

ANNUAL REPORT 2018



Senior Joint Head of Centre:

C. Priya Thamotheram

B.Sc (Hons) Soc., PGCE,

M.Sc.Soc (Econ)

Charity Number: 1118624

Company Number: 06078193

ANNUAL GENERAL MEETING: HIGHFIELDS COMMUNITY ASSOCIATION, 5.30PM ON FRIDAY 9TH NOVEMBER 2018

You are warmly invited to HCA's 2018 Annual General Meeting.

Agenda

1. Registration
2. Apologies
3. Approval of the minutes of the Annual General Meeting of HCA held on 13/10/2017 (available at the AGM) and any matters arising.
4. Consideration and adoption of an Annual Report for the period ending 31 August 2018 (available at the AGM).
5. Consideration and adoption of the draft accounts of HCA for the year ending 31 March 2018 (available at the AGM).
6. 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.
7. Appointment of Individual Members' representatives (see below)
8. Appointment of Directors (see below)

The AGM will be followed by our guest speaker, Emma Southern (Head of Community Engagement, Prince's Trust) and this will be followed by a hot buffet.

Notes of HCA: ANNUAL GENERAL MEETING held on 13th OCTOBER 2017

Present: As per attendance list.

Welcome and Apologies: Iris opened the meeting and welcomed all in attendance and introduced our guest speaker for this year's AGM, Dr. Carlton Howson, Senior Lecturer De Montfort University

Apologies: Mark Mizzen, Tirathpal Naute, Alison Birch, Cllrs. Patrick Kitterick, Hanif Aqbany & Aminur Thalukdar, Angie Wright, Annette Day, Harjit Singh, Hayley Brown, Kevan Liles, Mahmood Reza, Paul Bott, Rafiq Patel, Rehaan Adam, Esmail Esmail, Moin Kolia.

1. **Minutes of last meeting 14/10/2016 –** Agreed as an accurate record – S. Patel VHP.
2. **Matters arising:** None
3. **Consideration and adoption of Annual Staff Report –** Priya welcomed all in attendance and offered a special welcome to Linton and his colleagues from LCRM who were in attendance for the first time.

Priya spoke to his introduction and highlighted the significant and positive future plans for the Centre after coming through a further difficult year of challenges. This week, the Centre finally secured the extension to the Centre's Lease in line with the requirements of the Power 2 Change funding and can now commence with the building programme and start to build back up to full strength and much more.

Priya thanked all the Centre's staff for their dedication and commitment though the very difficult challenges they too had faced over the last few years with the EESE measures that had been implemented. However, we now look forward to a positive phase ahead for the New Year with all the staff on board.

Priya asked Iris (Interim Chair) to speak to her report before he moved on to the full staff report.

Interim Chair's Report - Iris concentrated on the very positive and collective partnerships the Centre has and continues to make with other agencies. Iris made particular reference to the support for the MEP funding bid and thanked those who had been involved in the writing of the bid.

Iris spoke about the policies, procedures and services that are needed for the local community and the recent and most successful opportunity of funding through the ESFA which will enable the Centre to run a wide range of adult courses in the future.

The successful SWAG course which will enable local and city people the opportunity to gain access to degree courses in the field of Advice and IAG, a much needed service for many people in the current climate. Iris thanked the Centre's Governing body and staff for their continued commitment and support.

Priya thanked Iris for her report and continued talking to the full annual staff report.

Priya highlighted the MEP bid which HCA are taking the lead on behalf of a consortium of 10 partners worth approximately £5.2 m – the bid is at the second and final stage and the outcome should be known in the first week in November.

Priya then talked very briefly through the various departments and areas of the Centre's work and made particular reference to the work around the Talent Match (TM) and Leicester Ageing Together (LAT) programmes, both of these programmes are coming towards the end of their funding and the need to start looking at how to continue with these areas of work post the end of funding!

The next item was the short DVD which had been put together by the Centre's youth clubs and staff to showcase their work throughout the last 12 months. The DVD was excellent and highlighted a lot of various activities and group work, including the summer play schemes, Kingswood residential, and many more activities held throughout the year. Priya thanked the young people and staff for giving an overview of their work at the Centre.

Priya concluded his report by thanking all the various groups and people involved in the Centre's activities including Daisies Childcare and Highfields Food Bank volunteers for their contribution to the Centre's programmes.

Priya encouraged all members to look at the AGM Report on the Centre's web site and read and digest it at their leisure.

Iris recommended that the report be noted and thanked the staff for their excellent work.

- 4. Consideration and adoption of accounts** – Priya spoke briefly to the Treasurer's written Report in Email's absence and concluded on a very positive statement from the trustees by stating that the charity is very definitely a 'going concern'. No questions were raised and the report was agreed.
- 5. Appointment of Auditors** – The HCA Board (Governing Body) recommends that the current auditors (Watergates Ltd) be appointed for a forthcoming year - agreed to continue with Watergates for next year.
- 6. Appointment of Individual Members**- None received
- 7. Appointment of New Directors** – None received

Iris concluded the formal meeting by thanking Priya for the Annual Staff Report and introduced our guest speaker, Dr Carlton Howson (Senior Lecturer, De Montfort University).

