



# ANNUAL REPORT 2012

**Head of Centre: C. Priya Thamotheram**  
**B.Sc (Hons) Soc., PGCE,**  
**M.Sc.Soc (Econ)**

**Annual General Meeting of Highfields Community Association at 6pm on Friday 5<sup>th</sup> October 2012 at Highfields Centre**

**Agenda**

1. Apologies
2. Approval of the minutes of the Annual General Meeting of the HCA held on 2 December 2011 (see attached copy) and any matters arising
3. Consideration and adoption of an annual report for the period ending 31 August 2012 (available at the AGM).
4. Consideration and adoption of the audited accounts of HCA for the year ending 31 March 2012 (available at the AGM).
5. Appointment of auditors and fixing of their remuneration  
*The HCA Board (Governing Body) recommends that the current auditors (Watergates Ltd) be appointed for the forthcoming year.*
6. Appointment of Individual Members' representatives (see below)
7. Appointment of Directors (see below)

The AGM will be followed by our guest speaker and closing remarks.

**HIGHFIELDS COMMUNITY ASSOCIATION: ANNUAL GENERAL MEETING ON 2<sup>ND</sup> DECEMBER 2011**

**Present:** As per attendance list.

1. **Welcome and Apologies:** Baljit opened the second AGM since independence and welcomed all guests in attendance, with a special welcome to Cllr. Dawood, who has, with other local councillors, given a lot of support to the Centre over many years. Baljit welcomed Cllr. M. Sood, the chief guest for the AGM. Baljit also referred to an extra item about a presentation of Arts Awards and it was agreed to include this as an additional item on the agenda.

Apologies: Jay Patel, Yasmin Nathani, SDS, Empower, Cllr. Chowdhury, Cllr. Osman, Cllr. Aqbany.

2. **Minutes of last meeting 10/12/2010 –** Agreed as an accurate record.
3. **Matters arising:** None
4. **Chair's Report:** Baljit spoke briefly to the Chair's written report and commended the dedication of the Centre staff team. Baljit spoke about the essential services that are needed for the main BME users in and around the Highfields area and across the city and we must not lose sight of our struggle to maintain these services, whatever cuts are proposed across the various budgets.
5. **Vice-Chair's Report:** Iris spoke to her written report and highlighted the salient points. The Centre cannot work in a vacuum and it is essential to look for as many service users and interested parties to work with the HCA. A collaborative approach to develop the centre, to include stakeholders in the decision making structure has benefited growth and delivery. We need to use as many forums as available for HC to be a part of. A questionnaire needs to be used to obtain as much information as possible to guide the Centre's programme and services for its local service users.

## **6. Head of Centre's Annual Report –**

Priya welcomed everyone to the second AGM since independence. Priya went through his written report and focussed on some of the salient points. He spoke about the importance of achieving financial independence in such a difficult economic climate that the country is in, and the way that other agencies, particularly voluntary sector providers have had to deal with massive cuts.

The Centre continues to strive to meet the needs of the service users and this has been strengthened this year through the FJF training project. The positive relationship with our partner agencies has been very encouraging.

The desperate need for a Business Development Support located in the area continues to be difficult, but is high on the agenda for the Centre and its partners.

Noted that LCC has its own major challenges ahead but encouraging to see that they have joined the Centre to work on a European bid.

The Centre needs to move towards new initiatives and opportunities wherever it can to achieve its goal for economic independence.

The following staff reports were presented to the meeting:-

- AVAPAC Report – Saqib spoke to his written report highlighting the very full and busy year that the arts team had had. The festival had been a major challenge for its first year, but a very rewarding experience. He thanked Reminiss for the active involvement in the Centre's arts department and he felt privileged to work with so many young people who had been involved in the Centre's arts programme throughout the year.
- Sports Report – Saqib spoke very briefly to the sports report in Jeff Simon's absence and highlighted the very busy sports programme the Centre has ran over the year. Saqib had taken on the role of managing the sports team since April 2011.
- Community Report – Pat spoke to her report and thanked her staff team and service users who continue to fully support the Centre as it continues to go from strength to strength in achieving its full potential of being a centre of excellence for all local people.
- H-Cafe - Priya spoke briefly in Jay's absence about the very positive and significant progress the H-Cafe had made throughout the year.
- H-MAC – Aiyub spoke to his report and outlined the highlights and achievements over the last year. The tremendous amount of clients seen by the advice team at the Centre. Aiyub spoke about the collaborative work with the local service providers through HALABS and other forums. Aiyub raised the Centre's concerns as to the lack of any training programme being in place post March, after the funding for FJF ceases. The continued success of gaining the Matrix award was highlighted.

The Centre's staff team recommend that all members take the Staff Report home with them to look through at their own leisure, what they see as an excellent documentation of the Centre's yearly programme of work and various achievements throughout the last 12 months. The report captures a lot of statistics and important information that deserves a good read!

Priya and the staff team were commended for their excellent reports which outlined the tremendous work that goes on in the various departments throughout the Centre.

**7. Treasurer's Report:** Esmail Esmail spoke to the annual report.

Questions raised from the floor: Good to see the very impressive surplus gained over many years of good housekeeping and in the cautious approach taken for the first year's expenditures, now need to look at options for investments, have we considered Credit Unions? In response, it was stated that the Governing Body has identified this as an area for more detailed consideration over the next year.

The financial report was approved.

Appointment of Auditors - This task to be delegated to the HCA GB, with Watergates as the preferred firm.

Appointment of Individual Members – There is provision for individuals to be co-opted after the AGM and at the first meeting of the GB.

Affiliations - It was confirmed that there were 15 renewals and 3 Individuals.

**8. Election of Governing Body**

Directors - Confirmed that the four longest serving directors to stand down after serving 3 years were Esmail Esmail, Iris Lightfoote, Furzana Khalifa and Manik Huda. As only 4 nominations had been received, all 4 retiring directors were re-appointed for a further 3 year term and this was agreed by the meeting.

**9. Presentation of Certificates – Arts Awards**

The Centre ran a pilot project through the Arts department this year and 8 young people were successful in achieving their arts awards. Cllr. Manjula Sood congratulated the young people on their achievements and presented them with their certificates.

**10. Guest Speaker** – Cllr. Manjula Sood (MS) was delighted to be invited as the representative of the city mayor's office to attend the HCA's AGM and thanked the HCA for their kind invitation.

MS was overwhelmed at how well the Centre was doing and the AGM is a great time to reflect on what we have achieved throughout the year.

MS made reference to:

- the new LCC administration and the economic climate that the country is in and the proposed budget cuts.
- The Localism Bill from November 2012 to become an Act of Law and how to capitalise on the Act.
- The Centre had already achieved its Independence and now it needs to use its new rights and powers as outlined in the legislation.
- We are very fortunate in the area to have our local councillors on board and who have given their full support for many years to our cause.

MS congratulated the Centre on its massive achievement and would take a very positive message back to the city mayor from the AGM.

