



Splash Annual Report

2022-2023

Reporting period:

1st April 2022 - 31st March 2023



Splash forms part of Youth Action Wiltshire, the youth work arm of Community First.

Registered Charity No: 288117 | VAT Registration No: 639 3860 06 | Company Limited by Guarantee Reg. No: 1757334

England Registered with the Financial Conduct Authority No: FRN 311971

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COMMUNITY
FIRST

“

It's a
fantastic
service you
guys offer
and you're a
great asset.”

A Splash Parent

”



Splash Highlights

501

Young people engaged with Splash provision

302

New referrals engaged with Splash support

1,406

Group activity places attended



"Splash is an amazing service."
A Splash Parent

2,218

Contacts were completed with young people facing challenges in their lives

218

Hours of counselling were undertaken



"Everyone was really kind."
Splash Participant



91%

Reported improved self-esteem and happiness



89%

Reported improved mental health and wellbeing



91%

Reported increased confidence



97%

Identified they were better able to cope and build resilience to move forward with daily life following engagement with Splash



"Today has been the best day of my life."



Background

Splash is part of Youth Action Wiltshire, the youth arm of Wiltshire based charity Community First. Splash has been supporting young people across Wiltshire since 1989. Splash now provides; Action planning, varied individualised support including coaching and mentoring, small group developmental activities, information advice and guidance, supported signposting and counselling for young people aged 9-16 years, who are facing challenges in their lives.

As part of our Splash Service, we deliver tailored provision for young victims of crime aged under 18 years who live in Wiltshire and Swindon, supporting them to cope and recover from their experiences of crime.

Splash is a young person led service – Each young person has the opportunity to co-produce an individualised Action Plan with their Splash Support Worker. Through action planning the young person is enabled to reflect on the challenges they face and together with their Splash Support Worker they identify and agree actions and which Splash service support options they would like to engage with to achieve their goals.

Through individualised support and small group positive activities, we aim to increase young people's confidence and self-esteem, help them tackle and overcome the challenges they face and build skills and resilience for the future. Each young person remains in control of the support they receive at all times, choosing from a menu of available Splash support

options, reviewing their progress and working through their identified actions at their own pace. By listening to our young people and providing ownership of their journeys, Splash provides a safe space for young people to articulate their thoughts and feelings and have positive experiences.

Team

Our Splash staff team consists of Dawn -Splash Service Manager 2.5 days a week, Ben -Senior Splash Support Worker fulltime, Matt -Splash Support Worker fulltime, Rachel -Splash Support Worker 2.5 days a week and Sharon -Splash Support Worker 2.5 days a week. Splash also benefits from strategic support from Steve -Head of Youth Action Wiltshire and Lynn -CEO of Community First, as well as fundraising and oversight from our charities Board of Trustees. Splash provision is significantly enhanced by our dedicated team of adult volunteers and Young Leaders who support our fundraising events, face to face school holiday programmes, weekend Splash club sessions and term-time online activities.



**The Splash Young Victim of Crime service supports Young Victims of Crime under the age of 18.*

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“It has been really reassuring to know that my child is receiving support from people outside of the family and I trust and appreciate Splash so much.”

A Splash Parent

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Service Outputs

April 2022 - March 2023

Measure	Achieved
Number of young people facing challenges in the their lives engaging in Splash provision	501
Number of new referrals engaged in Splash provision	302
Number of young people facing challenges in their lives accessing Splash 1 to 1 support including coaching, mentoring and action planning	326
Number of Splash funded counselling sessions attended	218
Number of face to face group work activity days delivered	115 including 6 residentials
Total places attended on face to face group activities	1,406
Number of young people facing challenges in their lives signposted to and accessing specialist external support*	94
Number of young people supported our project development and deliver as Young Listeners, Peer Mentors, Ambassadors or through membership of our voice groups	46
Total number of individual and group work contacts with young people	2,218

*Specialist external support services that young people accessing Splash were signposted to included; CAMHS, IVSA, Children's Social Care, SEND Support groups and online mental health resources.