The main points covered in his talk entitled 'Youth as Catalysts for Change' were as follows:

1. Empowerment was a key cornerstone of engagement
2. The top 10 challenges facing young people today were:
 - a) Lack of employment opportunities
 - b) Failure to succeed in education system
 - c) Issues related to body image
 - d) Family problems
 - e) Substance abuse
 - f) Pressures of materialism
 - g) Lack of affordable housing
 - h) Negative stereotyping
 - i) Pressures of 24-hour social networking
 - j) Crime
3. The current demise of the Black communities and especially that of Black young people is directly linked to the decimation of youth work and other publicly funded services for young people.
4. Referred to the 5 kinds of Structures (Physical, Social, Economic, Political & Organisational) & said that instead of thinking outside the box, there was a need to get rid of the box!
5. Participation & Empowerment, as practiced at HC were essential components
6. Like planting seeds and nurturing them to maturity, there was a need for this to be happening with young people today.
7. The importance of trust and respect earned over a long time and demonstrated by key HC staff was an essential ingredient too in this nurturing.
8. Today's young people are absolutely the catalyst for social change because not only are they the ones pushing for change today, but they are the ones who will spearhead the change in the future.
9. We need to be innovative, Use different means, Don't stand still & Be Critical educators for change

Iris closed the meeting and thanked everyone for their attendance, with a special thank you to Carlton Howson, our distinguished guest for his presentation at the AGM.

HCA/HC ANNUAL REPORT (2018) – INTRODUCTION & WELCOME!

Firstly, a big welcome to you all at this year's Annual General Meeting and also, to those who will be reading this Report over the coming days, weeks and months. Nearly 8 years on since we achieved our 'political independence', our journey to our 'economic independence' continues, albeit it's been a very challenging but productive year even though we lost a dedicated and true friend with Esmail Esmail's sudden death in December 2017 (see Interim Chair's report).

The last year has vindicated our collective resolve to continue providing the wide range of lifelong learning and community development services associated with this Centre and our successes over the last year have included the following:

1. We've put on 8383 activity sessions in 2017
2. Over 62,000 people attended these sessions during 2017, averaging 7 people per session (nb. *The lower number of people per session is linked to the much higher number of 1:1 Business Advice and IAG sessions*)
3. Open to the public 6 days per week over 326 days per year, with additional days usage by special arrangement
4. Highfields Centre's pioneering community cohesion work resulted in it championing 'Celebrating Diversity and Unity in the Community', long before it became common parlance in both local and national discourse and reflected in both its staffing and usage figures, with HCA staff comprising last year of 65% Asian, 31% African/Caribbean and 4% White and reflected in its people usage pattern, with 81% Asian, 9% African/Caribbean, 8% White and 2% Other
5. Renewed our accreditation with Matrix, Advice Quality Standard, Office of the Immigration Services Commissioner, Information Commissioner's Office and other national kite marks
6. Successful funding application to Power to Change
7. Continued to deliver Talent Match for 19 – 24 year old NEETs and Leicester Ageing Together services for the Elderly, both funded by the Big Lottery

For many of us, the highlight over this last year will have been the opening of our New Spaces, after the completion of the Power to Change funded building works, as well as Lowkey's performance at the Highfields Festival. The new facilities have already been much used, not only by our local communities but also by some national agencies for their consultation and engagement events. This past year has also vindicated our collective resolve and subsequent actions to overcome the hugely detrimental effect of the potentially devastating funding reductions we experienced in 2014/15, with a significant improvement in our financial standing!

Our staff's commitment has been outstanding and I'm sure we'd like to take this opportunity to thank them for their selfless and continued belief in our future success!

Our central and pivotal role as a provider of lifelong learning and community developmental services, as well as a trusted community anchor continues, as does our continuing ability to identify and provide much needed new services. This is indeed not only a reflection of our collective and extensive knowledge, expertise and successful track record in service delivery but it's also a testament to our continued ability to develop our services in response to the worsening economic climate and its detrimental impact on an already disadvantaged community.

The return to a One Highfields Centre service is now more reality than a goal but its continued provision needs to be under-pinned by our diligent engagement with other non-local authority funding sources, as well as increasing our own income generating activities!



With Lowkey at Highfields Festival (August 2018)

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 Interim Chair, albeit now into her third year! Her engagement with the new challenges in our quest for economic independence has been exemplary. Again, as in previous years, we would express our enormous gratitude to Pat Gardner for her continued and invaluable role in being the central pivot of the staff team and the naming of the Pat Gardner Lounge was indeed a fitting tribute to her. We'd also like to thank the Premises Team for keeping the expanded building safe and clean and 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 and county wide residents.

There's much to look forward to over the next 12 months, including continuing with the hugely popular and successful Highfields Festival and the Annual Certificate Presentation events, both of which 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.

Priya Thamotheram,
Senior Joint Head of Centre

HIGHLIGHTS 2017/2018

1. New Spaces - the much-anticipated building works to refurbish the sports hall and main hall areas, funded by Power to Change.



New 'Venue' (Sports Hall)



New Main Hall



New H-Café (all artist's drawings)

2. From our incredibly friendly, fun-filled and enjoyable Highfields Festival 2018 and which bore witness to its strapline of 'Celebrating Diversity and Unity in the Community'



3. Local, Regional & National Events



Leicester Ageing Together
(October 2018)



Power Up Leicester
(September 2018)



UK Parliament Treasury
Committee (October 2018)

INTERIM CHAIR'S REPORT 2018

This year has been extremely active with new and developing programmes and products, all of which has added to the already colourful and dynamic tapestry of Highfields Centre. It was also spiked with sadness, following the sudden death in December 2017 of a longstanding Trustee, Esmail Esmail.

