

Annual Report 2003



Reg. Charity 1082059

President: Esther Rantzen O.B.E.



Children as young as 5 years old are
now being diagnosed with ME

**Association of Young People
with ME Ltd**

Reg. Charity No. 1082059
Company registration no. 03980311

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Who's Who



President: Esther Rantzen OBE

Chief Executive Officer: Mary-Jane Willows
Grants/projects Officer: Katie James
Services Manager: Wendy Holloway
Finance Officer: Marilyn Church
Membership Officer: Sue Webb
Office Administrator: Sylvia Hicks

Advisors:

Medical: Dr. Nigel Speight (Consultant Paediatrician)
Dr. Rashmin Tahmne (Consultant Paediatrician)
Dr. Derek Proudlove (Consultant Child Psychiatrist)
Dr. Betty Dowsett (Microbiologist)
Education: Hilary Tandy (former Teacher)
Child Protection: Paul Franklin (former Social Worker)

Board of Trustees - voted on by the members of AYME

Chair: Jill Moss Founder of AYME. Retired teacher.
Treasurer: Paul Redwood Sales director IT firm. Father of AYME
Secretary: Geoff Long Retired personnel officer.
Trustees: Sarah Allen AYME member.
Ann Glaister Sub-Dean at Open University.
Mother of AYME member
Helen Brydges Teacher. Mother of AYME member.
John Edwards P/T CofE Minister. P/T Finance const.
Father of AYME member.
Richard Moss Manager IT firm.
Carer of former AYME member.
Kaye Redwood AYME member.
George Selormey Sub-Postmaster.
Chair of MK Equal Opportunities.
Keith Whiting Retired businessman.

Service Team Managers - drawn from, and voted on by, the membership of AYME

Helen Catling: Membership Services
Lisette Grout: Public Relations
Jim Griffin: Fundraising Department
Paul Weathersby: OnLine Services
Alasdair Leitch: General Services
Laura Gervaise: Special Services

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Auditors: Baker Tilly

Front Cover: Eden, aged 5 years

“AYME goes from strength to strength”

‘AYME goes from strength to strength’ is what I was told when I arrived for my interview by two of our AYME members who sat on the interview board for the post of CEO. They certainly knew where AYME’s strengths lie and how they wanted to build on that success.



Over 2003, by working together, volunteers, staff and AYME members have achieved many successes:

- √ ‘Cheers’ magazine reached its 50th – Golden – issue, with much acclaim for its interest value and professionalism.
 - √ There was a 60% increase in the total number of volunteers playing an active role in AYME.
 - √ 400 new members joined AYME, with most of them joining one of AYME’s many membership contact services.
- √ An average of 8 media items every month appeared in the papers, on radio or TV.
 - √ During the ME Awareness month of May, AYME’s website received 14,619 visits.
 - √ The AYMEs’ Fundraising team was asked for their help in 86 events.
 - √ Much more support was given to two minority membership areas over 2003: Severely affected members and children under 13.

Members are asked for their views - a unique study

In the last three months of 2003, AYME members were asked to complete a questionnaire about their illness and thoughts on AYME. 450 questionnaires were returned. This is a unique study, with AYME now being able to alert many different agencies of the real needs of young people with ME.

The most complimentary part of the work came in the members’ response about their organistaion, and many of these facts are dotted throughout the report. The best one for me being;

94% of members have a high level of satisfaction with the organisation.

To sit back on our laurels would be the easy thing to do but the biggest issue facing AYME at present is ensuring the charity’s financial stability for the future. In 2003, for the first time, our expenditure outstripped our income. We are currently operating in a climate where giving to charities has fallen for the first time in over a decade. Competition for the decreasing pot of money continues to rise.

To secure AYME’s long-term future and avoid reducing our very necessary services, AYME is developing a robust and evidence-based, long-term business plan, diversifying and increasing our income base. At the same time we are seeking to be prudent financially.

AYME’s policy has always been not to charge a membership fee and therefore has no regular income. Donations, although generous, are not growing in line with our increased membership and enhanced service provision.

We are looking to our parents, carers and friends to work with us on new initiatives to ensure AYME is in a position to continue to support our children and young people with ME.

Mary-Jane Willows. CEO

President’s Support

I was fascinated to read the survey of AYME members, and delighted to see how times have changed.

First of all, of course, I am proud to be able to report that more than 94% of our members approve highly of the services provided by AYME, which as you will see from this report is run by a tiny team of dedicated staff, and a wonderful army of AYME volunteers.

Secondly, it is real progress that more than half our members reported that their GPs understand that ME is a physical illness, and that they have a good relationship with them. You may say half is not enough, and I would agree with you. But look back to the dark



ages before A YME existed, and the picture was far worse. I can remember a GP once whispering to me that he himself suffered from ME, but that he didn’t dare admit it to the other doctors in his practice!

I believe the change in medical attitudes is down to AYMEs who for the last 7 years have battled not just with their illness, but also with the stigma that used to surround it.

Now AYME itself has a battle on its hands. These are tough financial times, and like many other charities, AYME’s income dropped this year. So I hope that all our friends and supporters will be as generous as possible in the year to come. Only through your donations will we be able to improve life for thousands of children and young people who, like our cover girl 5 year old Eden, suffers from this acutely disabling illness

Esther Rauten

History of AYME

7 years of Support and Growth

In 1995 five young people with ME met Jill Moss, a retired teacher also suffering from the illness. They encouraged her to write a self-help book - "Somebody Help ME" - which would explain the illness to them in an understandable and accessible form.