MS concluded her remarks by thanking Priya and his staff for his leadership and vision and wished the Centre well for the next 10 years and more!

Close of meeting.

## **HCA/HC Annual Report (2012) – Introduction & Welcome!**

Firstly, a big welcome to you all at this Annual General Meeting and also, to those who will be reading this Report over the coming days, weeks and months. Nearly 2 years on and we're still going strong and contrary to the scare stories employed to delay and frustrate our independence, the last 2 years have not only been positively exhilarating and liberating but we've also achieved the 3<sup>rd</sup> year (LCC contract) usage target in our first 13 months (see p25)! With over 5,900 sessions and 105,000 users and with the latter comprised almost equally between males and females (51% male, 49% female) and from all ethnicities (71% Asian, 18% African/ Caribbean, 4% White and 7% Other), our cherished theme of *Celebrating Diversity and Unity in the Community* can be well evidenced. Indeed, an equivalent breakdown of our staff augments that position, with its composition of 41% males and 59% females and 49% Asian, 20% African/ Caribbean, 23% White and 8% Other.

We've worked diligently to update the various systems and procedures at the Centre to ensure the wide variety of services continued to be provided and to ensure value for money. Governing Body members, staff and the various support agencies we've engaged have all contributed to making sure this challenge was successfully met and they've also ensured the smooth continuation of the Centre's services

Our achievement of an independent Highfields Centre in December 2010 coincided with the general economic downturn in the British economy and the subsequent severe cutbacks in both national and local government expenditure. Although this has proved very challenging, we are delighted to announce our first full year of trading has shown a steady growth in our turnover and we have not only managed to maintain our valued services but also, to identify new service needs and funding to provide the required service (eg. business advice –see p18).

The return to a One Highfields Centre service continued with the transfer of the Highfields Multi-Access Centre service to the Association on 1<sup>st</sup> May 2012 and we're well placed to respond to the City Council's likely decision in the next few weeks to seek external agencies to provide some of its current children and young people's services. As with all major change initiatives and whilst welcoming the Council's proposal to commission services locally, we will have to maintain a close vigilance, especially the ending of their funding for the After School Care service and the amount of funding to be made available for the locally commissioned services. Given the City Mayor's pledge to neighbourhood working and the government's commitment to localism, I'm confident we can make significant progress on our objective of all Highfields Centre services being independently delivered by us!

With our collective and extensive knowledge, expertise and successful track record in service delivery, we've got to make the most of the more limited current funding opportunities. At times, this will mean we're not the lead body in some funding applications (eg Advice and Business support services) but in other instances, we can and must take the lead as the local community anchor organisation. In the latter context, we worked with the local authority in relation to a major European Union initiative and have also successfully registered as an approved training agency with the Skills Funding Agency. We have continued to lay the necessary foundations to not only meet the many challenges ahead but also, to continue providing the leadership for the area's regeneration, as exemplified by the soon to be launched Highfields Area Plan and the newly established Highfields Festival.

As in previous years, the Centre's staff, users and the local communities have been particularly grateful for the dedicated support and commitment of its Governing Body and especially, its Executive Committee. Their engagement with the new challenges in our quest for economic independence has been exemplary. For the Centre's staff, it's been an absolute revelation to be able to get on with their work, without some of the unnecessary and stultifying bureaucratic delays of yesteryear! Again, as per last year, we would express our enormous gratitude to Pat Gardner for her continued and invaluable role in holding the staff team together and to the Premises Team for keeping the expanded building safe and clean. We would also take this opportunity to thank all our other staff, users, colleagues and friends

(from near and far) for their invaluable support and encouragement over the last year and we look forward to working with you all in the coming year to not only benefit our Centre users but also, the wider Highfields community and indeed, the city wide residents.

There's much to look forward to over the next 12 months, not least the newly established Highfields Festival and that coupled with our well established Annual Certificate Presentation evening and Celebration of Diversity and Unity in the Community events will present wonderful opportunities to celebrate our successes, not just as an independent Centre but also, as a growing and confident local community.

With all good wishes for a happy and productive New Year.

Priya Thamotheram  
Head of Centre

### Highlights over the last 12 months!

**Launch of Future Jobs Fund Evaluation Report with Jon Ashworth, MP (October 2011)**



**Visit to EU Parliament with Glenis Willmott, MEP (October 2011)**



**Production of Highfields Area Plan (March 2012)**



**Celebration of ex-HCA Chair Cllr Abdul Osman's appointment as Lord Mayor (June 2012)**



**Highfields Festival (June 2012)**



**Certificate Presentation Evening (August 2012)**



## **Chair's Report**

Highfields Centre has had a memorable second year in its post independent period. A year on and the success of consolidating and building on the excellence of service delivery has excelled beyond all expectations. The 2012 usage figures of the people frequenting the centre have surpassed the expected and agreed levels with our partners, the Leicester City Council.

In part this is due to the strong marketing, welcoming approach and delivery of services by the dedicated Centre Staff but also, it is due to the economic and social pressures which have brought an upturn in service expectations from the local community of Highfields.

Among other achievements, the Centre has celebrated a successful 2nd year of the Highfields Festival, launched by the City Mayor Sir Peter Soulsby and presented a strong bid for European Funding, in partnership with the City Council, to help with Youth unemployment and job training opportunities. The learning from the experience has been to motivate the Centre and Council to continue to work together. It is intended that such bid initiatives will continue in the future to ensure that Highfields Centre is able to promote such programmes to benefit the Highfields area and the wider community of Leicester.

The work of the Highfields Community Association will continue to give strong leadership and provide good governance to the Centre and its services to the local constituents, in collaboration with its local Councillors, businesses, voluntary agencies and the City Council.

Councillor Baljit Singh B.Sc., M.Sc.  
HCA Chair

## **Vice Chair's Report**

A Centre of this size could not be fully and appropriately functional without the necessary connections being made internally and externally, and without those connections being widened beyond the area of Highfields to the city and beyond. To maintain a balanced approach within the service provision and between the external stakeholders can sometimes bring about its own challenges, as well as gratifying success. This year has seen the development of partnership arrangements, improvement of the administrative structures and the necessary examination processes (internally and externally) aimed at ensuring sustainability.

To be clear that the services being offered remain relevant to the users entail having a clear understanding of needs – here, users are enlisted to suggest views and make recommendations to staff and representation to the governing body formalises this. The centre needs to remain an illustration of the area it serves and to ensure that it is firmly engaged, it continues to be a senior member of the Highfields Area Forum and it has taken a key role in ensuring the development of the Highfields Area Plan.

Significant to this area is the requirement of advocacy and advice services which cannot be delivered from one location. In recognising this, Highfields Centre has been instrumental in ensuring the continued development of the 'Highfields Adult Learning, Advice & Business development Services' (HALABS) – an amalgamation of groups providing these services in Highfields and St Matthews. The Centre has also extended this approach to the Advice Leicester Partnership and it has ensured this area's engagement in that debate.