Esmail was a very committed and enthusiastic friend of the Centre for many years through his various roles, including the role of Treasurer to the Governing Body. Over the last year, Esmail was very keen and active in supporting the Centre's successful Power to Change funding bid and was very supportive to see the building programme succeed in the few months prior to his passing. The Centre hosted the family gathering pre the funeral as a gesture of our support for Esmail and his family. Esmail will be remembered fondly for his enthusiasm and support for the Centre over many years and particularly in his more recent involvement with the Power to Change building programme.

As is common practice, this year Centre staff and trustees attended a strategic review day which allows for discussions and timely actions to be developed. The resultant action plan has led to the creation of a membership package to ensure an ongoing increase in members and users of the Centre; extensions to contracted programmes based on exceeding agreed targets; development of new contracted programmes which ensures continuity of activities across all age range to include sports courses (for the young) and adult programmes.

Due to a successful application to Power to Change (community business) award, we were delighted to launch a 'new look' centre to include:

1. New 300+ seat venue for major events at the weekends, with an additional entrance off Stoughton Street
2. Refurbished Main Hall, with tiered bench seating for 160 adults/200 children and new audio visual facilities, including projector, extra-large screen & improved lighting/sound (with hearing loop)
3. Refurbished and enlarged Kitchen, with two service hatches
4. New Community Lounge, with changing facilities for a bridal suite or artists/bands/theatre groups
5. New H-Cafe, with off the street access and (24 person) seating.

Alongside these changes and in a bid to retain our in-house recording arm, we also helped to launch the Leicester Entertainment Arts & Performance (LEAP) music studios, which is being developed and managed by a husband and wife team.

These changes were pivotal to our successful Highfields Festival which featured local artists and international performer, Lowkey. The changes were also useful in assisting with the regional Power to Change's programme 'Power up Leicester': Social Cohesion; how can community business solve the challenges.

Yes, this has been a very active year with the substantive services being delivered at a pace whilst funding applications (joint and singular) and income generation programmes continue to be advanced. None of the above would be possible without the ongoing commitment and continuous actions of the staff and volunteers of Highfields Centre. On behalf of the Governing Body, I would like to thank the staff and volunteers for providing a formidable calendar of events and also thank the other GB members for their ongoing support and involvement. The following pages are testimony to the outputs alluded to.

Dr Iris Lightfoote
HCA Interim Chair

TREASURER'S REPORT

OBJECTIVES AND ACTIVITIES

Objectives and activities

Its mission is to help provide, develop and manage a family oriented community, sports and arts learning centre and to serve Leicester's (and now extended to Leicestershire's) population, with a particular emphasis as a community anchor organisation for the Highfields area wide communities. The charity continues to pursue these objectives by overseeing the working of Highfields Centre.

Consistent with these objectives the charity has continued to provide a wide range of programmes related to lifelong learning and community development throughout the year. The programmes include the provision of services in arts, sports, early years, after school care, youth clubs, adult classes and advice work. During the last year and given the excellent platform provided by the EESE (Economic, Effective, Successional and Extendable) Measures we had previously implemented, we have continued to focus on developing the potential for boosting our self-generated income through the Power to Change funded New Spaces building development programme. Stalwart elements of our services such as the youth work, adult education, sports and advice have also continued to be provided and enjoyed by our service users during 2017/18.

Public benefit

The trustees have referred to the information contained in the Charity Commission's general guidance on public benefit when reviewing our aims and objectives and in planning our future activities, with all of the charity's expenditures being incurred in pursuit of its public benefit duties.

Evidence of this benefit is continued to be demonstrated by the uptake of the charity's services by nearly 60,000 users, with a substantial majority of those users from the local area. The range of services provided at Highfields Centre reflects the priority service needs for children, young people, elderly, adult learners, advice, arts, sports and community development, with these services provided over a seven day week and over an extended year.

ACHIEVEMENT AND PERFORMANCE

Charitable activities

The achievements and performance of the charity in the year in overseeing the working of Highfields Centre has been coterminous with discussions with other public and voluntary sector agencies about effecting new service delivery partnerships, albeit we were not successful at the second and final stage of our eleven-member agencies' MEP consortium European Union

and Big Lottery funded 'Holistic Social Inclusion' bid. However and for the first time, we have been successful in our funding application to the Education and Skills Funding Agency for our Adult Education work and this augurs well for the future development of this strand of our programme.

There has also been an on-going and extensive consultation with its staff, users and governing body to maximise the newer service delivery opportunities that have arisen during the year, such as the Children in Need funded Youth Engagement Project, as well as the major Power to Change capital award for making the much needed improvements to the Main Hall and surrounding areas and bringing the Sports Hall and H-Café into use more prominently.

Through our EESE Measures and in recognising that we weren't able to directly provide all of the services at this Centre, we have continued to sub-let parts of the Centre's facilities for another external agency to provide the arts and media services and this has followed the successful sub-letting of the pre-school rooms to Daisies Child Care Ltd.

FINANCIAL REVIEW

Principal funding sources

The charity's main income had been through its three different contracts with Leicester City Council. The cumulative loss of over £500,000 in contracted income during 2014/2015 had adversely impacted the level of reserves as well as the Association's financial standing and the trustees have continued to carefully consider the necessary actions in relation to ensuring not only its continued viability but also its renewal and development.