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“I don't know where we would be without Splash, I truly believe Splash saved my son and without Splash support he may no longer be here to tell his story”

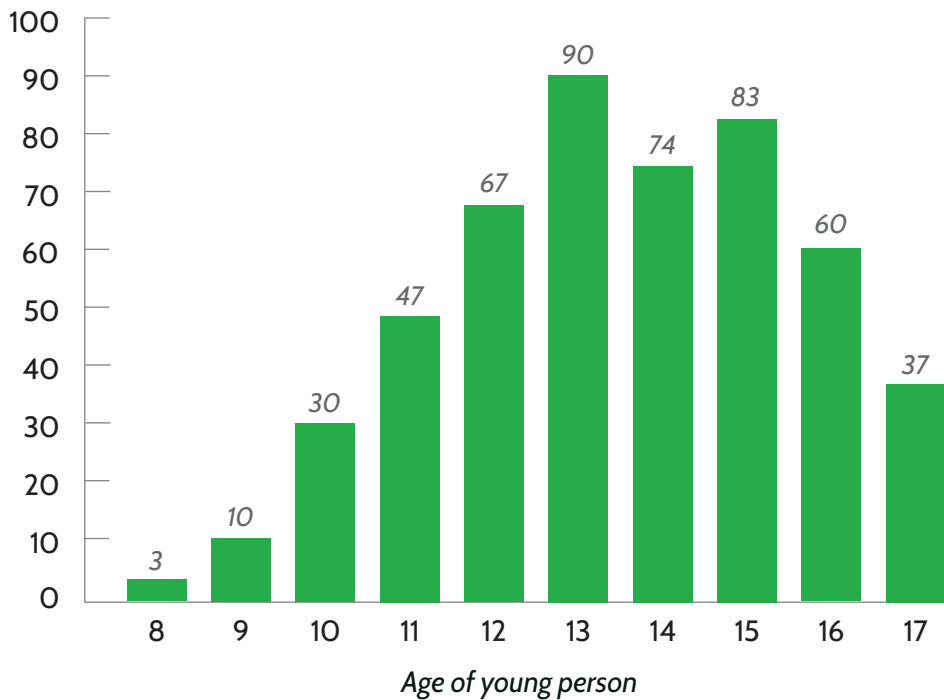
A Splash Parent

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Demographics

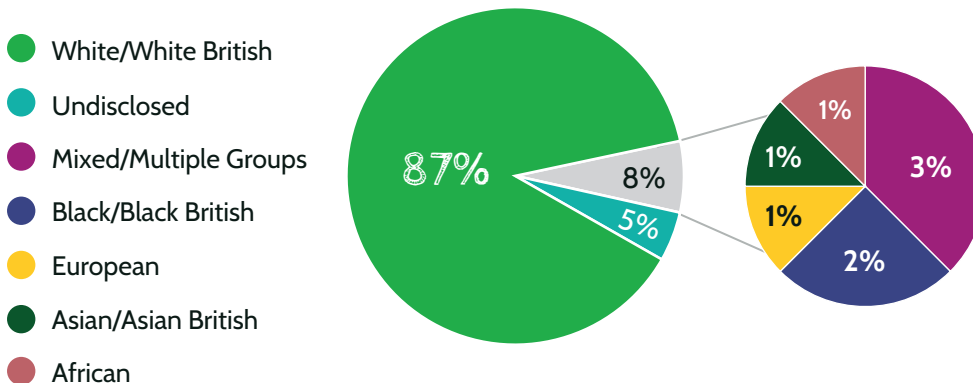
Age of Young People



Gender of Young People



Ethnicity of Young People



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People underestimate the impact of crime on the victim. Splash has been a major component in helping victims recognise it's not their fault, and let them know they are valued.”