The specialist area of work required around refugees and asylum seekers is partly dealt with through the Leicester Civil Rights Movement which is anchored within the Centre. And, the need to recognise and address young people's needs, wants and aspirations has resulted in its leadership role in the city wide consideration of Children and Young People's services, the holiday activities, the recently launched Late Lounge sessions, as well as its close working



with the City Council in the latter's unsuccessful European application 'Jilted Generation' – showing yet again that the Centre staff are cognisant of issues and concerns of our young.

The importance of balancing things which do not go well with celebrating successes is important to a Centre such as this and the Celebrating Diversity and Unity in the Community event and the Certificate Awards Evening remains an annual feature in our calendar, with the Highfields Festival being firmly added to that genre.

Iris Lightfoote  
Vice Chair  
HCA

## **Secretary's Report 2011/2012**

### **Membership & Affiliation**

I am pleased to report that Highfields Community Association is doing well as an independent establishment. Since our last AGM, the Association has grown to 52 affiliated groups and 5 individual members. A list of affiliated members is included within this report.

### **Sub –Committees**

Highfields Community Association has three (3) subcommittees that continue to regularly meet and are working to develop programmes and services for Centre users.

They are:	CADCAT	Community, Adult Development, Catering and Transport
	FAHRL	Finance, Administration, Human Resources, and Legal
	SACYP	Sports, Arts, Children and Young People

### **Centre Activities, Events and Projects**

Some of the highlights from the activities and events this year have included:

- The launch of the 2<sup>nd</sup> Highfields Advice Learning Advice Business Services (HALABS) directory: A directory of local advice agencies within the Highfields Area.
- 2nd Highfields Festival: over 2100 people attended. Bringing communities together from the local area and celebrating its diversity.
- Visit to EU Parliament: A trip to Brussels was organised for Governing Body members (self – financed) to seek EU funding.
- Summer play scheme 2012: Approximately 90 children attended daily over four weeks. HCA also made provisions for children with parents/carers at work to be looked after during lunch times and before the start of the afternoon sessions.

### **Summary**

I would like to thank the Highfields Centre staff team, volunteers and Governing Body members who give their time, energy and skills to keep the Centre running. Let's all continue to move forward together building on our success and reputation.

Furzana Khalifa  
Secretary  
HCA



## **Treasurer's Report**

### **Achievements & Performance**

- Largely taken up with putting systems in place post Community Governance
- On-going discussions with Leicester City Council about transfer of remaining LCC services, with H-MAC transferred on 1 May 2012

### **Financial Review**

- A full audit conducted, as charity's turnover in excess of £500k
- The report was approved by the Board in May 2012
- The financial statements give a fair and true view
- Total income just over £674k, expenditure just over £568k and net income £106k (p21) – a 43% increase from 2010/11
- Healthy balance of nearly £545k developed over many years
- Identification of service and building developmental priorities
- Establishment of Asset Replacement Fund
- Increased requirement for more detailed financial information has resulted in the setting up of a new computerised financial system
- Overall, a prudent but productive year

Esmail Esmail  
Treasurer  
HCA

## AVAPAC Co-ordinator's report 2012



### Update:

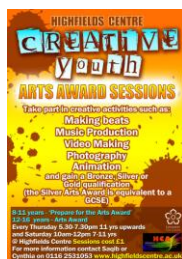
It has been another difficult year personally for me as I have had to make the decision to resign from my post, so this report is not only dealing with the period December 2011-August 2012 but is my report as an outgoing worker. During this year, I went back to my Co-ordinator post after having served as an Interim Head of Arts & Sports between April 2011 and March 2012.

I am pleased with the progress that we have made despite a number of staff departures and changes. In particular the arts team were the driving force behind the successful second Highfields Festival and it was our vision to have a main stage outside and drive the event as a showcase for local and regional artists that was a big contribution to the success of the event. In the last year, we have further embedded Arts Award accreditation into our practice and had a number of children and young people enrol and gain certification. In February, we produced the first album from the Mango rooms studios and held a successful launch event

We've continued to put on high quality holiday provision in conjunction with the sports department and the Centre Development Officer and have run schemes during half terms, Easter and summer holidays with good numbers attending. Our term time Creative Youth sessions have gone well and we are looking to continue to develop this work at the Centre

I would like to again highlight the significant contributions of Dan Harvey & Cynthia Mapara to the arts team. Dan for his leadership and input into the festival in particular and to the Mango Rooms which has been exceptional given that he only has a 0.5 post (supplemented with some additional payments) and to Cynthia for her work on Arts Award and administrating the whole process. She has not only completed the main Arts Award Assessor qualification but she has recently finished both the new Arts Award Discover & Explore training aimed at younger children and the Gold Award top up training. For someone who is largely a volunteer and is only paid a few hours a week as a casual worker (again, supplemented with additional payments, eg. holiday work, etc), her attitude and contribution has also been very helpful. I hope that on my departure, they both have roles to play in the on-going work of the arts department and Centre.

I would like to thank Kieran Walsh who left us in April after 3 years for his work with us, particularly for his graphic design skills and innovative arts practice and to Vikesh Patel who was with us for two years in a technical & graphics role. Thanks also to Michael Salmon and Rachel Anderson as casual staff and to Tom Everley one of our FJF staff who has now gone onto successfully find full time employment in the sector.



**AVAPAC team 2012**

1. Saqib Deshmukh AVAPAC Co-ordinator
2. Vikesh Patel AVAPAC Technician/Graphics lead (up to Feb 2012)
3. Dan Harvey AVAPAC Technician/Music lead
4. Naji Richards Music worker
5. Kieran Walsh Digital Arts worker (up to April 2012)
6. Cynthia Mapara Casual Arts Worker (Arts Award/Music)
7. Michael Salmon Casual Arts Worker – Video (Dec-April 2012)
8. Rachel Anderson Casual Arts Worker – digital arts/graphics (March-August 2012)
9. Tom Everley Casual Arts Worker – Video (May-Sept 2012)
10. Jamal George – volunteer worker (summer holidays 2012)
11. Ayesha Sidat – volunteer worker (summer holidays 2012)
12. Boston Williams– volunteer worker (summer holidays 2012)

## Outputs

Costs/budget 2011-12 = £69783

People using arts services = 2714 (up to end of June 2012)

Sessions delivered = 232 (up to end of June 2012)

Staff & Volunteers = 11

Total income (April to Sept 2012) £6119

## Outcomes

Arts Award - 9 new young people registered on all levels. 4 completed Bronze this year

7-11ys Arts Award – 12 children achieved Discover & Explore in August 2012

Arts Award Discover/Explore advisor training x 1 Arts Award Gold Top up training x 1

## Overall achievements 2008-2012

- Highfields Festival initiated
- Mango Rooms studio launched/first compilation CD released
- Programme of arts based holiday activities
- Term time Creative Youth sessions
- Arts Accreditation through Arts Award established
- Staff have received high quality training externally
- Archiving of centre's photos & videos & cuttings (on-going)
- Programme of regular events and support for functions
- Support for arts/community based social enterprises
- Management of FJF arts team 2010-2011
- Website/social networking – Facebook/Twitter





## Wider achievements

- Voluntary & Community Sector (VCS) Representative Leicester Children's Trust Board (May 2010-Sept 2012) rep on 13-19 Central Neighbourhood Advisory Board & Leicester VCS Children & Young People Services Forum
- Set up Community Legal Observers in 2010 & 2012 with Network for Police Monitoring and which has been used as a model of good practice nationally

## Agreed future service developments: 2012-15

Work has started on developing a second music recording studio in one of the booths in the video editing room. As well as giving us additional capacity, this will free up the Mango Rooms for further income generation and to take on semi commercial bookings. We also need to prioritise work with schools and adults and how we expand arts services into the community.

