

HAF Annual Report 2023

Hertfordshire's
Holiday Activity Programme



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1. Introduction

The Department for Education (DfE) funded Holiday Activities and Food Programme (HAF) is known in Hertfordshire as the HAPpy: Holiday Activity Programme.

The HAPpy programme in Hertfordshire has developed since its inception to become a valued source of support to families offering free holiday activities and a nutritious meal to children who meet the following criteria:

- Are school age (reception to year 11)
- Are attending school in Hertfordshire.
- Are registered for benefits-related Free School Meals (FSM) with Hertfordshire County Council (HCC)

If not eligible for FSM, referred into the programme by professionals working with vulnerable children and their families.

Hertfordshire County Council (HCC) commissioned Herts Sport and Physical Activity Partnership (HSP) as delivery partner with Hertfordshire Community Foundation (HCF) to undertake the grants management process.

Family & Health Services Commissioning Service

The Family and Health Services Commissioning Service within the local authority is responsible for commissioning the programme, undertake the main budget responsibility and contract management, working as a conduit between the Department for Education, other local authorities, Childcare Works, Local Authority senior management, elected members and HSP.

The team are responsible for seamless communications directly with local schools and Children's Services partners, including responding to queries, to ensure families are kept informed of the release of booking codes and the opening of the booking system. HCC work closely with the commissioned partners to strive towards a seamless experience for our children and families. The HCC Commissioning and Development Manager regularly updates HCC boards, feedback to the steering group and organises visits to HAPpy camp for Senior local authority officers, local councillors and Members of Parliament.

2. Programme Provision

The provision in Hertfordshire has developed into a programme that supports local providers to deliver activity camps in their communities, helping them to build their business around local needs, with the added value of enhancing local opportunities with after school camps, breakfast clubs and additional school holiday support developing outside of the HAPpy delivery periods.

There are many benefits for children who attend local HAPpy provision.

Both HSP and HCC wants to encourage all HAPpy providers to ensure a high-quality experience that will result in children:

- **receiving healthy and nutritious meals**
- **maintaining a healthy level of physical activity**
- **being happy, having fun and meeting new friends**
- **developing a greater understanding of food, nutrition, and other health-related issues**
- **taking part in fun and engaging activities that support their development**
- **feeling safe and secure**
- **getting access to the right support services**
- **returning to school feeling engaged and ready to learn**

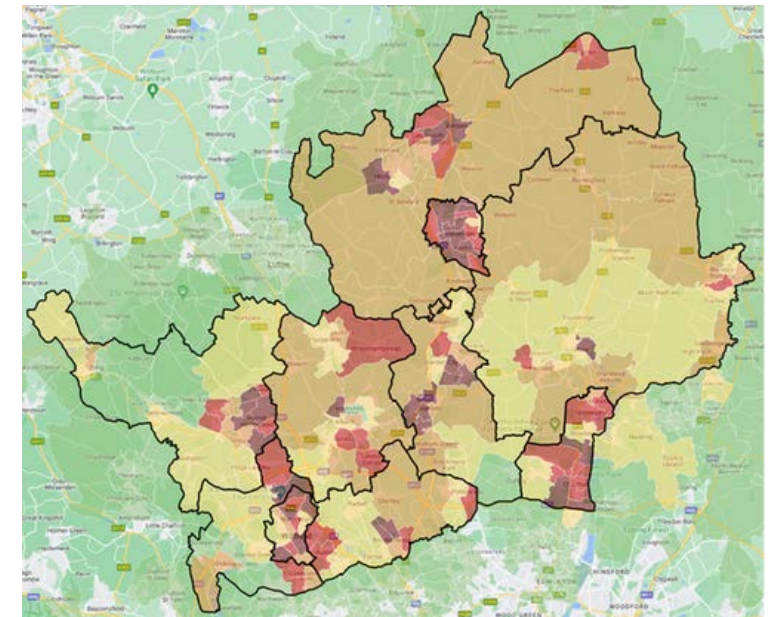
During 2023, the programme proposed to offer the following number of places across the duration of the 3 delivery periods

	Spring/Easter	Summer	Winter	Total
MAINSTREAM (based on £30 per head)	16,500	41,500	9,000	67,000
SEND* SPECIFIC (based on £70 per head)	750	2,000	300	3,050
Services For Young People (SfYP)				4,000
Short Breaks Local Offer (SBLO)				1,000
Total Proposed				75,050

*This includes camps that were delivered in a mainstream setting, but which could accommodate young people with additional needs, that might otherwise have not been able to access provision or would have had to attend a dedicated SEND camp.



Local insight and mapping included Local Authority Free School Meal (FSM) data continued to ensure that camps were offered in the areas of greatest need, as shown in the map below.



3. Finance and Governance



Finance

For the 2023 delivery period the overall funding allocated to Hertfordshire from the DfE was £2,907,830.

The amount used to commission the services of **HSP & HCF** for programme delivery **on behalf of Hertfordshire County Council is £385,760.**

In Hertfordshire we allocate;

£30 per funded place for **mainstream inclusive camp** spaces.

£70 for **Special Educational Needs (SEND)** camp spaces.

The remaining budget is used to subsidise marketing, booking systems, contingency funds, and equipment.

It should be noted that the local authority does not receive any financial remuneration for its work or involvement in the programme.

Governance

The overall governance of the programme is the responsibility of the HAPpy Steering group, chaired and facilitated through the Local Authority and includes the Deputy Leader of the council and Executive Member for Children, Young People & Families.

The Steering group meets a minimum of six times per year and offers the opportunity to provide strategic direction and oversight of the programme.

Name	Organisation	Role
Melany Knowles (Chair)	Hertfordshire County Council	Head of Early Years
Sally Orr	Hertfordshire County Council	Head of Family & Health Services Commissioning
Tina Powell	Hertfordshire County Council	Senior Commissioning Manager Early Help Family & Health Services Commissioning
George Gearing	Hertfordshire County Council	Development & Commissioning Manager Early Help Family & Health Services Commissioning
John O'Callaghan	Herts Sport and Physical Activity Partnership	Director
Matt Rayner	Herts Sport and Physical Activity Partnership	Strategic Lead – People, Places, Programmes
Amelia Nicholls	Hertfordshire County Council	Development & Commissioning Officers Early Help – Family & Health Services Commissioning
Sam Franklin	Hertfordshire County Council	Development & Commissioning Officers Early Help – Family & Health Services Commissioning
Cllr Fiona Thomson	Hertfordshire County Council	Executive Member, Children, Young People & Families
Louise Gallagher-Smith	Herts Sport and Physical Activity Partnership	Children and Young Peoples Team Lead
Orla Moore	Herts Sport and Physical Activity Partnership	Project Lead – Monitoring, Evaluation, Learning & Insight
Paul Robin	Hertfordshire Community Foundation	Chief Executive Officer
Helen Doubal	Hertfordshire Community Foundation	Head of Grants
Sarah Greene	Hertfordshire Community Foundation	HAPpy Grants Manager
Katie Purcell	Hertfordshire Community Foundation	HAPpy Grants Manager
Emma Catlin	Herts Sport and Physical Activity Partnership	Project Officer – Training
Peter Hosier	Hertfordshire County Council	Head of Service for Services for Young People
Julie Reddish	Hertfordshire County Council	Senior Commissioning Manager SEND – Family & Health Services Commissioning
Debbie Pettit	Hertfordshire County Council	Principal Accountant

3. Finance and Governance continued

Each delivery period local providers are invited to submit applications to run camps. There continue to be three application phases per year, administered by HCF. For each phase, a Grant panel, made up of key stakeholders, was utilised to provide a check and challenge prior to funding being approved. The panel consisted of the following:

Name	Organisation	Role
Sally Burton	Hertfordshire Community Foundation	Trustee (Chair)
Paul Robin	Hertfordshire Community Foundation	Chief Executive Officer
Matt Rayner:	Herts Sport and Physical Activity Partnership	Strategic Lead – People, Places, Programmes
George Gearing:	Hertfordshire County Council	Development & Commissioning Manager Family and Health Services Commissioning (Programme Manager)
Ros Cramp	Herts Disability Sport Foundation	SEND Advisor

Panel members ensure that the programme in Hertfordshire continued to thrive, and their input and expertise is invaluable.

