

therendezvous



Annual Report 2017-2018

Youth Resource Services
(The Rendezvous Sherborne) Ltd
Under Cheap Street Church | Sherborne
Dorset | DT9 3BJ
Tel: 01935 814496 | Web: therendezvous.org.uk

Patrons: Jill Warburton, Ollie Devoto, Ben Hardy
Rev. Dr Christina Le Moignan
Chair of Trustees: Andrew May
Registered Charity No: 1162722
Registered Company No: 07592624

About us

Our vision

We want every young person in the area to have the resources they need to be happy, healthy, to make positive choices and live meaningful and fulfilling lives.

Our mission

To help young people to help themselves by providing advice, information and support, learning opportunities and positive life experiences to the young people in our communities who need it most.

Our values

- Inclusive: to provide services and support for all young people irrespective of ethnic or cultural background or sexual orientation – no one is ever turned away
- Positive: to be resolutely optimistic that lives can change for the better
- Non-judgmental: to work with young people without judging the choices they may make whilst helping and supporting them to make better choices
- Holistic: to take a holistic approach to each young person, working positively and proactively to engage other services who can provide additional specialist support in order to achieve the best outcomes for each young person

Objectives

- To provide the right services to the right people at the right time in the right way
- To meet the needs of young people by being current, relevant and professional
- To be financially sustainable
- To continually improve our governance

Facilities

- Coffee bar and soft seating area
- Meeting rooms
- Training room – with 10 PCs
- Music studio
- Offices

Contents

Chairman’s Report	4
Summary of Activities – 2017-2018	5-6
The year in numbers	7
Stories from the Rendezvous	8
Wellbeing: social, emotional and mental health	9-10
Advice and information (A&I)	11
A&I: Young parents support & Gillingham outreach	12
Learning and employment	13
Special projects	14
Volunteers	15
Funding	16
Friends of the Rendezvous	17
Governance	18
Board of Trustees & Staff	19
Our structure	20
Accounts Statement of accounts 2016-2017	21
Life in Sherborne	22
Did you know?	23

Chairman's Report

I am delighted that The Rendezvous have had another very successful year. Not only have we continued with our longstanding work in Sherborne and the surrounding area, but we have sown the seeds for taking our expertise further afield by starting to work with young people in Gillingham.

We have also demonstrated we can adapt to changing circumstances and the different needs and challenges facing young people today. Just as getting access to proper mental health provision becomes less readily available, we are seeing an epidemic of mental health issues, which go far beyond a lack of self-esteem.

We have identified that we need to increase our expertise in supporting these young people and are building up our financial resources to do so. Although our staff are qualified as youth workers not counsellors, we must be able to identify those that need counselling, signposting them to the professionals who can help them. We have aided this by hosting counselling services on the premises and even helping financially when the state is unable to provide free access.

A lot more detail on this and our other work is set out in Helen's Summary of Activities, which follow. Financially we had aimed to break even this year, but our results were substantially improved by an incredibly generous and very welcome legacy we received from the late Beryl Scrivens, who was a great supporter of The Rendezvous in her life time and has now given us unrestricted funds with which to help us expand our services and better train our team. We must be careful not to spread ourselves too thinly, but it is difficult for us to ignore the desperate need for our services elsewhere in the county.

As always there are so many people to thank. First and foremost our wonderful CEO, Helen and her brilliant team of part-time staff and volunteers. I am as always bowled over by their professionalism and dedication. Secondly the Friends of the Rendezvous, who provide us with both moral and considerable financial support under the guidance of Bob Eccleshall. The funds they provide throughout the year are hugely significant, not least as they show external funders that we have considerable local support.

Thirdly the other local trusts and charities, who support our work year after year, most notably the Alice Ellen Cooper Dean Charitable Foundation, the Valentine Trust, the Elizabeth & Prince Zaiger Trust, the Sherborne Country Fair, Give Life Live Life, the Sherborne Benifice Faith in Action Committee and many Sherborne businesses and individuals.

Finally we must also thank the generosity and support we receive from trusts outside Dorset, including this year: the Patsy Wood Trust, Henry Smith Charity, Garfield Weston Trust, BBC Children in Need, Comic Relief and others.

Andrew May
Chair of Trustees

Summary of activities – 2017-2018

Helping young people to help themselves

The Rendezvous has had a really strong year. Having celebrated our 20th anniversary in 2017 things seem to have gone from strength to strength with some major changes taking place. The Rendezvous was once the preserve of young people who dropped-in to hang out or find help. However, this year we have had far more interaction with parents than ever before. Parents have come to us to find help and support for their children. We are pleased to be part of the solution and to be successfully punching above our weight, filling gaps in local services and achieving good results. One parent recently posted openly on Facebook referring to her daughter by name that, *“The Rendezvous helped my daughter so much through secondary school that even when she didn’t need them anymore she wanted to go back.”*

A good youth worker can make the job seem effortless. Many might think "I could do that, it's just sitting around chatting to people" and it certainly comes more naturally to some than others but as the needs of young people and the state of society has changed in recent years so too has the role. Our team still provide a **positive adult influence** in young people's lives, they **advise, suggest and nudge** young people towards making **better choices** to hopefully emerge as young adults who are happy, healthy and able to lead a meaningful life. However, the bulk of the work they now do is **more complex** and dealing with vulnerable young people's **emotional and mental health requires** a greater level of knowledge and skill.

Many young people in our community like those across the country, are talking of **fear, anxiety, suicide; they're self-harming and depressed, they're struggling at school or struggling at home**. Over the last year we have had more and more local parents come to us looking for help with their children – some as young as 7.

In the increasing absence of statutory support for these children and young people we have been doing our best to fill the gap but recognise too that we needed to be able to offer more specialist support. In September 2017 we appointed a **Counsellor in Residence** to provide a small number of subsidised sessions for those who could least afford counselling and as we now have a waiting list we are planning to extend this service in 2018 with the recruitment of Counsellors-in-Training.