## Possible future developments & outstanding issues

As an outgoing worker, I would like to make some constructive suggestions that could inform our current business planning. The department has worked hard to look at drawing down external funding and whilst it has been successful in drawing down small grants, we have not been able to land larger pots of money and despite a comprehensive Arts & Sports Offer to schools being produced, we are no further in terms of securing contracts and being commissioned. We have started to build relationships with established arts organisations such as the Curve & Soft Touch and I hope that we will be able to partner up with 'established' arts agencies for future grant applications and projects. We still need a shift in culture, so we understand and realise our social enterprise potential and how we can better income generate. I hope that we will look to appoint someone at the Centre who can take a lead on this, as well as bid writing and fundraising as this is difficult for staff to do, in particular part time staff as major grant applications are time consuming.

In terms of the arts team, I would like to recommend that we create 0.5 posts from the sessional hours that we have and look to appoint staff who are multi-disciplined in terms of arts skills. This will also create a greater attachment and belonging to the Centre and the Association and better prospects of development and growth. For certain tasks, we may need to continue to appoint freelance staff and outsource work but this approach does not necessarily build teams or support our mandate to build and develop staff, particularly from the local area. In terms of the website which has been a major project for me over the last year, we need to ensure that we allocate hours or staff to have specific duties to update the site on a weekly basis, so that it remains dynamic and relevant and ensure traffic between the site and Facebook. The arts department will continue to support and lead on the Highfields Festival and will be identifying key funding and preparation needed each year. The Festival will need to be continued to be supported by the Centre and the Association but we also need to ensure that there is some level of independence and that there is ownership of the event outside the four walls of the building.

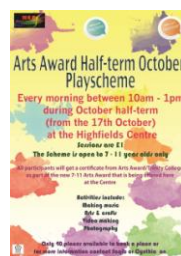
I look forward to seeing the Centre and the Association developing in the years to come.

## Saqib Deshmukh

Saqib Deshmukh

Audio Visual & Performing Arts Co-ordinator 2008-2011

Interim Head of Arts & Sports 2011-2012



## COMMUNITY SERVICES

A very warm welcome to this year's AGM, the first to be held in October as part of the new arrangements for HCA's operational year.

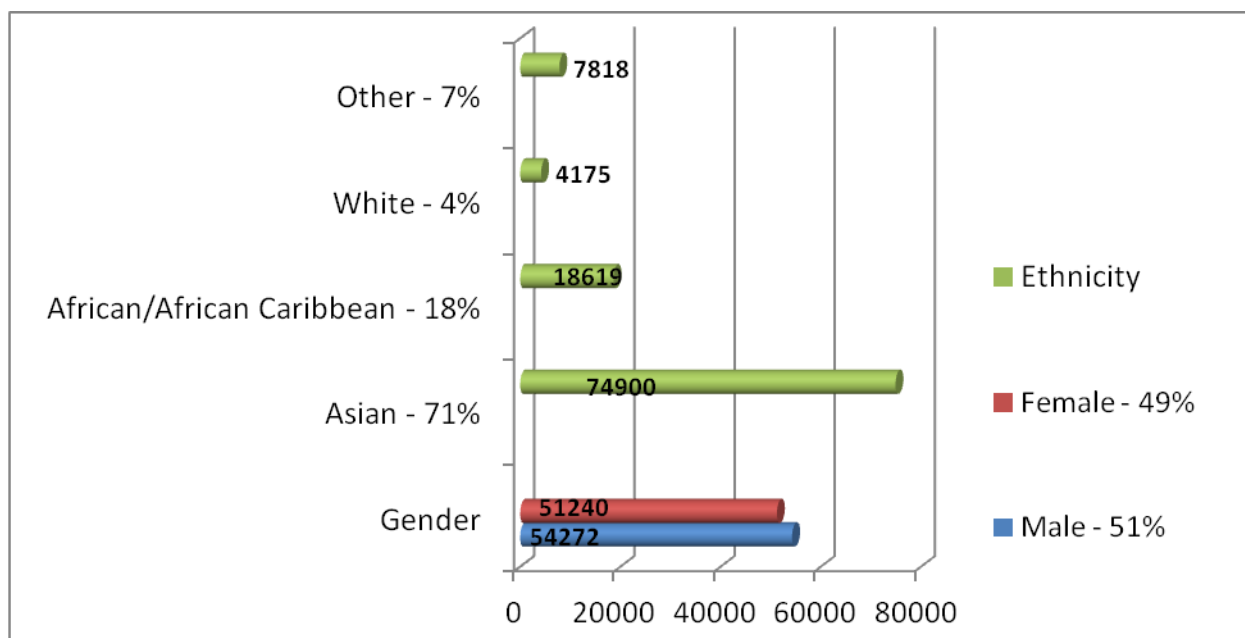
It is extremely pleasing that we can report back on a very productive year in many of our departments and not least within our community services department.

We have, continued to be very busy with our venue hire throughout the year and we still offer a very good venue for hire, with a very competitive range of prices. We are happy to report that there have been no increases to our hire charges this year and thus, it has enabled our local users to gain best value for money in an extremely difficult economic climate.

The Centre continues to have regular socials, weddings, dances, parties, post-funeral receptions, conferences and religious celebrations. These are continually booked throughout the year, including holiday periods to suit the needs of the local community. We work hard to accommodate any reasonable request throughout the year for all our service users.

The Centre takes pride in keeping to its aim and objectives of working with all communities in the Highfields and surrounding areas, but to also look at meeting the needs of the local communities in offering as many opportunities as possible for service users. In this context, we monitor our usage and look at the evidential material we have on gender, race, ethnicity in order to capture a fuller picture of who we are providing services for and to see if we are meeting the needs of all of our local communities. We are very happy to report back from our statistical returns that the Centre is working with all communities through its programme of activities as outlined in the chart below.