A Splash Parent

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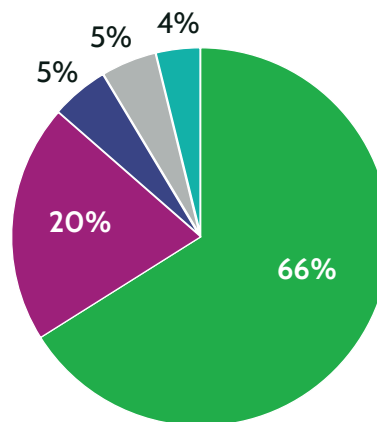


Young People Towns:

Swindon	128	Stonehenge Area	25
Trowbridge & BOA	55	Board Area	
Salisbury	49	Corsham	16
Devizes	42	Royal Wootton	11
Melksham	40	Bassett	
Chippenham	35	Tidworth Area	15
Calne	33	Malmesbury	4
Warminster (including Mere)	15	Marlborough/Pewsey	9
Westbury	24		

Referral Partners:

- Horizon Team (Wiltshire Police)
- Parent/Guardian/Family member
- School or Medical Professional
- Voluntary Sector Organisation
- Social Worker/Family Support Worker



Referral Categories:

Young Victim of Crime	364
Emotional Difficulties	205
Statement of SEN/Learning Difficulties/ASD/ADHD	140
Parent/YP MH issue	122
Free school meals	116
Behaviour Difficulties	105
Young Carer	79
Non/Poor/Reluctant school attendee	50
Child Protection	17
In Care	12
Parent in Prison	4

Note: Young people can be (and often are) referred under multiple categories.

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“Splash has changed my life. With the support of my Splash worker I am now much more confident, I know what happened to me wasn’t my fault, and I know where to go to get help if things happen in the future - Splash have been brilliant.”

A Splash Participant



COVID-19

Community First has continued to adhere to a comprehensive organisational COVID-19 prevention policy. Within this policy we request that our staff working face to face with young people regularly test for COVID-19 and that any member of staff who tests positive for COVID-19 refrains from face-to-face work until they have tested negative for a 48-hour period.

We also ask that any staff, volunteers, or participants who are feeling unwell with possible symptoms of COVID-19 or who live in households where someone is displaying symptoms of COVID-19, refrain from attending face to face engagement sessions until all members of their household are feeling better and all symptoms have dissipated.

Service Delivery

We continue to act on learning from our previous delivery, ensuring we listen to the voice of young people accessing our service, in order to best meet their needs. Therefore, our service has continued to offer a wide menu of support, from which, each young person has selected provision that best meets their needs. Every young person is offered the opportunity to co-produce an individual plan to identify their needs and set actions designed to support them to overcome the challenges they face.

This year Splash support options have included; 1:1 support through structured coaching and mentoring programmes, newly piloted 'Time

To Talk' individual sessions, weekly termtime online group activities, varied school holiday small group positive activities, including; Day, multi-day & residential projects. New termtime monthly Splash club sessions, opportunities to undertake Leadership/Peer Mentor training and become a Youth Action Wiltshire/ Splash Young Leader, supported signposting, opportunities to join our Splash Voice Groups and internally funded counselling sessions.

As requested by young people our small group positive activities have encompassed a broad range of themes and activities including; Arts, creative, cooking, informal learning, team and individual sports, problem solving, team challenges, environmental, wildlife, bushcraft and varied adventure sports.

1:1 support has taken place face to face in school, at home, or through 'Walk N Talk' sessions, we have also continued to offer remote provision when young people have requested this. Each individual chooses how often, where and how 1:1 support takes place. We have continued to develop strong relationships with schools across the county who accommodate our Splash 1:1 sessions, as they recognise and value the benefits and positive impact this work has for their students.

Challenges, Learning & Changes

COVID-19 has continued to present challenges to our service delivery

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“Splash has been great for my son - made him feel accepted and valued.”

A Splash Parent

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during the reporting period including last-minute cancellations and 'No Shows' due to young people or members of their households testing positive/ displaying symptoms of the virus, along with, staff, volunteer and provider sickness.

Due to the number of vulnerable families that access our service, we will continue to request that all young people experiencing COVID-19 symptoms or living in households where a family member is experiencing symptoms refrain from attending face to face engagement until no-one in their family is experiencing COVID-19 symptoms. This preventive measure helps to protect vulnerable families accessing our provision, along with our staff, volunteers and providers, ensuring resilience for our ongoing delivery.