Our **training** budget has doubled in the last three years. In addition to regular youth worker training such as safeguarding the team have taken part in high quality national training on **self-harm** and **suicide**, a two-day course in Bristol on **Mental Health First Aid**, a ten week evening course in Listening Skills and are looking forward to a session led by a **Clinical Forensic Psychologist**. They take part in regular **supervision** sessions with a qualified Supervisor to help them reflect on their practice, to learn from each other and keep tabs on their own mental health which can suffer as a result of dealing constantly with people in distress. It's expensive but essential and has increased confidence, knowledge and understanding in the team and that can only benefit the young people we see.

We have provided an average of 16 hours a week support in the **Gryphon School** delivering four informal drop-in lunchtime sessions and 12 hours of one to one support. Feedback has been tremendously positive about the work the team have been doing up there and we're enjoying working with them. We have also played a part in their Parents consultation group meetings with regards improving support and understanding for families with children and young people struggling with mental health issues and look forward to watching and contributing where possible to the growth of parental support networks.

The change of approach to working with **young parents** last year has paid dividends this year. Our relationships with the local **health visitor** team has gone from strength to strength and we are now receiving an average of two new

referrals a month for vulnerable young parents. We have succeeded in supporting them in the home and then moving them into the weekly Young Parents Support Group which is beginning to thrive again.

Meanwhile the absence of youth provision is also felt keenly on the streets and the team have done sterling work building relationships with the young people in Gillingham through a project funded by their town council and we look forward to helping the project develop in the coming year.

Our **learning** offer continues to be strong. We've begun to work more closely with **Rylands Farm** providing support for **Functional Skills** qualifications which has helped more young people out of mainstream school with a successful way of learning and gaining their Maths and English qualifications.

The **volunteers** continue to amaze us. Their commitment to the young people and the charity is tremendous and without their diligence and application to the role and their encouragement over the last four years there are many young people who wouldn't be at college, at university or in employment with their English and Maths qualifications behind them.

But it's not all a bed of roses. Our work at times leaves us sad, worried, anxious, cross, frustrated - and sometimes all of them. This year we have dealt with some challenging situations which have highlighted the need for us to be prepared to deal with the problems that many think are city problems but are likely to be heading our way.

Yet, whilst our work can bring angst it can also bring great joy and pride as we watch our young people learn, grow, evolve and overcome or find better ways of coping with the difficulties facing them. And whilst some will always struggle to make the right choices the vast majority, with **support, encouragement** and **patience** of the community, will work through it.

Helen Da Silva Wood
Chief Exec

Next year...

We are looking forward to the coming year. New developments and activities that will be taking place include:

- **Counselling** - expanding our social, emotional and mental health support services to include a Counsellor in Training placement service to increase our capacity to support more young people with higher needs
- **Parents** - providing targetted support to parents of young people where family relationships are fraught
- **Partners** - building more strategic links and partnership across a wider area to share knowledge, resources, provide support and work collaboratively
- **Training** - including Post Traumatic Stress Disorder, conflict management, more specific mental health training and the introduction of monthly rather than bi monthly supervision sessions for staff
- **Computer refresh** - replacing our computer suite to bring our training room back up to full working order

The year in numbers

Last year our team of 4 front-line staff (all part-time) and 20 volunteers....

- Worked with over **350** young people
- Hosted **1,434** visits to our after school drop in sessions by **141** individuals
- Delivered **669 hours** of individual support for social, emotional and mental health needs including over **240 hours** of individual support at the Gryphon School
- Provided **500+** hours of one to one English and Maths sessions led by a group of **7** fantastic volunteer tutors
- Delivered **319** hours of advice and information regards housing, benefits, money management
- Supported Tinney's Lane Youth Club by providing staffing for **83** sessions
- Received **66** referrals from GPs, Health Visitors, CAMHS, the Gryphon School and parents for targeted one to one support
- Ran **44** hours of young parent group support
- Delivered **30** outreach sessions in Gillingham
- Provided **30** counselling sessions
- Made **29** home visits to vulnerable young parents
- Helped **11** young people reappraise their attitude towards substances and reduce their use of drugs or alcohol
- Helped **11** young people stop or significantly reduce their levels of self-harm
- Made **7** safeguarding referrals to statutory agencies (including Dorset Multi-Agency Safeguarding Hub) to keep young people and their siblings safe, **5** internal referrals for higher level support and **1** emergency appointment to the mental health team

“Without the Rendezvous

I really don't know where she'd be now.”

- Parent

Stories from the Rendezvous

Liam

Situation – Liam chose not to talk. He hadn't talked to anyone for 3 years in more than a whisper. Whilst at school he would whisper if he was made to by adults but otherwise he remained electively mute and isolated from his peers

Intervention – Liam came to the Drop In sessions run by our Youth Support worker and funded by Comic Relief. Slowly but surely we were able to encourage him to acknowledge the reason for his silence and open himself up to the idea of friendship. We engaged him in conversations about his interest in animals and encouraged him to join in and eat his lunch with others

Resolution – By finding ways of engaging him with his peers at his own pace and in his own way Liam found his voice. After three months he no longer needed our support and encouragement. He no longer spends lunchtimes in the Drop in Sessions but is out and about in the school grounds with his new friends. He is still quiet but more sociable and much happier.

Lucy

Situation – Lucy came to us at 20 with a two-week old baby, an unsupportive family who wanted her out of the house and just £2.90 in her purse...

Intervention – We helped Lucy find somewhere to live, apply for Universal Credit and plan her finance. She joined our Young Parents Support Group and worked on managing her anxiety and building her confidence.

Resolution – Lucy is now managing her life, her home and her finances. She is an active member of the Young Parents Support group and helps and encourages new mums who are also struggling. But best of all she has grown into a more confident parent and her daughter is thriving.

