaviour)

Bedfont
&
Feltham
JYIP

BEDFONT & FELTHAM JYIP — GLEN THOMAS

Sessions of the Bedfont and Feltham JYIP officially started in December 2010 at the Hanworth Centre, where it will take place until our new premises at the Bedfont Sports Club are refurbished.

During the preparation and set-up phase of the project, we began building strong relationships with local schools by running lunchtime sessions at four primary schools. We are also supporting young people at secondary schools, visiting during the day and meeting with their teachers.

Together with mentoring through the new key worker scheme and home visits to ensure parents are also supported, we aim to provide holistic support that recognises all the young people's key relationships.

We have created a fruitful partnership with Brentford Community Sports Trust, which is delivering Sports Connect, a sports-based initiative that aims to tackle far-right extremism. A group of young people were taken on a memorable match day experience at Brentford FC, meeting the players and participating in a half time penalty shoot out.

Case history

The JYIP initially worked with Z at a lunchtime club, as it was felt that he needed extra support, a positive role model and constructive activity. Z was rude, boisterous and challenging during school hours. As the project was not yet running in the evenings, we agreed that we would take Z on a boy's group residential to offer intensive support and guidance.

His parents reported that he was struggling at school and at home and they were worried that if he didn't change his ways he would end up getting into further trouble. They didn't want him to follow in the footsteps of his brother, who is known to the police and criminal justice system.

Once Z started on the programme, he was placed on the report card scheme and this seemed to have an immediate impact. He was getting high marks (7-8 per day) on his report card at home, at school and at the JYIP. His parents were impressed with the massive improvements he made.

Z is now seen as a role model in the club and regularly speaks to other young people who show negative behaviour, offering them advice on the best way to react. This has resulted in him gaining 10s every day on his reports at home, school and at the club. He was also selected to go on the PGL residential as a reward for his behaviour.

> "The club has done so much to make things better with my son at home."

The Feltham and Bedfont JYIP worked with 22 young people and had 177 event and activity days this year.

80% of young people have a school attendance rate of 95% or more

85% of young people are now getting marks above 6 on their report card every day (6 to 10 indicates good to excellent behaviour)

94% of young people on the project agree that they are now closer to their family

17.00—19.00

Junior Youth Club

JUNIOR YOUTH CLUB — TERONE WILLIAMS

The Junior Youth Club for children aged 7 to 11 is held on Tuesday and Thursday evenings, from 5 to 7pm, throughout the year. It provides opportunities for young people to participate in a wide variety of activities and to discover and develop new skills.

During the school holidays we made various off-site trips which included cinema and bowling. The highlight was a three day residential trip. This year, on-site activities have included football tournaments, dance, music and arts & crafts workshops. The children had great fun designing decorations for various festive occasions and making an inspirational, achievement, cultural and gallery display. They also enjoy performing and had a talent show.

The children were nominated for the Hounslow Youth Achievement Awards and their invaluable contributions during the sessions throughout the term were recognised. They also received a trophy for winning the Brentford football tournament.

We ran cooking sessions which focused on nutrition, balanced diets, health & safety and hygiene. Various group discussions and workshops took place throughout the year covering topics such as confidence, self esteem & anger management, personal hygiene, road safety, cultural awareness, World Book Day, bullying, and meditation. Young people and parents have also benefited from the extra support through the school and home visits.

99 children registered

28% are from an ethnic background

16% have special or educational needs

Case history
The Project Manager became aware that some parents were struggling with the difficulties that their children were experiencing at home and school, and spoke to them about offering additional support. In November 2010 we launched school and home visits and parent support sessions as part of our extended services.

This has enabled young people and parents to confide in and develop further trust in the staff. Teachers have also found that the children's performance has improved at school and that the dynamic in the classroom has changed for the better.

"All the kids love it here and they really enjoy themselves."

"I have so much fun here and there is loads to do."

Intermediate

19.30—21.00

Youth Club

INTERMEDIATE YOUTH CLUB — ANTON YEARWOOD

The Intermediate Youth Club was initially set up to bridge the gap between the Junior and Senior Clubs. It provides a once weekly activity programme of activities targeted specifically at youngsters aged 11 to 13 years.