There was a small surplus on activities in the year of approximately £25,000 excluding approximately £168,000 surplus from Power to Change Capital Grant. This result is considered to be even better than the trustees' expectations and it not only vindicates the considered and unanimously supported 'EESE' measures but also the successful actions taken to bring the new service related funding contracts.

Reserves policy

With the local authority's funding contract being finally discontinued, the trustees have utilised some unrestricted reserves in order to continue providing the much-needed services whilst ensuring there remained sufficient funds towards the cost of redeveloping the Centre and transforming services.

The quantification of these commitments are still to be finalised but the trustees have made provision for a planned development programme for the building and its activities, with a designated Asset Replacement Fund of £50,000, Programme Support Fund of £22,004 and Transforming Services Fund of £30,000.

Going concern

After making enquiries, the Governing Body has a reasonable expectation that the charitable company has adequate resources to continue in operational existence for the foreseeable future. No material uncertainties that may cast significant doubt about the ability of the charitable company to continue as a going concern have been identified. For this reason, it continues to adopt the going concern basis in preparing these accounts.

FUTURE PLANS

The charity's plans for the future will be closely related to the fuller development of all the new services at the centre and to complete the replacement of the discontinued Leicester City Council services at this Centre, whilst at the same time providing the necessary infrastructure and systems to enable its smooth and effective operation and to manage the transition occasioned by the local authority's funding decisions.

The charity has also updated its Business Plan, reflecting its commitment to prioritising the attainment of service contracts from 'buyers' other than Leicester City Council.

This process has already been evidenced in the successful Power to Change and Children in Need funding applications and work with three other potential funding consortia.

With over 45 years existence, the charity has become well established, respected and trusted by not only its staff and service users but also a range of local, regional, national and international partners. The pace of this recognition has increased over the last decade and is reflected in the charity's increasingly recognised status as partner of first choice for many community development related service provision.

The trustees are satisfied that the charity is very well placed to further enhance its provision of much needed services in the coming years through its already well-established role in accessing non-local authority external funding contracts as a member of several different service consortiums.

For these reasons, the trustees believe the charity is very definitely a 'going concern.'

Rafique Patel
HCA Treasurer

JOINT HEAD OF CENTRE (BUSINESS SUPPORT & DEVELOPMENT) REPORT:

Our funded Business Support programme in partnership with North Warwickshire and South Leicestershire College comes to an end in March 2019. In just over two years, we would have worked with and helped over 400 small and medium sized businesses. Like anything

nowadays, the project is time bound but at the least, it would have provided an opportunity for our clients to access professional business support at **zero** cost.

Business Development:

Our objectives over the past 12 months was to improve our trading position, identifying gaps and opportunities for commercial income. We have made good progress.

- In the last financial year, we generated £120K from our Business Enterprise contract with net gain of circa £80K. This year we are projecting a £278K income and net circa £178K. We are in line with the targets set.
- Our contract with Prospects Ltd for the delivery of the European Social Fund NEET contact came to an end in July 2018. It raised circa £60K with a reasonable surplus.
- Through various proactive endeavours, we are partners in two European funding bids led by two major providers, Interserve and Futures. We are engaging with major providers and developing slowly but surely.
- We maintain close relationships with Leicester College and together with other local providers are developing a funding proposal for the delivery of the integrated English programme.
- We have developed working relationship with Attenborough Arts Centre and together with other Leicester's arts and cultural providers, we will be developing various arts and cultural activities at the Centre.
- Together with Soft Touch Arts, we are developing a funding proposal to Esmee Fairbairn. The project aims to use arts and music to address issues faced by young people with 'Hidden' conditions.
- We have made in-roads and are on the supply chain of In-Training and Remploy, positioning ourselves for any opportunities for mutual benefit.

Going Forward:

Staff resource remains a major barrier to growth. To succeed, we will have to re-align our internal capacity strategically to take advantage of the external opportunities as they arise.

We will need to consolidate our gains through working to position the Centre positively in the eyes of potential strategic partners in the public and private sectors. By doing so, we will develop the work we do and ensure the long-term sustainability and viability of the Centre.

Alfred Bawak

Joint Head of Centre (Business Support & Development)

JOINT HEAD OF CENTRE REPORT (IAG & SACYP)

Over the course of the year, we have witnessed many changes within the Centre, though I must say these have been positive changes. We have made a conscious decision to change the way we work and deliver our services but look back with an overall sense of satisfaction and pride for what we have achieved. This year, the focus has been on drawing down funding to continue the existing and develop new programmes.

We have further strengthened our community involvement and worked hard to maintain and restore new working relationships. We have partnered with various regional and national

bodies in our bid to boost the Centre's financial position and to ensure that we continue to provide services based on local needs.

Delivery of services and activities we have engaged in.

Information, Advice and Guidance

We continue to work with clients in upskilling, looking for suitable volunteering opportunities and help with job search. This year we have supported over **100** individuals with job search, employment and training.

Talent Match

We are now coming to the end of our 5-year Talent Match programme and have supported over 300 young people into training, volunteering and employment. Currently and with our Talent Match partners, we are documenting our key learnings so that future programmes can identify what has and hasn't worked and more importantly, continue with some of the excellent initiatives that we have kicked off.

Leicester Ageing Together Programme.

This year, we have supported 85 Individuals and delivered 128 sessions. Providing a range of activities and services to improve the lives of people aged 50+, the programme was to end in December of this year but has now been extended by Big Lottery to continue up to the end of May 2019.