The Total Number of Participants for the period of 1<sup>st</sup> December 2010 to 31<sup>st</sup> December 2011 (13 months inclusive) highlighting the ethnicity and gender breakdown was as follows:



As part of the Leicester City lease agreement post Independence, the Centre has annual targets to meet and this work is carried out by each department by way of quarterly statistical returns. We are delighted to report that the Community Department has exceeded its annual target of 20,000 service users by reaching a massive total of 41565 in its first year (13 months).

The HCA membership continues to maintain a wide range of community representation with a total of 52 affiliated organisations and 5 individual members as of 31st August 2012.

However, we are conscious that the main hall and function rooms are in need of refurbishing and bringing up to the same standard, if not higher, than the new site and this is an area of future development that we will continue to look for additional funding to realise this objective.

We have recently invested a significant amount of resources in improving our signage, both internal and external, and I trust that this will make significant improvement for all our service users and visitors.

We continue to invest in repairs and maintenance in our building within our various delegated budgets. In this context and within our budgets, we have managed to invest in a new air conditioning unit fitted in the main advice waiting area for the first time and it has greatly improved this small and confined waiting area, as well as updating the old air conditioning unit in the communication room.

We have updated our IT suite and infrastructure this year with the support of the Adult Learning services and are now able to offer an improved IT programme.

As in our previous annual reports and in line with our aims and objectives, we will continue to provide as many opportunities for local people to access the Centre's facilities throughout the year and will always welcome any suggestions that can enhance the services.

Our aims and objectives remain as previously stated in last year's report. We continue to work with the same community services staff team and are happy to state that there have been no changes to our staff team this year.

We strive to maintain and work very hard as a team in providing an excellent service throughout the year that offers as many opportunities to hire our venue for the wider community, as is possible with the resources available to the Centre.

We did report last year that Nav Johnstone had retired on the grounds of ill-health and it is with sadness and regret that Nav passed away earlier this year. The Centre hosted Nav's post funeral reception as recognition and a thank you to Nav and her family for her long service at the Centre.

The total number of hours HC is open to the public for normal activities is **3,840/year (80hrs/week)** and currently, we are open to the public for **344 days a year**.

In conclusion, and as always, may I take this opportunity of thanking all the staff, HCA GB and especially all of the Community staff team who have continued to work with me and colleagues to maintain this wonderful community asset and long may we continue to achieve lots more throughout the coming years. A very happy New Year to you all.

Pat Gardner  
Facility Manager.



H-Café has now been running from May 2010, with initial day to day running supported by the Future Jobs Fund staff. Since the scheme ended in June 2011, services provided by H-Café from 10am to 2.00pm, Monday to Friday were delivered entirely by local unqualified volunteers who needed support on a daily basis.

Over the past year, the focus has been on supporting development of the local volunteers and equipping them with the necessary skills to deliver the services provided by H-Café. We have worked with voluntary and statutory sector organisations, including local schools and providing them access to a meeting area with refreshments/catering. H-Café delivered all the orders that were placed, including those being required during the evenings and at weekends. Each function or event was successfully delivered and customers always provided positive feedback.

In April and for different reasons, our two trained catering volunteers left and with only one remaining volunteer, H-Café reduced its opening hours to four hours per day from Tuesday to Thursday. The remaining volunteer left on 29<sup>th</sup> June, as she was looking for paid work.

Over the summer, discussions took place over the future of the H-Café and in August, the FAHRL committee made a decision that we should sub contract H-Café to an external agency who will then be responsible for providing the catering service to the centre's learners and groups who order catering.



Financial performance (From Strategic Plan)

H-Cafe	2011-12 Plan	2011-12 Actual
<b>INCOME</b>		
Activity fees	5,000	7,204
Grant, Contract, Sponsorship	15,000	5,150
<b>TOTAL INCOME</b>	<b>20,000</b>	<b>12,354</b>
<b>EXPENDITURE</b>		
Staff	20,000	12,155
Materials	1,000	6,024
Development & Marketing	2,000	0
Other costs	1000	160
<b>TOTAL EXPENDITURE</b>	<b>24,000</b>	<b>18,339</b>
<b>Surplus (Loss)</b>	<b>-4,000</b>	<b>-5,985</b>

#### Catering Staff

Jay Patel – H Café Co-ordinator (0.5)

Suki Kaur – Volunteer

Sabiya Takey – Volunteer

Damini Patel – Volunteer

Kieran Pattni – Volunteer

Khadija Hajat – Volunteer

Tej Patel – Volunteer

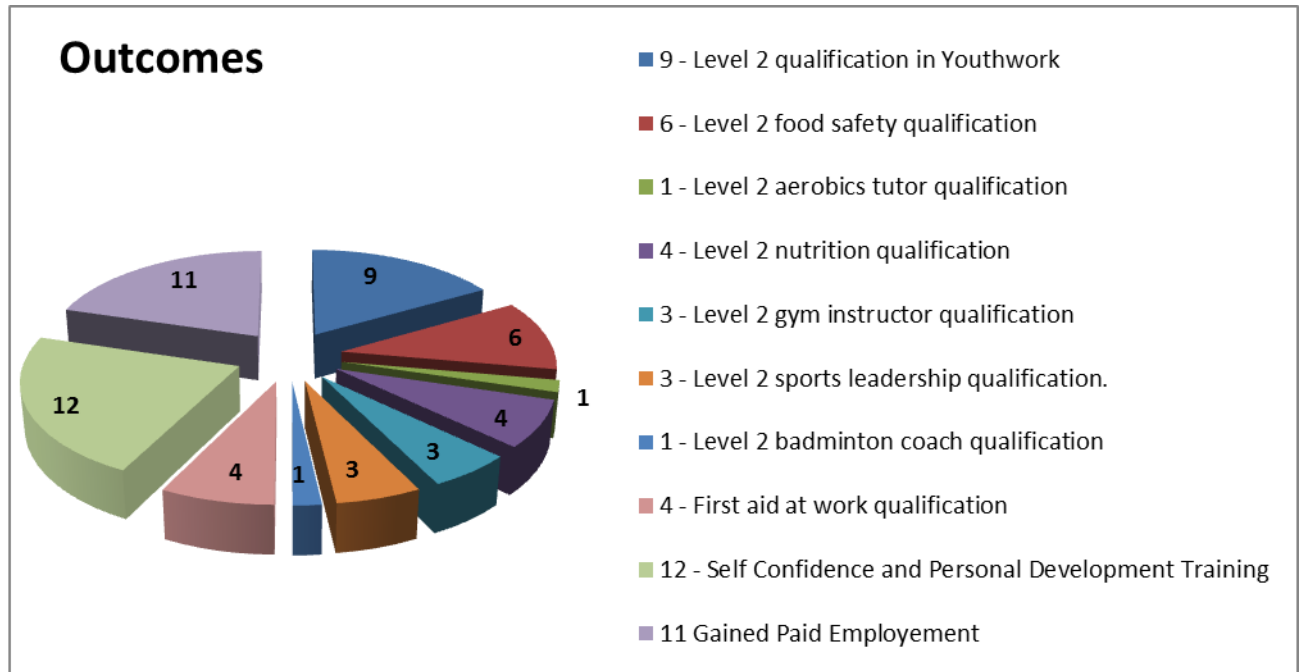
Shoaib Mayet - Volunteer

I would like to thank all the volunteers, management team members and staff for their support over the past year.