Researching for the book, Jill found 25 more young people around the UK, isolated and lonely who wanted contact with each other. These young people nominated Jill for a BT/ChildLine award for her work with them. With the prize money, a small newsletter was sent around and AYME had begun.

Some of these 25 young people made suggestions as to the type of services they would like in AYME. Once agreed, the young people were encouraged to run the areas themselves, with support from Jill.

A year later, in **October 1996**, the membership had risen to 350 and AYME [pronounced 'aim'] became a registered charity. More staff were taken on as demand for advice and information escalated and by the end of 2003, **2,907 young people** had been supported by AYME. **300 young members were volunteering** to work in one of the six service teams.



A firm structure of support and growth makes AYME one of the most popular ME charities in the UK. There is no subscription to join, with all of the members' services, including their large bi-monthly magazine 'Cheers', and information booklets, supplied free.

AYME's Mission

96% of AYME members believe that AYME understands their needs

To:

- 1) **Empower children and young people with ME** to have a voice and present their own cases and take an active role in decisions about their lives.
- 2) **Promote peer advocacy and self-help** by replacing lost peer groupings.
- 3) **Campaign for increased recognition** and understanding of ME.
- 4) **Advocate** for parents in a crisis situation.
- 5) **Ensure services are run for and by children and young people with ME** and continue to meet their needs, within the resources of the organisation.

AYME is:

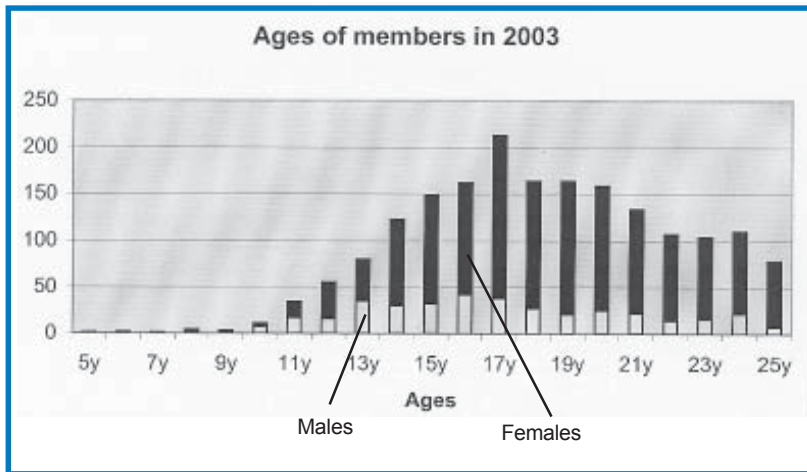
- **The largest national registered charity** supporting children and young people with ME, and their families.
- **A Whitbread award winning organisation** whose work with young volunteers has been celebrated and certificated.
- **A subscription-free organisation.** Free subscriptions allow equal and open access to our services.
- **A unique, 'family-feel' organisation** where the young person feels included and befriended.
- **A true membership organisation** where the members are actively involved in running the services within their charity.
- **An organisation which provides information** about the existence and diagnosis of ME for all members, professionals and families.
- **Bringing the rights of children with ME into the public spotlight** through participating in Government working groups on education, health and social care issues.
- **Developing a large regional network** with an increasing number of members who are able to offer each other face-to-face support.

95% believe that AYME responds and listens to members' needs

How many AYME members?

Over its 7 year history, AYME has supported a total of 2,907 children and young people.

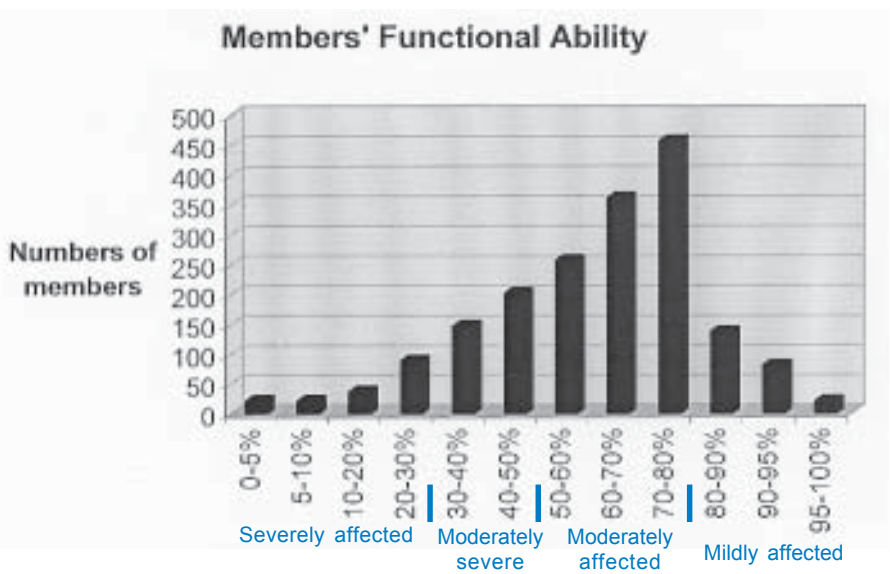
In 2003, 400 new members joined AYME. They varied in age from 5 to 25 years.



FREE MEMBERSHIP

To enable free access to all, membership of AYME is free up to the age of 26yr. At this point members are encouraged to remain as an AYME Graduate. This older group is run by 3 former AYMEs, with a newsletter and on-line message board. They pay an annual subscription for their services, with any profits going to AYME.

