DATE	PAYEE	DESCRIPTION	AMOUNT
May			
1	NFDC (Town Hall)	National Non-Domestic Rate Council Offices & Premises 2026/27 May	£519.00
	NFDC (Fawcetts)	National Non-Domestic Rate Sports Ground & Premises 2026/27 May	£440.00
5	SLCC	Membership Renewal for Town Clerk	£505.00
	Source for Business	Water/ Sewerage charges at Fawcetts Field 14/10/25 - 10/04/26	£1,410.21
7	Nitro	12 month PDF software licence x2	£96.00
	Friends of NM Station	Gifts for Twinners	£273.50
	Vodafone	Monthly mobile phone charges - 20 mobiles	£307.26
12	BPCE	Kubota Contract Hire	£303.40
14	Pitney Bowes	Franking machine postage top-up	£200.00
15	All Clear Pest Control	Routine rodent control at Fawcetts Field	£78.00
	AquaCare	Monthly water hygiene monitoring (6 sites) April 2026	£833.99
	B&Q	Chairs for Dementia Allotment	£160.00
	BWT	Monthly water cooler rental & 19L bottles - May 2026	£102.42
	Bowcom	Line marking paint	£936.00
	Brewers	Paint for Dementia allotment shed & gazebo	£71.00
	Central Southern Security	Fire panel installation at Indoor Bowls (£606). Fire alarm, emergency lighting and/ or CCTV maintenance & services at Fawcetts Field, Indoor and Outdoor Bowls - Statutory requirement	£1,303.20
	Christchurch Garden Machinery	Replacement Mower & batteries (£1271) Annual machinery services (3) & repair	£1,668.60
	Cleaning Angels UK	Changing room cleaning at Ashley & Fernhill Pavilion	£230.00
	DCK Accounting	Accounting support for March inc. 25/26 year end	£1,331.70
	DCK Payroll	April 2026 payroll processing	£179.22
	Empire Industrial Doors	Statutory testing & service of roller shutters + fire doors at Outdoor Bowls & Empire Skate	£1,344.00
	Everton Nurseries	Top soil for open spaces	£50.88
	Fireguard Services	Fire alarm inspection & test + service of fire equipment at Ashley Youth Hub	£185.64
	GDPrint	New Milton Churchyard Heritage walk leaflets	£84.00
	Gary Prince Publications	Full page adverts for Dementia allotment & Afternoons of Music in The Mercury, The Barton Bugle & New Milton Mail - May 2026	£432.00
	Glasdon	Donated Commemorative Benches x6 (£4380.48) Litter bins x4 (£1736.16)	£6,116.64
	Greenlock Electrical	Callout to attend emergency lighting issue at Fernhill	£150.00
	HCC (Hants LGPS)	Pension Contributions - April 2026	£12,425.16
	HMRC Cumbernauld	Tax and NIC - April 2026	£20,223.63
	Jewson	Concrete paving flag for Fernhill patio - CAPEX	£27.50
	John Shutler Tree Services	Removal of fallen trees & roots blocking stream through Carrick Wood (£1500) Tree works including removal of stumps at Barton Common	£3,660.44
	Kompan	Monthly play area inspections	£360.00
	Lamps & Tubes	Supply & install Town centre bunting	£3,562.37
	NMSB	Removal of fly tip at Fawcetts	£67.80
		Carried Forward	£59,638.56

		Brought Forward	£59,638.56
	New Forest Stationers	Stationary supplies for Town Council use	£29.01
	NMRFC	Electricity charges at Ashley Youth Hub 04/03/26 to 01/05/26	£345.57
	Pitney Bowes	Quarterly rental and maintenance charge	£90.60
	rCOH	Neighbourhood plan additional changes	£399.00
	RMB Hydroseeding	Hydroseeding work for Town wide Wildflowers	£7,190.00
	Rejuvenate	Provision of managed services & line rental	£677.30
	Restore Datashred	Shredding charges - 8 bags	£99.22
	Screwfix	Mixed supplies	£503.22
	The Arnewood School	Refreshments for Civic Celebration	£180.00
	Travis Perkins	Mixed supplies	£576.57
	Tyremarx	2 Tyres for Estates Team vehicle	£240.00
	Waste Management Facilities	Mixed Municipal Waste at Ashley Sports Ground - Re-Chargeable	£280.18
	Watson Welding	Welding to Rose Arch at New Milton Recreation Ground	£150.00
18	Grant Aid	Honeypot Children's Charity (£500), Artful Scribe (£250), New Milton Youth Trust (£15k), New Miton Music Festival (£400), HOPE New Forest (£450)	£16,600.00
19	worldpay	Website Payment Function	£15.00
	ICO	Annual Data protection fee	£78.00
	Memorial Centre	Grant Aid	£500.00
	DCK Accounting	Accounting support for February & March 2026	£804.44
28	Citation	Rotas and Workforce Management - Monthly charge	£54.00
29	All Clear Pest Control	Routine rodent control at Bowls Club	£78.00
	Cameron Irrigation	Repairs to irrigation system at Fernhill Sports Ground	£264.38
	Empire Industrial Doors	Roller Shutter works at Bowls Club	£1,080.00
	Flagmakers	New Milton Town Council + Union flags	£594.88
	GDPrint	Food for Thought Worksheets	£38.00
	Intrepid	Skateboarding session for youth holiday club	£220.00
	Lush Signs	4x Community Champions bench plaques	£226.20
	Mole Country Stores	Planting supplies for Dementia Allotment	£89.92
	NMSB	General waste site wide (£329.40) Compost for topping up beds	£566.52
	Plants for Trade	Tree Planting at Long Meadow & Doe Copse	£226.80
	South Coast Sports Academy	Coaching staff costs for Easter youth sessions (HAF)	£750.00
	Staff/ Members	Salaries and Expenses - May 2026	£37,645.42
	Travis Perkins/ Hire	Fernhill patio upgrades (CAPEX) Bulk bags for Friends of Ballard Nature Reserve (£12.02)	£339.00
	Viking	Stationery for Town Council use	£200.99
31	Lombard	Vehicle hire x5	£2,452.61
		TOTAL	**£133,223.39**

DATE	PAYEE	DESCRIPTION	AMOUNT
Jun			
1	NFDC (Town Hall)	National Non-Domestic Rate Council Offices & Premises 2026/27 June	£519.00
	NFDC (Fawcetts)	National Non-Domestic Rate Sports Ground & Premises 2026/27 June	£440.00
2	HCC	License for Floral Baskets on Lamp Columns	£120.10
3	Petty Cash	Petty Cash top up	£250.00
4	NFDC	Commercial Service Charge for lease of Town Council offices - Town Hall utility charge 2025-26	£19,176.00
	Hampshire & IOW Air Ambulance	Money raised for Mayors Charity	£2,166.41
5	Twinning Association	Payment towards Twinning Association itinerary events	£850.00
	Vodafone	Monthly mobile phone charges - 20 mobiles	£305.66
12	AquaCare	Water hygiene monitoring across 5 sites May 2026	£848.42
	Aquaculture Innovation	Replacement Solar Aerator for Ballard Lake (CapEx)	£1,918.80
	BCPE	Kubota Contract Hire	£303.40
	BWT	Monthly water cooler rental & 19L bottles	£7.09
	Brewers	Anti-Rust paint for Recreation Ground	£22.66
	CEF	Cable Ties	£28.44
	Cleaning Angels	Cleaning at Fernhill Pavilion	£120.00
	DCK Accounting	Accounting support for April & May 2026	£665.84
	DCK Payroll	Monthly provision on payroll May 2026	£848.28
	DPS	Designated premises supervisor for Lions Carnival	£200.00
	Eco Sustainable Solutions	Eco Bark for open spaces shrub bed mulch	£1,053.12
	Empire Industrial Doors	Repair and installation of new motor to roller shutter at New Milton Cricket Club	£834.00
	Firefly Festivals	Deposit return following Sham Rocks Music Festival	£1,200.00
	GDPrint	Afternoons of Music banners and flyers	£200.80
	Gary Prince Publications	Advertisements for Afternoons of Music & Dementia Allotment in The Mercury, The Barton Bugle & New Milton Mail - June 2026	£288.00
	Greenlock Electrical	Lighting works at Fernhill Pavilion. Detach cable from Highstreet lamp column	£237.53
	Groovemeister	Performance at Afternoon of Music	£1,120.00
	HCC (Hants LGPS)	Pension Contributions - April 2026	£11,100.87
	HMRC Cumbernauld	Tax and NIC - April 2026	£15,397.42
	Jewson	Barrier fencing for open spaces (£134.96) Bulk bark mulch (280.76)	£415.72
	John Shutler Tree Services	Medium priority works at Carrick Way, Stem Lane and Ballard Lake	£8,068.50
	Juice	Afternoons of Music poster & banner design. Website SEO & updates	£948.00
	Keffen Plant Hire	Long Meadow - Barton Common Paths (£19,927.98 - Funded by NFDC Becton Rough S.106) Fawcetts Pétanque DDA footpath (£1,483.80 CapEx)	£21,411.78
	Kiwa	Inspection & testing of lamp columns for floral and festive displays	£3,078.00
	Lapwing	Mixed supplies for Estates Team	£185.26
	NMSB Concrete	Fawcetts works including Pétanque DDA footpath (CapEx)	£856.23
	NMSB	Open space planting supplies & waste clearance of arisings from Ballard Nature Reserve and Ashley Pitch	£1,273.78
		Carried Forward	£96,459.11