## Centre Development

It has been a very busy year and my main focus has been to provide support to the other departments within the centre and developing local volunteers. I have also spent a short amount of time going out into the community and encouraging the local people to get involved with the centre. Throughout the year, I have been successful in gaining funding totalling £20,115 for delivering specific projects and activities. One of the projects was the development of local volunteers. With a total sum of £5,500 of Neighbourhood Learning in Deprived Communities funding, I was able to set up a Level 2 Award in Youth Work Practice, Self Confidence and Personal Development Training. The chart below highlights the numbers and outcomes achieved.



From September, I have worked full time as the Centre Development Officer (CDO) and my immediate tasks have been:

- To complete all existing tasks eg. risk assessments, roller banner designs.
- Attend different functions/events/conferences – locally, city wide and nationally
- Build on links already established with Czech/Roma young people and also develop links with Adults from these communities
- Identify what funding streams are out there and ensure that we are part of the various networks and are kept informed about what is available.
- Develop links with Schools we have not worked with and build stronger relationships with the schools we are currently working with.
- Develop links with other agencies – voluntary and statutory
- Marketing – Highlighting our Innovative & Unique selling points
- Working closely with the Arts, Sports, Community and HMAc services to improve access and increase participation in the Centre's services
- Development of the Association's Children's and Young Peoples Services, to include Junior Youth Provision – (Centre based Teams, as well as Detached)
- Refurbishment/development of the Main Hall/kitchen/Bena Balunda Lounge

Jay Patel  
Centre Development Officer  
[Ex-H-Cafe Coordinator (0.5) & Centre Development Officer (0.5)]

## **Highfields Multi-Access Centre (H-MAC)**

We provide a range of services that contribute to the national Government agenda to reduce worklessness, improve skills and increase local enterprise.

The H-MAC team provides individual assessment and support to clients in order to address particular needs and barriers. Our dedicated Personal Adviser offers structured information, advice and guidance sessions, so that clients are better equipped to make informed decisions around training and employment opportunities.

We are able to support local people with a range of services to include:

- Employment related information, advice and guidance (IAG) maintained for as long as the client requires support.
- Comprehensive initial assessment to ascertain training requirements.
- Support to access training.
- Referral to sector specific training programmes.
- Support with CV writing, job applications and preparation for interview.
- Support to find relevant voluntary work experience opportunities
- Help provided for clients to develop literacy, numeracy and ESOL skills.
- Information provided on support available for people seeking to develop new businesses.

## **Engagement Activities**

A key aspect of our work is to engage with local people, so that they can access a range of services offered by the Centre. We hold promotion events to publicise our activities and have strong links with local community groups. Our network of partners include the Bangladesh Youth and Cultural Shomiti, Pakistan Youth and Community Association, Shama Women's Centre, The Race Equality Centre, Overseas Qualifications Development Service, Somali Development Services and Highfields & Mayfields Children's Centres. In June 2012, we promoted our services through the Jobs Fair at the Highfields Festival. In August 2012, staff from H-MAC helped to promote H-MAC services at the Education and Training Fair organised by the Adult Skills and Learning Service.

## **The Information and Advice Service**

Independent advice services are a vital part of a democratic society, enabling people to exercise their rights and responsibilities through advice, information, support and referral where necessary.

Events such as redundancy, relationship breakdown, spiraling debt, homelessness are at times, compounded by a complex set of rules which make access to advice services essential.

The Advice Service is much in demand at H-MAC and within the locality. It is delivered by Yasmin Nathani in her role as the Advice Officer. Yasmin has a large caseload and holds up to eighteen sessions per month, providing a free, confidential and independent advice service aimed to support local people in order that they can access their rights and entitlements. The range of advice provided includes welfare benefits, housing, immigration, debt, education and general advice. A session is typically of three hours duration and in one month, Yasmin offers advice to over 150 people.

The past year has been extremely busy for our Advice Officer. A total of 1521 clients have been given support with 2164 enquiries. On behalf of our advice clients, we have generated a total income of £540,390.

The Advice Service is accredited by the Office of the Immigration Services Commission (OISC), The Advice Quality Standard (AQS) and Matrix.

### **Adult Skills and Learning Provision**

Adult Learning at Highfields Centre is provided by Leicester Adult Skills and Learning Service (LASAL), with support from Highfields Community Association.

We have provided a range of courses which include ESOL at various levels, Certificate in Advice Work, English and Maths, Certificate and Diploma in Childcare and Young People's Workforce, Computerised Accounts, Computing and Online Basics, ECDL, Clait, Certificate in Supporting Teaching and Learning and Sewing and Garment Making.

In May 2012, the Adult Skills and Learning Service was inspected by Ofsted. The report was very positive and from the six areas covered, inspectors noted significant progress in four areas since the previous inspection. Twelve learners from Highfields Centre provided feedback to inspectors and said they greatly enjoyed their learning and appreciated the wide variety of tasks organized by our tutors.

### **HALABS**

We have co-ordinated the local forum known as Highfields Adult Learning, Advice and Business development Services. Bi-monthly meetings are held in order to increase cohesion and partnership working in the locality.

For the second year, we have also produced and distributed the local HALABS directory of services for the area. We would like to thank all staff and partners who have helped with the production of the directory.

### **H-MAC Outcomes and Targets**

Since October 2011, we have engaged with 314 clients and have placed into employment 19 clients from H-MAC. We have started a Work Club in June 2012 and so far, 156 people have attended to seek support over the last four months. There is no charge to access our service. Clients have access to the internet to look and apply for jobs with the support of the H-MAC team.

### **Business Development Services**

We are pleased to report that through a new funding application by the Highfields Community Association, we have secured funding to be able to appoint a Business Advisor to work exclusively in the Highfields area to provide dedicated support aimed at new and existing businesses. The funding has been secured through European (ERDF) sources.

### **Agreed Future Service Developments**

- Development of effective partnership working and agreed mechanisms for referrals to support the service and to address worklessness in the area.
- To continue and extend Advice Services (including business development support) to local people.
- To continue the provision of Information, Advice and Guidance Services.
- To extend the range of Adult Skills and Learning courses within the area through local partnerships and collaborative funding applications.

Aiyub Zamakda  
Team Leader  
H-MAC & Adult Learning

## **Sports and Health**

It is our responsibility to provide a service which aims to meet the needs of the local community and to develop opportunities to increase the participation of the local community in sports at all levels and ages. The sports team is dedicated to providing an effective service at an affordable cost. The team is committed to delivering a service that welcomes everybody and enables individuals and groups to reach their full potential. The team is made up of both male and female instructors, with a diverse range of skills.