The largest group of AYME members is in the category of moderately affected. At **50% functional ability**, young people will experience severe symptoms following physical or mental activity. A mid-day rest may still be needed. Simple, short (1hr) home study/home activity may be possible, when alternated with a quiet, non-active social life. Concentration is limited. Young people may not be confined to the house but will be unable to walk without support, much beyond 100/200m. They may manage a trip to the shops in the wheelchair.



200 AYME members are severely affected.

At **20% functional ability** young people are house-bound and unable to concentrate for more than an hour at a time before becoming completely exhausted. Education becomes extremely difficult, if not impossible.

Structure of AYME

AYME has been structured so that it is a well supported, membership organisation. Two members sit on the Board of Trustees while six AYMEs, voted in by the members, voluntarily manage their own service team supported by the office. The volunteers each have responsibility for up to eleven *service areas* (see below), supporting a total of over 300 volunteer members.

Six staff work in the office, responsible for answering the many queries that come into the office, sending out information, supporting the work of the volunteers, maintaining databases, leading special projects and managing the financial aspects of the charity. Under the direction of the CEO, staff give heed to the development of the charity, communicate with the media and raise funds through trusts and company giving. The CEO works closely with the Chair of Trustees and attends Board meetings.

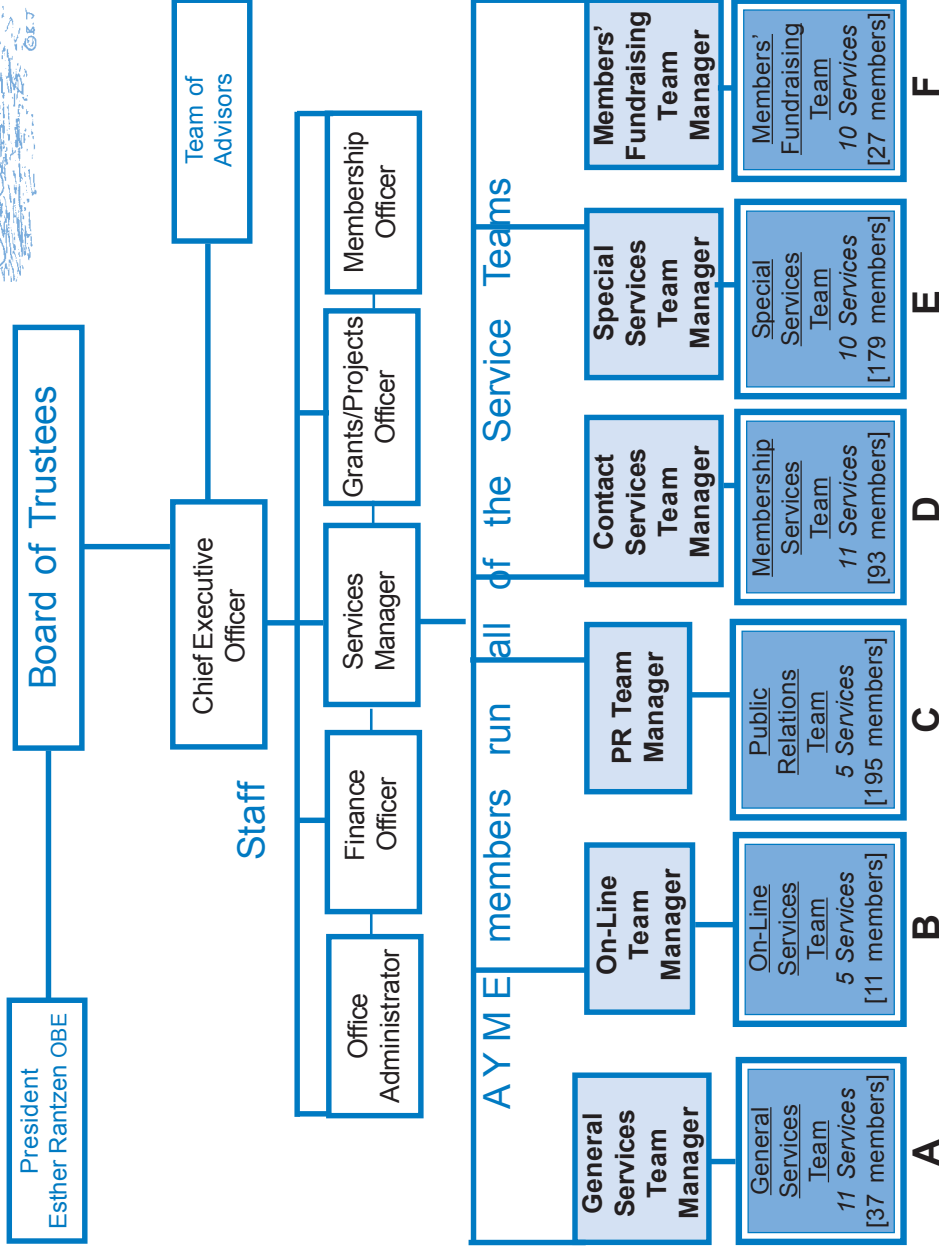
The Board of Trustees meet every month, providing governance to the charity. Constitutionally, at least one AYME member and one parent of an AYME sit on the Board. Business personnel give the Board balance. All are voted in by the members, every 2 years.