LAT Mental Wellbeing Project

On the back of the continued success of the LAT programme, we have worked with WEA and DMU to offer the Life after loss course and created a safe space for learners to share personal experiences/stories.

To enable learners to come to terms with loss and provide an opportunity for peer learning and support. Attendees learnt about the stages of grief and coping strategies, which helped increase sense of oneself and explore possibilities for life after loss and ways to reduce isolation and loneliness.

Children in Need

We have delivered a variety of sports, arts and music activities to our young people through the youth sessions and play scheme which has provided Young people with the opportunity to discuss social issues affecting them and coming up with possible solutions to address these.

Highfields Festival

Another very successful festival with approximately 600 people attending. The festival included several Children, Arts, Sports activities and catering provided by Saffron in the new H-Café. The highlight was the music entertainment during the day and going into early evening in the new Power to Change funded theatre.

It also incorporated the Festival's theme of Celebrating Diversity and Unity in the Community and included performances from Tann -I, Loaneski, Vijay Shinde, Zimbabwean Choir, Rezz G, Red Stripe, Shareefa Energy & Highfields Music Project featuring Shelita Jones and topped by a brilliant performance by our guest artist, Lowkey.

The Festival has now become a regular feature and major event within the community. It is an event that the local community and local businesses look forward to each year. The event was supported by residents who volunteered their time throughout the day as well as engaging in the planning process.

From the completed evaluation forms received during the day, 79% rated the festival as being good to excellent, with 34% rating it as excellent and they stated their rating was due to the festival being enjoyable, having good vibes, great cultural mix, lovely community event, great atmosphere, well organised, friendly and catered for all.

The help we received from volunteers was greatly received and thanks to all those who helped in any way.



Active Communities Grant programme

The Active Communities Grant programme was a pilot project, funded by Sport England Small Grants via Voluntary Action LeicesterShire. The 15-month grants programme was aimed to target groups of people within their community who are typically 'inactive'.

Through this programme we delivered the Highfields Active Together project. The project delivered twice-weekly family sports activity sessions over six months, including activities such as badminton, basketball, quick cricket, dodgeball, yoga, football, skipping, bowls and supervised use of the Highfields Centre gym. The project also equipped 10 volunteers with numerous skills and training, including first aid, gym instructor and Street Games qualifications, to allow individuals to continue to deliver subsidised activities in the community.

Sports

Throughout the year the Centre's sports services were very busy with the Centre's own programme of activities, including Badminton (Mon & Wed), Youth Club, (Mon, Fri & Sat), Saturday Football, Summer Play schemes and one-off sporting events.

There are 4 local primary schools who meet throughout the year on a weekly basis and between them offer a total of 315 hours of sporting activity throughout the school year.

There are locally affiliated organisations who run weekly Basket Ball sessions on Monday evenings, football on Wednesday evenings, Badminton on Friday evenings and Archery on Saturday mornings.

We have hosted an end of term school assembly, sports days for local schools and a Friday morning open space activity for the younger children from our in-house nursery (Daisies) which is very popular with the younger children.

From 1st September this year, we can offer the Sports Hall for hire for sporting activities from Monday to Friday (inclusive) and all enquires are welcome through the main office on 0116 2531053.

Fitness Suite – The Centre's Fitness Suite is now open to the public from Monday to Thursday.

Monday & Wednesday 5.00m to 7.00pm (Women only)

Tuesday & Thursday 4.00pm to 6.00pm (Mixed)

Our Elder's Group use the fitness suite weekly for their programme and are fully supervised by the Centre's staff.

Aerobics Studio - The Centre's aerobics studio is available for hire throughout the week at very competitive prices and is currently being used for yoga and dance rehearsals.

Social Media

We continue to use social media as a platform to communicate with our users, local residents and now wider afield. The use of social media allows us to be in constant contact with members of the community. This year, we had 330 Twitter followers with nearly 10,000 impressions and 1500 Facebook followers and 1600 Facebook likes and over 12,000 people reached.

Going Forward

I would just like to finish off thanking the staff team, governing body and users. You are important to us – we are all part of a big team working together and supporting each other to make sure that service delivery reaches its full potential. Thank you so much for all your help.

Furzana Khalifa

Joint Head of Centre

COMMUNITY SERVICES

On behalf of the Community Services Team, welcome to our 2018 annual report.

We are now in to our eighth year of Independence and after many years of struggles and constraints, we are delighted to report that the Centre is now fully up and running and taking on a new chapter following the official opening of the 'new spaces' in June this year. We are delighted with the results of all the hard work, dedication and patience of all our service users, staff and contractors who have worked hard to bring this project to it's full realisation.

Staffing – Last October, we said goodbye to Sukhvinder Sian Singh, our part-time premises officer and we would like to take this opportunity to thank Sukhvinder for his service and commitment over the last 10 years at the Centre and wish him all the best for his future career.

We are delighted to report that we continue to keep our loyal and committed premises staff team, comprising of Linda Castanha, Rafik Abdulla, Ahmed Osman, Zarina Mangaria and Pat Gardner. This staff team work tremendously hard throughout the year in maintaining an

open, safe and clean environment to enable the same standard of service provision throughout the year to all our service users and visitors.

Finally, we are delighted to report that Rafik Abdulla has taken on a more substantive post of senior premises officer at this Centre from 1st September 2018.

Building / Refurbishment – Last year, the staff report made continual reference to our next exciting chapter for the Centre as we all looked forward to the realisation of the Power to Change building programme (P2C).