		Brought Forward	£96,459.11
	npower	Electricity bills across 6 locations for April 2026	£1,162.02
	New Forest Stationers	Stationary supplies for Town Council use (£33.20) Standing Orders (£197.18)	£230.38
	New Milton Advertiser	Dementia Allotment advertising	£54.00
	Northfield Nursery	Open spaces general planting & Bedding plants for Summer floral displays	£18,742.98
	Screwfix	Hand tools & paper blue roll	£96.97
	Travis Perkins	Various supplies for open spaces, including Pétanque DDA footpath (£735.75 - CapEx) & Barrier fencing (£350.80)	£1,441.34
	tudor environmental	Plant fertiliser	£602.53
	Turfleet Hire	Hire of Ride on Mower (May: £1,110), Rotavator (£888) & Tractor (May: £828)	£2,826.00
	NHS	Staff member health screening	£31.27
	Viking	Office Shredder (high security micro cut)	£1,105.20
	Waste Management Facilities	Mixed Municipal Waste at Ashley Sports Ground - Re-Chargeable	£287.19
16	New Milton Advertiser	Advertisements for Annual Towns Assembly and Groovemeister Afternoon of M	£312.00
	rejuvenate	Provision of telephone service, Cyber Essentials work & remote support	£1,517.51
	Salt & Heather	Professional services relating to planning application to NFDC for proposed Youth & Family Hub	£2,100.00
	Turfleet Hire	Hire of Tractor and Ride on Mower - April	£1,938.00
	Wessex Sound	Audio for Afternoon of Music	£1,020.00
	rejuvenate	Provision of managed services including licences	£1,128.44
19	worldpay	Card machine charges & Website Payment Function	£88.92
24	Lombard	Vehicle Excise Duty recharge	£95.00
26	All Clear Pest Control	Rodent control at 3 sites	£234.00
	Auditing Solutions	Provision of final Internal Audit service 2025-26	£1,260.00
	Central Southern Security	Emergency lighting works at Ashley Rugby Club	£594.00
	Christchurch Garden Machinery	Vehicle maintenance	£288.58
	DCK Accounting	Preparation of year end accounts	£811.80
	Greenlock Electrical	Replacement lights at Fernhill Pavilion	£225.00
	Jewson	Supplies for Barton Common signs & footbridge maintenance	£51.48
	Keffen Plant Hire	Pétanque DDA footpath construction (£5,513.69 - CapEx) Arisings Clearence	£5,933.09
	Kompan	Play area inspections and repairs	£1,182.34
	Lush Signs	Plaques for Commemorative Benches	£290.40
	nalc	2x online course for staff member on LGR & Collaboration	£84.00
	NMSB	General waste site wide	£329.40
	npower	Electricity bills across 6 locations for May 2026	£657.42
	New Forest Young Carers	Grant Aid as agreed at F&GP on 15 June 2026	£500.00
	NFDC	Tree Survey/ Enquiries July 2025 to May 2026	£360.00
	New Forest Stationers	Stationary supplies for Town Council use	£7.90
	New Milton Mens Shed	Gifts for Twinners visit	£105.00
	NMRFC	Electricity Charges	£177.11
	RMB Hydroseeding	Hydroseeding at Wessex Football pitch & Ashley Rugby pitch renovation	£7,776.00
		Carried Forward	£152,106.38

		Brought Forward	£152,106.38
	rejuvenate	Cyber Essentials work	£4,210.80
	Screwfix	Various supplies for Estates Team & open spaces	£208.75
	Seton	External signage for Fernhill Pavilion	£204.72
	Staff/ Members	Salaries and Expenses - June 2026	£38,892.73
	Total Energies	Gas invoices for Fawcetts Field (£8,856.67) & Ashley Pavilion (£1,305.90) - Back invoices	£9,794.28
	Travis Perkins	Various supplies for open spaces	£198.05
	tudor environmental	Plant food	£127.25
	Viking	Stationery for Town Council use & 2 office chairs	£360.97
	Waste Management Facilities	Mixed Municipal Waste at Ashley Sports Ground - Re-Chargeable	£5.52
	WPGroup	Fawcetts vehicle fuel	£5,342.86
28	Citation	Rotas & Workforce Management - Monthly Charge	£54.00
30	BDO	Postage of documents relating to audit	£5.95
	Lombard	Vehicle hire x5	£2,373.48
		TOTAL	**£213,885.74**
		TOTAL FOR MAY(£133,223.39) + JUNE (£213,885.74)	**£347,109.13**

SUMMARY

Appendix 2

MONTHLY MANAGEMENT ACCOUNTS - MAY 2026

	Actual May £	Budget May £	Var £	Var %	Actual YTD £	Budget YTD £	Var £	Var %	Annual Budget £	Amount Left £	Left %
AMENITIES	68267	62153	6114	10%	118964	119803	-839	-1%	963341	844377	88%
F&GP	50682	52174	-1492	-3%	120792	120347	445	0%	668325	547533	82%
TOTAL	**118949**	**114327**	**4622**	**4%**	**239756**	**240150**	**-394**	**0%**	**1631666**	**1391910**	**85%**

AMENITIES

MONTHLY MANAGEMENT ACCOUNTS - MAY 2026

	Actual May £	Budget May £	Var £	Var %	Actual YTD £	Budget YTD £	Var £	Var %	Annual Budget £	Amount Left £	Left %
Amenities - General											
Wages & Salaries	29523	28639	884	3%	61774	57275	4499	8%	343663	281889	82%
Ers NI	3806	3723	83	2%	8015	7446	569	8%	44676	36661	82%
Ers Pension	4434	4582	-148	-3%	8791	9164	-373	-4%	54986	46195	84%
Skip Hire	275	292	-17	-6%	275	583	-308	-53%	3500	3225	92%
Tree Work	7641	3333	4308	0%	7641	6666	975	0%	40000	32359	81%
Tree Planting	0	167	-167	0%	377	333	44	13%	2000	1623	81%
Signs	0	167	-167	0%	0	333	-333	-100%	2000	2000	100%
Vehicle Maintenance	534	1667	-1133	-68%	1411	3333	-1922	-58%	20000	18589	93%
Fuel & Oil	0	833	-833	-100%	0	1667	-1667	-100%	10000	10000	100%
Contract Hire van	5527	3000	2527	0%	5780	6000	-220	0%	36000	30220	84%
Safety Equipment	70	1167	-1097	-94%	70	2333	-2263	-97%	14000	13930	100%
Hand Tools	0	62	-62	-100%	164	125	39	31%	750	586	78%
Machinery Replacement	0	333	-333	-100%	1059	667	392	59%	4000	2941	74%
Waste Collection - NFDC	0	150	-150	-100%	982	300	682	227%	1800	818	45%
Service Level Agreement	0	208	-208	0%	0	417	-417	0%	2500	2500	100%
Statutory Testing	1212	3958	-2746	-69%	3926	7916	-3990	-50%	47500	43574	92%
Sub-Total	**53022**	**52281**	**741**	**1%**	**100265**	**104558**	**-4293**	**-4%**	**627375**	**527110**	**84%**
Sale of Assets	0	0	0	0%	0	0	0	0%	0	0	0%
Sub-Total	**0**	**0**	**0**	**0%**	**0**	**0**	**0**	**0%**	**0**	**0**	**0%**
SUB-TOTAL	**53022**	**52281**	**741**	**1%**	**100265**	**104558**	**-4293**	**-4%**	**627375**	**527110**	**84%**
Ashley Sports	506	1423	-917	-64%	-334	2847	-3181	-112%	17082	17416	102%
Rec (including skatepark)	2099	786	1313	0%	1669	1571	98	6%	9429	7760	82%
Fawcetts	-4311	614	-4925	0%	-4375	1227	-5602	-456%	7364	11739	159%
Moore Close	213	-379	592	0%	-2677	-758	-1919	253%	-4550	-1873	41%
Fernhill Lane	-1499	203	-1702	0%	-1424	406	-1830	0%	2434	3858	0%
Allotments	123	125	-2	0%	213	250	-37	-15%	1500	1287	86%
Donated Seats	-3333	42	-3375	0%	-516	83	-599	0%	500	1016	203%
Public Open Spaces	19626	5208	14418	0%	27697	10417	17280	166%	62500	34803	56%
Rent Received Dog Club	0	-203	203	0%	0	-406	406	-100%	-2435	-2435	100%
Flowerbed sponsorship	0	-104	104	0%	0	-208	208	-100%	-1250	-1250	100%
Bus Shelter advertising	0	0	0	0%	-2700	-2500	-200	8%	-2500	200	-8%
Plant a Tree income	0	-250	250	0%	-1000	-500	-500	100%	-3000	-2000	67%
HLS income	0	-208	208	0%	0	-417	417	-100%	-2500	-2500	100%
Street Trading Income	-500	-301	-199	66%	-710	-601	-109	18%	-3608	-2898	80%
Playgrounds	0	417	-417	-100%	0	833	-833	-100%	5000	5000	100%
Cap Ex (FF Petanque)	2321	2500	-179	0%	2321	3000	-679	0%	250000	247679	99%
Fernhill Pavilion	0	0	0	0%	535	0	535	0%	0	-535	0%
SUB-TOTAL	**15245**	**9872**	**5373**	**54%**	**18699**	**15244**	**3455**	**23%**	**335966**	**317267**	**94%**
AMENITIES	**68267**	**62153**	**6114**	**10%**	**118964**	**119803**	**-839**	**-1%**	**963341**	**844377**	**88%**