Six Professional Advisors assist AYME in the fields of medicine, education and social services.

More than 300 AYME volunteers of all ages carry out the day-to-day services. When the work of the Members' Advisory Panel and the volunteer ambassadors are added, the number of volunteers rises to over 500 - **an increase in volunteering over 2003 of 60%**. This represents 27% of AYME's membership taking an active role in their organisation.

Support for the parents

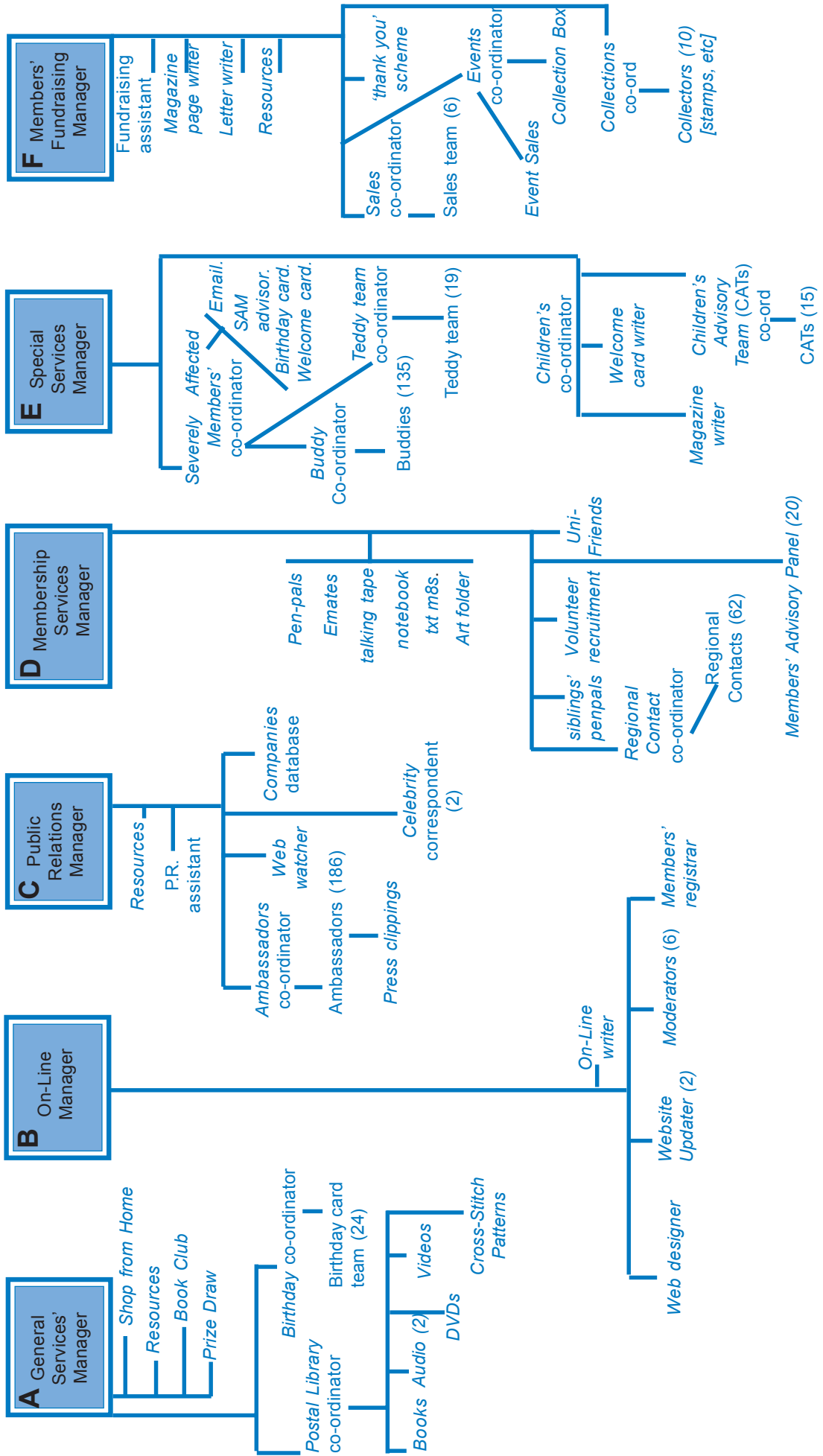
AYME's volunteer Parent Co-ordinator puts families together who wish to make contact with others who are in a similar position. This successful service now has 600 parents who provide enormous support for one another, **a 50% increase from 2002**



See opposite page for the make up of each service team and pages 6 and 7 for the teams' successes

Structure of the Volunteer Service Teams

All team members are AYMErs, using precious energy and providing support for others



Volunteer Service Teams



A General Service Team

Alasdair Leitch
General Services
Team Manager

General Services contains: Birthday Team and Postal Libraries

How does the birthday team work?



When each new member enrolls in AYME, their birthdate is sent to the Birthday Co-ordinator. S/he alerts the relevant Birthday worker who has responsibility for the two weeks that includes the new member's birthday.

On each AYME's special day, they receive a hand-written birthday card and small present from one of the volunteer birthday worker.

Every year a new birthday card is designed by AYME members through a competition. Profits from the sale of AYME Christmas cards, again designed by AYME members, pays for the majority of birthday cards.

Library Books by Post
700 books on various subjects are available for members. **50-60 books** have been lent out during 2003.