Dylan

Situation – Dylan was angry all the time. There were significant problems in the home, a difficult parental divorce and he would frequently lose his temper and lash out physically. He was on his final warning at school and any further trouble would mean attending a specialist pupil referral unit and a likely end to a building a career in the services.

Intervention – Dylan was referred to our Counsellor and worked with her on a weekly basis over four months to explore his emotions.

Resolution – Our Counsellor used Dylan's career ambitions as a focus and driver for the work they did together. Dylan fully committed to the counselling process and over the weeks he has matured and grown in all senses as he became more self-aware, emotionally responsible, calm and learnt to embrace alternative viewpoints. This meant he stopped getting angry and into fights. The threat of permanent school exclusion was removed and he is now assured of a place in the armed services. He's also keen to tell others of the benefits of counselling and is hoping he could talk to younger children about the difference it can make.

“[Counselling] has helped me calm down in situations that could have gone bad. When I might have got angry before I use the special breathing to stay calm and it helps me to control my thoughts” - Dylan

Wellbeing: social, emotional and mental health

Stress, anxiety, self-harm, suicidal thoughts. These are all things that are hitting the headlines. Between them, Jemma Turner and Sarah Childs have nearly twenty years' experience at the Rendezvous of working with young people. Together they have witnessed the changes in the nature of the problems they are encountering. As recently as five years ago they rarely had to support young people struggling with such high levels of anxiety or stress. Self harm was less prevalent, suicide ideation unheard of and there seemed to be far fewer Class A drugs around.

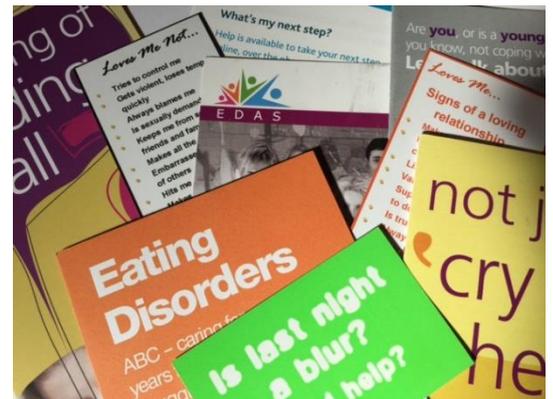
This year we have worked with over 150 young people on a one to one basis – nearly doubling the number we saw last year. In response to the growth in demand and the increasing complexity of needs it was prudent to examine our offer. Traditionally youth work operates in Tiers 1 to 2 but given the absence of support from statutory services the team have regularly found themselves working with young people with these much higher needs. Young people's mental health is too serious an issue to get wrong and it is essential that the staff team work within their level of training and competency for the benefit of the young person and their own wellbeing.

In light of this we have done three things:

1. Collaborated with a counsellor (Helen Inman) to work therapeutically with those young people with higher needs through the introduction of counselling sessions (Tier 3)
2. Identified caseloads according to three main levels of need and allocate work according to the experience and knowledge of the team members delivering the support. We use the Mind framework for assessing need which ranges from Tier 1 to Tier 4 – tier 4 being specialist intervention from the Children and Adolescents Mental Health Service and outside our remit
3. Sent staff on higher level training to build their knowledge and confidence including the national programme, Mental Health First Aid and a ten week evening class in Effective Listening Skills course

Tier 1 – Drop In

Our work at this level is predominantly delivered through our informal drop in sessions whether at the Rendezvous or at the Gryphon School. It provides a sympathetic listening ear and



“Thank you for being there when no one else was.”

- Parent

Megan

WAS

stressed, anxious, self-harming and not attending school

BUT NOW...

gets regular support, is less stressed, has reduced her levels of self-harm and is now reintegrated at school

guidance to encourage young people to cope with their emotions and to manage and respond to the situations they face in a more positive way. Interventions tend to be short term and focus on a single problem although sometimes in the course of the work much more serious matters can be revealed.

The Rendezvous Drop In sessions and regular lunchtime drop in sessions at the Gryphon school throughout the year have been delivered by **Jaz Miller**. At the school, the drop in lunchtimes attracted an average of 20 young people each day and the afterschool sessions around ten to fifteen. Jaz is popular with the young people who find her easy to talk to. She has had some extremely positive results working with young people who are struggling to cope socially or dealing with family break ups and bereavements.

Tier 2 – Wellbeing: one to one

Jemma Turner and **Sarah Childs** are responsible for delivering one to one support at the centre, at the Gryphon School and in the homes of young parents. Working with young people who are regularly distressed and finding it difficult to manage and cope with their emotions, their work forms the bedrock of our support in this area. Using emotional coaching techniques they help young people move forward. They are highly regarded in the local community and are now not only known by the young people as being someone to turn to in times of need but by parents too.

Tier 3 – Counselling: one to one

From October to March we piloted a counselling project and provided over 30 free or heavily subsidised counselling sessions provided by **Helen Inman** an experienced counsellor qualified to work with children and young people.

During this period we have tested demand, identified the differences and areas of overlap that exist between counselling and youth work, professional standards and implications of making counselling a regular offer at the centre. Over the course of this period we received referrals from GPs, schools and enquiries from parents. On the back of these considerations we will be running and monitoring the effectiveness of a one year pilot to recruit Counsellors in training to extend this offer.