FINANCE AND GENERAL

F&GP General Expenditure	Actual May	Budget May	Var	Var	Actual YTD	Budget YTD	Var	Var	Annual Budget	Amount Left	Left
Wages (incl. Youth Work)	19739	25511	-5772	-23%	47113	51022	-3909	-8%	306132	259019	85%
Ers NI	2487	3125	-638	-20%	5847	6250	-403	-6%	37499	31652	84%
Ers Pension	3663	5144	-1481	-29%	8234	10288	-2054	-20%	61729	53495	87%
Staff Expenses	0	125	-125	-100%	0	250	-250	-100%	1500	1500	100%
Staff Training	0	417	-417	-100%	12	833	-821	-99%	5000	4988	100%
Town Development	0	975	-975	0%	0	1950	-1950	-100%	11700	11700	100%
Telephone	399	542	-143	-26%	801	1083	-282	-26%	6500	5699	88%
Postage	0	146	-146	-100%	76	292	-216	-74%	1750	1674	96%
Stationery	373	208	165	79%	410	417	-7	-2%	2500	2090	84%
Subs + Pubs	78	2500	-2422	-97%	3991	417	3574	858%	2500	-1491	-60%
Photocopier	0	140	-140	-100%	159	279	-120	-43%	1675	1516	91%
Events Expenditure	1070	1250	-180	-14%	5061	2500	2561	102%	15000	9939	66%
Advertising	420	500	-80	0%	780	1000	-220	-22%	6000	5220	87%
Neighbourhood Planning	0	0	0	0%	333	0	333	0%	0	-333	0%
Youth Co-ordination	1508	1675	-167	-10%	3719	3350	369	11%	20100	16381	81%
Communications+Media	962	542	420	78%	962	1083	-121	-11%	6500	5538	85%
Professional Fees	2758	4417	-1659	-38%	3349	8833	-5484	-62%	53000	49651	94%
Bank Charges	296	250	46	18%	444	500	-56	-11%	3000	2556	85%
Insurance	0	0	0	0%	20028	18000	2028	11%	18000	-2028	-11%
CAB	0	417	-417	0%	0	833	-833	0%	5000	5000	100%
Mayoral Allowance	0	125	-125	0%	0	250	-250	0%	1500	1500	100%
Twinning	0	100	-100	0%	0	200	-200	0%	1200	1200	100%
Members Allowances	0	1667	-1667	0%	4733	3333	1400	42%	20000	15267	76%
Members Training	0	42	-42	0%	0	83	-83	0%	500	500	100%
Civic Entertainment	0	83	-83	0%	150	167	-17	-10%	1000	850	85%
Grant Aid	2100	417	1683	0%	500	833	-333	0%	5000	4500	90%
Events Budget	0	417	-417	0%	0	833	-833	0%	5000	5000	100%
Youth Grant (NMYT)	15000	1250	13750	0%	15000	2500	12500	0%	15000	0	0%
Sub-Total	**50853**	**51982**	**-1129**	**-2%**	**121702**	**117380**	**4322**	**4%**	**614285**	**492583**	**80%**
Events Income	0	0	0	0%	1250	0	1250	0%	0	-1250	0%
NP Grant	0	0	0	0%	0	0	0	0%	0	0	0%
Misc receipts	0	0	0	0%	0	0	0	0%	0	0	0%
Insurance recharges	0	0	0	0%	0	0	0	0%	0	0	0%
Misc Recharges	0	0	0	0%	0	0	0	0%	0	0	0%
Donations /Contributions	0	0	0	0%	0	0	0	0%	0	0	0%
Wayleave (Brook Ave)	0	8	-8	0%	0	17	-17	0%	100	100	0%
Interest Received	1431	1000	431	43%	1556	2000	-444	0%	12000	10444	0%
Donations/grants Youth	1205	0	1205	0%	1205	0	1205	0%	0	-1205	0%
Sub-Total	**2636**	**1008**	**1628**	**161%**	**4011**	**2017**	**1994**	**0%**	**12100**	**8089**	**0%**
SUB-TOTAL	**48217**	**50974**	**-2757**	**-5%**	**117691**	**115364**	**2327**	**2%**	**602185**	**484494**	**80%**
Rent - Town Hall	0	0	0	0%	0	0	0	0%	7540	7540	1.00
Rates	519	417	102	0%	1068	833	235	0%	5000	3932	79%
Town Hall utilities	0	0	0	0%	0	0	0	0%	0	0	0%
Town Hall costs	0	0	0	0%	0	3333	-3333	0%	20000	20000	100%
Equipment Maint	7	17	-10	0%	94	33	61	0%	200	106	53%
Transfer to/from Reserve	0	0	0	0%	0	0	0	0%	0	0	0%
Office Equip and F&F	283	17	266	1598%	283	33	250	749%	200	-83	-42%
Christmas Lights	735	750	-15	0%	735	750	-15	0%	25700	24965	97%
SUB-TOTAL	**1544**	**1200**	**344**	**0%**	**2180**	**4983**	**-2803**	**-56%**	**58640**	**56460**	**96%**
Misc income	0	0	0	0%	0	0	0	0%	0	0	0%
IT Equipment	921	0	921	0%	921	0	921	0%	0	-921	0%
Defib	0	0	0	0%	0	0	0	0%	0	0	0%
CCTV	0	0	0	0%	0	0	0	0%	7500	7500	100%
SUB-TOTAL	**921**	**0**	**921**	**0%**	**921**	**0**	**921**	**0%**	**7500**	**6579**	**88%**
F&GP TOTAL	**50682**	**52174**	**-1492**	**-3%**	**120792**	**120347**	**445**	**0%**	**668325**	**547533**	**82%**

May/June 2026

Holiday Activities and Food (HAF) Updates

The Holiday Activities and Food (HAF) programme will run from 23 July to 26 August, delivering a total of 16 sessions across two venues: Arnewood School and Ashley Hub. These sessions will provide young people with access to a range of engaging activities, opportunities to socialise, and healthy meals throughout the summer holiday period, helping to support their wellbeing and reduce holiday-related inequalities.

Food for Thought

The sessions have now completed after a busy few weeks. We had 30 young people aged 11-14 engage with the programme between the three groups. The young people really enjoyed the sessions and get involved in a variety of meal from, from simple, low-cost pasta dishes, to cream teas.

100% of the students surveyed said they had learned skills to help them understand how food can impact wellbeing, and they had learned skills to support independent food preparation. All of them said thye would like more sessions. Some of the feedback comments were: *'I loved the pizza wrap and I could make it myself' 'I learned healthy substitutes for food and how to budget properly' 'I learned that different foods can affect your mood' 'I learned how to cook independently'*

Young People Not in Education or Training (NEET)

The UK faces a significant challenge, with almost one million 16–24-year-olds not in employment, education or training (NEET). In late 2025, the total stood at approximately 957,000 young people, including around 411,000 who were unemployed and 547,000 who were economically inactive. Around two-thirds were claiming Universal Credit, while a substantial proportion were considered "hidden" NEETs and therefore not engaged with support services.

This issue is driven by a complex and interconnected set of factors, with no single cause. The labour market has changed significantly, reducing the availability of entry-level opportunities while automation and artificial intelligence continue to reshape employment pathways. At the same time, many young people face barriers including lower skill levels, reduced work experience and limited access to professional networks. Wider economic instability has compounded these challenges. The UK has experienced a series of economic shocks, including the COVID-19 pandemic, supply chain disruption and rising energy costs. Employer confidence has also weakened, with the proportion of private-sector employers planning to recruit falling from 65% in autumn 2024 to 57% in 2025.