NEW SERVICE - Book Club
21 members. Titles are suggested, which are purchased and read by Book Club members who then discuss over email or post.

Library Videos- 125 varied videos



Library Audio books/music
1300 items, with **113 audio tapes** being sent in 2003.

NEW SERVICE - Shop from home
120 recommended websites and catalogue companies which have been used by AYMEs.

NEW SERVICE - Library DVDs- 8 donated DVDs

B OnLine Team



Paul Weathersby
On-Line Service
Team Manager

The online service team includes:

- ◆ Team Manager
- ◆ Moderators, monitoring the use of members' secure message board
- ◆ Web designers, creating a new website to be launched in 2004

Total visits to www.ayme.org.uk in 2003: 154,150

Total page views: 602284

Average visits per day: 405

The busiest month for the website was May:
14,619 visits.

AYME's questionnaire revealed that an overwhelming majority found out about AYME and ME through our web-site

C P.R. Team



Lisette Grout
PR Service
Team
Manager

Press Coverage

Average of two awareness opportunities every week

102 media 'Spotlights' included newspaper and magazine articles, radio and television interviews.

338 Celebrities have been contacted by the Celebrity team. Signed photos and messages are put on the web-site and put up for auction. Celebrity interviews are printed in the AYME magazine

213 AYME Ambassadors are on the database to collect cheques from local funders, give interviews, etc.

**Membership Contact
D Service Team**

**Helen Catling
Membership Team Manager**



Regional Contact groups

*AYME has 62
Regional Contact groups
connecting 315 new AYMEs
over 2003*



*253 new AYMEs
were matched with
Pen-Pals*



*121 AYMEs
matched with an
E-Mate*



*30 AYMEs
requested
Text Mates*



*22 AYMEs exchanged
talking tapes*



**Members' Fundraising
F**



**Jim Griffin
Fundraising**



- A violin recital raised £120*
- A members' raffle raised £614*
- A single sponsored walk raised £580*
- Ceilidh and curry night raised £2,400*

The Fundraising Team had **86 requests** for help with their events in 2003.



Events which were completed with the help of the fundraising team raised over **£13,000** when collections and sales items were included.

Further events organised by AYMEs' families themselves brought members' fundraising efforts to over **£20,000**.



A further **£15,000** was raised in a sponsored cycle trek organised by AYME.

E Special Services Team

**Laura Gervaise
Special Services
Team Manager
(Severely Affected
and Children)**



Children

Children under the age of 13yrs are in the minority and could easily get forgotten. But no-one is forgotten in AYME!



The **106 children** were personally welcomed by the children's co-ordinator on joining. Two pages in the members' bi-monthly magazine are put together for the children by an older AYMEr, containing jokes, letters and competitions.

11 of the children are on the Children's Advisory Team. This team, co-ordinated by an older AYMEr, are contacted for their views on aspects of the running of the children's team.

Severely Affected Members (SAMs)

188 Severely Affected Members (SAMs) have special consideration given to them. Each new member is sent a welcome letter by the SAMs team.



Further support is given to SAMs by means of the 'Teddy Team'. To date, **119 SAMs have received teddies** sewn by AYMEs.

Special Services

3 day conference/ get-together for AYMErs



AYME's President, Esther Rantzen, chats to AYMErs at their annual conference.

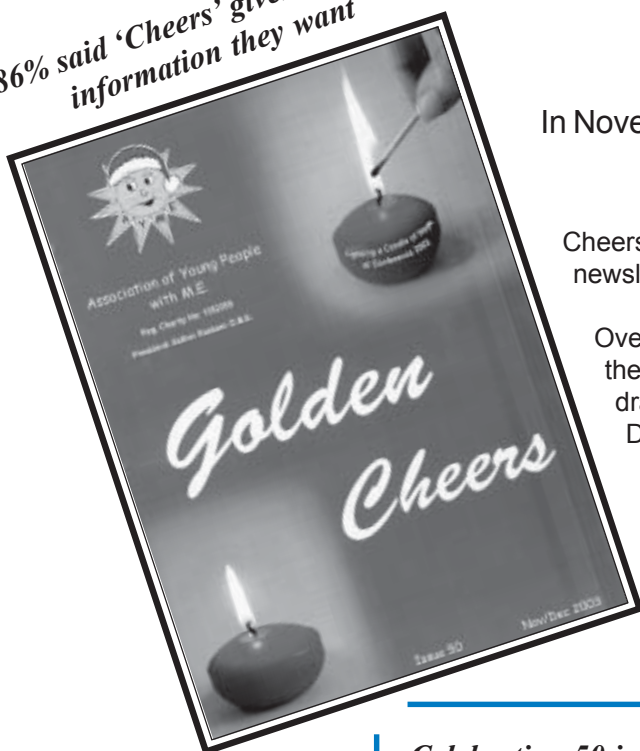


AYMErs get together with others, often for the first time, play games or write postcards to those members unable to attend



Golden Cheers!

86% said 'Cheers' gives them the information they want



In November 2003 'Cheers', AYME's bi-monthly magazine reached 50 issues.

Cheers began in 1996 as a 6 page, photocopied newsletter, stapled in one corner.

Over the years, AYME members began to compile their own pages. They sent in articles, letters, drawings and learnt to lay out their pages in a Desk Top Package on their home computers.

From an initial 6 pages, Cheers has grown to 44 pages and covers news, views, fun and information for all ages. It is truly a magazine *by members, for members*, with a bright and cheery, coloured, glossy cover.