11
*young people
succeeded in significantly
reducing or stopping to
self-harm*

Lead: Jemma Turner / Sarah Childs

Counsellor: Helen Inman

Focus: mental health, self harm, eating disorder, suicidal thoughts, emotional development, confidence and self-esteem

Offer to young people

Drop-in (13-25)

1:1 confidential support – including: self-esteem, self-confidence, self-harm, relationships

Delivered at: the Rendezvous, Gryphon School, Young Parents homes

Groups: Young Parents Support Group

Plans for 2018+

- Expand our counselling offer
- Develop Counsellor in Training placement service
- Put Supervision in place for whole support team
- Appoint Advisory Group with specialist counselling expertise

Advice & Information (A&I)

As government policies on benefits have come into force the impact on young people is being keenly felt. Now if you're

- under 25 and working part-time you can't claim any top-up benefits
- 18-21 and claiming universal credit you are no longer entitled to housing benefit unless you fall into a narrow list of exemptions
- under 35 and single with no dependents you're no longer eligible for full housing benefit

These factors, together with the shortage of local affordable housing, mean young people working in short term and/or part-time work have neither the income nor the security to live independently and no chance of meeting eligibility criteria. In turn this has resulted in a general decline in young people seeking help for housing and benefits although it continues to be a major focus of work with young parents.

Housing – In December 2017 tenants housing support was taken in house by Magna Housing Association across the company. We have kept our doors open to residents in need of help but no longer provide weekly checks and a management service.

Benefits – the Universal Credit system continues to frustrate and exasperate young people and the staff team trying to make first time applications. Then, once an application has been approved the six weeks it takes for the benefits to be paid causes many people to accrue debts so we have been doing more work around budgeting and helping young people to manage their money.

Health and Wellbeing – we continue to have a good relationship with Reach (the rebranded Dorset drug and alcohol service which now takes young people to 25 rather than just 18). We have referred young people to their team and host appointments in the centre enabling us to provide ongoing encouragement.

Food poverty – we fully support the important work done by the Sherborne Food Bank and have continued to be a collection point for young people and families in need of food parcels. We have also benefitted from the pilot Fair Share project with Waitrose.

Period poverty – we have benefitted from donations of sanitary products made through a graduate staff initiative at Thales (Templecombe, Somerset)



26

Housing and benefits issues resolved

Lead: Jemma Turner

Focus: personal circumstances, benefits and welfare system, housing, financial management, physical health and well-being, substance misuse, relationships

Offer to young people:

1:1 confidential support by appointment or through drop-in at the centre or through outreach

Informal group work through drop in and outreach sessions

Plans for 2018+

- Development of work around sexual health and promote positive, healthy relationships
- Staff training in conflict resolution
- Build links with organisations in Somerset to facilitate sharing of local knowledge and training

A&I: Young Parents

The Young Parents Group proves how important it is to step back, reflect, examine the work that we do and be prepared to make bold changes when necessary. In 2016-17 the young parents support group was almost at the point of closure. It had been going for nearly 18 years. Attempts to attract new parents to the group had failed and we wondered whether there was a need. A year later, after taking time out to review the project and acting on our findings we continue to run the weekly group, our work with young parents is transformed and now a highlight of our advice and information offer.

Sarah Childs has been doing some excellent work by working collaboratively with the Health Visitors and making home visits for the first time. Although it is still proving hard to attract large numbers of parents to the weekly support group we have avoided closure and it continues to meet every Wednesday. The health visitors regularly refer young parents to us for the help and support that they are unable to give (an average of one referral a fortnight). By visiting young mums in the home Sarah is able to resolve practical problems (eg housing and benefits) and build positive relationships with them. Over the last year we have been in touch with 21 young mums, made 29 home visits, resolved 12 housing problems, 10 benefits issues and run 44 group sessions.

Outreach in Gillingham

In summer 2017 it was suggested we apply to deliver a pilot outreach programme in Gillingham. We took the leap and were delighted to be awarded one year funding by Gillingham Town Council. And what a year it has been. Working in the open and actively seeking out young people's 'hang outs' is very different to opening the doors at the Rendezvous and having the young people come to us.

At times it has been challenging but the team, led by Jemma Turner, have done some excellent work helped by the positive and supportive relationship with the lead Councillor (Barry Von Clemens) and the Town Clerk. They've met fantastic young people who after their initial mistrust have liked having positive interactions with adults who weren't there simply to reprimand or report them but were interested in them as people. Over the course of the year the team have provided Christmas hot chocolates courtesy of Waitrose and end of term pizza parties in the skatepark. They've answered questions the young people wouldn't ask others, dispelling myths and misconceptions about drugs and alcohol and replacing them with facts. They have not shied away from challenging behaviour and attitudes, language and rudeness and made spot visits to areas of community concern and as a result have gained the respect of the young people. The project ends in August 2018.

"Thanks to them we've got somewhere to live. I'm less stressed and my baby sleeps better."
 – Young parent

Lead: Sarah Childs

Focus: advice and information, social and emotional and mental health, social isolation and peer support

Offer to young people:

1:1 Home visits (referred by Health Visitor)

1:1 appointments at the centre.

Parents support group – weekly Wednesday group

Plans for 2018+

- Increase participation at group
- Maintain positive relationships with Health Visitor team
- Attend other young parents groups



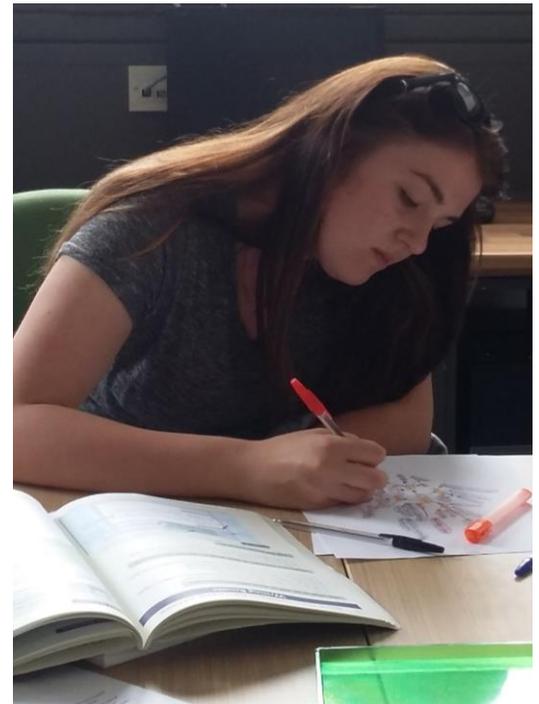
Learning & Employment

Our regular programme of English and Maths tuition and our work around employment is going from strength to strength.