### **Our Objectives**

- To increase the participation in a varied range of sports at all levels.
- To actively address inequalities in access due to ethnicity, gender, age, disability, income, etc
- To provide an affordable, friendly and quality service to all.
- To promote community cohesion and health

### **The facilities**

- A state of the art Fitness suite with air conditioning, big screen TV's and built in audio sound.
- Male sauna and Female sauna
- A state of the art aerobics and dance studio, with sprung floor and front mirrored wall, built in audio sound and air conditioning (services include aerobics, yoga, dance, boxing, judo & karate)
- The sports Hall is suitable for various sporting activities such as basketball, football, badminton, soft tennis, netball, cricket and volleyball.

### **Sports team**

Jeff Simon

Nathan Wright

Axel Simmons, Hetal Mistry and Sabiya Takey

-Senior sports development worker

-Sports worker (0.5)

-Casual sports workers

### **Sporting sessions available**

Gym sessions-mixed and females only sessions	Football skills development-5-8yrs and 9-12yrs	Badminton and table tennis- court hire basis	Legs, Bums & Tums.
Sauna sessions	Community football	Boxercise	Zumba
Women Only Aerobics	Table Tennis	Volleyball	Karate
Martial Arts	Basketball	Cricket	Female Badminton

### **Fitness suite**

Gym sessions include inductions, women only sessions and advice and information on health and wellbeing. We work with clients age 14 and upwards, with each user being inducted into the gym. Private hire (with an instructor) is available to affiliated groups.

### **Football tournament**

In June 2012, the Centre held an under 13s, 15s & 17s football competition. Unfortunately, there was a lack of teams from the U13's and 17's. The U15's football was won by 'YOU KIPPIN FC'



## **Play schemes 2012**

This year the Centre put on a number of well attended play schemes. This included Half term sports activities (13<sup>th</sup>-17<sup>th</sup> Feb). Easter (2<sup>nd</sup>-5<sup>th</sup> April) and a Summer Play scheme (23<sup>rd</sup> July-17<sup>th</sup> August).

## **Sports Affiliation**

There has been an increase in the number of affiliated groups looking to book the sports areas during peak slots. An extra half an hour has been added to the sports hall to accommodate the busy sports hall usage.

Other activities during the year included:

### **'EDL' protests prevention sports programme - 4<sup>th</sup> February**

This was set up to provide alternative activities for young people.

### **Highfields Festival- 30<sup>th</sup> June**

A successful event and enjoyed by all who attended.

### **Late lounge summer activities 23<sup>rd</sup>-27<sup>th</sup> July**

This event was to provide alternative late evening activities during the Ramadan period.

### **Adult presentation evening-31st August**

This event was held on 31<sup>st</sup> August for the children of parents who were attending the event.

### **Late Lounge session in partnership with the Police- 14<sup>th</sup> September to present**

This session is to increase the availability of positive activities in Highfields that are in line with what young people want and to increase engagement with young people aged 8 – 19 years who are engaged in or at risk of engaging in anti-social behaviour.

## **New sessions**

There have been two additional sessions for females only which are legs bums and tums on a Tuesday from 5pm until 6pm and aerobics on Tuesday from 10:30am until 11:30am. Also, there is a community table tennis session on a Wednesday from 6pm until 7pm (free of charge funded by sportivate).

As a team, we are aware of the community needs that need to met such as female only sessions, affordable rates for classes, tackling obesity and working with disabled people,

## **Future plans**

As a sports team, we hope to apply for external funding to provide a sports service at a subsidised cost for members of the wider community. We also hope to develop a monthly membership for access to the gym which members can use regularly at an affordable cost.

Jeff Simon  
Sports Development Worker

# HIGHFIELDS COMMUNITY ASSOCIATION COMPANY LIMITED BY GUARANTEE

## STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE INCOME AND EXPENDITURE ACCOUNT)

YEAR ENDED 31 MARCH 2012

		Unrestricted Funds £	Restricted Funds £	Total Funds 2012 £	Total Funds 2011 £
	Note				
<b>INCOMING RESOURCES</b>					
Incoming resources from generating funds:					
Voluntary income	2	–	–	–	50,000
Activities for generating funds	3	4,851	–	4,851	4,188
Investment income	4	709	–	709	306
Incoming resources from charitable activities	5	<u>98,172</u>	<u>571,072</u>	<u>669,244</u>	<u>563,167</u>
<b>TOTAL INCOMING RESOURCES</b>		<u>103,732</u>	<u>571,072</u>	<u>674,804</u>	<u>617,661</u>
<b>RESOURCES EXPENDED</b>					
Costs of generating funds:					
Costs of generating					
voluntary income	6	(2,204)	(6,516)	(8,720)	(10,558)
Charitable activities	7/8	(24,163)	(494,744)	(518,907)	(478,670)
Governance costs	9	<u>(40,502)</u>	<u>–</u>	<u>(40,502)</u>	<u>(54,163)</u>
<b>TOTAL RESOURCES EXPENDED</b>		<u>(66,869)</u>	<u>(501,260)</u>	<u>(568,129)</u>	<u>(543,391)</u>
<b>NET INCOMING RESOURCES BEFORE TRANSFERS</b>	10	<u>36,863</u>	<u>69,812</u>	<u>106,675</u>	<u>74,270</u>
Transfer between funds	11	<u>122,627</u>	<u>(122,627)</u>	<u>–</u>	<u>–</u>
<b>NET INCOME FOR THE YEAR</b>		<u>159,490</u>	<u>(52,815)</u>	<u>106,675</u>	<u>74,270</u>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		<u>333,573</u>	<u>104,344</u>	<u>437,917</u>	<u>363,647</u>
<b>TOTAL FUNDS CARRIED FORWARD</b>		<u>493,063</u>	<u>51,529</u>	<u>544,592</u>	<u>437,917</u>

The Statement of Financial Activities includes all gains and losses in the year and therefore a statement of total recognised gains and losses has not been prepared.

All of the above amounts relate to continuing activities.

# HIGHFIELDS COMMUNITY ASSOCIATION COMPANY LIMITED BY GUARANTEE

## BALANCE SHEET

31 MARCH 2012

	Note	2012 £	2011 £
<b>FIXED ASSETS</b>			
Tangible assets	13	65,234	43,487
<b>CURRENT ASSETS</b>			
Stocks	14	58	50
Debtors	15	46,013	119,900
Cash at bank and in hand		457,347	342,346
		<u>503,418</u>	<u>462,296</u>
<b>CREDITORS: Amounts falling due within one year</b>	16	<u>(24,060)</u>	<u>(67,866)</u>
<b>NET CURRENT ASSETS</b>		<b>479,358</b>	394,430
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u><b>544,592</b></u>	<u>437,917</u>
<b>NET ASSETS</b>		<u><b>544,592</b></u>	<u>437,917</u>
<b>FUNDS</b>			
Restricted income funds	17	51,529	104,344
Unrestricted income funds	18	493,063	333,573
<b>TOTAL FUNDS</b>		<u><b>544,592</b></u>	<u>437,917</u>

The trustees and Directors are satisfied that the charity is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act. However it is required to have a statutory audit under the Charities Act 1993.