The cost-of-living crisis has continued to have an impact on our delivery and many families accessing our service. Our provider and venue costs have increased significantly over the past 12-months. In addition fuel costs have continued to increase, resulting in rising costs for us and increased demand on our minibus pick-ups – more pick locations being requested resulting in increased fuel consumption and costs for our charity, along with increased wear and tear on our vehicles.

As COVID-19 restrictions eased, we were pleased to be able return to the delivery of two residential Young Leader training programmes during 2022- 2023, which a total of 20 young people successfully completed. We also continued to coach and mentor 8 existing Young Leaders and provide further development opportunities for them as they continued to support our

group work activities, both online and face to face.

We have continued to offer internally funded counselling for young people accessing Splash through Service Level Agreements with our counselling partners Barnardo's and Relate. Both services continued to provide 1:1 and family counselling for young people referred by our staff team. Relate continued to provide a virtual/online counselling service and Barnardo's provided face to face counselling, having this choice of delivery method has been recognised as beneficial. The average number of counselling sessions each young person accessing this support during the year rose to 8 sessions, which is a reflection of the complex issues young people have been facing.

It is widely evidenced that the years during and following the COVID-19 pandemic have seen an increasing number of children and young people facing complex issues with their mental health.

Data from Mental Health of Children and Young People in England 2022 highlights that:

1 in 6

Children have a diagnosable mental illness (anxiety, depression, disordered eating), rising to 1 in 4 17-19 year olds.

50%

Of adult mental illness is embedded by the age of 14 years

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“Splash has exceeded my expectations on how you could help me.”

A Splash Participant

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Counselling is an element of support that we recognise as a must for future delivery and we have expanded our partnership to include Wiltshire Mind, who will also offer a face-to-face counselling option going forwards.

To further enhance our engagement with young people and their families from all backgrounds we have secured funding to have Splash documents (information sheets, letters and consent forms) translated into the 10 most widely spoken languages in Wiltshire. In addition new funding will enable us to introduce 'Worry Monsters' and resource packs for young victims of crime under the age of 8, or those with special educational needs. Research shows that 'Worry Monsters' can be really comforting for those that have experienced trauma at a young age.

We provide all PPE and equipment for our group work activities and continue to provide free transport pick-ups to ensure accessibility for all. Due to COVID-19 prevention practises we have yet returned to providing meals for all group day activity participants, however we have continued to provide lunch bags for those that require them ensuring allergies and dietary requirements are accommodated. We have also continued to make onward referrals to Citizens Advice, Food Banks and community fridges for families that needed this nature of support. We continue to work with parents and carers to ensure we fully understand and can accommodate young people's needs medical, physical and emotional. For those with medical and physical needs we work with parents/carers to complete

comprehensive individualised risk assessments to ensure each young person is safe at all times and to ensure all staff, volunteers and providers are prepared, trained and ready to take any necessary action. This is particularly relevant when accommodating young people with conditions including asthma, diabetes, allergies, epilepsy, etc.

When the individuals' additional needs require external specialist support we provide a supported signposting service.

Young Peoples Voice

Our Young Peoples Splash Voice Groups have continued to take place quarterly throughout the year, providing invaluable information on ways that we can develop and enhance our future provision. They have also extended their work to include providing feedback/ advisory sessions for other local causes. During the past 12-months members of our Voice Groups have assessed grant applications for Wiltshire Community Foundation – providing a young person's perspective on project proposals and making recommendations to the assessment panel, they have also worked with Leaders Unlocked on young people specifically themed, focussed workshops and our Splash beneficiaries who are also young carers engaged in research for a Home Education careers platform.

Added Value

Splash forms part of Youth Action Wiltshire (YAW), the youth work arm of Wiltshire-based charity Community First, Alongside Splash, Youth Action Wiltshire delivers Wiltshire Young Carers Service,

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“Splash has been amazing, no other words, just amazing.”