As part of the contract agreement with HSP the Local Authority stipulate the following Key Performance Indicators through each delivery period, in addition to the national expectations which can be subject to annual review.

KPI No.	KPI detail	Measure
1	A minimum of 90% of agreed target figure for each delivery period (Easter, Summer, Christmas) places are made available to families at Camps across Hertfordshire.	This will be reported in the evaluation report following a delivery period.
2	A minimum of 90% of agreed target figure for SEND places each delivery period places are made available to families at Camps across Hertfordshire.	This will be reported in the evaluation report following a delivery period
3	A minimum of 10% increase the number of SEND places made available to families in Hertfordshire, specifically focusing on complex needs from one year to the next.	This will be reported in the evaluation report following a delivery period
4	A minimum of 10 % increase the take up of 15-17-year-old attending provision in Hertfordshire from one year to the next.	This will be reported in the evaluation report following a delivery period
5	At least 75% of families have access to a holiday provision that is with 5 miles of their family home. Ensuring good coverage across Hertfordshire.	This will be reported in the evaluation report following a delivery period
6	At least 85% of families have access to a holiday provision that is with 10 miles of their family home. Ensuring good coverage across Hertfordshire.	This will be reported in the evaluation report following a delivery period
7	Will ensure that at least 95% of camps offer a nutritious hot meal as part of their holiday provision.	This will be reported in the evaluation report following a delivery period

These indicators are monitored by the Commissioning and Development Manager from the Family & Health Services Commissioning Service and regular updates are presented in a report to the steering group at each meeting.

4. Delivery of the 2023 Programme

In 2023 the HAPpy: Holiday Activity Programme was delivered during the spring (Easter), summer and winter (Christmas) school holiday periods.

HAPpy was delivered across 3 phases in Hertfordshire during 2023:

- **Spring: 3rd April to 14th April (across 8 delivery days)**
- **Summer: 24th July to 31st August (across 25 delivery days)**
- **Winter: 21st December – 3rd January 2024 (across 7 delivery days)**

424 camps were delivered (Spring 124, Summer 199, Winter 101) by 77 different partners/organisations across Hertfordshire (The full list of these is shown in Appendix 1)

The 2023 programme offered 75,099 places across the three delivery phases

- **71, 559 Mainstream Inclusive places (including 6,800 placed delivered by HCC's Services for Young People)**
- **3,540 places which were Special Educational Needs and Disabilities (SEND) Specific**

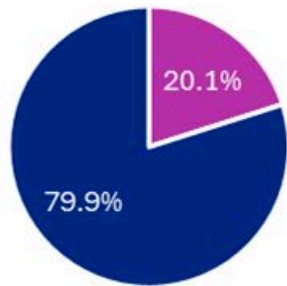


HAF 2023	Primary aged	Secondary aged	Total
Total number of activity days attended	44,627	7,495	52,122
% Primary & Secondary aged attendances	85.60%	14.40%	-
Total Attendances with SEND	8,345	2,496	10,481
Total Attendances without SEND	36,282	4,999	41,641
Proportion of Total Attendances with SEND	79.60%	23.80%	20.10%
Proportion of Total Attendances without SEND	87.10%	12.00%	79.90%

Total number of HAPpy Activity Days attended in Hertfordshire in 2023
52,122

4. Delivery of the 2023 Programme

**% Total attendances
(with or without SEND)**

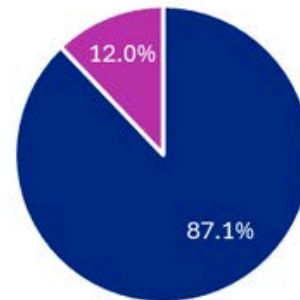


- Proportion of Total Attendances with SEND
- Proportion of Total Attendances without SEND

The programme continues to engage higher rates of attendance from those without SEND.

There are still reports from providers, of children and young people who do not have SEND declared on their booking but exhibit behaviours which could indicate an undeclared/undiagnosed SEND need.

% Attendances by School Age (No

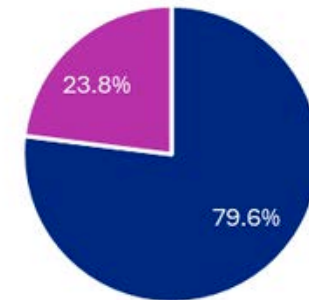


- Primary aged
- Secondary aged

The proportion of Secondary age attendees with SEND (23.8%) is almost double that of their peers with no additional needs (12%).

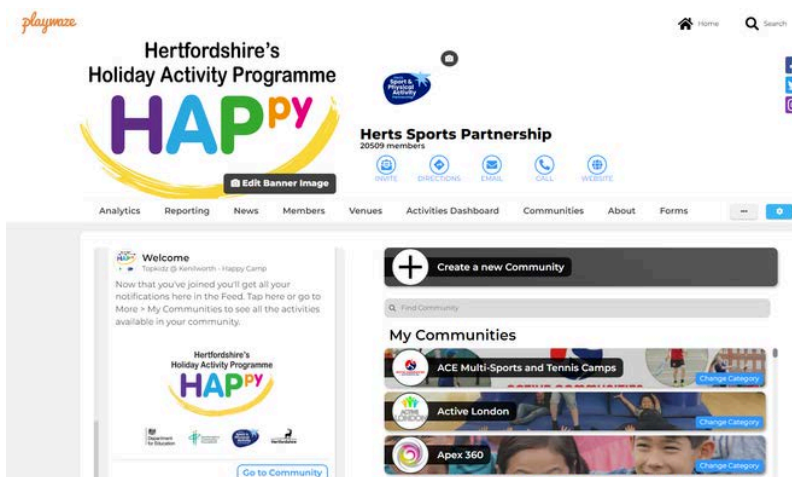
This is likely due to SEND specific provision often having a large age range, meaning that there is more opportunity for those 12 and above to attend sessions.

% Attendances by School Age (SEND only)



- Primary aged
- Secondary aged

4. Delivery of the programme continued



During 2023, the HAPPy programme continued to utilise a code system to establish eligibility and enable the booking of free places via the Playwaze booking system for each delivery phase in Hertfordshire. The codes were generated centrally and distributed by HCC to schools, along with programme information to pass on to the eligible families within their school community.

While primary communications were via the school head teachers and administrators, following targeted outreach, SENCOs and Family Worker staff in schools increasingly engaged with HSP to check that programme details and bookings codes were available and shared with eligible families and carers.

Professionals working with children and families were able to refer into the programme under the 15% non-FSM eligible allocation. HSP staff engaged with several local organisations and partnerships to make professionals aware of the HAPPy programme and explain the opportunities for specific families who they believed were eligible and would benefit from attending via the 15% referral process. Some key partner organisations included Families First Partnership, Food Banks, Herts Help and the Citizens Advice Bureau.

During this HAPPy camp period we had 1 family attend who were asylum seekers living in a local hotel. At the start the 2 children who attended were a little bit nervous to start with, as they didn't know anyone and weren't very confident to get involved with the activities. The parent was also a little tentative to bring them to a place they had never been before and away from the safety of the hotel. However as the session went on the children got involved and stuck in, as well as made new friends. By the end of the sessions the children had loved it and wanted to come back for more and they said one of their favourite sessions was the mince pie making and the parent was a lot more confident to bring them out to places like our camps in the future, as she knew how safe the children were whilst in our care – **The Hive**

We continued to have additional pathways and codes to enable specific groups to access the programme e.g., recent arrivals from Ukraine or Afghanistan.

One child did not have English as their primary language. He seemed worried and reluctant to join in the first day he was dropped off. I explained to his mum the activity so she could translate, and I then laid out the arts and crafts for him and allowed him to watch me do the activity until he felt ready to leave mum and join in. Once mum left and he was settled, he began to talk to me in English. He grew more and more out of his shell over the couple of days and joined in for all the sections and we found time to speak English and I also asked him how to say words in Ukrainian – **The Little Performers**

4. Delivery of the programme continued

Delivery applications

To streamline the application process, the following was adopted with the support of HCF;

- **An expression of interest form for new providers to understand their offer prior to making a full application**
- **A Trusted Previous Provider list was introduced for returning applicants**

Both were designed to reduce the amount of administration for delivery providers and to assist both HSP and HCF in streamlining the application process by informing whether applications were in the areas of greatest need. This filtered prospective applications which would have been rejected if the full due diligence process had been undertaken. The Trusted Previous Provider list, enabled a shorter application and due diligence process to be undertaken, reducing the administration time required by both provider and HCF to complete and assess the respective applications.