As reported in our opening paragraph, the official opening of the ‘new spaces’ was held earlier this year in June and we could not be more delighted with the end results. We now look forward to being in a position to offer first class services in a much improved and spacious venue, which is on the doorstep and offering competitive prices, for our local service users.

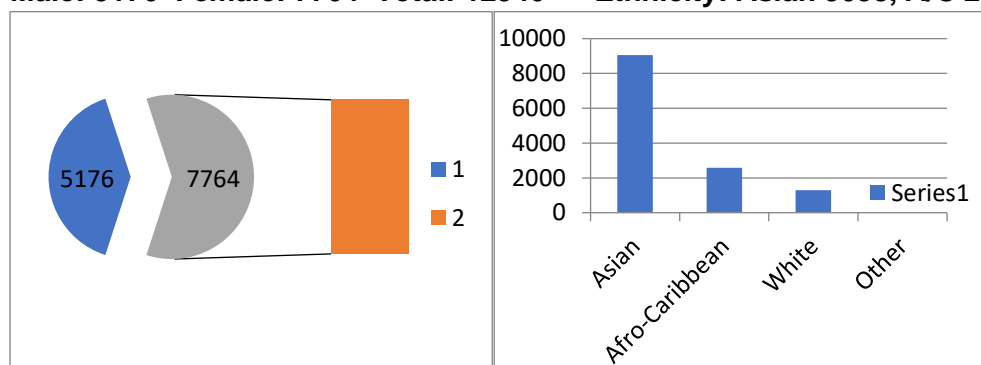
Affiliations – HCA’s group membership is currently 16 in total and whilst we know and celebrate our local organisations’ growth and development, we would love to increase our membership from within the local area and enable more representation on to our Governing Body and share a more active role in the future of the Centre.

Membership - The Centre introduced a new individual membership scheme for all service users from 1st October 2016 and we are delighted to say that this has been a great success and we now have a total of 766 individual members signed up to the Centre.

Statistics – This year’s statistics cover January 1st to 31st December 2017 and we were expecting a significantly lower number of service users, particularly for the Community Services as we had taken measures to enable the P2C building work programme to commence as soon as possible and we suspended all venue hire from October 2017 to July 2018. However, there were delays in the start date and we had to suspend our venue hire for longer than we would have liked. However, even with these measures in place, we are very pleased with the number of participants that used our Centre as reflected in the graph below.

Total Number of Participants for the period of 1st January to 31st December 2017 highlighting the ethnicity and gender breakdown.

Male: 5176 Female: 7764 Total: 12940 Ethnicity: Asian 9058, A/C 2588, White 1294



This year, from 1st September, we have revised our opening and closing times to enable the opportunity to increase our evening programme from Monday to Friday and enable more sports and adult classes to run in the evenings.

We open 5 days a week for 46 weeks of the year, as well as continuing to support any reasonable requests for venue hire outside of these times (staffing permitted).

The total number of hours opened to the public for normal activities is 2990 hours a year (46 weeks) and currently, we are open to the public for 322 days per year.

In conclusion, we have had a very exciting and productive year with the long-awaited realisation of the 'new spaces' and the anticipation of building back up to full strength with first class facilities for all our users.

We now look forward to a new phase for the Centre over the next few months and will welcome any suggestions/ideas that you may have to enhance our current programme.

All enquiries are welcomed through the main office from 9.00am Monday to Friday inclusive.

May I take this opportunity of thanking all the staff, HCA Governing Body and especially all my own staff team who have continued to work through the challenges placed upon the Centre throughout the year and look forward to an exciting year ahead in 2018.

Finally, I would like to take this opportunity to record the highlight of this year, if not my working career to date and my appreciation for the totally unsuspected surprise on the evening of Friday 15th June 'open spaces' event, where I was overwhelmed with the award presented to me from Professor Gus John, on behalf the Centre's Governing Body, to name one of the newly refurbished spaces as the Pat Gardner Lounge, in recognition of my 36 years services at this Centre to date!. I trust that I can continue to provide the same commitment and enthusiasm over the next and final years of my working career!

Pat Gardner

Deputy Head of Centre (Community Services & Finance)

LEICESTER AGEING TOGETHER ELDERS GROUP

Highfields Centre Elders Group is an excellent well-established provision which has been running at the Centre since 2013.

The group meets every Tuesday, Wednesday & Thursday at the Centre and has an excellent programme of various activities to help and support our elders who are home bound or isolated within the community.

Since starting this project in 2013, the project has really expanded, and we are regularly receiving enquiries from other service users who are not elderly and do not meet the criteria to join the group. Most of our group members are female, and we are always looking to encourage more males to come and join the various sessions.

Our members enjoy taking part in fitness activities in our Fitness Suite, which for many elders is an excellent programme to take part in a safe and fully supportive environment. If they did

not attend the Highfields Centre Elders programme, they would not get this opportunity elsewhere within their local area.

Many of our members have various forms of medical problems, including different forms of dementia, Parkinson's disease and this can make them lonely and isolated. Other members suffer from various mobility issues and this maybe their only outing to meet and share stories with other isolated elders who live in their community.

We collect and return our elders daily in our mini-bus and provide a hot lunch as well as offering our programme of activities.

Over the last year, our Elders Group have had visits from the Fire Service, Police, British Red Cross, Information on Bereavement, Bowel Cancer, plus visits from Spec Savers. They have also had workshops on IT, Arts and crafts.