English and Maths Tuition – we were delighted to be able to extend the Maths tuition to a small group of Year 11 students. The group had very weak skills and extremely low confidence. As a result we have now introduced Entry Levels (1,2 and 3) which are accredited examinations but pre-GCSE. The team are using them as a diagnostic to assess levels and to ease the students into learning, enabling them to quickly pass and gain an accredited certificate. The increase in confidence as a result of this is tremendous as they realise that they can achieve which fills them with self-belief and the drive to continue.

The Maths group had excellent attendance and obviously enjoyed being in the centre and learning in a different way. They built positive relationships with their personal tutors and thrived. Feedback from everyone involved in the programme has been excellent and we're looking forward next year to saving more young people the stress, anxiety and demoralising effect of studying for higher level exams that they are unlikely ever to pass.

Meanwhile our older independent learners have done well and it's always pleasing when we are asked to write a work or college reference for an ex-student who passed their exams with us. This year we have two students who are almost ready to sit their final modules and then head off to university and have supported others struggling with serious mental health issues. We are extremely proud of one who, because of our flexible approach, has been able to study on and off and then pass a full Level 2 English qualification in between bouts as a hospital inpatient.



Lead: Julie Bartle
QA: Carol Johnson

Offer to young people:

- Tutoring – one to one and in groups English, Maths and IT Level 2 Functional Skills qualifications
- Volunteering
- Careers and employment – support and specialist referrals
- Links to local businesses and employment opportunities

Plans for next year:

- Build more local business links
- Recruit more students for English

11 young people found employment with help from the team

Local opportunities

For the last two years Julie Bartle has been involved with the **Sherborne Chamber of Commerce** and working towards putting young people and employers in touch.. As a result of this we have been donated a smart TV by **Waitrose** to use as an electronic jobs board. This will help us highlight local employment opportunities and other activities and events in the area. The television was presented by store manager, Steven Lee.

Special Projects | Careers

Network First

Our sixth form careers event, Network First ran for a second year in the Gryphon School Conference centre in November. Building on the first event, we made tweaks to the format which uses a 'speed dating' approach to introducing young people who are opting not to go to university after A Level to 23 local employers and business people.

The event can be eye opening to both young people and industry stalwarts alike. It helps show young people that there are ways of having a successful career that don't involve university and gives those working in industry a better understanding of young people and their fears and aspirations for their future. As one employer said, *"It reminded me of how I felt at their age which makes me feel that this is very important."*

Feedback told of a well organised and positive event and the business people were really impressed with the young people they spoke to and the questions they posed. Young people gained confidence learning how to present themselves when talking face to face – something that is ever more important given the increasing reliance on virtual communication by young people.

The date has already been set for next year's event and we're looking forward to an even bigger and better event.

Another Rendezvous story...

Situation – Dinah took an ASDAN qualification with us when she was at the Gryphon School. As part of it she tried her hand at floristry and was offered a part time job at a local Sherborne florist. Despite her obvious skill and enjoyment of working with flowers she headed to Yeovil College to study Hairdressing. She found that she didn't enjoy hairdressing and decided to drop out in order to secure a place at Kingston Maurward College on a floristry course the following academic year..

Intervention – Dinah had never gained a Maths and English qualification and realised that when she started at the college she would have to resit it until she passed. Remembering the Rendezvous she came back to us and enrolled in our weekly Maths programme.

Resolution – six months on, Dinah is now two thirds of the way towards gaining her English and Maths Functional Skills qualification (Level 2). We have negotiated with the college for her to continue to study with us. This means that rather than having to start afresh with her English and Maths with new tutors at Kingston Maurward who don't know her or her learning style, she will be able to focus all her time at the college on floristry and continue to learn with us in a setting she feels comfortable in.

"There is a definite need to show young people this route into business."

– Local employer

"It made me feel more confident and to just go for things..."

- Student

Plans for next year:

- Increase the numbers of business participants from 23 to 28
- Consolidate relationships with business and encourage business sponsorship

Volunteers

Over the last year twenty-one volunteers have given of their time, their energy and their skills and knowledge to benefit others. Our volunteers have listened, talked, taught, challenged and in the coffee bar have fed young people. Whether working directly with young people or behind the scenes, they've built positive relationships, gained an insight into the world that young people inhabit and we're extremely grateful for everything they do.

Without our team of four English tutors and seven Maths tutors there would be no weekly learning sessions. In turn this would mean that Rich would not have stayed in college, Jaimie wouldn't be going to Kingston Maurward and, because a Level 2 Functional Skills is equivalent to a pass, Jason won't face resit after re-sit of his Maths GCSE.

The work of the tutoring team was recognised at the Dorset Volunteer Awards in 2017. Paul Blake a long-standing Maths tutor and Julie Bartle attended the evening ceremony to receive Nominations Certificates from Sir Julian Fellowes at the Dorford Centre in Dorchester on behalf of the team.

Mentors – with the increase in higher needs the demand for mentoring has declined but we have a small group of dedicated volunteers who have again continued to provide valuable one to one support for young people under 18.

Coffee Bar – Ali Berry and Nicki Lewis continue to be a positive presence in the coffee bar on Wednesdays and Fridays. Ali's always ready and Nicki wraps up the week on Fridays with tea and toast for everyone which is always appreciated. We were very sorry to see our regular Thursday volunteer, James Tyler, leave us but he has successfully completed his level 2 training and is now looking to further his career working with young people.

Young Volunteers – Lottie Hayton has now graduated from Oxford and after three years volunteering for us behind the scenes is moving on. We've missed having other young volunteers this year but, it takes a special person to volunteer with us and it's important that, whatever the age, all our volunteers are a good fit for us.