A Splash Participant

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Youth Club Support and Project Inspire, for young people who are Not in Education, Employment or Training (NEET young people). These YAW programmes offer opportunities for the Splash team to signpost young people when relevant, to internally provided ongoing support to further progress their development. Handovers to these services are carried out in consultation with the young person and their family, at a time when it is appropriate and suitable for each individual.

Strategic Work & Recognition

As a member of the Swindon Youth Justice Management Board, Splash was really proud of the HMIP Outstanding outcome for Swindon Youth Justice Service. Sitting on this board ensures that the voice of victims of crime are heard and taken into consideration at a Strategic level in Swindon, both within the Swindon Borough Council and across other represented Partnership agencies. The Splash Service Manager

also attends the quarterly Victim Witness and Most Vulnerable Group Meetings, again ensuring Young Victims of Crime voices are heard and learning shared. These meetings provide updates on the challenges, changes and learning of other partner agencies enabling Splash to continue to be well informed and support young victims through any court procedures, counselling or investigations. The Victim Witness and Most Vulnerable Group contributed to the Wiltshire and Swindon response to the Victims Bill Consultation in January 2022, providing a localised response to The Ministry of Justice.

In July 2022 Splash received a Chippenham Civic Award from the Town Council for our work carried out in the town. This award acknowledged and celebrated the support Splash provides, the positive impact engaging with Splash has, for its beneficiaries and the great work of our Splash staff and volunteer team. The whole team are very proud and delighted to have been recognised and acknowledged by this award.

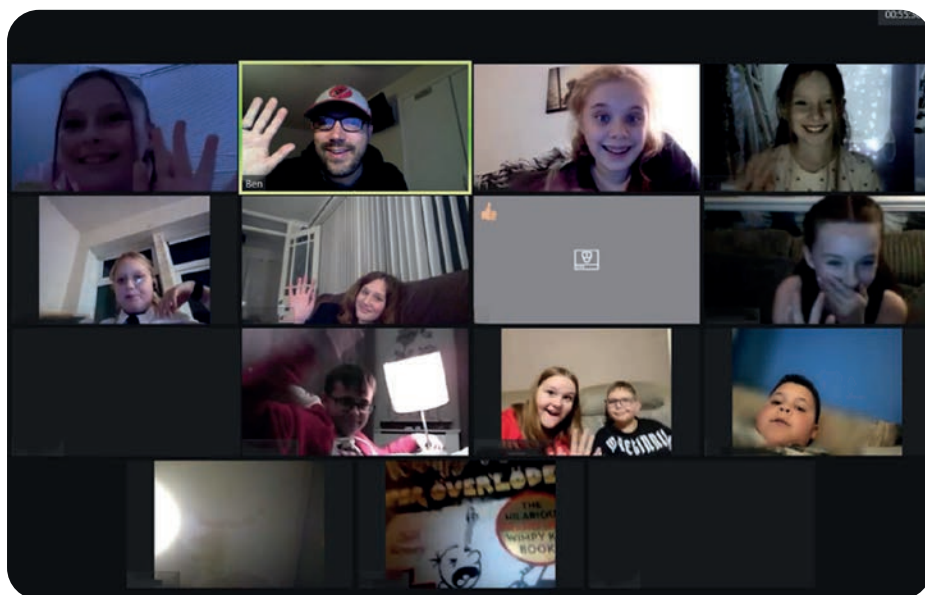
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“Mum spoke to Splash the day after we reported it to the police. I had a meeting really quickly with my Splash worker and we completed my support plan.”

A Splash Participant

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B's Story

B was assaulted by a small group of boys and was then subsequently threatened with further violence via social media platforms, numerous times. Following these experiences B struggled to return to school for fear for their own safety. They found that their independence had been revoked and confidence had fallen drastically. They felt really isolated due to not being able to leave the house and felt very anxious, frightened and agitated the majority of the time.