Constant review of the delivery parameters (including the number of places per camp and venues per district by provider), throughout the three delivery phases ensured that there was an equitable offer across the county. The introduction of a 'waiting' list on the Playwaze booking system provided a better booking experience for the users, meaning that providers could contact parents when a place was cancelled and then became available again. This helped to tackle the issue of vacant places and to increase occupancy levels.

We offered camp providers ideas and resources to share with and support families who attended their programmes, including updates around the cost-of-living crisis and signposting to relevant help and support which could be accessed locally.

Providers were encouraged to link with services in their immediate communities, such as food banks, and to consider how activities they deliver could be sustainable outside of the HAF programme e.g. bursaries and other grant funding. As well as receiving guidance and links to resources, providers were invited to distribute printed materials such as newsletters from HCC, Families First and other key county support agencies.

Throughout the 2023 delivery, a robust audit process was undertaken – supported by staff from HSP, HCF and the Local Authority. The model adopted enabled a thorough quality assessment of provision and ensured all providers were visited during each delivery phase – with repeat visits undertaken when there were any areas of improvement identified.



4. Delivery of the programme continued

Direct Award

Following the 2022 delivery, it was clear there were still cohorts of children and young people eligible for the programme who were not accessing the opportunities. Whilst this could have been for various reasons, there was clearly a lack of opportunities for certain groups of young people to engage. After consulting with HCC, it was proposed that two services – Short Breaks Local Offer (SBLO) and Services for Young People (SfYP) – should be directly awarded funds to support eligible young people to access more specialist services.

Services for Young People (SfYP)

HCC Services for Young People delivers youth work projects and programmes, careers education, information, advice and guidance, work-related learning, outdoor education, and other services to young people in Hertfordshire.

In 2022, SfYP delivered as part of the programme, applying through HCF as per the provider application process. Delivering in this way meant that there was little time to plan links to their existing provision and often meant that their delivery was subject to the restrictions placed on the number of delivery dates and venues. It was agreed to pilot a direct award of 4,000 places, which could then be delivered across 2023 in the areas that the staff deemed of greatest need. Doing this at the beginning of the year, enabled there to be a longer plan put in place and for delivery to be developed between Spring/Easter and Summer – allowing the work done within term time to be bolstered so that eligible and vulnerable young people had access to a more consistent offer across the year



HAF 2023 – SfYP	Easter	Summer	Total
Total number of activity days offered	808	6,000	6,808
Total number of activity days booked	706	5,328	6,034
Proportion of places booked	89%	87%	

During Spring delivery, 20 places per day were offered at 10 sites for four days at each

During Summer this was increased to 20 sites (two per Local Authority area) for a total of 15 days at each.

The key challenge was access to codes, and this was reported often by SfYP staff. Parents of children in secondary settings were often those who reported codes not being passed on, despite attempts to engage further with schools about the importance of passing on the information.

It is still unclear as to why this occurs more frequently within secondary level settings – although this could be attributable to not reaching the right member of staff within the school. In Primary settings, this is more often or not the administrative team but in Secondary settings, this can vary between business managers, pastoral leads, PE leads or another designated person within the school, and is something that continues to be addressed where-ever practicable during the delivery phases.

Linking with key contacts already working with the SfYP team was a positive development in 2023 and will be built upon during 2024.

4. Delivery of the programme continued

Short Breaks Local Offer – SBLO

Short Breaks Local Offer is a mechanism of offering disabled children and young people the chance to spend time out with others socialising and doing fun activities, giving their families a break and providing them with the confidence that their child is well supported by a trained worker. They include holiday and Saturday clubs, with activities ranging from lego and computer skills to buddying sessions.

SBLO were approached to offer HAPpy places alongside their existing funding offer. The rationale was to utilise HAF funding to those who qualified for FSM and this in turn would free up funds for providers to offer further or new places to existing families, or those on the waiting list. The offer was extended to all commissioned providers and two existing providers – Space and North Herts CVS – were also keen to be involved. Between the two providers, they delivered a total of 330 spaces, across the three delivery periods



The food offer was an initial challenge. Food boxes for the families to take away were trialled at Easter, however there were issues with quality and suitability of the product and there was no alternative which could offer the number of boxes needed. For the Summer period, it was agreed to move to food vouchers, which was much easier to administer and was more suitable for the families involved.

Originally funding was made available for 750 spaces, but with only two providers, it wasn't possible to offer the full amount across the 3 provisions. The outstanding places which had not been utilised were set aside to give mainstream inclusive providers top up funding to provide additional support for attendees with SEND (1:1 staff or additional staff support), thereby enabling those young people with the most challenging needs, to access the programme.

New partnerships between SBLO providers and existing HAF providers were created. For example, during Winter 2023, Space linked with Hertford Gymnastics Club to offer a session as part of their HAF delivery. This was well received and created a new link which has subsequently been further developed outside of the HAF programme.

4. Delivery of the programme continued

HERTS SUMMER PARKS

Summer Parks

In addition to this, HAPpy funded a Summer Parks Programme. The 'Herts Summer Parks' programme, funded by HAPpy, was a pilot project that aimed to plug the gap in provision for 12 to 16-year-olds eligible for, but not engaging with Hertfordshire's main HAPpy programme. It was identified that pre-booking was a barrier to accessing provision for this demographic. Adopting a festival style, our pop-up events were held across five public parks in Hertfordshire throughout August 2023.

The areas were first selected using FSM data from our Local Insight tool. The areas chosen had the highest proportion of children on benefits-related FSM within our Active Local* areas (*HSP's place-based approach to tackling inequality).

The programme featured a range of sports, activities, arts and crafts, and provided food provision in the form of vouchers redeemable at food outlets in the local area.

The table below shows the total attendance across the 4 weeks of delivery

Summer Parks 2023		
Total number of attendances including returnees	727	Including: 37 individuals from Needham House Hotel Asylum Seeker group
Total number of unique attendances	1,091	67 Individuals from Needham House

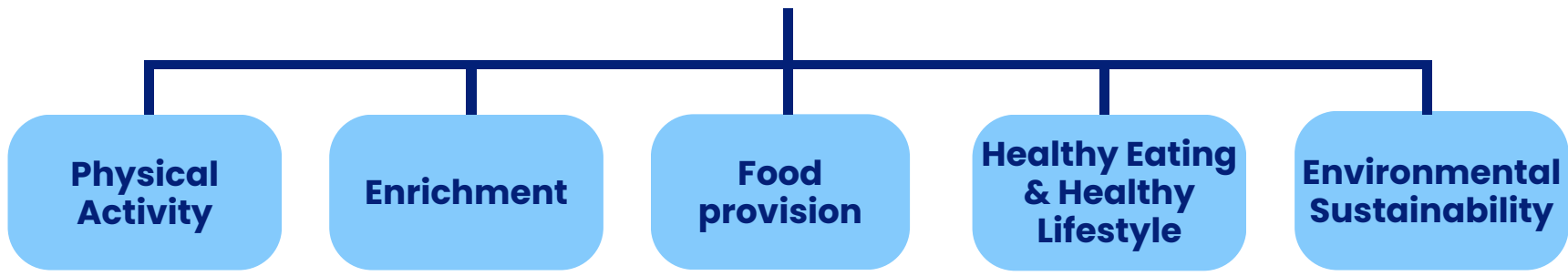
"Brilliant, fun activities that I hadn't seen before, a well organised programme and lots of fun!"

	Borehamwood	Stevenage	Cheshunt	Welwyn Garden City	Watford
Split by Park	258	235	142	302	155

4. Delivery of the programme continued



Throughout the 2023 HAPpy programme, providers have proactively ensured they meet the core HAF criteria through their delivery.