Administration – Sue Prescott has been a great asset to the centre. Setting up and managing the weekly jobs board, supporting the Network First careers event and also acting as minutes secretary which has been a real help.



“Of course young people can be frustrating at times but if I make just one tiny difference to someone then it's worth it”
- Volunteer

Lead: Julie Bartle

Focus: providing trained and well-supported volunteers who believe in our vision and mission and are well suited to the roles they perform

Volunteer roles:

Tutoring (Entry Level and Level 1 & 2 English and Maths, OCR)

General support – coffee bar

Event and activity support including studio

Administration

Plans for next year

- Recruit 2 additional tutors

Thanks go to

Vicki Addey | Alison Berry | Frazer Adams | Paul Blake | Helen Devonshire | Lucy Foster | Hugh Griffiths | Judy Griffiths | Emma Harris | Justine Hart | Nicky Lewis | Wendy Lucas | Sue Prescott | Tony Smith | James Tyler | Ellie Appleton | Lottie Hayton | Mike Morton | Carol Johnson | Ali Enticott | Amanda Johnson | Charlotte Hook | Lucy Daniels | Hattie Lees | Tom Straughan

Funding

In 2017-2018 we have generated significant income. We've kept costs under control, built up reserves thanks to an unexpected legacy from long term supporter Beryl Scrivens and managed to set aside funding to underwrite and invest in the charity's future plans.

We are extremely fortunate and appreciative of the ongoing support of regular funders including Garfield Weston Trust and local trusts, Alice Ellen Cooper Dean Charitable Foundation and the Valentine Trust who have all supported us for several years. The Patsy Wood Trust who have so generously supported us over the years are winding down their capital but have given us one final small development grant for which we are grateful and the importance of the three-year commitment to fund 35 hours youth worker salary by the Henry Smith Charitable Foundation which comes to an end in January 2020 cannot be under-estimated.

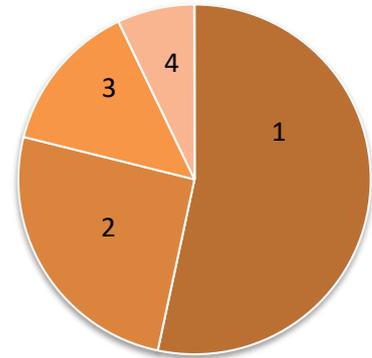
Meanwhile project funding from BBC Children in Need and Comic Relief (both now ended) helped us deliver services in other settings and refine some of our working practices.

The delayed decision about the fate of Dorset County Council's future meant that we unexpectedly received another year's grant from West Dorset District Council (£4,438). Unfortunately, we have been assured that it is most definitely the last one and will definitely stop when West Dorset ceases to be a discrete political area in April 2019.

The Friends of the Rendezvous continue to work hard and we are grateful to all those involved. The Sherborne Country Fair and the Sherborne benefice Faith In Action committee continued to support the charity and we were thrilled to benefit from the Mayor of Sherborne, Jill Warburton's Quiz Night as one of her charities of the year. The Soroptomists have continued to support us and we were delighted that the staff and customers of clothing store 'White Stuff' nominated us as their local charity.

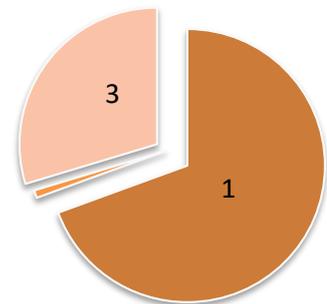
Whilst we appear to be financially secure for the immediate future we remain dependent upon generous grants and legacies and are always aware of how quickly the situation can change. We will continue to be prudent in our expenditure but relieved to be able to ensure that we can invest in the training and the time we need to develop our service to meet the increasing needs.

Income



- 1. Donations, grants & legacies £91,790 (53%)
- 2. Donations, grants & legacies - restricted - £43,978 (26%)
- 3. Charitable activities - £24,076 (14%)
- 4. Other fundraising activities - £12,195 (7%)

Expenditure



- 1. Delivery of charitable services - £100,873 (69%)
- 2. Fundraising activities - £1,322 (1%)
- 3. Core costs: premises & admin - £43,157 (30%)

Friends of the Rendezvous

Each month the Friends pay a substantial cheque into the principal Rendezvous account. Much of the Friends' income derives from the regular monthly and annual subscriptions of its members. There are also irregular donations: a frequent attendee at coffee mornings gave us a 2017 Christmas gift of £300; and we received a similar amount from a Friend, the equivalent of a 'goodwill gesture' from an insurance firm with which he had been in dispute.

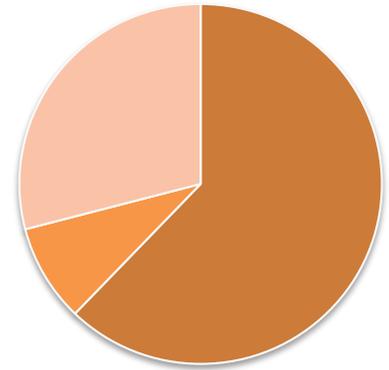
Then there are various events including the Sunset Cafe Stompers' jazz concerts organised by Raymond Wood. The free use of Cheap Street Church and Hall for the concerts, together with the readiness of members of the congregation to prepare refreshments, is evidence of the generous support which the Church gives to the Rendezvous in so many ways.

Our Tuesday and Friday coffee mornings are coordinated by Sandra Atherton and Marilyn Davies who make the cakes and savouries as well as refreshments for other events. Others assist on a regular basis and Christine Gibbs, former secretary of the Rendezvous, is always willing to emerge from retirement when needed. As well as earning about £4000 a year, the coffee mornings provide a drop-in venue for people wishing to learn more about the work of the centre, to suggest fresh ideas for fundraising, or simply to request a Friends' membership form. Our pivotal position in the town enables us to use the coffee-morning slots to host other groups offering advice and guidance on, for example, housing for people of all ages and numerous issues affecting elderly citizens.