Health conditions and disabilities are a major contributing factor. Mental health difficulties among young people have risen substantially, and young people who are NEET are significantly more likely to report a health condition than their peers. In 2024, 51% of young people who were NEET reported a health condition, compared with 27% of all 16–24-year-olds. Benefit claims relating to health and disability have also increased, with the proportion of under-16s receiving disability benefits doubling over the past decade to around 6%, while the proportion of 24-year-olds claiming health-related benefits has risen markedly over the same period.

Demographic trends are likely to add further pressure. Higher birth rates during the 2010s are expected to increase the size of the 16–24 population significantly over the coming decade, potentially leading to higher numbers of young people at risk of becoming NEET unless targeted interventions are put in place. Regional disparities are also evident, with above-average NEET rates concentrated in parts of the North of England and the Midlands. For example, the North-East records a higher NEET rate than the national average, underlining the need for tailored, place-based responses.

Apprenticeships remain an important route into employment, but employers (particularly small businesses) have faced increasing cost pressures in recent years. Apprentices must be paid at least the statutory apprentice minimum wage and are entitled to pay for all required training and study time undertaken as part of their apprenticeship. Combined with wider increases in wage and employment costs, some employers report that recruiting and training apprentices has become more financially challenging, potentially reducing the number of apprenticeship opportunities available to young people.

Emotionally Based School Avoidance (EBSA)

Over the past few years, we have supported a number of secondary aged young people who were unable to attend school for a variety of reasons, helping them transition into education settings better suited to their needs. Through this work, we developed a 12-week re-engagement programme designed to support young people experiencing emotionally based school avoidance (EBSA).

Using a trauma-informed approach, the programme combines one-to-one mentoring, wellbeing support, skills development, and gradual reintegration into learning across both hub and school settings. By working closely with families and schools, we help young people rebuild confidence, reduce anxiety, establish positive routines, and successfully return to education in a sustainable way.

From September, we will be working with local junior school to support with re-integration, and maintaining school attendance. Particularly with Year 6 students to ensure continuity in the build up to secondary school.

Louise Beardmore

Appendix 4 a)

Minutes of the Meeting of the Amenities Committee of New Milton Town Council held on Tuesday 26 May 2026 at 6.30pm at the Town Hall, Ashley Road, New Milton.

Present:

Chairman:	p	G R Blunden - Chairman		M Craze - Vice Chair
Councillors:	p	D E Hawkins	p	R Murrow
	p	J Baker	p	A D O'Sullivan
	p	D Rice-Mundy	p	V Schooling
	p	K Trehorn		

In attendance:

Councillors: R Maynard, B M Scott-Johns

Officers: Graham Flexman - Town Clerk
Mark Jeffires - Estates & Facilities Manager
Sam Welch - Administration Officer

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11. RECREATION GROUND TREES

The Chairman referred to Appendix 1, a draft proposal for the illumination of trees at the War Memorial Recreation Ground. Members were supportive of the suggestion, noting that it would provide a link between the existing trees, with clarification that the proposal is to illuminate every other tree.

The Chairman proposed that £11k be allocated from CIL funding for the works, seconded by Cllr V Schooling. With Members in agreement, it was

***RECOMMENDED*: That £11k be allocated from CIL funding for the works, to be endorsed by F&GP for Town Council approval.**

Minutes of the Meeting of the Amenities Committee of New Milton Town Council held on Tuesday 26 May 2026 at 6.30pm at the Town Hall, Ashley Road, New Milton.

Present:

Chairman:	p	G R Blunden - Chairman		M Craze - Vice Chair
Councillors:	p	D E Hawkins	p	R Murrow
	p	J Baker	p	A D O'Sullivan
	p	D Rice-Mundy	p	V Schooling
	p	K Trehorn		

In attendance:

Councillors: R Maynard, B M Scott-Johns

Officers: Graham Flexman - Town Clerk
Mark Jeffires - Estates & Facilities Manager
Sam Welch - Administration Officer

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13. FENCING ON THE REC

The Chairman referred to the Estates & Facilities Manager for an update, who advised that a permanent high-level weld mesh fence is proposed, which would blend in with the surroundings and be approximately 6 metres in height. A visual representation of the proposed fence was shown to Members on screen. He confirmed that, following discussions with a fencing contractor, the installation could be completed within one week. It was noted that planning permission would need to be considered. Councillor A D O'Sullivan seconded the proposal.

In response to questions from Members, the Estates & Facilities Manager confirmed that the estimated cost is £12.5k, that the fence would be green in colour, and that the top would be cranked. With Members in agreement, it was

***RECOMMENDED*: That, subject to planning considerations, the proposal be endorsed by F&GP for approval by the Town Council.**

27. STATION ROAD STREETSCENE

The Estates & Facilities Manager provided Members with an update. He explained that a CapEx budget had been agreed in the 2026/27 financial year for a phased replacement of the existing benches in Station Road, which are now beyond economic repair, alongside plans to work with NFDC to fund the replacement of the existing green litter bins in Station Road.

A figure of £14k had been allocated for the first phase; however, CIL funding had recently been received from NFDC, resulting in a total budget of £45k, enabling the bins to be replaced and the benches upgraded in a single phase.

Working with NFDC, a black litter bin had been identified as suitable, with ease of emptying and maintenance in mind. The total cost of replacing the green bins would be £6k, of which £2k contributed by NFDC.

He then outlined three options for the Station Road Benches:

a) A complete refurbishment of the 36 existing benches, totalling £46k.

b) A Marshalls bench, with a choice of timber slats or recycled slats in a variety of colours, totalling £30K for timber or £26K for recycled.

c) A stainless-steel seat with a coating to prevent it becoming hot in warm weather, easy to install and low maintenance, at £44k.

Members were shown images of the proposed benches on screen.

The Chairman noted that the timber and recycled benches potentially present ongoing maintenance issues and that the stainless-steel option may be the most appropriate.

One Member commented that it made sense to choose the option requiring the least maintenance; another commented that the stainless-steel benches would match the existing bus shelters and look smart and agreed with the comments regarding maintenance.

Following queries from Members, it was clarified that the New Milton Town Council crest would appear on the bins, and that existing nameplates may need to be replaced, with sufficient budget allocated to do so.

It was,

<u>RECOMMENDED</u>: That the black litter bins and Stainless-Steel seats be endorsed by F&GP for Town Council Approval in the sum of £45k.

Appendix 6

NEW MILTON TOWN COUNCIL
INVESTMENT STRATEGY
2026-27

1. Introduction

New Milton Town Council acknowledges the importance of prudently investing the temporarily surplus funds held on behalf of the community.

This Strategy complies with the revised requirements set out in the Department for Communities and Local Government's *Guidance on Local Government Investments* and Chartered Institute of Public Finance and Accountancy's (CIPFA) *Treasury Management in Public Services: Code of Practice and Cross Sectoral Guidance Notes* and takes account of Section 15(1) (a) of the Local Government Act 2003.

In accordance with Governance & Accountability for Local Councils – A Practitioners' Guide (England) March 2014: **Where a council builds up balances these must be safeguarded by investing in an appropriate account; investing balances by local councils must be done prudently and in accordance with the requirements of the Local Government Act 2003 and DCLG Guidance on Local Government investments (second edition) issued on 11 March 2010**.

2. Investment Objectives

In accordance with Section 15(1) of the 2003 Act, the Council will *have regard to*

(a) such guidance as the Secretary of State may issue, and

(b) such other guidance as the Secretary of State may by regulations specify.

The Council's investment priorities are the security of reserves and liquidity of its investments. The Council will aim to achieve the optimum return on its investments commensurate with proper levels of security and liquidity.

All investments will be made in sterling and be reviewed regularly for optimum returns.

The Department for Communities and Local Government (DCLG) maintains that borrowing of monies purely to invest, or to lend and make a return, is unlawful and this Council will not engage in such activity.

Where external investment managers are used, they will be contractually required to comply with the Strategy.

3. Specified Investments

Specified Investments are those offering high security and high liquidity, made in sterling and which mature in no more than a year.

Such short-term investments made with the UK Government or a local authority by town or parish council will automatically be Specified Investments.

For the prudent management of its treasury balances, maintaining sufficient levels of security and liquidity, New Milton Town Council uses:

- Deposits with banks (NatWest / CCLA).
- Investing and earmarking General Reserves of the Town Council separately.

4. Non-Specified Investments

These investments have greater potential rewards, and associated risk – examples include investment in the money market, stocks and shares via Quilter Cheviot. Given the unpredictability and uncertainties surrounding such investments, NMTC only use this type of investment up to a maximum of £350k (31.03.26 Value: £346k).