4. Delivery of the programme continued

Food Provision

All camps provided a hot meal unless SEND specific or on agreement from HSP in extenuating circumstances. Partnerships with Herts Catering Limited (HCL) – the main schools’ food provider in the county, local food providers and charities were established to support delivery of the food element of the programmes, and many local providers have subsequently embraced the opportunity to engage further with their local community as a result of engagement with the HAF programme

Through the audit process we ensure that the food provided at all camps, met the requisite food standards – via observations, participant feedback and ongoing interaction with the providers. This included the following:

- **How is food supplied to this camp on this day?**
- **Are the children offered snacks or other food in addition the main Hot Meal provided each day?**
- **On a scale of 1 STAR (poor) to 5 STAR (excellent) how would you personally rate the overall quality of food provided at this camp? (Please be honest)**

Monitoring the food provision in this way allowed for there to be a follow up process with providers should any concerns have been highlighted.

The table below shows the average responses from each of the delivery phases in 2023

The grant has addressed a crucial need by providing hot meals for the children. Many families struggle to afford nutritious meals, and the grant has helped bridge this gap. By ensuring that the children receive a hot meal, the grant has not only met their immediate nutritional needs but has also contributed to their overall health and well-being.

FK Dance Academy

Individual Averages		
Spring	Summer	Winter
4.3	4.3	4.55
Overall		4.36

The system utilised for the Summer Parks programme was both inventive and effective. Food cards were given out at registration and could be redeemed at identified food outlets near to the parks – either against a set menu or to the value of a set cost – up to the end of the Summer holiday period.

One particular family arrived having not had breakfast „We had the opportunity to give them a healthy option of food to set them off for the experiences we laid on., Once the family had eaten they responded more positively towards the session. This family was sent home with a meal enough for all to share. Another family (two brothers) noticeably changed in behaviour once they had eaten, we tailored food times for their benefit –

Happy Hours Out of School Club

4. Delivery of the programme continued

PHYSICAL ACTIVITIES / ENRICHMENT

The 2023 HAPpy programme saw a broad range of activities offered through both the Physical Activity and Enrichment elements of the programme.

We got taught how to start a fire with a flint! We get to cook our lunch on the fire, how cool is that!

Examples of the types of enrichment activities delivered at camps included:



A key strength was the ongoing review of the types of activities being offered and by ensuring there was equitable access for all to book. There was a distinct shift in the types of activities offered ahead of the Easter programme – with more non-sports based providers joining the scheme. Mad Science and Computer Xplorers were two of those providers whose first delivery took place in Easter 2023. Both placed higher focus on enrichment/STEM activities at the heart of their scheduling and offer, appealing to CYP who were not as interested in Physical Activity led programmes.

"I love the EXPERIMENTS!!" "we get to make slime!" "I love playing with my friends" "I love taking home my experiments!!"

Loving it! I started the camp with a sore hip and crutches but the camp has helped me to realise I am ok and I can do activities. I'm looking forward to going to gravity to do trampolining. The staff are so nice and friendly. They're great! The food has been yummy (licking tongue too)

Another new provider was The Craft Room – who joined the programme in spring 2023. They had started out offering a workshop at another provider's camp in winter 2022 and with support they were able to successfully launch their own provision from spring 2023. Once again, having the emphasis on craft and activities which focused on wellbeing, they were able to appeal to different young people and develop further relationships with other local community organisations to offer a fun and engaging experience.

The most common type of physical activities delivered at camps were the following;



This shows a wealth of different opportunities delivered by sports clubs, multi-sport providers, leisure providers and outdoor activity (OAA) specialists, as part of the HAF programme. Across the programme, there were OAA opportunities for Primary, Secondary and SEND utilising different environments. This included Mudlarks Forest School and Allotment SEND based programmes started in summer 2023. These camps have since been beneficial in offering CYP the opportunity to connect with nature and in support of their communication, teamwork and resilience.

There were also links to The Daily Mile – a national initiative adopted by the majority of schools in Hertfordshire. This had originally been promoted through our previous Fit, Fed and Read programme offering a simple way to ensure every child engages in physical activity at their respective holiday camp.

4. Delivery of the programme continued

PROMOTION OF HEALTHY EATING AND HEALTHY LIFESTYLE

This remained an area that some providers struggled with during delivery – often utilising the Eat Well guide and similar resources but not always creating new or engaging ways to bring the topic to life. Through training, particularly within our local ‘Learn and Share’ programme there was an increased focus on this:

Through Audit

From Winter 2023, in addition to the questions already asked around food provision, the following was added;

Is the food supplied at this camp Healthy, Nutritious and Varied through the week?

Alongside the work undertaken to monitor the quality of the food provided, by asking this question it enabled providers to consider how they could revisit their food provision and encourage healthy eating.

Outside agencies

With support from Beezee Bodies – a provider of healthy living courses – there were opportunities to engage both providers, young people and families in a wider community offer and also promote the messaging to support healthy nutrition. This included;

- **support to Fit, Fed and Read delivery**
- **training, learning and sharing**

Involvement in the programme, extended the opportunity for the company to help signpost families to it’s regular term time sessions, in offering support outside of the HAF delivery.

Information in pre summer delivery newsletters signposted families to healthy and cost-effective recipes which further emphasised the importance of a healthy diet that was achievable on a lower income.

Through provision

During delivery, there were some positive examples of games and ideas used to creatively bring the topic to life. One provider – Theatre Train – used enrichment and physical activity in innovative ways. This included creating their own healthy food, working in groups to design an advert and ways to tell people about it, then act out an advert to show the rest of the group what their food consisted of. This activity encompassed various enrichment skills and was fun and engaging for all to take part in.

Another camp, delivered by Stevenage and North Herts Athletics Club, embraced this further, by linking their food provision with teaching the young people how to fuel their bodies effectively for training. As a provision which spanned the primary and secondary age group, this gave an excellent opportunity to consider nutrition in a more sport-focused approach.

As part of the programme underspend, SfYP were able to purchase slow cookers/air fryers. This gave staff the opportunity to engage YP attending the programme in the cooking process of the ‘meal’ provided, as part of the HAPpy camp. For many of the young people attending, this offered an activity which was interesting, and which upskilled them in support of their transition to adulthood – and has been well received across the provision.



4. Delivery of the programme continued

Environmental Sustainability

New for 2023, a conscious effort was made to encourage providers to consider their environmental sustainability. In the most part this was done through;

- Encouraging active travel
- Reusable water bottles
- Reduction in food waste
- Utilisation of activities through enrichment – including use of recycled resources and better use of their outdoor environment

The Fit, Fed & Read (FFR) camps formed a partnership with the White Water Canoe Slalom World Championships which aimed to encourage participants and attendees to reduce their carbon footprint when travelling to the venue.

Through joint working the camp successfully reduced its carbon footprint, by organising coach transfers to the venue, instead of individuals driving, helping to reduce vehicle pollution.

In addition, a group of 13 children from a nearby FFR holiday activity programme took part in the "Big Paddle Clean Up." During this initiative, the group worked together to remove litter from the local river, inspiring them with the significance of environmental sustainability.



5. CPD Training

The programme also offered providers with an extensive training programme. HSP took over the responsibility for coordinating and managing the training programme in January 2023, it having previously being managed by HCF.

It aims to support the overall programme delivery by providing a diverse, fit for purpose training programme, for providers and delivery staff – firstly to ensure they meet quality standards but also to enable them to provide a safe enriching environment that meets emerging trends and the ever-changing needs of the children attending the camps.

In 2023 year, the team worked in partnership with HCF to produce a training needs analysis/feedback survey. This was conducted with two main aims;

For providers to reflect on the 2022 offer

To gain valuable insight to help shape the programme going forward

This highlighted that it was crucial to retain a mix of online, in person and on-demand courses and ensure these were scheduled at a range of times and days to provide choice and flexibility. There was also a need to expand the offer and more importantly, give providers more than one way to access/complete the main mandatory training.

The training programme has delivered added value and skills to community-based camp providers, who have been able to use the skills to support children to attend other areas of their provision, outside of HAPpy programme delivery periods. Skills such as sign language, support for autistic children, supporting children with diabetes, and more, have enabled families to feel confident to access inclusive provision.

Under the HAPpy programme eligible children are required to be provided with a hot, nutritious meal, and Officers have worked with local restaurants, cafes, and caterers to ensure that this is sourced in the community. This offers the additional value of supporting local businesses, and the programme has benefitted from these providers recognising the social benefit of supporting their community in the quality, variety and choice of the meals. Some providers have feedback an increase in footfall outside of the HAPpy programme because of their involvement with it.



5. CPD training continued

Thank you to the organisers from **Herts Sports Partnership** at today's learn and share HAF event.