The trustees and Directors acknowledge their responsibilities for:

- (i) ensuring that the charity keeps adequate accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charity.

These financial statements were approved by the members of the committee on the 30 May 2012 and are signed on their behalf by:

Mr E Esmail  
Director

Company Registration Number: 06078193



### **HCA – 2012 AFFILIATED GROUPS**

1. ACTIVE YOUTH	ADILSON EVORA
2. ACTION FOR BLIND	HALEEMA ASLAM
3. AFRICAN CARRIBEAN CITIZENS FORUM	CAROL VARLEY
4. AL-ISLAMIA INST.FOR EDU.	ZUBAIR ALI
5. ALL STARS	NAIEM PATEL
6. ANSAAR	MARYAM CHOPDAT
7. BARBUDA SOCIAL GROUP	STEADROY HENRY
8. BUSINESS 2 BUSINESS	VARSHA PATEL
9. BIG YOOT ACTION GROUP	HUGH HUNTER
10. B.M.D MANDAL	HARISH PATEL
11. BODY BUILDING CLUB	ASHOK BHANA
12. C.A.W	ABUSALE VALIMIA
13. C.D.P PILOT PROJECT	REHANA SIDAT
14. CHARNWOOD PRIMARY SCHOOL	ALLI BAHADUR
15. C.S.M.A	ABDUL AZIZ MOTI
16. COMM BIG FISH LITTLE FISH CIC	BOSTON WILLIAMS
17. EMPOWER	DR FASIH KHAN
18. F.M.O	MOHAMMED PATEL
19. GRASSHOPPERS CHESS CLUB	ROLAND GRAF
20. HIGHFIELDS AFTER SCHOOL CARE CLUB	NADINE PANDOR
21. IQRA AID TRUST	ABDUL OSMAN
22. JAMEAH GIRLS ACADEMY	AMINA SIDAT
23. KIDMAH	MUSSA HAJAT
24. LEICESTER CARIBBEAN CRICKET CLUB	EARLE ROBINSON
25. LEICESTR CIVIL RIGHTS MOVEMENT	SIBONGILE MPOFU
26. LEICESTER KHALIFA CRICKET CLUB	MOHAMED MANGERA
27. LEICESTER LIONS FC	ABULAHY HUSSEIN
28. LESSA/DANSOM	A.ABDULLE
29. LOVE HOOPS FOUNDATION	JON WILKINS
30. LEICESTER UNITE AGAINST FASCISM	JACQUELINE LEWIS
31. M.B.C LANGUAGE SCHOOL	MANSUR AHMED
32. MELBOURNE UNITED	AZIZ ADAM
33. M.Y.O	ISMAIL BAYAT
34. NEVIS DEVELOPMENT ASSOCIATION	SYL JEFFERS

35. O.Q.D.S
36. PUNJAB LINK COUNCIL
37. REMINISS
38. RIYADH YOUTH ORGANISATION
39. SHAMA WOMENS CENTRE
40. SHUBAAN
41. SOMALI DEVELOPMENT SERVICES
42. SPORTS IN YOU
43. S.W.S (SAFE WITH SPORTS)
44. THE SHANTI GROUP
45. TREC
46. TINY TOTS PRE & PRI SCHOOL
47. UPLANDS INFANT/JUNIOR SCH
48. VHP
49. VIKING INTERNATIONAL YOUTH CLUB
50. WARRIORS
51. ZANSHIN KAI SHOTOKAN KARATE
52. Z.D.K KARATE CLUB

FURZANA KHALIFA  
 BALJIT SINGH  
 HUMERA MAHOMED  
 AYAZ GHUMRA  
 JOHANNE ROBBINS  
 AFZAL POPAT  
 HALIMA IBRAHIM  
 RANDOLPH HUNTER  
 H.LAMBAT  
 TIRATHPAL NAUTE  
 IRIS LIGHTFOOTE  
 N. HUSSEIN  
 MARK INGHAM  
 K GOHIL  
 WINIFRED TAYLOR  
 KARL BROWN  
 SHABIR SAMEJA  
 COLIN GREENIDGE

### **INDIVIDUAL MEMBERS**

- 1.SUMEYA DAUD
- 2.ESMAIL MOHAMED JOOSAB ESMAIL
- 3.ABUSALE VALIMIA
- 4.YASMIN AHMED
5. NADINE PANDOR

# HCA: EVIDENTIAL MATERIAL – Year 1 Return – 1<sup>st</sup> December 2010 to 31<sup>st</sup> December 2011 (13 months)

		HCA Managed Services					LCC Managed Services					Total	%
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Sub-Total	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Sub-Total		
Number of Sessions		1159	1221	840	870	4090	612	397	241	560	1810	5900	Approx. 17 people/session
Participant Number		25626	21115	16328	18482	81551	9612	5275	3197	5877	23961	105512	100
Participant Gender	Male	14389	12897	7181	9929	44396	3965	2175	1330	2406	9876	54272	51
	Female	11237	8218	9147	8553	37155	5647	3100	1867	3471	14085	51240	49
Participant Ethnicity	Asian	20905	16591	11862	9631	58989	6392	3620	1986	3913	15911	74900	71
	Afr/AC	2503	2475	2846	6893	14717	1610	1062	451	779	3902	18619	18
	White	998	836	905	816	3555	165	88	67	300	620	4175	4
	Other	1220	1213	715	1142	4290	1445	505	693	885	3528	7818	7
Volunteer Number		22	16	30	12	80	13	11	10	7	41	121	100
Volunteer Gender	Male	11	4	11	4	30	3	4	5	2	14	44	36
	Female	11	12	19	8	50	10	7	5	5	27	77	64
Volunteer Ethnicity	Asian	15	12	23	8	58	8	8	5	5	26	84	69
	Afr/AC	7	2	1	3	13	3	1	3	1	8	21	17
	White	0	2	1	1	4	2	1	1	0	4	8	7
	Other	0	0	5	0	5	0	1	1	1	3	8	7
Staff Number	FT	7	6	6	6	6	2	3	3	3	3	9	11
	PT	45	31	26	23	31	38	15	56	46	39	70	89
Staff Gender	Male	34	23	19	18	23	8	5	13	10	9	32	41
	Female	18	14	13	11	14	32	13	46	39	33	47	59
Staff Ethnicity	Asian	24	17	18	15	18	19	11	28	25	21	39	49
	Afr/AC	16	12	9	9	12	6	2	4	3	4	16	20
	White	8	5	4	3	5	12	5	21	16	13	18	23
	Other	4	3	1	2	2	3	0	6	5	4	6	8