Quilter Cheviot portfolio recorded an 8.7% growth to 31 March 2026 totalling: £27,609.

5. Liquidity of Investments

The Town Clerk as Responsible Financial Officer determines the maximum periods for which funds may prudently be committed so as not to compromise liquidity ensuring adequate funds are available for day-to-day operational needs.

6. Longer-Term Investments

Longer-term investments are defined in the Guidance as greater than 12 months. The Council now only holds £250k 'longer-term' investments of more than a year with CCLA (having been acquired by Jupiter Investment Management Group Limited).

Average Fund yield for the 12-month period to 31 March 2026 was 3.95% pa (£9,875).

7. End of Year Investment Report

At the end of the financial year, the Town Clerk reports on outcomes and investment activity to the Finance and General Purposes Committee.

Investment forecasts for the coming year are accounted for when preparing budgets.

8. Freedom of Information

In accordance with the Freedom of Information Act 2000, this Investment Strategy Document will be posted on the Council website. www.newmiltontowncouncil.gov.uk

The strategy is reviewed annually.

Appendix 7

NEW MILTON TOWN COUNCIL

RISK MANAGEMENT STRATEGY

2026-2027

1 Introduction

1.1 This document forms part of the Council's Risk Management Strategy. It sets out:

- What is risk management?
- Why does the Council need a risk management strategy?
- What is the Council's philosophy on risk management?
- What is the risk management process?
- How will risk management feed into the Council's existing policies?
- Implementation timetable
- Roles and responsibilities
- Future monitoring, Local Government Reorganisation & Community HUB implications

1.2 The objectives of this strategy are to:

- Further develop risk management and raise its profile across the Council.
- Integrate risk management into the culture of the organisation.
- Embed risk management through the ownership and management of risk as part of all decision-making processes.
- Manage risk in accordance with best practice.

2 What is Risk Management?

2.1 Risk is the threat that an event or action will adversely affect an organisation's ability to achieve its objectives and to successfully execute its strategies. Risk management is the process by which risks are identified, evaluated and controlled.

2.2 Risk management is an essential feature of good governance. An organisation that manages risk well is more likely to achieve its objectives. It is vital to recognise that risk management is not simply about health and safety, or risk assessments, but applies to all aspects of the Council's work, including public safety.

2.3 Risks can be classified into various types; but it is important to recognise that for all categories the direct financial losses may have less impact than the indirect costs such as disruption of normal working. The examples below are not exhaustive:

Strategic Risk - Long-term adverse impacts from poor decision-making or from poor implementation. Risks damage to the reputation of the Council and loss of public confidence, especially in regard to providing additional services following LGR / HUB.

Compliance Risk - Failure to comply with legislation, laid down procedures or the lack of documentation to prove compliance. Such risks potentially expose the council to prosecution, judicial review, employment tribunals and the inability to enforce contracts.

Financial Risk - Fraud, waste, excess demand for services, bad debts. Risk of additional audit investigation, objection to accounts, reduced service delivery, dramatically increased Precept levels/impact on Council reserves following LGR / opening of HUB.

Operating Risk - Failure to deliver (any new) services effectively; malfunctioning equipment, hazards to service users, the general public or staff, damage to property. Risk of insurance claims; higher insurance premiums; lengthy recovery processes.

2.4 Not all these risks are insurable and for some the premiums may not be cost effective. Even where insurance is available, a monetary consideration might not be an adequate recompense. The emphasis should always be on eliminating or reducing risk before costly steps to transfer risk to another party are considered.

2.5 Risk is not restricted to potential threats but can be connected with opportunities. Good risk management can facilitate proactive, rather than merely defensive responses. Measures to manage adverse risks are likely to help with managing positive ones.

3 Why does the Council need a Risk Management Strategy?

3.1 Risk management strengthens the ability of the Council to achieve its objectives and enhance the value of services provided.

3.2 The Risk Management Strategy helps to ensure that the Council has an understanding of risk. and that the Council adopts a uniform approach to identifying and prioritising risks. This should in turn lead to conscious choices as to the most appropriate method of dealing with each risk, be it elimination, reduction, transfer or acceptance of some risk.

3.3 Strategic risk management is also an integral part of the audit process and as such is an important element in demonstrating continuous service improvement.

3.4 There is a requirement under the Accounts & Audit Regulations to establish and maintain a systematic strategy, framework and process for managing risk.

4. Risk Management Policy Statement

New Milton Town Council recognises that it has responsibility to manage risks effectively in order to protect its employees, assets, liabilities and community against potential losses, to minimise uncertainty in achieving its goals and objectives and to maximise the opportunities to achieve its vision.

The Council accepts that some risks can never be fully eliminated, and it has in place a strategy that provides a structured, systematic and focussed approach to managing risk.

Risk management is an integral part of the Council's management processes and duties.

5. Implementing the Strategy

Risk Identification – Identifying and understanding hazards and risks facing the Council is crucial if informed decisions are to be made about policies or service delivery methods. The risks associated with these decisions can then be effectively managed. All risks are identified and recorded in the Council's Risk Register that is updated every year.

Risk Analysis – Once risks are identified they need to be systematically and accurately assessed using proven techniques. Analysis should make full use of any available data on the potential frequency of events and their consequences. If a risk is seen to be unacceptable, then steps need to be taken to control or respond to the risk.

Risk Prioritisation - An assessment is undertaken of the impact and likelihood of risks occurring with impact and likelihood scored. Action Plans are prepared to address any risks with a residual risk or where risk impact is judged to be major. Residual risks will be subject to monitoring and action will be taken to reduce residual risk in all cases.

5.1 **Risk Control**

Risk control is the process of taking action to minimise the likelihood of the risk event occurring and/or reducing the severity of the consequences should it occur. Typically, risk control requires the identification / implementation of revised operating procedures, but in exceptional cases more drastic action will be required to reduce the risk to an acceptable level, particularly new service provisions following LGR / opening of HUB.

Options for control include:

Elimination – Circumstances from which the risk arises are removed so that the risk no longer exists.
Reduction – Control measures are implemented to reduce the impact/ likelihood of the risk occurring.
Transfer – Financial impact is passed to others eg by revising contractual terms.
Sharing - Risk is shared with another party.
Insuring - Insure against some or all of a risk to mitigate financial impact where possible.
Acceptance – Documenting decisions after assessment of areas where the Council accepts or tolerates risk to a certain extent.

5.2 **Risk Monitoring**

The Risk Management process does not finish with putting any risk control procedures in place. Their effectiveness in controlling risk must be monitored and reviewed. It is also important to assess whether the nature of any risk has changed over time.

The information generated from applying the risk management process will help to ensure that risks can be avoided or minimised in the future. It will also inform judgements on the nature and extent of insurance cover and the balance to be reached between self-insurance and external protection.

6 **How will Risk Management feed into the Council's existing policies?**

6.1 The initial identification of risks is achieved by compiling a list of the risks integrated into a comprehensive risk register, that is reviewed annually by F&GP and Internal Audit.

6.2 **Projects and Service Changes** – Projects or changes to services will include risks identification and measures to eliminate or control risks will be documented in agenda reports and briefing papers to be considered by the Council and its committees.

6.3 **Partnership Working** – The Council will continue to enter into a number of partnerships with organisations from the public, private, voluntary and community sectors where necessary. Part of the process of setting up future partnerships will be to ensure that all relevant risks are identified, and appropriate control mechanisms are built into the management arrangements for partnership working. It is now a safeguarding prerequisite that at least two officers and two Councillors attend all external / partnership meetings, especially those regarding the transfer of any new service provision from HCC / NFDC.

7. **Implementation Timetable**

The Town Clerk and F&GP Committee examine the Council Risk Management Strategy and Risk Management Policy Statement annually identifying current risks in detail.

- Risk Management Strategy – originally adopted by Council on 3 January 2012.
- Risk Assessments and action plans are agreed by F&GP annually in April.
- Risk Management Strategy is reviewed by F&GP Committee annually in July.

8 **Roles and Responsibilities**

8.1 Risk management has become embedded into the everyday culture and performance management process of the Council. The roles and responsibilities set out below, are designed to ensure that risk is managed effectively right across the Council and its operations, and responsibility for risk is located in the right place. The process is driven from the top but must also involve Council staff.

8.2 **Elected Members** – Risk management is a key part of Elected Member's role with an expectation that Elected Members will lead and monitor the approach adopted, including:

(a) Approval of the Risk Management Strategy
(b) Analysis of key risks in reports on major projects, ensuring that all future projects and services undertaken are adequately risk managed
(c) Approval of year-end Annual Governance and Accountability Return (AGAR)
(d) Assessment of risks whilst setting the budget, including any bids for resources to tackle specific issues.