It's such an invaluable learning experience to be able to connect with other HAF providers and share our success, as well as difficulties, that we face day-to-day at camps. It's amazing to see such a diverse offering that we are able to deliver across Hertfordshire to children as a community, and just how many children we are collectively able to help.

I know all providers for the summer holidays have worked SO hard on increasing the attendance of HAF children, so to hear that there has been a whopping 80% turn out across the board, just demonstrates how everyone's hard work has paid off.

Next Thing Education

A key aim was to engage with an on-demand training platform and employ an invite only model with certain courses alongside the universal offer. It was also clear that there were examples of good practice from other providers across the programme so, in conjunction with the other developments of the training programme, the Learn and Share model was introduced:

The overall aim and concept of the Learn and Share was:

- **To offer the opportunity to bring providers together to 'learn' in a different way**
- **To promote the sharing of ideas to further develop the HAPpy programme and improve communication channels and activity**

By having the providers discussing key topics amongst themselves it was hoped there could be peer learning and opportunities for joint working to solve challenges as a collective.

The inaugural Learn and Share took place on the 17th March 2023 - **50 providers attended.**

Bringing together existing and new HAPpy providers, the event focused on sharing best practice and top tips to enhance future delivery on;

- **Healthy Lifestyles**
- **Enrichment activities**
- **Inclusive practice**
- **Managing budgets and utilising resources.**



Hertfordshire Mind Network, Beezee Bodies and the Hertfordshire Disability Sports Foundation delivered workshops and provided additional support and resources. The overall success of the sessions has been the ability for the providers to communicate amongst themselves and to understand that some of the issues and frustrations they experience are programme wide.

Found the event very helpful and a good experience overall.

Independent clubs can feel isolated and lonely - being a small organisation with only a few staff. The event made us realise we are not alone and that the other providers are having similar experiences to them.

It gives us confidence to know that we are doing good things and we came away feeling positive that they experience similar issues to the other groups and manage them in similar ways. We came away with lots of ideas and better understanding.

Overall, it was great to feel part of the bigger picture.

Lisa Bailey Happy Hours After School Club

6. SEND

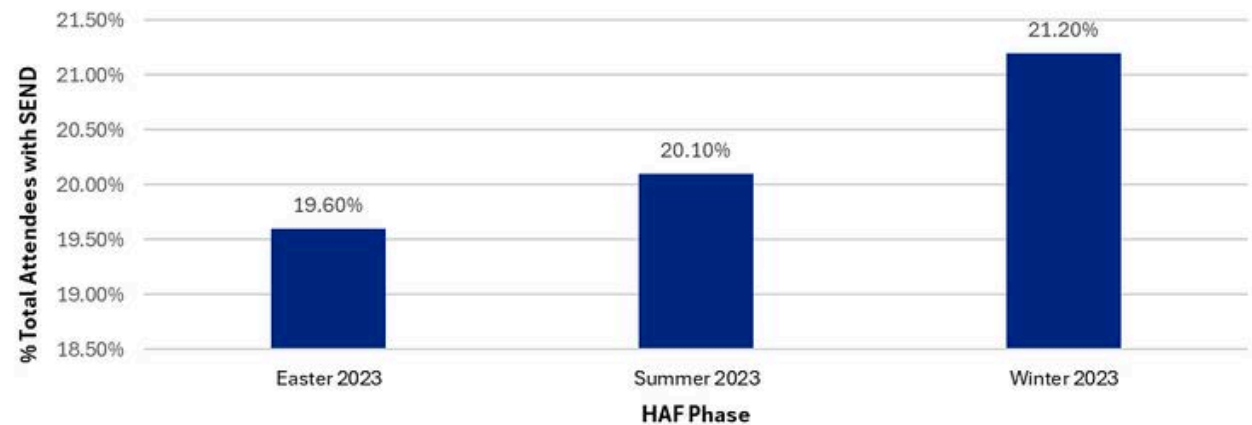
Through learning and insight, we know that SEND is an ever-growing challenge for both providers and parents alike. As a result, much of our focus has been on how to address the challenges presented through the programme regarding the approach to SEND. As a programme we focused much of our efforts to try and get SEND right – through the right offer, right training, right opportunities to engage with fit for purpose organisations and providers who can support this.

The graph shows the increase in children with declared SEND accessing the programme over the course of 2023.

As in other parts of the country, it continued to highlight the challenges for SEND provision and in turn how this can be tackled as part of the programme.



% Attendees with SEND per HAF Phase



There were 3 ways this was primarily addressed:

- Increased number of SEND opportunities – new and existing providers – challenge though of ensuring the provision is in the areas of greatest need and not in a concentrated part of the county
- Over allocating on SEND places Summer/Winter – challenge of cost differentials and being able to ensure there was adequate mainstream inclusive provision funded
- Offering 'mainstream' providers additional support and top up funding should additional resource be needed to support a specific child's needs

6. SEND continued

Integral to this was ensuring that the providers had the skills to support the needs of the children attending their settings. Following feedback from the Easter period, there was a conscious effort to increase and encourage providers to engage with the training on offer through the programme to support those with SEND. With an already established relationship with a local training provider, ADD Vance, we offered the following courses;

- **ASD Awareness**
- **ADHD Awareness**
- **Understanding and Managing Challenging Behaviour**
- **Supporting Neurodivergent Children & Young People with Activity Transitions**

Interaction with this increased over the course of 2023 – for some part in response to issues which had taken place at camps during the spring delivery period – but also because of an increased emphasis in informing practice more effectively across all camps as a whole.

Being part of the HAPpy programme has once again allowed us to upskill our team through the training courses, along with encouraging us to think about how we deliver as a SEND-specific provider. We are confident that we have an inclusive and welcoming approach to delivery, but being part of the HAPpy programme allows us to think about how we engage families we are unfamiliar with, and how to make them feel as comfortable as they can in attending our workshops –
Imagination Dance

There was also the opportunity to link to **SPD Tuition & Coaching to offer 'The Science of Behaviour Training'** – focused on the concept that there is no such thing as 'bad behaviour' and that it is merely how the behaviour can be perceived and managed to effectively to help to support the child.

Across two training sessions, including the Learn & Share, there was an overwhelmingly positive response to the concept and opportunity given to providers to help them to make small adjustments to enable them to meet the diverse needs of the children attending their schemes.

The HAPpy programme has enabled us to adapt and develop activities specifically for SEND participants. Customising our programmes to meet the unique needs of each child creates a more inclusive and effective camp experience – Out to Learn our younger staff members (18-21) have gained confidence and knowledge within behaviour management techniques and supporting low level needs of SEND participants. This is something that will improve their delivery across all of the sessions we deliver as an organisation –
Stevenage FC Foundation

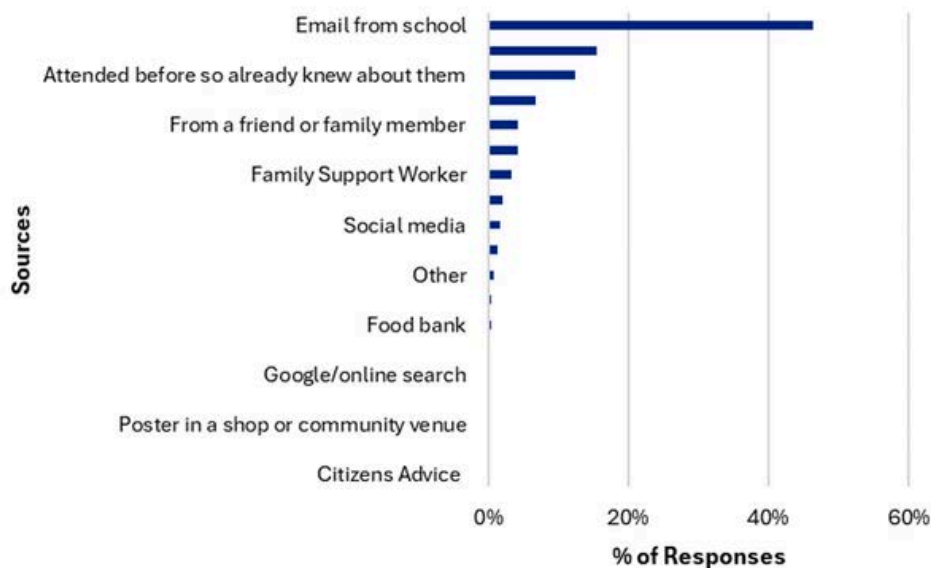


7. Marketing

The promotion and advertising of the programme is critical to ensure that eligible families and professional referral bodies are aware of the opportunities on offer. As a result, the Partnership spends a significant amount of time on marketing and promotion of the programme.