The staff team comprises of Jeff Simon, Khadija Hajat and Yasmin Sidat and are dedicated and enthusiastic team who continue to support this project.

Jeff Simon
Sports (LAT) Worker

ADULT LEARNING AND ADVICE SERVICES

Following approval of funding from ESFA last year, we have been concentrating our efforts to offer a programme of Adult Learning courses to meet the needs and aspirations of local people. Since January 2018, we have been offering courses in our own right in a number of subject areas. These courses have continued over the summer months and we have just recruited learners for the autumn term. We have promoted our courses through various means including printed flyers, word of mouth and using social media such as Highfields Centre Facebook and website.

Our aim is to offer a balanced curriculum of accredited and non- accredited courses in the coming months across a wide range of subjects and levels.

It is a challenging task for us working through a national funding agency and coming to terms with the funding and quality requirements. We have however put in place systems that will ensure that our provision meets the required standards of the funding agency.

Working in partnership with the University of Leicester, we successfully concluded the Social Welfare Advice and Guidance course in June 2018. This is the first time we delivered the revised version of the course and with the dedication and support of the tutors and determination and effort of students, we achieved positive outcomes. Eight students have graduated this year from the course. One student joined the Law degree after completing the first term of the course and one student had to leave the course due to ill health. We are delighted at the high success rate and the progression students. Two of our graduates have accepted places on the second year direct entry on the Social Welfare Law, Policy and Practice course offered by Staffordshire University.

We are currently undertaking necessary promotion for the next Social Welfare, Advice and Guidance course planned for a January 2019 start.

We have also continued to offer Work Club sessions designed to support individuals with confidence building, job search skills, help with online applications, language support and volunteer placement opportunities. Clients who join our work clubs are also joining various other activities provided the Centre including other relevant courses or activities.

Information, Advice and Guidance

We have continued to offer structured information, advice and guidance sessions for clients to help them make informed choices around training and employment opportunities. Our Personal Advisor (Furzana Khalifa) supports people through a range of services:

- Employment related information and support.
- Comprehensive initial assessment to ascertain skills and training needs.
- Support to access skills and training programmes.
- Support with CV writing, job applications and preparation for interviews.
- Support to find relevant work experience opportunities.
- Help provided for clients to develop literacy, numeracy and ESOL skills.
- Information and referral to our bespoke support service for people seeking help to develop their own business.

Highfields Centre Advice Service

Independent Advice Services are a vital part of a democratic society, enabling people to exercise their right and responsibilities through advice, information, support and referral where necessary. Our service is in great demand, however, we are not receiving any external funding to be able to provide this much needed service. With major changes to the welfare benefits system and the move towards Universal Credits, we expect the demand for our service to be even greater in the coming months and years. We continue to explore funding but it is proving very difficult in the current period. It is through the limited funding support through Highfields Community Association that we are able to continue a limited service offer of ten hours per week at the Centre.

Despite the limitations placed upon us, our Advice Officer (Yasmin Nathani) has continued to provide an excellent service to help people with a variety of needs and issues covering welfare benefits, housing, immigration, debt and general advice. Over the last twelve months, we have provided support to 459 clients and have raised on behalf of our clients a total of £282,613.

Our services continue to adhere to the policies and procedures set out by external accrediting bodies. We are currently accredited through Matrix, Office of the Immigration Services Commissioner (OISC) and are preparing for re-assessment for Advice Quality Standard planned for November 2018. Our external assessors have commented positively on our services and have emphasised how much it is valued by our service users.

We are supporting the Highfields Food Bank delivered here on a weekly basis by volunteers and supported through Jon Ashworth's (MP) Office. Clients experiencing particular hardship are referred to our Advice Officer to help them with benefit claims or other issues.

We are grateful to our staff team for their commitment and support they have shown in delivering high quality services albeit on a reduced scale. Given the challenges we are facing in relation to changes to welfare benefits, increase in number of people needing advice, we

remain committed to securing funds from external sources in order that we can help people who desperately need our support.



Case Study - A Successful Learning Journey and a Career in Advice Work

Having studied to 'A' level standard, Sumeya worked in retail/customer service before taking time out to raise her family. She wanted to study in Higher Education but kept putting off the decision until she found out about the Certificate course offered by Highfields Centre, in partnership with the University of Leicester.

Sumeya attended the Open Day at Highfields Centre which provided her the opportunity to find out about the course and to speak to course tutors. She knew it was the right course for her and she signed up, balancing her domestic life raising three young children alongside her part time studies.

She states: 'It was a very positive learning experience studying within the group. The link to a readily accessible and well-established local Centre was especially important. I have now secured paid employment at Shama Women's Centre as their Information, Advice and Guidance Officer. I have no hesitation in recommending the course to anyone interested in pursuing a career in information, advice and guidance work.'

Sumeya enjoyed her learning experience and gained valuable insight into Advice work through her placement opportunity. She was encouraged and supported by her tutors to realise her full potential adding:

'The tutors were very supportive and provided necessary help for me to succeed.'

We are currently planning to commence the next Social Welfare, Advice and Guidance course in January 2019 and anyone interested in the course should contact the Centre on 0116 253 1053 at the earliest to arrange a pre-course meeting.