8.3 **Employees** – Undertake their duties within risk management guidelines ensuring that their skills and knowledge are used effectively. All employees maintain an awareness of the impact and costs of risks and how to feed data into the formal process. They work to control risks or threats within their jobs, monitor progress and report on job-related risks.

8.4 **Town Clerk** – Acts as the Lead Officer on Risk Management and is responsible for overseeing the implementation of the Risk Management Strategy. The Town Clerk:

(a) provides advice as to the legality of policy and service delivery choices
(b) provides advice on the implications for service areas of the Council's aims / objectives
(c) updates the Council on the implications of new or revised legislation
(d) assists in handling any litigation claims
(e) provides advice on human resource issues and cases of work-related illness or injury
(e) advises on health and safety implications of service delivery methods
(f) reports progress to Council via F&GP

8.5 **Responsible Finance Officer** – as the Council's RFO, the Town Clerk:

(a) assesses and implements the Council's insurance requirements
(b) assesses the financial implications of strategic policy options
(c) provides assistance and advice on budgetary planning and control
(d) ensures that the financial information system allows effective budgetary control
(e) manages the Council's investments as part of the Investments Working Party

8.6 **Role of Internal Audit**

Internal Audit provides an important scrutiny role by carrying out audits to provide independent assurance to the Council that all necessary risk management systems are in-situ and significant business risks are managed effectively. Internal Audit assists the Council in identifying both its financial and operational risks and seeks to assist the Council in developing and implementing proper arrangements to manage them, including adequate and effective systems of internal control to reduce or eliminate the likelihood of errors or fraud, and now looks at wider operational aspects. Internal Audit reports to full Town Council and may make appropriate recommendations.

8.7 **Scrutiny Committee** – Review and future development of the Risk Management Policy and Strategy and review of the Risk Register is overseen by the F&GP Committee.

8.8 **Training** – Where possible Risk Management training is provided to Members and staff through a variety of mediums, the aim being to ensure both Members and staff have the skills necessary to identify, evaluate and control risks associated with Council services.

8.9 **Reporting** - In addition to the roles and responsibilities set out above, the Council is keen to promote an environment within which individuals and groups are encouraged to report adverse incidents promptly and openly.

9 **Monitoring**

9.1 **Review of Risk Management Strategy**

This Strategy is regularly considered as part of the Council's on-going review of its policy documents, Standing Orders and Financial Regulations. Recommendations are reported to the Council.

9.2 As noted last year, new risks emerge and need to be controlled. Feedback from Internal and External Audit can identify areas for improvement, as can the sharing of best practice via professional bodies, such as the Hampshire Association of Local Councils (HALC), the Society of Local Council Clerks (SLCC) and other relevant local council forums, including the New Forest Association of Local Councils (NFALC) and South-East Employers (SEE) all of which we are members of.

9.3 **Reporting on Progress** – The Town Clerk provides an annual review in April each year.

10 **Conclusion**

The adoption of a sound risk management approach achieves many benefits for the Council. It assists in demonstrating that the Council is committed to continuous service improvement and effective corporate governance updating risk assessments as required.

11 **Freedom of Information**

In accordance with the Freedom of Information Act 2000, and GDPR legislation, this document will be posted on the Council's Website www.newmiltontowncouncil.gov.uk and copies of this document, and the Annual Governance & Accountability Return (AGAR) is available for inspection at the Council Offices.

TYPES OF RISK AND IMPACTS

MAJOR	**SUBSTANTIAL**
Examples: • Death or life-changing injuries • Medium term loss of service and / or operational capability • Adverse national publicity • More than 10 people involved • Litigation almost certain and difficult to defend successfully • Financial loss in excess of £250,000 • Breaches of law punishable by imprisonment • Corporate Manslaughter • Corporate Governance failure • LGR – Insufficient Budget provision • HUB - Insufficient Budget provision	*Examples:* • Extensive, permanent injuries, long term sickness • Short term loss of service and / or operational capability • Adverse local publicity • Up to 10 people involved • Litigation to be expected • Financial loss between £100,000 and £250,000 • Breaches of the law punishable by fines • GDPR breaches / loss of data • Disaster Recovery failure • LGR – Inability to provide new services • HUB - Inability to provide new services
MODERATE	**MINOR**
Examples: • Medical treatment required / long-term injury sustained to staff or public • Short term disruption to service and / or operational capability • Needs careful public relations • No more than 5 people involved • High potential for complaint locally, lower-level litigation possible • Financial loss greater than 10% and between £25,000 and £100,000 • Breaches of regulations / standards • Higher Risk Investment of £250,000 • LGR – Increase in Service Provision • HUB– Increase in Service Provision	*Examples:* • No injuries beyond first aid level to staff • No significant disruption to service and / or operational capability • Unlikely to cause any adverse publicity • No more than 2 people involved • Unlikely to cause complaint / litigation • Financial loss below £25,000 • Breaches of local procedures • Breaches of local standards • Breaches of accepted protocol • Minor misdemeanours • Financial loss less than 10% • LGR – Staff morale from changes • HUB – Staff morale from changes

F&GP Committee
20 July 2026

Appendix 8

New Milton Youth and Family Hub

23 May

Community Family Day Engagement Report

By Seekers Create

Contents

Executive Summary

This New Milton Youth and Family Hub report presents the findings from a creative community engagement activity held at the Community Family Day on 23 May. Seekers Create used the Doodle Dial as a creative consultation game to gather ideas from children, young people, families and local residents about what the new Family Hub could offer, how it could feel, and how it could build on what already works in New Milton. The activity invited people to respond through doodles, words and informal conversation, which helped create a relaxed setting for people to share practical ideas, personal experiences and wider reflections about family life, youth provision and community connection.

Across the day, Seekers Create conducted 15 separate consultation conversations with families and groups at the stall. In total, around 40 people took part in the feedback activity. Participants ranged in age from roughly 5 to 60, with children, young people, parents, carers and wider family members all contributing. Some people joined in briefly by spinning the Doodle Dial and adding a drawing or short answer to the board. Others stayed for longer conversations about family support, local activities, youth spaces, mental health, quiet areas, cost, access and the importance of trusted people.

The engagement took place on an extremely hot day, which affected the amount of time people were likely to spend at the stall. The stall was also positioned slightly away from the main thoroughfare, so it was not in the busiest flow of people moving through the event. This context matters when reading the findings, as the feedback reflects those who actively chose to stop, engage and take part, rather than the full event audience. Even with these conditions, the activity generated a clear and useful snapshot of views from families, young people and local residents.

The strongest message from the day was that people want the Hub to feel safe, warm, welcoming and useful. One participant described the desired feel simply as “a safe, warm space,” while another said the Hub should be “environmentally friendly” and make use of “recycled things.” These comments show that people were thinking about comfort, safety, welcome and values at the same time. The Hub was not described only as a building, but as a place that should feel trusted, cared for and worth returning to.

Participants also wanted the Hub to offer activities that give families and young people a reason to come back. Sport, games, music, performance, baking, arts and crafts, youth club-style activities, outdoor activity and family sessions all came through in the conversations. Some young people wanted “proper games,” instruments, a disco, a dance floor, climbing activities, rugby and swimming. Adults spoke about the need for parent support, mental health support and spaces where parents could sit with a tea or coffee, know their children were safe and have “just a minute” with other parents who understand family pressures.

A clear theme was the value of existing community connections. Participants named local churches, youth clubs, parks, toddler groups, food banks, craft clubs, befriending work and volunteer-led activity as things that already support people in New Milton. This suggests the

Hub should not start from scratch or replace what already works. It should connect with trusted people and groups, learn from existing provision, fill gaps and create a stronger shared offer for children, young people, families and the wider community.

The engagement also showed some barriers that the Hub should address. These included cost, lack of suitable provision for older young people, busy or overwhelming spaces, limited quiet areas, lack of familiarity, confidence and the need for trusted adults. One parent explained that their child was “quite shy and sensitive” and found many activities overwhelming. They felt the Hub needed “some specific space for those that might need a little quieter.” Another participant pointed to a gap for older young people, saying there is “a lot for under 16” but “not an awful lot for 16 to 25.” These points give New Milton Youth Trust clear issues to consider as the Hub develops.

Introduction

New Milton Youth Trust is developing a new Family Hub for New Milton. As part of this work, Seekers Create attended the Community Family Day on 23 May to speak with children, young people, families and local residents about what they would like the Hub to offer. The purpose of the engagement was to gather community views in a way that felt open, creative and informal.

Rather than relying on a formal survey, the activity used conversation, doodling and a simple game mechanic to help people share what matters to them.

The report uses the four main consultation questions developed from the Seekers 12 Steps. These questions ask what would make the Hub a place young people and families want to use regularly, what already works well for children, young people and families in New Milton, what activities or opportunities would make people excited to get involved, and what would help young people, families and the wider community feel proud, connected and able to shine. These questions give the report a clear structure while allowing the detail of the conversations to come through.