This has been a challenging year for the Intermediate Youth Club with staff changes and young people being disappointed at only having one session a week compared to the other youth groups which meet twice a week.

While the Intermediate Youth Club was being reviewed, we were able to offer those affected the opportunity to attend the Friday Night Club and some Senior Club sessions, giving them access to up to three sessions per week. The Intermediate Youth Club will be relaunched in September 2011.

Case history
D is 12 years old. He has special educational needs and has been diagnosed with conduct disorders. D really enjoys attending the Youth Club three nights a week, which wasn't possible before. He has gone from one night a week at the Centre to three nights a week and is very happy to be taking part in the variety of activities now available to him.

39 young people are registered at the Intermediate Youth Club

15% of the young people are from black and ethnic minorities

10% have known special educational needs

"The best thing about the youth centre is that we have the latest and best equipment to play with. I wanted an X –Box for my birthday but my mum couldn't afford it."

19.00—21.00

Senior

Youth Club

SENIOR YOUTH CLUB — ANDY CLARKE

Young people between the ages of 12 and 19 attend the Senior Youth Club on Mondays and Wednesdays, plus the recently added Friday nights, and have the opportunity to engage in a wide range of activities.

In this safe environment young people are trusted, given responsibilities, not seen as being 'in need', anti-social or criminals. They enjoy the fact that we have high expectations and don't impose unnecessary rules on them.

Strong partnership links between HAY and the local authority, in particular the Integrated Youth Support Service, continued to grow this year. We identified and filled a gap in provision with a Friday night session, demonstrating the commitment of HAY in meeting the needs of children and young people in the Hanworth area. This provides additional opportunities to help young people achieve positive outcomes during their adolescent years.

Developed by HAY staff members, the Developing Confidence and Self Esteem Programme took place last summer and was a huge success. All the young people who completed the programme stated that they had learned something helpful that they could use now and for the rest of their lives.

Case history
T is an Asian 15 year old. When he first came to the Centre he felt negative, anxious, confused and unsure of what to expect. He wanted to become happier with himself, be more positive and improve the chances of being proud of himself. At the end of the course, he stated that he had achieved his objectives.

230 Senior Club members on the register

73% of members are male

30% of members are from the black and ethnic minority community

The Friday Night Project has 93 members

45% of these members are from black and ethnic minorities

"I feel better and much happier and confident now about myself. The techniques are a good way of making me prepared for things like exams."

Connexions

CONNEXIONS — SIOBHAN DONOGHUE

Our Connexions Personal Adviser offers group sessions and one-to-one advice to 16 - 19 year old NEETs throughout the year. Many of the young people have never worked and are unaware of the skills needed to search for and secure employment.

Work Wise
Following consultation with the young people to find out what they felt was stopping them finding work, we devised and delivered a 10 week pre-employment programme. This covers interview skills, telephone interview practice, work placements, business management, money management and life coaching sessions. Of the 8 young people who completed it, 7 moved into employment or further education.

Extreme Talent
There is an extraordinary range of talent amongst our young people, so we gave them the chance to showcase their creativity whilst also thinking about their futures. Professionals came in to run fashion, music and dance workshops. The programme ended with an impressive showcase event at Feltham Community College. Careers and college advice was also given to young people during the interval.

Workshops
We delivered motivational, confidence and employment-related workshops throughout the year. Using elements of NLP, we created workshops which help young people understand how our habits and attitudes affect our thinking, teaching them useful techniques to help them make the changes they want in their lives.

Case history
I met M who was in the last year of school but rarely attended. She and her mother met with the school to try and resolve the issues but nothing changed. I arranged a meeting in which the school offered to reduce her timetable further, but M said she would rather leave. I referred her to West Thames College's FreshStart course for year 11 students. A few months later her report shows that her new tutors are extremely pleased with her progress, attendance and work. She is very happy now and has applied to attend college next year.

13 attended short courses; 9 of these moved into employment, voluntary work, college or further training

26 moved into employment

17 moved into education or training

171 young people have received information, support, advice or guidance

2,598 contacts made with young people

"Siobhan helped me and encouraged me to not be so shy and not give up on anything. She helped me gain a college placement after problems at school."