Funds raised by the Friends contribute towards the salaries of the centre's manager, administrator and youth workers as well as the maintenance of the premises and its contents. At the request of members of staff we also make one-off payments or loans to young people experiencing financial emergencies.

Prof Bob Eccleshall

Income



*“The coffee and company are good and the cakes excellent – and we’re raising money for the Rendezvous’ work with disadvantaged youngsters. They are our future and it’s good to be able to help!”
– a coffee morning regular*

Logan

WAS Desperate to regain contact with his daughter after coming out of prison

BUT NOW Has been working steadily and kept out of trouble for seven months and after encouragement and a letter of support from the Rendezvous he recently enjoyed his first telephone call with her in four years

Governance

Legal Status

- We are a Company limited by guarantee and registered under the Companies Act 2006. The Company Registration Number is 07592624.
- We are a Charity registered with the Charity Commission for England and Wales. The Charity Registration Number is 1162722.
- We are governed by our Articles of Association, which outlines our objectives and powers.
- The Directors of the company are responsible to the Members.
- The Directors are also Charity Trustees as defined by the Charities Act 2011.

Trustees

- The Trustees meet six times a year and are responsible for formulating the strategy and policies for the charity as a whole.
- During the year there were on average eight trustees with a range of skills which are related to the aims and work of the charity. The ideal number of trustees is considered to be between seven and ten with a broad mix of business, educational and youth work skills.
- Potential trustees are assessed by the Nominations Committee and approved by the full Board. All are asked to submit to a Disclosure & Barring Service (DBS) check. New trustees undertake a trustee induction programme to familiarise themselves with the charity.
- A Finance and General Purposes Committee (F&GPC) has been established under the chairmanship of the Treasurer.
- The Trustees review the major risks facing the charity on a regular basis, including the adequacy of financial reserves, the appropriateness of financial controls and the operational, reputational and business risks facing the charity. As far as possible the Trustees believe that appropriate measures have been taken to mitigate these risks.

Board of Trustees

Chair	Andrew May
Vice Chair	Professor Robert Eccleshall
Vice Chair	Linda Bygrave
Treasurer	Penny Graham
Trustee - <i>Schools</i>	James Gower (resigned 5 June 2018)
Trustee - <i>Training & Qualifications</i>	Carol Johnson
Trustee - <i>Young People</i>	Penelope Wallington
Trustee - <i>Marketing & Fundraising</i>	Julie Warren
Trustee - <i>Community</i>	Roy Catchpole
<i>Secretary to the Trustees</i>	Sue Prescott

Staff Team

Chief Executive Officer/Centre Manager	Helen Da Silva Wood
Finance & Business Administrator	Jo Lowndes
Lead – Advice and Information	Jemma Turner
Lead – Social and Emotional	Sarah Childs
Lead - Employability, Learning & Volunteers	Julie Bartle
Youth Support Worker	Jaz Miller
Youth Support Worker	Jemma Rogerson

Sessional Staff

Session leader	Rich Lund
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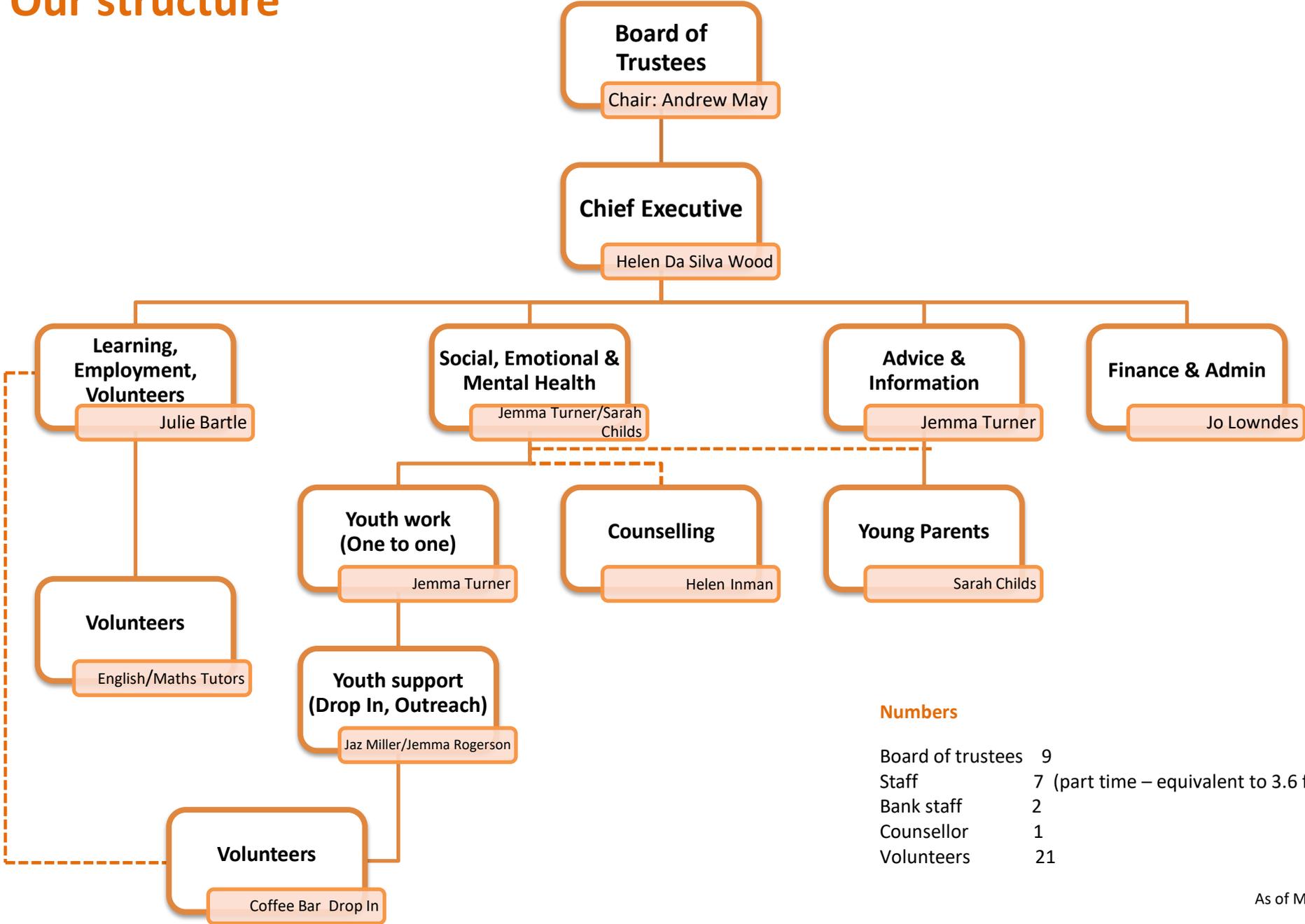
Counselling