Engagement Method

Seekers Create used the Doodle Dial as a creative, game-based consultation tool. Participants spun the dial, landed on a symbol and answered a question linked to the new Family Hub. The questions were based on the Seekers 12 Steps: Dream, Believe, Aspire, Treasure, Stories, Pleasure, Sustain, Adventure, Drama, Learn, Achieve and Shine. These prompts were designed to move beyond simple likes and dislikes, helping people talk about feelings, memories, activities, barriers, pride, support and community strengths.

The Doodle Dial gave people different ways to take part. Children could draw or colour their answers, while adults could talk through ideas in more depth. This meant the same activity could support quick participation, family participation and longer qualitative conversations. In one conversation, a participant said, “Doodling is not my strength, but this sounds great.” This captures the point of the method. People did not need to see themselves as creative or artistic to take part. The doodling created permission to talk, think and share ideas without the pressure of a formal interview.

From the outside, the activity could look like colouring and doodling, but in practice it opened up rich conversations about family life, youth provision, belonging, support, cost, trust and local pride. The creative board helped make the consultation visible and accessible. It gave children something to do while adults talked, and it allowed families to take part together. The method also helped people share ideas in their own language, which gives the findings a more grounded feel than a standard survey response.

Who Took Part

Seekers Create conducted 15 separate consultation conversations with families and groups at the Community Family Day stall. In total, approximately 40 people took part in the feedback activity. Participants ranged in age from roughly 5 to 60, with children, young people, parents, carers and wider family members all contributing. This gave the engagement a mixed community view, with responses from people using the family day in different ways.

Children often took part through short answers and drawings. They spoke about running, football, swimming, climbing, birthday parties, beaches, mountains, trees and flowers. Young people talked about youth club activity, music, sport, games, skate parks, dance floors and the need for better indoor activities. Parents and carers reflected on support, mental health, safe spaces, quiet areas, family activities and the importance of being around other parents who understand. Local residents contributed views on churches, toddler groups, food banks, craft clubs, volunteering, befriending, signage, practical design and how the Hub could connect with existing community activity.

Because the day was extremely hot and the stall was slightly away from the main event flow, the sample should be understood as a snapshot rather than a full community sample. Even so, the conversations highlighted consistent themes that are useful for the Family Hub development. The feedback shows what mattered to people who stopped to take part and gives New Milton Youth Trust a clear set of issues to test further with young people, families and community partners.

What Would Make the Hub a Place Young People and Families Want to Use Regularly?

Participants described the Hub as needing to feel welcoming, safe, comfortable and worth returning to. People spoke about the emotional feel of the place as much as the activity programme. One participant described the need for "a safe, warm space," while another said the Hub should be "environmentally friendly" and use "recycled things." These comments show that people want the Hub to feel practical and caring, but also to reflect values that matter to the community. The Hub should feel comfortable to enter, easy to understand and designed with care.

The need for quieter spaces was one of the clearest access points raised. A parent described their six-year-old as "quite shy and sensitive" and explained that she often would not access activities because "she finds it quite overwhelming." For that family, the Hub would need areas where people can step away from busier activity and regulate without leaving altogether. The parent suggested "some specific space for those that might need a little quieter," which points to the need for a building with different zones rather than one single activity space.

Familiarity also came through as a key factor in regular use. The same parent explained that their child only goes to places that feel familiar, adding that "if it was somewhere that she would go and got used to, then she would socialise." This is important because it shows that access is not only about physical design. Some families need consistency, routine and trusted people before they can take part fully. A Hub that wants families to return regularly should offer repeated sessions, familiar faces, clear routines and low-pressure ways to join in.

Young people also linked positive experiences to relationships. When asked what made the existing youth club feel safe and good, one young person pointed to "the people already in it."

This suggests that the success of the Hub will depend on the people who animate the space, not only on the building or the programme. Young people need trusted adults, positive peer relationships and a culture where they feel known and respected.

Taken together, these responses suggest that the Hub should be designed as a place people can build a relationship with over time. A welcoming entrance, warm social areas, quieter rooms, regular sessions, familiar staff and a clear sense of care would all help turn the Hub from a place people visit once into a place families and young people choose to return to.

What Already Works Well in New Milton, and How Could the Hub Build on It?

The transcripts show that New Milton already has active people, groups and places that support children, young people and families. These included youth clubs, parks, churches, toddler groups, food banks, craft clubs, befriending work, camping trips, volunteer networks and informal family support. This matters because the Hub does not need to create community from nothing. It can build from the strengths that already exist and help connect them in a more visible way.

One conversation focused strongly on the role of local church activity. A participant described a church group providing toddler groups, a food bank and a Friday craft club. They also described a large youth presence, including a weekend camping trip for 60 children and a summer youth camp. The same participant said that around 150 people attend on a Sunday and that “70 plus” people volunteer in some way. This shows a strong base of community participation, trusted adults and practical experience that the Hub could learn from and work alongside.

This participant also spoke about the importance of cooperation between the Hub and existing community groups. The discussion suggested that New Milton Youth Trust could connect with local churches and other groups “who are already doing a good job” and find out what is working. This is a strong asset-based message. The Hub should build relationships with people already supporting children, young people, families and isolated residents, then extend the offer..

Befriending and support for people experiencing loneliness also came through in the same conversation. A participant described how a local charity shop provides befriending for people who are “really lonely,” with volunteers matched to one person and meeting them regularly. This model could inform the Hub’s wider community role. Although the Hub’s focus is children, young people and families, the conversations show that family support often sits within a wider web of community care. Support for parents, grandparents, carers, young people and isolated residents can all connect through the same community infrastructure.

Outdoor spaces were also valued. Children and families spoke about running, football, parks, swimming, climbing and being outside. One child wanted a running space with “trees and flowers,” while another family talked about playing football together locally. A parent said their child “loves being outside,” and another participant said families need “places to run” with good scenery and “absolutely no screens.” These comments suggest the Hub should not be seen only as an indoor building. It could act as a base for outdoor activity, walking groups, family sport, local adventures and screen-free social time.

The key message is that New Milton already has some assets. The Hub can help by connecting what exists, supporting trusted groups, making local opportunities easier to find and filling the gaps people identified.

What Activities, Support or Opportunities Would Make People Excited to Get Involved?

Participants gave a wide range of ideas for activities and support. Sport, games, music, performance, baking, arts and crafts, youth club-style activity, walking, climbing, running, family sport and parent support all came through. This shows that the Hub will need a mixed programme, with different entry points for children, young people, parents, carers and wider family members.

Young people spoke clearly about active and social activities. Suggestions included a “swimming pool,” “climbing things,” “playing sports” and “a communal sport place where you can do rugby.” When asked about indoor activity, young people suggested “instruments,” “a disco” and “a dance floor.” Another young person said they liked music and would watch other young people perform.

This points to a need for youth-led, social and expressive activity, including music, dance, performance, sport and games that feel different from school.

Games appeared several times in the transcripts. One young person said the existing youth club had a pool table but wanted “proper games,” which seemed to mean more active, competitive and varied play. Another participant suggested “games for people to do together,” including large games such as Connect 4. A separate conversation linked games to trust and relationship-building. One participant said they wanted the Hub to reflect “trust, joy and hope,” and suggested collaborative board games, team-building games and parachute-style activities as ways to build those qualities in practice.

Food, baking and creative activity also came through as activities that could bring people together. One participant liked baking, art and craft, and talked about enjoying The Great British Bake Off. The conversation developed into the idea of a community Bake Off-style club where people could watch together, cook together and use a kitchen space in the Hub. This kind of activity could work across ages. It is social, repeatable, practical and likely to support family participation as well as youth activity.

Support for parents and children was one of the strongest themes. A participant said the Hub should provide “mental health support for parents and children,” including support workers and someone other than a parent who children could sit with, do an activity with and talk to. They also described the value of parent groups where adults could sit down with tea or coffee, know their children were safe, rest, talk to other parents and get advice. They described previous groups where parents wanted somewhere “to rest,” “just to know their kids are safe” and “to be around other parents who get it.”

This conversation gives a strong practical direction for the Hub. Parent support does not always need to begin with formal appointments or clinical language. Sometimes it starts with safe play, a cup of tea, peer support and trusted adults. The Hub could offer stay-and-play sessions, parent pause spaces, mental health signposting, peer support and family sessions that make it easier for people to get out of the house. As one person said, “get people out of the house, that’s the hardest thing.”

There was also a clear message about older young people. One participant said there is “a lot for under 16” but “not an awful lot for 16 to 25.” This suggests the Hub should think carefully about provision for teenagers and young adults, not only younger children and families. Older young people may need social space, music, games, skills, volunteering, leadership opportunities, support into training or work, and chances to develop projects of their own.