Through both the booking process and subsequent parental survey's, we were consistently able to capture how a family became aware of the programme.

How did you hear about HAPpy?



An analysis of this data shows that Schools have been the key point of passing on the information to parents; however it was still felt that some schools were not fully embracing the opportunity and passing this on to their pupils in a timely manner.

This was addressed by the following;

- Communicating to schools the Gov Notify email address to expect the school code email, so it is easier to locate**
- Sending the school code emails to school SENCO contacts to aid their awareness of the programme and create the line of communication and opportunity for referrals to be considered and submitted**

For the Winter programme, there was a conscious change in the messaging which accompanied the codes – generating more need/benefit-driven messaging designed to tap more into the mindset of the audiences and encourage those who may not have previously booked on to camps to do so.

For the Winter programme, there was a conscious change in the messaging which accompanied the codes – generating more need/benefit-driven messaging designed to tap more into the mindset of the audiences and encourage those who may not have previously booked on to camps to do so. This drove up the number of members of the Herts Sport and Physical Activity Partnership playwaze network, seeming to indicate it was making steps to engaging with new families who had not previously attended the provision.

7. Marketing continued

HAPpy video

During the summer programme, a local Videographer attended seven camps over four days, capturing a range of activities and HAF elements. The result was a video which demonstrated the HAPpy approach in Hertfordshire and the power that the programme had to engage the providers through the opportunities it offers.

The video produced can be viewed here [HAPpy Video Summer 2023](#)



Uno buses

Many of the families who access the programme or whom may be eligible but not currently engaging, will make use of public transport links. It was determined that utilising public transport to carry the messaging around the programme, it would offer an opportunity to reach some of these groups, as well as having branding which could be identifiable and would insight queries also.

A partnership with UNO Buses for countywide mobile branding artwork on UNO buses launched mid-July. Uno buses were selected due to the links with the university but also the coverage of routes across Hertfordshire.



7. Marketing continued

Content in Primary Times and other local publications

Use of mixed media (emails, socials, text) to determine the means of engaging most effectively. Unlike digital media, printed materials often capture undivided attention and can be distributed in various settings, from waiting rooms to direct mail. They cater to audiences who prefer traditional media or have limited internet access, ensuring inclusivity.

As part of this, there was a conscious effort to engage with publications which would reach a different audience to previous marketing efforts. This included localised publications and the Primary Times, a recognised publication for primary schools.



Posts in local Facebook groups and Mum's guide to websites

Having utilised paid-for advertising on Facebook previously, and seeing little success, the approach used for social media in 2023 was focused more on localised groups. It was noted that parents often used these 'mum focused' groups to find activities and ideas, so over the course of 2023, a number of them were utilised to post information regarding the HAPpy booking process. Where possible more effort was made to target in areas where engagement had been lower, to try and bolster awareness and opportunity to engage with new audiences as a result.



Marketing support, Assets and designed media

A new marketing design format was used for summer 2023, following a change of HCC marketing artwork.

There continued to be provider support to market camps, utilising editable assets to enable those who were less technical to still have access to a 'graphic' they could utilise including those full to market to local opportunities also within the programme.

An example of this is shown below:



7. Marketing Continued

Summer Pre camp emails

Six weekly HAF MailChimp Newsletters were sent out to all those who had a booking for the following week. Content included reminders about updating details on Playwaze, cancelling bookings 24 hours in advance, tips to be more environmentally friendly to/from and at camp (for example bringing a reusable water bottle to lift sharing or using public transport) and a selection of resources to support with the Cost of Living.

Content	Number of times it appeared in the newsletter series	Total link clicks between 28/7 and 31/8
The £2 bus fare cap	1	14
Cost of Living Directory	2	20
Fifty Thrifty Adventures	3	87
Kids eat for free or less this summer in Hertfordshire	3	66
Thrifty Meals with Herts Catering Limited	2	15
NHS Healthier Families	2	7
Playwaze	6	914
HSP booking page (appeared 3 times in each newsletter)	6	795
Citizens Advice Hertfordshire	1	2
Families First	1	3
Enjoy Free Days Out with Heinz	1	15
Apply for a Blue Peter Badge	1	13
Herts Food Aid Providers pdf	2	4
HertsHelp	2	5
HCC Community Spaces	1	3
NHS Low Income Scheme	1	15
HSP Activity Finder	1	1
MSE School Uniform Tips	2	66

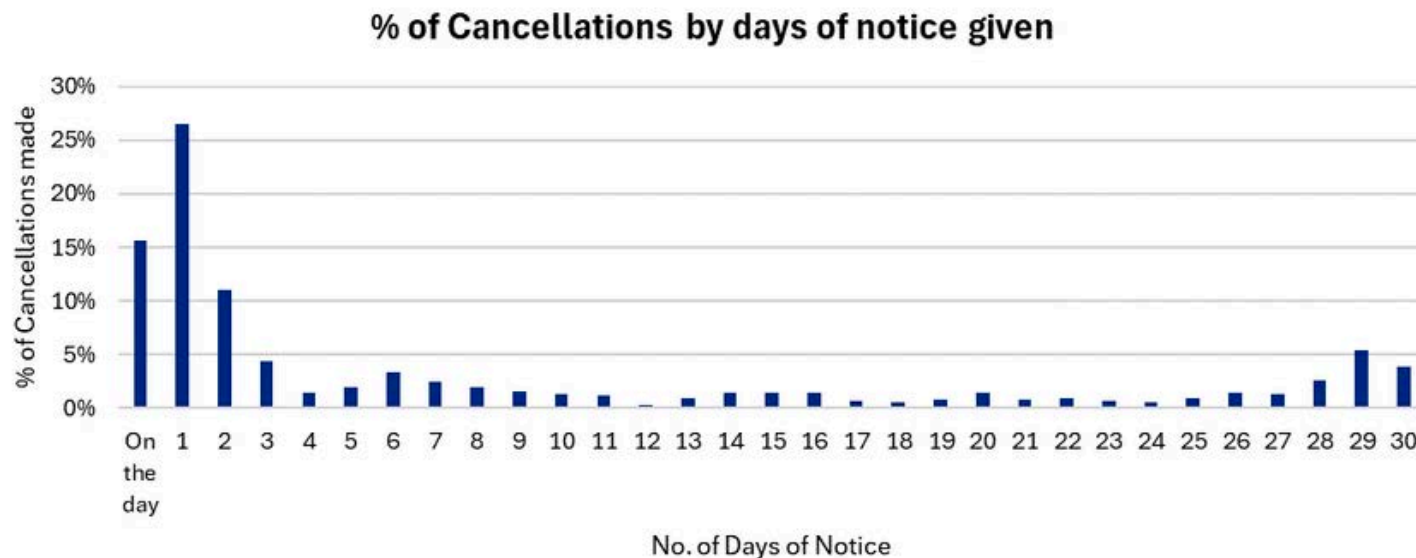
Alongside this, for Summer 2023 an Internal Communications meeting was held with three Local Authority Communication Leads (Broxbourne, Welwyn Hatfield, and Stevenage) to help link up to localised communication channels and other routes to market to their eligible residents.

HSP staff also attended the Families First 'Working Together in Early Help' to promote HAPpy to professionals who may not have already been aware of the programme and the ability to refer their families. This was in addition to the ongoing work to highlight the programme through Families First and other local meetings and media.

8. Key Challenges

The biggest challenge of 2023 continued to be **the rate of no-shows at camps**. A substantial amount of work was put in to encourage parents to utilise the cancellation function to allow for others to be able to access spaces rather than have them being wasted. Using the booking system, this could be easily managed by both parent and provider and emphasis was placed on both to ensure a system was implemented to reduce wastage where possible. Whilst the messaging to parents to cancel was deemed successful, this wasn't fully the case.

The Winter 2023 programme shows **1220 Cancellations** of bookings made in 30 days before the activity took place, however, **53.1%** of these cancellations were made within 2 days of the activity running. This often created an issue with having the opportunity to offer the space to someone on the waiting list in sufficient time, meaning places were still left un-used despite the measures in place.