Engaging with Splash was a huge step for B, but one that their family hoped would be helpful and impactful. Following the co-production of an individual needs assessment and support plan, B felt that talking to someone outside of the family unit could help. At times that best suited B, they undertook some "time to talk" sessions with a Splash support worker. These sessions gave B the opportunity to talk openly about their experiences without additional fear of upsetting, burdening or worrying their parents. *"Speaking to someone outside of the*

family genuinely made it much easier to get my thoughts out of my head" says B. They didn't need to hold back and could just let it all out. Over time B and the Splash support worker discussed attending some Splash positive activities, which initially seemed like an impossible feat. On the first day of attending a group activity B's anxiety was extremely high, however the Splash team of staff, volunteers and Young Leaders made B and everyone else feel so welcome, that B soon settled into the day.

To Since attending that first group work activity and engaging in more over the following months, B's confidence improved massively. During their 3 month review B self-reflects that they are now more confident in themselves and feel that they have *"moved on"* from where they were and felt much more resilient to negative peer interactions should they occur in the future. B said: *"I see a better more positive future since engaging with Splash."*



“

"I don't know if my son would still be here if he didn't have Splash. Splash have literally saved his life"

A Splash Parent

”



M's Story

M was referred to Splash via a family link worker working with the family. M had not attended school for a number of years, due to debilitating anxiety and whilst the family link worker was concerned that M may struggle to engage with Splash due to the anxiety and ASD, they knew the beneficial, positive impact engaging with Splash could have on M.

Initially the Splash Youth Support Worker visited M at home. During this visit, the Youth Worker began to get to know M through lots of conversation around interests, hobbies, likes, dislikes, music, films, etc. These basic conversations in the comfort of their own home enabled the foundations of trust to form between M and the Splash Youth Support Worker. Further visits took place to discuss Splash and to address any concerns or fears M had about joining one of the group activity days.

Together the Splash Youth Support Worker and M worked their way through the identified concerns discussing ways to overcome particular fears and barriers. Feeling more confident about attending M agreed to take part in a Splash activity on a local care farm. It was pre-arranged that Mum would transport M to the venue, and

Mum would stay local so that she could collect M if they became overwhelmed at any point during the day. Well, M absolutely loved the animal interaction and the small group dynamic Splash offered that day.

The day was a huge success with M absolutely smashing every task set. As the day progressed you could literally see the confidence radiate from M. They were smiling, chatting to others, playing and really, really enjoying being around other young people – Mum couldn't quite believe her eyes when she came to collect M.

With the fears of the first day put to one side M continued to engage with Splash really well over the coming months, attending regularly, growing in confidence each time and developing new friendships. There have been the occasional regressions, but M has been able to recover from these showing great resilience and determination to keep enjoying their Splash activity days.

The next steps for M are to work towards reengagement with school. This is a daunting aim for M, but something they want to try. The Splash Youth Support Worker will continue to support M through this next step.

The Splash worker gained my child's trust really quickly, through listening to them and being nice to them. It's been great for them to have someone to talk to about how they feel after it happened.

A Splash Parent

"Going to Splash gives him a day when he doesn't have to worry - he knows he's safe at Splash."

A Splash Parent

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“Meeting new people and getting out of the house on activities helped me recover.”

A Splash Participant

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Outcomes

Returns from our Splash parent/carer/referrer feedback survey in March 2023 recorded the following increases for Splash beneficiaries:

91%

Self-esteem - feeling of pride and self worth

91%

Self-Confidence - belief in themselves and their abilities

90%

Attitude and behaviour - towards you and others

93%

Knowledge - level of learning

88%

Social skills - communication and interaction with others

91%

Happiness

88%

Home Life

78%

Attendance at School

89%

Improved mental health and wellbeing

90%

Feelings of inclusion, thus reducing isolation

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“When I go to Splash I feel like a brand new person and its one of the best feelings I’ve had. I feel that I can be myself at Splash.”

A Splash Participant

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Finances

Income 2022-2023

Splash operates through a multisource funding model, receiving funding from a wide variety of grant giving Trusts and Foundations, The National Lottery, Parish and Town Councils and Wiltshire Council Area Boards, The Office of the Police & Crime Commissioner for Wiltshire and Swindon, in support of our Splash Young Victims of Crime programme, private donors and sponsors and through our programme of fundraising activities and events. We are also hugely grateful to our partners who provide in-kind activities and venues expanding and enhancing our programme of positive activities for young people.