Cost came through as another factor in activity planning. One participant reflected that doing activities with young people is expensive, especially during the summer holidays. This means the Hub’s programme should include free or low-cost options, especially at times when families need accessible activities most. A varied programme with sport, games, creativity, food, outdoor activity, parent support and youth-led sessions would give the Hub the best chance of meeting different needs.

What Would Help Young People, Families and the Wider Community Feel Proud, Connected and Able to Shine?

Pride and connection appeared through comments about trust, joy, hope, role models, recognition and local support. One participant offered the words “trust, joy and hope” as values they would like to see reflected in the Hub. They went on to say that “trust and joy will build hope.” This gives the Hub a clear emotional direction. Participants were not only asking for rooms and activities. They were describing the kind of place that could help people feel connected, confident and positive about the future.

The same participant spoke about storytelling and role models. They described the value of seeing people from your own community doing positive things, because it helps others think, “they can do it, I can do it.” This is an important point for youth work and family support. The Hub could host local stories, invite community role models, create displays, run showcases and give young people the chance to see people with similar backgrounds, interests or experiences taking positive steps.

Children also expressed pride through small, everyday achievements. One child said they were proud of “drawing.” Another drew a reward jar linked to a star chart at home, with their family explaining that when the chart is finished, “she gets a surprise.” These moments show that pride for children can be built through recognition, encouragement and visible progress. The Hub could use displays, celebration boards, certificates, creative showcases and family events to help children and young people see that their efforts matter.

The idea of recognising community contribution also came through strongly. A participant described a church service for people who had been widowed or lost a partner, as well as a lunch for people working in the community, such as fire service staff, police and nurses, to let them know they are appreciated. These examples suggest that the Hub could play a role in celebrating people who care for others, volunteer, work in services or support their neighbours.

The Hub could help New Milton shine by making local contribution visible. It could celebrate young people, families, carers, volunteers, local workers and community groups. It could use creative displays, events, storytelling, awards, exhibitions and shared meals to build local pride. This would help the Hub become a place where people do not only receive services, but also contribute, share skills and feel part of something.

Barriers to Taking Part

Several barriers were raised during the engagement. Some were practical, such as cost, lack of information, signage, transport or suitable facilities. Others were emotional or social, such as feeling overwhelmed, not knowing people, lack of confidence or not feeling that a space is for you. The Hub will need to address these barriers if it wants to reach a wide range of families and young people.

Overwhelming spaces were a clear concern. A parent explained that their child often avoids activities because they are too much for her, saying she is “quite shy and sensitive” and finds things “quite overwhelming.” This shows the need for calmer areas, gentle introductions, flexible participation and quiet places where families can pause. A Hub that is only lively and busy may exclude some children and families, even if the activities themselves are good.

Familiarity was closely linked to this. The same parent said their child only goes to places that feel familiar, which suggests that the Hub should build trust through routine. Families may need to visit several times before they feel able to join in fully. Regular sessions, known staff, clear communication and gentle ways to take part will help families build confidence.

Cost was also raised as a barrier. One participant noted that activities with young people can be expensive, particularly in the summer holidays. This means the Hub should think carefully about affordability from the start. Free and low-cost sessions, family-friendly pricing and funded places will help reduce pressure on families.

The lack of provision for older young people was another barrier. The comment that there is “not an awful lot for 16 to 25” suggests a gap between children’s provision and adult services. If the Hub wants to support young people through transition points, it should include spaces and opportunities that feel relevant to older teenagers and young adults. This could include youth-led projects, music, social events, volunteering, mentoring, training and support with next steps.

Trust and confidence also matter. One young person described the value of youth club in terms of “the people already in it.” This shows that trusted relationships are central. The Hub will need skilled staff, youth workers, volunteers and community connectors who can build rapport over time. The building may attract people once, but relationships will bring them back.

Some local residents also raised practical design and local frustrations, including signs, bikes, scooters, bins and planning processes. While not all of these issues relate directly to the Hub programme, they show that local people notice the practical details of shared spaces. The Hub should be well signed, easy to use, tidy, accessible and planned with everyday community use in mind.

What This Means for the Family Hub

The findings suggest that the Hub should be developed as a warm, active and trusted community space, not simply a building with rooms for hire. Its success will depend on how it feels, who is there, what happens regularly and how well it connects with people who may not always feel confident joining in.

The feel of the Hub should come first. People used language such as “safe,” “warm,” “friendly,” “trust,” “joy” and “hope.” This suggests the Hub should have a strong welcome, comfortable social space, quiet areas and a culture that helps people settle. The physical design should support different types of participation, from lively youth activity to quiet family time and informal parent support.

The activity offer should be broad. Sport, music, games, baking, arts and crafts, outdoor activity, performance, family sessions and youth-led activity all came through. The Hub should avoid relying on one type of provision. Different ages and groups will need different reasons to come in, and the programme should give people a reason to return each week.

Family use should be designed with real family life in mind. Parents and carers spoke about needing support, rest, peer connection and trusted adults around their children. A parent space with tea and coffee, stay-and-play sessions, mental health support, quiet areas and family activity would help the Hub support adults as well as children.

Young people should have a visible role in shaping the Hub. The family day gave a useful snapshot, but young people who already use local youth provision should be heard in more depth.

The Hub should also act as a connector. Existing groups in New Milton already provide toddler sessions, food support, craft activity, youth work, church-based community work, befriending and outdoor opportunities. The Hub could strengthen this network by hosting activity, sharing information, supporting volunteers and helping families find what already exists.

Access and inclusion should run through the whole design. The Hub should plan for quieter spaces, affordable activities, clear information, familiar routines and provision for older young people. This will help reduce barriers and make the Hub useful to more families.

Recommendations

The first recommendation is to create a Hub that feels safe, warm, friendly and easy to enter. The phrase “a safe, warm space” captures a basic but important message from the engagement. Before people take part in activities or ask for support, they need to feel that the building is welcoming and that the people inside it are trustworthy.

The second recommendation is to include quieter spaces for children and families who find busy settings hard. The feedback from a parent of a shy and sensitive child shows that some families need calm areas and time to build familiarity. The Hub should include quieter rooms or zones where people can step away from noise and activity without having to leave.

The third recommendation is to build the programme around a mix of sport, games, music, baking, arts and creative activity. These themes appeared across several conversations and were raised by both children and adults. The Hub should include activities that are social, practical and repeatable, giving people a reason to return.

The fourth recommendation is to create affordable activities for school holidays and family time. Participants recognised that activities for young people can be expensive, so free or low-cost options should be part of the Hub’s core planning. This will help families take part without cost becoming a barrier.

The fifth recommendation is to include support for parents and children’s mental health. The engagement showed a strong need for informal parent support, peer connection, trusted adults and mental health support for both parents and children. This could include stay-and-play sessions, parent groups, quiet support spaces, signposting and activity-based conversations.

The sixth recommendation is to give attention to older young people, especially those aged 16 to 25. Participants identified a gap for this age group, and the Hub should respond with social space, skills activity, youth-led projects, volunteering, music, games and support for future pathways.

The seventh recommendation is to build partnerships with existing local groups. The Hub should connect with churches, youth clubs, toddler groups, food banks, craft groups, parks, befriending projects and volunteers who already support people in New Milton. This will help the Hub build from local strengths rather than duplicate existing activity.

The eighth recommendation is to use the Hub to celebrate local people, role models and community contribution. The ideas of “trust, joy and hope” and the value of local role models show that the Hub can play a role in building pride. It should create ways to recognise young people, families, volunteers, carers, community workers and local stories.

The ninth recommendation is to keep using creative engagement as the Hub develops. The Doodle Dial helped people share ideas in an informal way and made the consultation feel accessible. This approach could support future design conversations, programme planning, youth engagement and feedback after the Hub opens.

Conclusion

The Community Family Day on 23 May gave children, young people, families and local residents a creative way to share what they want from the New Milton Youth and Family Hub. Despite the very hot weather and the stall being positioned slightly away from the main thoroughfare, the engagement reached around 40 people through 15 separate consultation conversations and gathered clear themes for the Hub’s future development.

The findings show that people want a Hub that feels safe, warm, welcoming and locally rooted. They want practical activities, trusted people, support for families, space for young people, quiet areas, outdoor links and ways to build pride in New Milton. People also want the Hub to build on what already works, including youth clubs, churches, parks, toddler groups, food support, craft activity, befriending and volunteer networks.

The clearest message from the day is that the Hub should be built around people, relationships and shared activity. It should be a place where families feel welcome, young people feel heard, parents can find support and the wider community can see its own strengths reflected back. As one participant put it, the Hub should carry “trust, joy and hope,” because “trust and joy will build hope.”