A Key action for 2024 will be to change the communications and messaging going out to parents to instil value and prompt cancellation with more notice. Part of this will be to extend the time automatic reminders are sent via Playwaze – from the day before to 2/3 days before – to see if this prompts earlier cancellations. Messaging to those on the waiting list as well to understand their ability to take up places at short notice will also help the re utilisation of places where possible.

9. Programme Feedback and Impact

Parent/Carer and Child feedback collated throughout the process, ensured the opportunities were meeting the needs of those attending the camps. In Hertfordshire, this was done through Parent/Carer surveys post-delivery and by capturing information from Providers and the Children directly.

Impact on the Children and Young People

Ensuring that children and Young People attending the programme have a positive, fulfilling and fun experience is the highest priority for all providers. By the nature of the family circumstances of some of those attending, it is also essential that they feel comfortable, supported, and able to feel fully included. Throughout the programme the voice of the child or young person is critical – in how they feel about attending the provision but also how it has helped or impacted on them. Some examples of feedback children gave to the HSP team during the audit process were as follows;

Making friends has been the best! I like the coaches! If I wasn't here I wouldn't make new friends. I like everything about the camps because it's so so so fun! And if I wasn't here I would be bored and doing nothing as my mum and dad work all the time

I would be asleep at home if I wasn't here / I would be sitting on my bed at home / I have had a fun day

Lots of fun and really enjoyed dancing. Would be sitting at home doing nothing if she wasn't here.

I love the arts and crafts, yesterday we had some chicken in a sauce for lunch which I tried and liked, today we've had so much fun, I love the snacks, we made friends here

The case studies submitted as part of the reporting during 2023 also highlighted how important camps were to the children and how individually this had made an impact.

An example case study (**Appendix 2**) from Services for Young People, shows the way in which provision has enabled a young person with complex needs to feel accepted and supported through the programme.

Childrens' Feedback

We get to play games and do arts and then have lunch, and lunch is the best time of the day. I've been coming here since I was like 5, as my sister used to come and I got so jealous that I didn't go

Really enjoy coming , food was really good better choices than school , favourite bit was the dodgeball , like the staff , enjoyed the fire brigade

Tried lasagne for the first time and tried new vegetables! Would love for the day to be a little longer

Good, good food! Good range of activities to offer! Good location on estate so we walk and scooter here

It's my first week here and I've been making banoffee pie and been painting, I've made some new friends which makes me happy because I don't have many and the ones I do have are on holiday

Food is SOOO good! They have goats, rabbits and ducks. I get to make cool stuff. I love the chance to play pool

I loved the trampoline run best 'its really fun' I wouldn't get a chance to do this if this camp wasn't on'

Really fun! I have learned to ride a bike and it was exciting to learn a new skill. I have improved from the start, let you learn the skills in your own time, not pushing out of your comfort zone.

I love the food here. I get to use my imagination. If I was at home I would be sleeping.

There are themes every week at the camps, and last week we made a hamper out of cardboard and then put presents in it for anyone we wanted

We like to play with our friends and meet new people. We like the 3D printing that we get to eat!

Loving it! I'm not usually a tech person but I want to be a film director and it's giving me the chance to practice this! I've been lots and it's so much fun!

9. Programme Feedback and Impact

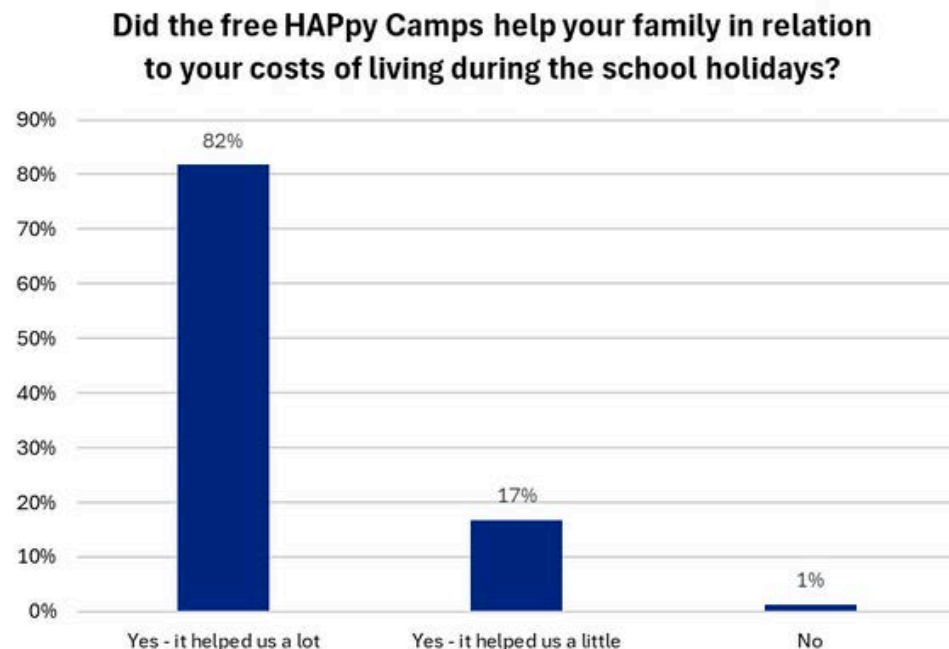
Impact on parents

The views of Parents, Carers and Guardians are also key in ensuring the programme is meeting the needs of those who are eligible to benefit throughout each phase. Whilst a key element to the programme is offering signposting and support to parents, this can make a profound difference and has been made clear through some of the feedback which has been gathered.

94% of parents/ guardians surveyed in 2023 indicated that their child enjoyed their overall experience at the HAPpy Camps.

82% of respondents indicated that HAPpy Camps helped their family with costs of living during the school holidays.

Really great and fun, inclusive activity. Our daughter loved it and looks forward to enrolling in the next holiday. She's been talking non-stop about the games and seems she found new friends straight away - great for her confidence all around, thanks for running it!'



One of the key benefits of the grant is that it has provided parents with much-needed rest and respite. Parenthood can be overwhelming, and the grant has recognized the importance of self-care for parents who often find themselves exhausted and burnt out. By giving parents a break from their daily responsibilities, the grant has allowed them to recharge, rejuvenate, and take care of their own well-being.

Fk Dance

Anecdotally, parents have highlighted on numerous occasions – to both camp staff and HSP team members supporting the booking process – how valuable camps are, often stating how much they value the provision and the support it offers.

9. Programme Feedback and Impact

Impact on providers

It is evident, through the post grant monitoring process, that the impact on providers can often be as great as the impact on those attending the camps. Engaging with camps has given providers a number of opportunities, over and above delivering the camps during provision, including the following;

- **To have an increased presence and interaction with their local community**
- **To engage in training and upskilling opportunities, which can also benefit other areas of work**
- **Help to access further funding to diversify offer or to deliver in holiday periods outside of HAF**

Happy camps can foster a sense of community within the club, building relationships among participants, coaches, and parents –
Sapphire Gymnastics



We have noticed on many occasions the positive effect attending our Happy camps has on children; children that are nervous and sometimes withdrawn on first entering have been observed growing in confidence as their day progresses, making new friends, participating in activities, trying new food and wanting to return time and time again –
Dolphina Gymnastics



Our relationships with parents, carers and local business have been strengthened due to the programme delivery and our ongoing work –
Coaching Me

9. Programme Feedback and Impact

Impact on other HSP programmes

Active Local is the Herts Sport & Physical Activity Partnership's (HSP) approach to tackle inequality and disadvantage in targeted areas in Hertfordshire using the power of sport and physical activity. Utilising data and insight, the 10 areas of greatest need were identified and dedicated officers deployed to support and empower the communities in which the areas were located.

HAF Opportunities in Hertfordshire - 2023



In 2023, just under 9,000 opportunities (12% of all HAF opportunities) were located at venues in Active Local Areas with a total of £445,932.50 spent on providing camp provision across these areas.

Involving the Active Local Officers ensured they could have valuable insight in barriers that are faced specifically in the areas – both through engaging providers to be part of the scheme and through Active Local officers auditing programmes, allowing them to build up longer term relationships and opportunities to support and work alongside localised organisations – more than just the mail out/email out opportunities which may have existed previously.