Celebrating 50 issues of Cheers



Cheers Magazine into Cheers on Tape

To celebrate the Golden, 50th issue of CHEERS, BBC 3 Counties Radio agreed to assist us with recording it onto audio tape, for some of our severely affected members. This service continues.

Working Together

AYME continues to work with many external agencies



In 2003, the Department of Health invited bids from Primary Care Trusts for a share of £8.5M for services for ME. Ayme was asked by a number of the paediatric services for advice on their bids. Following the DoH's announcement of the successful PCTs, Ayme continues to work with many of those chosen to service the needs of children and young people, including Alder Hey and Bath/Bristol Hospitals.

National Service Framework

Ayme was invited to be a lay representative in a DoH steering group for the National Service Framework (NSF) for Children and Young People.

The NSF will, when published, contain principles, care and treatment standards that all agencies must adhere to when looking after children and young people with long-term health conditions, including ME.

Health ministers have also agreed to include the first ever ME/CFS Exemplar (care pathway) in the NSF for children.

DfES

Ayme sits on the 'Sick Children's Working Group' at the Department of Education and Skills.

Issues are addressed which affect all children with long-term sickness. Discussion takes place on how to best meet their needs and policy decisions are agreed.

Royal College of Paediatrics and Child Health

Over the past 3 years Ayme has worked with a research steering group at the College, compiling important epidemiological data on children with ME across the UK.

In the final year of this project, based on the findings from the data, the steering group of doctors, researchers and Ayme began production of 'Guidelines for Paediatricians', a booklet which will assist doctors in their management of children with ME.

The College expects the Guidelines to be distributed in the Autumn of 2004.

This close working partnership between the College and Ayme will continue, with exciting research proposals currently under discussion.



Grant for Confidence Building Workshops

Year 1 of the 'Positive Living' (confidence) workshops, was funded by the **Department of Health** and **Abbey National Charitable Trust**.

A 45 minute workshop was developed by six young Ayme members and supported by the project worker and a psychologist. A booklet was written to assist Aymers to confidently use the newly published CMO's report on ME.

To date, over 100 young people have benefited from the workshops and 4,000 copies of the booklet have been distributed. Numbers of delegates attending the workshops is gradually increasing.

Right on target

The achievements far exceeded expectations, with an independent evaluation of year 1 concluding that *'the project is right on target and achieving its aims of boosting the confidence of young people with ME'*.

The workshops have achieved the aim of helping young people with ME appear confident even if they didn't feel it and express their needs to doctors, teachers, family and friends.

Bringing young people together, many of whom had never met another young person with ME before, boosted self-esteem, self-worth and motivation to make the most out of life despite having a chronic disabling illness.

"The sessions made me realise my priorities in life. It helped me make clear choices/decisions about the future and what I need to do to improve my health."

The isolation of our members was highlighted in the workshops where the sharing and talking session were the most popular. Just meeting other young people with ME was a huge psychological boost.

"I think I got most out of the talking and sharing session. I started to feel less alone and more positive towards relaxing and recovering."



"Glass painting was fun and reminded me what I am able to do."

Many Aymers who met new friends at the workshop have continued to meet up for social events and their parents have exchanged information and experiences, setting up social support networks.

This project is something the volunteer peer facilitators can be extremely proud of and may lead the way for the first ever Expert Patient Programme for Young People with M.E.

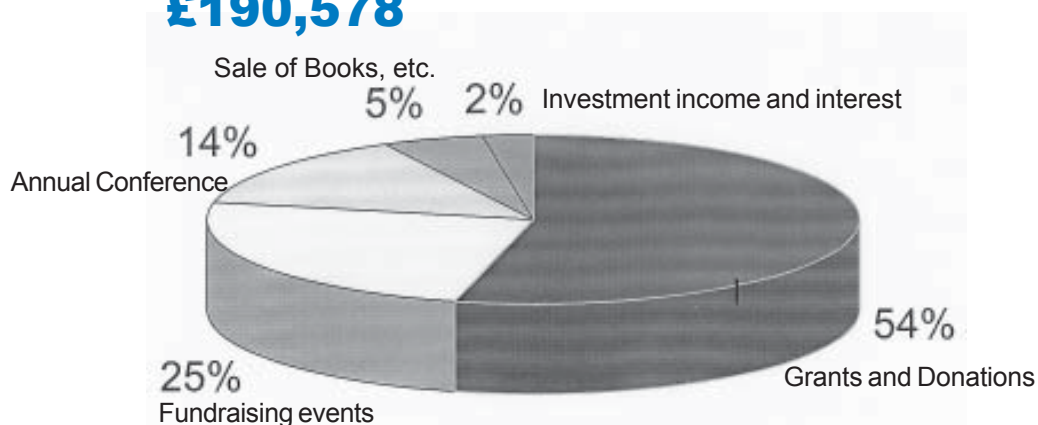
Katie James. Project worker

Income and Expenditure Accounts

Membership of AYME is FREE, so general donations and the fundraising events which are held by our members and their families become the lifeblood of the organisation.