Fundraising Activities, Events and Donations (including Grants, Charitable Trusts And Foundations and the National Lottery)	£86,754.60
Contract for Support Services for Young Victims of Crime through The Office of the Police and Crime Commissioner for Wiltshire and Swindon	£134,706.00
Town, Parish and County Councils	£6,927.00
Total Income	£228,387.60
Total Expenditure	£244,752.00

"Splash should be commended for everything they do for so many children."

A Splash Parent

"Fully thankful Splash is there for him, I don't know where he'd be without Splash."

A Splash Parent

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"Splash helped my son to regain his confidence in others, but also confidence in himself."

A Splash Parent

”



Partnership Working

We would like to acknowledge and thank all our supporters, volunteers, Young Leaders, funders, partners, Friends, Trustees, Colleagues and team members that together enable Splash to continue to support young people facing challenges in their lives, across Wiltshire.

Adventure Bristol	Pewsey Vale School
Barnardo's	Potterne Scout Centre
Beaversbrook	Relate
BOA Lions	Scrap store
Caenhill Countryside Centre	Skillset Learning
Childrens Choice	South Cerney Outdoor
Chippenham Lions	St James Trust
Critters Clan	St Marys School
Dorset and Wiltshire Fire Service	St Marys Sports Centre
DWP Kick Start programme	Stampede Sports
Easy Fundraising	Stonehenge School
Far Peak Climbing Centre	Tall Ships Youth Trust
Farm Cookery School	Tesco Groundworks
Five Rivers Sports Centre	The Blagrove Trust
Flaxland Farm	The Finlay Foundation
Friends of YAW	The Julia & Hans Rausing Trust
Greensquare Accord	The Julius Silman Charitable Trust
Gul	The Outdoor Education Team at Oxenwood Centre
Hedley Foundation	The Radnor Charitable Trust
Henry C Hoare CT	Trowbridge Town Trust
Hugo Halkes CT	Walker Logistics
Jamie McDine	Warminster Lions
John Lewis/Waitrose	WASP
Lansdown Hall	West Lavington Village Hall
Lansdown Lodge of Unity	Westbury Community Project
Leaders Unlocked	Wiltshire Community Foundation
Melksham Town Council	Wiltshire Council Area Board Youth Grants
National Lottery Reaching Communities Fund	Wiltshire Outdoor Learning Team
Old Sarum Youth Centre	Wiltshire PCC
Pewsey Vale School	Wiltshire Wildlife Trust

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“I’ve
made
friends
today.”

A Splash Participant

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Summary

Splash provides vital support for young people across our county, when they are finding life challenging. We are extremely proud of the outcomes each young person accessing our provision achieves. At times our work can be challenging and complex, but every day the team are inspired by the stories they hear, the young people they meet and the courage and bravery they see.

Through the wonderful support of all of our funders and partners, we continue to diversify the range

and expand the levels of support that we are able to provide for Wiltshire's young people. Helping them to tackle the challenges they face, develop confidence, self-esteem, wellbeing, support networks, skills and resilience.

We would like to once again sincerely thank everyone involved, in enabling us to work with so many truly fantastic young people.

Splash forms part of Youth Action Wiltshire, the youth arm of Community First. Registered charity number 28811.

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“He’s enjoyed it so much! He was full of beans telling me all about Oxenwood so I just want to thank you so much for letting him be a part of something so wonderful.”

A Splash Parent

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About Splash

Splash is a service from Youth Action Wiltshire, the youth work arm of Community First (Charity Reg: 288117)

Splash provides positive activities and youth worker support for young people who are facing challenges in their lives, providing fun opportunities where young people learn from each other, help and support one another and recognise that they are valued individuals. Splash raises aspirations, increases confidence and self-esteem and empowers young people to realise their own capabilities and potential.

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Vibrant Communities, Brighter Futures

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