10. Future recommendations 2024



The HAPpy programme continues to be a vital source of support for eligible families. Through the audit and feedback process, it is clear that providers of the scheme offer safe and engaging camps for children and young people to take part in a range of opportunities through the programme. We believe that Hertfordshire continues to lead the way in finding new and innovative ways to reach eligible families not currently accessing the programme.

Whilst there were a number of positive outcomes and successes from the 2023 delivery, the desire to widen the impact and continue to develop the programme is at the forefront of the planning for 2024. The key areas of focus will be as follows;

- **Robust Marketing strategy to aid further reach of the programme**
- **Continue to work with providers to drive up bookings to attendance rates including the opportunity to utilise overbooking and waiting lists effectively**
- **Focus on encouraging the declaration of SEND and opportunities for providers to be supported in their ability to accept children and young people with SEND**
- **Continue to expand upon the opportunities available using insight and influence locally**
- **Continue with direct award funding to enable the identified providers to support in their areas of expertise (including SfYP and SBLO)**

Through the Marketing strategy in 2024, and the opportunity to work with further new providers, we are expecting to strengthen the success and outcomes of the programme.

With thanks to everyone who made this 2023 HAPpy Programme possible

**Report written by: Louise Gallagher-Smith and Matthew
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Date of report: July 2024



Appendix 1

2023 Providers (new providers highlighted Orange)	Spring	Summer	Winter
Active Communities Enterprise CIC	Y	Y	Y
Active London		Y	
Apex Multisports	Y	Y	Y
APF Activity Camps (K-James Consultancy and Headship)	Y		
Ascot Road Primary School	Y	Y	
Bedwell Primary	Y	Y	
Brighter Days Kids Club	Y	Y	
Broxbourne Borough Council	Y	Y	
Camp 4 Champs	Y	Y	Y
CoachingMe Ltd.	Y	Y	Y
Community Initiative	Y	Y	Y
Digischool Ltd t/a ComputerXplorers Hertfordshire	Y	Y	Y
Dolphina Gymnastic Centre Ltd	Y	Y	Y
Everyone Active - Rickmansworth	Y	Y	Y
Everyone Active -Grange Paddocks	Y	Y	Y
Expressions Academy CIC	Y	Y	Y
Feel Hot Yoga	Y	Y	Y
Fencing Hertfordshire CIC	Y	Y	Y
FIT Bootcamp Limited t/a FizzBug	Y	Y	Y
FK Dance Academy	Y	Y	Y
Football Fun Factory	Y	Y	
Forever Young People	Y	Y	Y
Four Swannes Primary School Summer Camp	Y	Y	
Garden City Academy		Y	
GETGOLFING CIO	Y	Y	Y
Get Set 4 Tennis CIC	Y	Y	Y
Get With The Kids Vibe	Y	Y	Y
Greenfields Primary school	Y	Y	
Happy Hours Out of School Club C/O Birchwood Avenue Primary	Y	Y	Y
Hemel Hempstead Youth Rugby League Club	Y	Y	Y
Hemel Warriors ABC	Y	Y	Y
Hertford Gymnastics	Y	Y	Y
Herts Inclusive Theatre	Y	Y	
Herts Schools Outreach	Y	Y	
Herts Sports Partnership	Y	Y	
Imagination Dance CIC	Y	Y	Y
Jam Arts	Y	Y	
Jens Den Childcare Service Ltd		Y	
Junior Adventures Group (formerly FIT For Sport)	Y	Y	Y
Kool Kidz Club Ltd		Y	Y
Lifestyle Studios and Healthy U Education and Well-Being Facility CIC	Y	Y	Y
Lime Walk Primary School	Y	Y	
Lordship Farm Primary School	Y		
Mandeville Primary School	Y	Y	

Next Thing Education Camps LTD	Y	Y	Y
Non Stop Sports Education Limited	Y	Y	Y
One YMCA	Y		
Out to Learn		Y	Y
Premier Agents LTD ta Premier Education	Y	Y	Y
ProFormance Pathways CIC	Y	Y	Y
PSD Childcare Limited	Y	Y	
Re-play Holiday Club		Y	Y
Sapphire Gymnastics	Y	Y	
Saracens Sport Foundation	Y	Y	Y
SASA School of Performing Arts	Y	Y	
Science Atomic UK, CIC t/a Mad Science of Hertfordshire &	Y	Y	Y
SportsCool		Y	Y
Stevenage and North Herts Athletic Club		Y	
Stevenage Cycling Hub CIC	Y	Y	
Stevenage FC Foundation	Y	Y	Y
Stortford Gymnastics Club			Y
Theatretrain Royston	Y	Y	
The Craft Room	Y	Y	Y
The Hive @ Jim McDonald Centre, Welwyn Hatfield Borough Council	Y	Y	Y
The Little Performers	Y	Y	Y
The Mudlarks Community		Y	
The Pioneer Club	Y	Y	Y
The Swan Youth Project Limited (formerly Swan Youth Centre)	Y		
Three Rivers District Council	Y	Y	
Time for change kids	Y	Y	Y
Topkidz Out of School Hours & Daycare Group Ltd		Y	Y
Warriorz Performing Arts Academy	Y	Y	Y
Watford Football Club Community Sport & Education Trust	Y	Y	Y
Welwyn Hatfield Borough Council	Y	Y	
West Herts Warriors Basketball Club	Y	Y	Y
Zenith Trampoline club	Y	Y	Y

Appendix 2

School/Org name	SfYP	Young person's initials	U
Why was the young person referred to the HAPpy programme?	The young person's personal and social development.		
What were their identified needs / issues when they were referred to the programme?	<p>A PA received a referral for U. U has developed OCD which impacted their year 11 school attendance and their ability to do day-to-day tasks. As a result, they managed to attend only two GCSE'S examinations. They had been working with CAHMS to help manage their condition although was discharged shortly before the HAPpy project started.</p> <p>U experiences anxiety making going to new places extremely challenging which also limits the quality of relationship that U has with others. There has been family crisis recently which resulted in U leaving home with their parent and started living with another relative. U is polite but struggles with making friends and has limited social skills.</p>		
What, if any, additional support did the HAPpy programme staff provide?	When referred to us, the HAPpy project staff team were alerted to U's situation. This enabled us to put things in place to help U manage the environment with their OCD. The staff team did frequent check-ins with them to see if they were coping throughout the project.		
What difference has the programme made to the young person's life? (i.e. what were the outcomes for the young person - social, emotional, physical, academic etc).	Attending HAPpy has enabled U to make meaningful relationships in a safe and inclusive environment. U lived a limited social life before the programme but has made significant personal and social developments since attending. They have been able to connect with other young people and be a part of a community which was not achievable before this referral to SfYP.		



Has the young person enjoyed taking part in physical/sport activities and has it inspired them to take part in more physical activity after the programme ends?	<p>U's social life was extremely limited but during HAPpy, they were able to play rounders out in the local community with peers that they did not know before and take part in football and basketball in the sports hall. U was always the first young person eager to go to a local park and play fun physical activities.</p> <p>Consequently, U is eager to attend other SfYP projects and participate in more sports.</p>
Has the young person enjoyed eating healthy meals and has it inspired them to eat a more healthy, balanced diet after the programme ends?	Given that U has OCD, they have done extremely well to plan, prepare and cook a healthy, balanced meal with teammates. It has been a challenge for U, however, they have expressed they have enjoyed the experience. They took a full part in planning, preparing and serving meals at the project regularly.
Has the young person been referred onto any other SfYP projects as a result of attending the HAPpy programme?	U will be attending local projects and a Youth Council.
Feedback from the young person. (including quotes)	<i>"I've really enjoyed coming here. Especially where I have had such a tough time attending school."</i>
Feedback from parent(s) / carer(s) / professional(s) (including quotes)	<p>Parent - <i>'Great to hear U has had such a good time at the young people's centre.'</i></p> <p>Parent - <i>'Thank you for all the work you've done with U. They've really enjoyed coming down to the project. They are like a different person.'</i></p> <p>Relative - <i>'Thank you for all you've done with U. They've really come out of their shell. You have done such a great job and it's really appreciated. U wasn't even going to school and all of a sudden, they are getting up every day and heading down to the centre.'</i></p>