Aiyub Zamakda
Senior Worker (Adult Services)

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2018

	Notes	Unrestricted funds £	Restricted funds £	31/3/18 Total funds £	31/3/17 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	-	171,643	171,643	-
Charitable activities	4				
Incoming resources from charitable activities		123,337	372,330	495,667	292,842
Other trading activities	3	491	-	491	255
Total		123,828	543,973	667,801	293,097
EXPENDITURE ON					
Raising funds	5	297	-	297	434
Charitable activities	6				
Costs of charitable activities		100,136	374,250	474,386	372,410
Total		100,433	374,250	474,683	372,844
NET INCOME/(EXPENDITURE)		23,395	169,723	193,118	(79,747)
Transfers between funds	15	(182)	182	-	-
Net movement in funds		23,213	169,905	193,118	(79,747)
RECONCILIATION OF FUNDS					
Total funds brought forward		97,934	46,219	144,153	223,900
TOTAL FUNDS CARRIED FORWARD		121,147	216,124	337,271	144,153

CONTINUING OPERATIONS

All incoming resources and resources expended arise from continuing activities.

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

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL POSITION
AT 31ST MARCH 2018

	Notes	Unrestricted funds £	Restricted funds £	31/3/18 Total funds £	31/3/17 Total funds £
FIXED ASSETS					
Tangible assets	12	4,453	154,006	158,459	22,166
CURRENT ASSETS					
Debtors	13	12,764	28,458	41,222	29,458
Cash at bank and in hand		<u>117,159</u>	<u>65,455</u>	<u>182,614</u>	<u>161,565</u>
		129,923	93,913	223,836	191,023
CREDITORS					
Amounts falling due within one year	14	<u>(13,224)</u>	<u>(31,800)</u>	<u>(45,024)</u>	<u>(42,036)</u>
NET CURRENT ASSETS		<u>116,699</u>	<u>62,113</u>	<u>178,812</u>	<u>148,987</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		121,152	216,119	337,271	171,153
PENSION LIABILITY	16	-	-	-	(27,000)
NET ASSETS		<u>121,152</u>	<u>216,119</u>	<u>337,271</u>	<u>144,153</u>
FUNDS	15				
Unrestricted funds				121,152	97,934
Restricted funds				<u>216,119</u>	<u>46,219</u>
TOTAL FUNDS				<u>337,271</u>	<u>144,153</u>

HCA AFFILIATED GROUPS (2017/18)

Name of Organisation	Rep on HCA
ANSAAR	NAIM RAZAK
EQDS	TIRATHPAL SINGH
GAFAR'S SPORTS COMMUNITY GROUP	ABDUL GAFAR
HCA FRIDAY YOUTH CLUB	SOAIB AMOD
HCA GIRLS CLUB (SAT)	SAALLHAH SULEMAN
HCA MONDAY YOUTH CLUB	ADNA DAHIR
HIGHFIELDS BUSINESS ASSOCIATION	RAFIQUE PATEL
INTERNATIONAL JUTT COUNCIL	ISMAIL PATEL
LEICESTER & DISTRICT TRADE UNION COUNCIL	TONY CHURCH
LEICESTER CIVIL RIGHTS MOVEMENT	TAHERA KHAN
LEICESTER RED THREAD LTD (COOPERATIVE)	MARK MIZZEN
NEVIS DEVELOPMENT ASSOCIATION	SYL JEFFERS
THE RACE EQUALITY CENTRE	IRIS LIGHTFOOTE
THE URBAN EQUESTRIAN ACADEMY	FREEDOM ZAMPALADUS
VHP	SHANTILAL PATEL
VIKING INTERNATIONAL YOUTH CLUB	WINIFRED TAYLOR

HCA INDIVIDUAL MEMBERS (2017/18)

Currently, there are 766 members registered, with 432 females and 334 males!

Highfields Centre – 2017 User & Staff Profile

The Centre's ethos of serving all sections of the local community is brilliantly supported by our 2017 user and staff statistics, with the key findings and 2016 comparator figures as follows:

- Users: Male = 53% Female = 47% (2016: Male=46% & Female=54%)
- Users: Asian = 81%; African/Caribbean = 9%; White = 8%; Other = 2% (2016: Asian = 85%; African/Caribbean = 11%; White = 2%; Other = 2%)
- Over 62,000 users have attended various activities and events at HC in 2017 (2016: nearly 57,000)
- HC Staff = 12 males & 14 females, with 65% Asian, 31% African/Caribbean & 4%

		HCA Managed Services	External Managed Services	Total	%
Number of Sessions		8383	542	8925	Approx 7 people per session*
Participant Number		51353	11139	62492	100
Participant Gender	Male	28582	4455	33037	53
	Female	22771	6684	29455	47
Participant Ethnicity	Asian	41612	9330	50942	81
	Afr/AC	5029	471	5500	9
	White	4362	787	5149	8
	Other	350	551	901	2
Volunteer Number		13	14	27	100
Volunteer Gender	Male	6	3	9	33
	Female	7	11	18	67
Volunteer Ethnicity	Asian	9	8	17	63
	Afr/AC	2	4	6	22
	White	2	2	4	15
	Other	0	0	0	0
Staff Number	FT	0	9	9	100
	PT	26	7	33	
Staff Gender	Male	12	1	13	31
	Female	14	15	29	69
Staff Ethnicity	Asian	17 (65%)	15	32	76
	Afr/AC	8 (31%)	1	9	21
	White	1 (4%)	0	1	3
	Other	0	0	0	0

* The lower number of people per session is linked to the much higher number of 1:1 Business Advice and IAG sessions