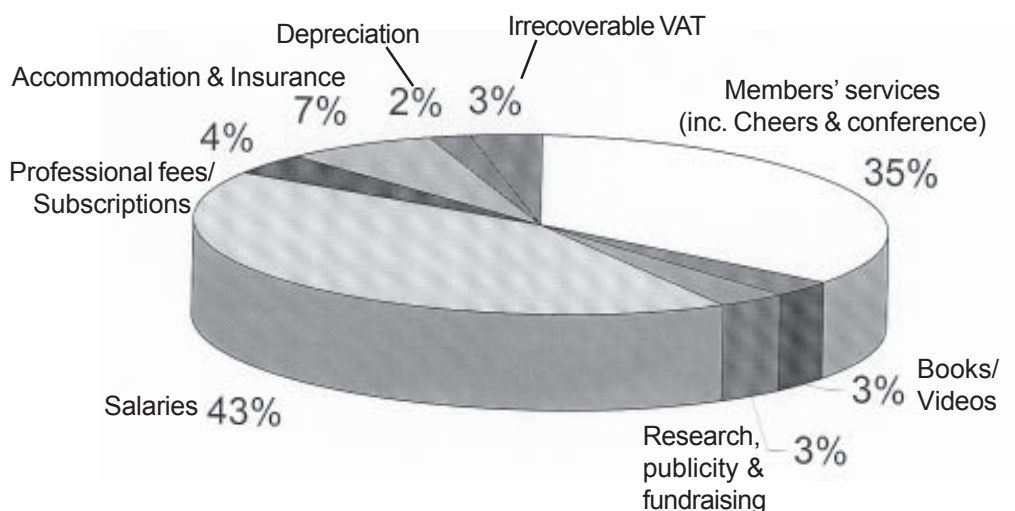
AYME is able to take a financially difficult year, such as 2003 has been, due to its reserves policy, but we must ensure that this trend is negated in 2004. Page 12 chronicles the various new funding initiatives, which AYME is undertaking with our parents and friends, to ensure AYME's continued ability to support children and young people with ME, in a positive and professional manner.

Income for 2003: £190,578



Expenditure for 2003: £197,558

As far as possible, all the money raised by the members and their families is ploughed straight back into the ever increasing number of services for members, including the HelpLine run by salaried office staff.



Income and Expenditure Accounts

INCOME

1) DONATIONS

	Unrestricted £	Restricted £	2003 £
Donations	58,392	44,060	102,452
Members' Fundraising Income	45,902		45,902
Associate and Graduate Fees	<u>1,035</u>		<u>1,035</u>
	<u>105,329</u>	<u>44,060</u>	<u>149,389</u>

2) OTHER INCOME

	Unrestricted £	Restricted £	2003 £
Annual Conference	27,146		27,146
Sale of Books etc	<u>9,515</u>		<u>9,515</u>
	<u>36,661</u>		<u>36,661</u>

3) INVESTMENT INCOME AND INTEREST

	Unrestricted £	Restricted £	2003 £
Bank deposit interest	4,528		4,528
			Total
			<u>190,578</u>

EXPENDITURE

4) TOTAL RESOURCES EXPENDED

	Direct Charitable Expenditure £	Fundraising and Publicity £	Management and Administration £	2003 Total £
Members Services	38,074 .	15,017 .	15,656	68,747
Books, Videos etc		5,853		5,853
Research, publicity & fundraising		6,493		6,493
Salaries	31,307	24,092	28,515	83,914
Professional Fees/Subscriptions	3,963		3,837	7,800
Accommodation & Insurance			14,296	14,296
Depreciation			3,619	3,619
Irrecoverable VAT	3,594		3,206	6,800
Other costs			36	36
	<u>76,938</u>	<u>51,455</u>	<u>69,165</u>	<u>197,558</u>

Itemised accounts can be found in Baker Tilly's report and financial statement

Looking to the future



A prudent approach

AYME has felt a sharp reduction in grants and general donations in 2003 with, at the same time, significantly increased costs. The Board of Trustees is aware of their legal responsibilities to safeguard AYME's future and at the same time wishes to continue with as many key services as possible.

A few, small savings were made in some minority services but, taking all factors into account, the Trustees had to make the difficult decision to cancel the annual conference for 2004. The time spent on conference planning, will be used to focus on raising income through grants and other fundraising events, such as those below.

LINK Associates for families

An exciting project beginning in 2004 is the launch of LINK Associates. This service will provide parents and carers with the information and communication systems they need. It is hoped to recruit 40% (750) of parents paying £20 per annum.

Fully Informed

At the moment, parents and carers only get access to information if the AYME member shares their bi-monthly magazine, Cheers, with them. LINK Associates will ensure that all parents and carers are kept informed of all up-to-date, national issues and the work of AYME through a LINK bi-monthly bulletin.

Supporting each other

Parents who sign up to LINK Associates have the opportunity to support one another through the pages of the LINK bulletin and their own web message board.

Supporting their child

If every family joins LINK Associates, it will financially secure many of the services which AYME is able to offer to its members.

Fundraising

With the current financial position, it is important to put our energies into new, large, fundraising activities.

Food for Thought!

This project is due to start in ME Awareness Week in May. AYME is hopeful that most of our families will invite friends for dinner, a barbeque or morning coffee, and ask for a donation. This project will have the dual impact of raising both funds and awareness.

Company Sponsorship

Two volunteers working in Marketing kindly offered their services to assist AYME in the production of a marketing leaflet. This leaflet will be taken around to companies and organisations to enhance our profile and encourage more funding.

Work in Scotland

Progress remains slow on improved services in Scotland, despite the publication of a report from the Short-Life Action Group on ME highlighting the lack of provision of services.