Counsellor	Helen Inman
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Friends of the Rendezvous

Chair	Professor Robert Eccleshall
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Our structure



Numbers

Board of trustees	9
Staff	7 (part time – equivalent to 3.6 full time)
Bank staff	2
Counsellor	1
Volunteers	21

Accounts

Statement of Financial Activities for the year ended 31 March 2018

	Unrestricted Funds	Restricted Funds	2018	2017
Incoming resources				
Donations, grants & legacies	91,790	43,978	135,768	151,408
Charitable activities	24,076	0	24,076	31,659
Other fundraising activities	12,195	0	12,195	11,334
Investment income	34	0	34	12
	<u>128,095</u>	<u>43,978</u>	<u>172,073</u>	<u>194,413</u>
Resources expended				
Charitable activities	44,684	56,189	100,873	97,840
Other fundraising activities	1,322	0	1,322	1,637
Premises & administration	36,997	6,160	43,157	49,524
	<u>83,003</u>	<u>62,349</u>	<u>145,352</u>	<u>149,001</u>
Net movement in funds	45,092	-18,371	26,721	45,412
Total funds brought forward	<u>56,364</u>	<u>50,880</u>	<u>107,244</u>	<u>61,832</u>

Balance Sheet as at 31 March 2018

	2018	2017
FIXED ASSETS		
Tangible assets	<u>52</u>	<u>160</u>
CURRENT ASSETS		
Debtors	2,030	1,764
Stock	170	100
Cash at bank and in hand	135,886	112,500
	<u>138,086</u>	<u>114,364</u>
CREDITORS: Amounts falling		
due within one year	<u>4,173</u>	<u>7,280</u>
NET CURRENT ASSETS	<u>133,913</u>	<u>107,084</u>
Total assets less current liabilities	<u>133,965</u>	<u>107,244</u>
FUNDS OF THE CHARITY		
Unrestricted funds	108,606	56,364
Restricted funds	25,359	50,880
	<u>133,965</u>	<u>107,244</u>

Life in Sherborne:

A young person's perspective

“There’s nothing to do, so people end up getting in trouble” - Young Person

* * *

“You get stereotyped. Just because I’m wearing a hat doesn’t mean I want to be hard.” – Young person

* * *

“There’s nothing here for girls. We just have to go up to the skate park and hang around with the boys.” – Young Person

* * *

“There are all these older people hanging round younger people and trying to get them to do things. I say no but if you’re younger it’s really hard. They might start off saying no but eventually they’re going to give in and try it.” – Young Person

* * *

“Everyone thinks Sherborne is lovely but it’s not. I wouldn’t want to grow up in Sherborne again.” – Young Person

Jake

WAS

smoking weed and relying on alcohol to get through the working day until he lost his job

IS NOW

Is three months into a weekly support programme with a drug and alcohol support worker he was referred to by the Rendezvous

Megan

WAS

struggling at school, regularly self harming and came from a family where significant mental health problems were the norm

IS NOW

able to identify her triggers, use strategies to help her cope and now her scars are fading and she rarely cuts herself

Lucas

WAS

convinced he’d never pass any exams

IS NOW

has an Entry Level 2 Maths qualification and has chosen to study with us to take Entry Level 3 before going to college to study life skills

Did you know?

20% of teenagers may experience a mental health problem in any one year

Family relationships and divorce were the number one concern for young people contacting Childline in 2011

1 in 10 school children (5-16 years) have a diagnosable mental problem¹

50% of mental health problems are established by age 14

44% of young LGBT (16-24) have considered suicide

75% of mental health problems are established by age 24¹

The average wait for effective treatment is 10 years

Suicide is the biggest killer of young people in the UK

70% increase in rates of depression and anxiety in the past 25 years (MHF)

Less than 30% of mental health research is focussed on young people

In a class of 30 children – at least 3 will have a mental health problem – and many teachers believe it is double that

56% of young people believe that anyone of their age with a mental health problem would be treated differently

70% of children and adolescents who experience mental health problems have not had appropriate interventions at a sufficiently early age

400 young people (20-24) committed suicide in 2011

Hospital admissions for young people with **eating disorders** have **doubled** since 2009

Sources:

Mental Health Foundation: Children and Young People – Fundamental Facts about Mental Health - www.mentalhealthfoundation.org

Young Minds: Mental Health Statistics - www.youngminds.org.uk

Counselling Directory: young people statistics – www.counselling-directory.org.uk

Working with young people to give them...

Help

to resolve practical problems with
housing, benefits, debt, employment

Support

to improve their social, emotional
wellbeing and mental health

Tuition

to gain the qualifications they need
to go to college, start an
apprenticeship, find a job

Hope

for the future