LIFE CHOICE — SIOBHAN DONOGHUE & BIJAL KARAVADRA

The Life Choice programme is designed to inform teenage girls about the realities of having a baby and the impact it would have on their lives.

As part of the programme, ten girls took an electronic baby home for four days, making them realise how difficult it can be to have a baby. Of the 21 participants in the programme over the past two years, only one 19 year old has had a baby.

Choices for Life
Based on the success of the Life Choice programme, many younger girls wanted to take part. We consulted with their parents and designed a programme appropriate for their ages. Topics included peer pressure, friendships, body changes and self-esteem.

On the last day we accompanied the young people to Hounslow with the electronic babies, when they found it challenging to manage everyday tasks while caring for the baby. They were also surprised by the public's negative reactions to them, as they believed the babies to be real. Fortunately some people were more positive; one lady stopped the group to say she thought it was a great idea. She told us that as a young mum herself, she would like her own daughter to take part and that every youth centre should run a similar programme.

TREASURER'S REPORT — DAVID KAYE

The accounts consolidate the activities of HAY and the Hanworth Centre. Both income and expenses in 2011 were higher than the previous year and reflect careful stewardship in the face of the impending reduction in government spending.

Grants excluding benefits in kind and investment income received by HAY were 61% from the London Borough of Hounslow and 34% from grant giving trusts. Individual donations were only 5% of HAY's receipts. Other income is from Hanworth Centre subscriptions for programmes run by HAY and community groups who use the Centre for their own activities.

The main expense is in running the programmes and activities at the Hanworth Centre, including the cost of the Centre Director and support staff.

HAY continues to have large restricted reserves; Capital Reserves for the refurbishment of the Hanworth Centre, completed in 2004 are being amortised over the remaining 13 years of the lease and, as such, is not income that can be expended. £819,000 remains to be amortised, which includes the cost of additional refurbishment during the year. Revenue Reserves are divided into three parts: Restricted is the unspent portion of programme funding which has been received in advance and is therefore ringfenced; Designated Reserves are required by the Charity Commission and approved by the Directors, and Unrestricted Reserves are available to cover existing programmes that are unfunded in the short-term and the running costs of HAY and the Hanworth Centre.

Summary Results for the year ended 31 March 2011 (to the nearest £1,000)

	2011	2010
Income		
Donations & gifts		
Building redevelopment	14	26
Restricted	563	485
Unrestricted	34	53
Other income	35	30
Investment income	4	5
	650	**599**
Expenses		
Staff and projects	423	393
Premises	68	76
Support	28	25
Depreciation	72	72
	553	**566**
Net Income	**97**	**33**
Revenue Reserves		
Restricted	385	298
Designated	90	90
Unrestricted	337	270

A BIG THANK YOU

Dozens of people and organisations have been involved in making our work possible at the Hanworth Centre. Although we cannot thank everyone individually, we extend our warmest thanks to all those who helped us during the year:

29th May 1961 Charitable Trust
BBC Children in Need
95.8 Capital FM's Help a Capital Child
Community Investment Fund
Connexions
Coutts and Co. Charitable Trust
Early Years Development and Childcare Partnership
Enid Blyton Trust for Children
Garfield Weston Foundation
J Paul Getty Jnr Charitable Trust
Lloyds TSB Foundation for England and Wales
London Borough of Hounslow
SITA Trust
Volant Trust
Waitrose
Anonymous Trusts

Bedford Park Neighbourhood Watch
CfBT
Crane Park Children's Centre
CVS Hounslow
Extended Services Co-ordinator
Feltham Arts Association
Feltham Community College
Hanworth & Feltham Extended Schools Cluster
Hounslow Adult & Community Education
Hounslow Children's Services & Lifelong Learning
Hounslow Homes
Hounslow Integrated Youth Support Service
Hounslow Police
Hounslow & Spelthorne NHS Trust
Hounslow Targeted Youth Support Service
Oriel School
Prospects

and the many people who have supported HAY by attending our fundraising concerts

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London Borough of Hounslow