However, AYME has made some headway in Edinburgh with the Sick Children's Hospital. Health, education and social services are backing a funding bid for a pilot outreach worker/nurse and an information leaflet is being produced to be given to children and carers.

Launch of a dedicated HelpLine

If funding bids are successful, it is hoped to launch a dedicated HelpLine with local call charges by the Autumn of 2004. Currently, the single office telephone line offers information and support to families in office hours only, in a limited, and for many parents, costly fashion. Adequate funding will allow AYME to have a dedicated HelpLine member of staff, working flexibly, with some evening and weekend call time available.

Outreach Service

With additional funding, in 2005, the HelpLine service could develop into an Outreach service for crisis cases and face-to-face support, particularly for those members who are severely affected by the illness.

Keeping our members safe

We aim to increase membership in 2004 by 25% (500 new members), by a thorough review of the information pack, and increasing our profile with local and professional bodies.

In addition all of our members need to be sure that we keep them safe, in particular in their use of the Internet. AYME will re-vamp their website in Spring 2004 with a secure, members only, message board.

Screening of volunteers and staff

AYME is now registered as an umbrella organisation with the Criminal Records Bureau, enabling us in 2004 to ensure all of our staff, trustees and volunteers are police cleared.

Being pro-active

AYME will continue to develop and improve our pro-active funding initiatives, such as GiftAid, Pay Roll Giving, Standing Order and Donations.

Raising our profile

Staff and trustees will work closely with our AYME PR team to promote AYME and its work through high-profile celebrities. AYME will continue to work with professionals and government departments to maintain its high profile ensuring the needs of its members remain high on the National Agenda. **Jill Moss**

Founding Chairman

Thanks to the following:



- £100,000+ over three years from Department of Health

and



- one-off grant of £10,000 from Abbey National Community Partnership

for the Positive-Living project

John and Sue Edwards Charitable Trust	£11,000
English Partnerships	£1,000 sponsorship of conference
Go:MK	Donation of display materials. Assistance with printing Annual Report
Nestle	Matched funding for AYMEr's Smarties challenge. £1,000
Peter Edwards	£11,000 sponsorship of AYME cycle challenge
Fayyal & Sarah Chaudhri	£3,000 from event and sponsored cycle challenge
Baker Tilly	£4,000 from fundraising garden party
Radio 4 Appeal with Esther Rantzen	£4,000
Northcote Lodge Parents Assoc.	£4,000

Special thanks to:

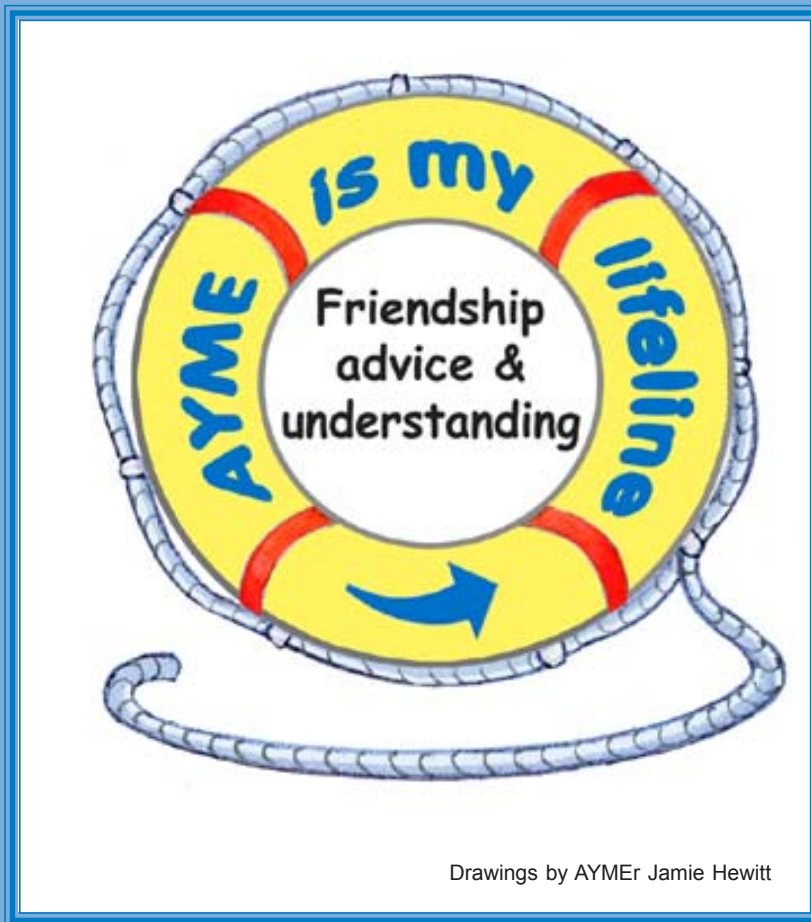
BBC 3 Counties	Gave their time and a studio to put Cheers onto tape.
'Big George' Webley	Attended conference. Attended fundraising garden party.
Dame Cleo Laine & John Dankworth	Lent their garden for fundraising event.

Tim Huxford	Design and layout for many publications.
John Moss	Made many videos for us over 2003.
Ian Webb	IT Support.
Eden and her family	For allowing her photo to be used in publications.
Jade and her family	For allowing her photo to be used in our marketing leaflet.

Thank you to all our volunteers who have helped us to address and pack magazines, photocopy and send out information packs, fundraise, etc.

Thank you to all our donors. Every penny has made a difference.

You all allow us to continue to provide services for our young people.



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