

ANNUAL REPORT 2019



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 Monday 28th October 2019

Agenda

1. Registration
2. Apologies
3. Approval of the minutes of the Annual General Meeting of HCA held on 9/11/2018 (available at the AGM) and any matters arising.
4. Consideration and adoption of an Annual Report for the period ending 31 August 2019 (available at the AGM).
5. Consideration and adoption of the draft accounts of HCA for the year ending 31 March 2019 (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
8. Appointment of Directors

The AGM will be followed by our guest speaker, Vidhya Alakeson (Chief Executive, Power to Change) who will be speaking about '**Community Businesses: Are we just filling in for the state?**' and this will be followed by a hot buffet.

HCA: ANNUAL GENERAL MEETING - 9th NOVEMBER 2018

Present: As per attendance list.

Welcome and Apologies: Iris opened the meeting and welcomed all in attendance and made a special tribute to Esmail Esmail, a longstanding Trustee and friend of the Centre for many years, who sadly passed away suddenly in December 2017.

Iris welcomed our guest speaker for this year's AGM, Emma Southern (Head of Community Engagement, Prince's Trust).

Apologies: - Rehana Sidat, Monica Hingora, Nusrat Bhatti, Ayesha Khalifa, Baljinder Singh, Cllr. Patrick Kitterick, P. Akhtar.

- 1. Minutes of last meeting 13/10/2017 –** Agreed as an accurate record - Tahera Khan.
- 2. Matters arising:** None
- 3. Consideration and adoption of Annual Staff Report –** Priya welcomed all in attendance and offered a special welcome to Emma Southern and her colleague Paul Marriott, guest speakers for tonight's AGM.

Priya spoke to his introduction and also spoke about the significant contribution that Esmail Esmail had given to the Centre over many years, a true friend of the Centre and Governing Body who would be sadly missed.

Priya thanked the young service users who were in attendance and made reference to their contribution in a short workshop later in the evening.

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

Interim Chair's Report - Iris asked that all members take a copy of the AGM report and read it at their leisure. She then spoke to her written report (Annual Report 2018, p8).

Priya then spoke to the full report and highlighted the many significant and positive changes that had been realised throughout the year and following some very difficult and challenging years beforehand.

The main and significant item for this year, was the official opening of the 'New Spaces' held in June and the subsequent recognition following the event, both local and national.

Priya talked about the future role of the Centre and the need to continue to work with and through partners including the new LEAP Studios which is now fully up and running at the Centre.

Priya made reference to the financial contracts that are due to end in the next financial year or soon thereafter. The continual need to search for future funding through the various funding streams.

Priya also spoke about the changes to the Centre's memberships and the significant change to individual members as opposed to group membership, the successful adult course programme through the Skills Funding Agency, the SWAG course and case study in the report.

Priya concluded his report by thanking the staff for their continued support and commitment to the Centre and recommended the Report to the AGM.

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

- 4. Consideration and adoption of accounts** – Rafik spoke to the Treasurer's written Report outlining the significant changes to the income and expenditure and making reference to the grant from Power to Change (P2C). 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 speakers, Emma Southern and Paul Marriott.

Emma Southern spoke about some of the key learnings from the Talent Match programme which had been funded by the Big Lottery as part of a national initiative to work with 18 – 24-year-old NEET (Not in Education, Employment or Training) young people. She said that

Leicester(shire's) Talent Match had achieved much and Highfields Centre's contribution had been a critical part of that success, especially in its work with BAME young people. This success had not only been recognised by Big Lottery but also by various government departments who had attended a presentation event at Highfields Centre to discuss some future developments.

Iris closed the meeting and thanked everyone for their attendance, with a special thank you to Emma Southern and Paul Marriott, our distinguished guests for their presentation at the AGM.

HCA/HC Annual Report (2019) – 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 9 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!

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 2624 activity sessions in 2018 (2994 sessions overall)
2. Over 57,000 people attended these sessions during 2018, averaging 19 people/ session
3. We are 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 66% Asian, 31% African/Caribbean and 3% White and reflected in its people usage pattern, with 72% Asian, 21% African/Caribbean, 5% 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 applications to Children in Need, the Skills Funding Agency (Business Enterprise Skills & Adult Education) and the National Lottery Community Fund.
7. Lead applicant to Youth Endowment Fund on behalf of a 7 member Leicester consortium
8. Continued to deliver Talent Match for 19 – 24year 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 increased usage of our Power to Change funded New Spaces and the increased footfall resulting from The Race Equality Centre's and Leicester Fitness Hub's take up of rooms at this Centre. 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 Banner Theatre's 1st of May Band at Highfields Festival (July 2019)

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 Chair. 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. 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.

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 2018/19.

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. The completion of the Power to Change funded remodelling building work and resulting in the New Spaces Opening Event in June 2018 has provided a much-needed stimulus to achieving our objective of seeking economic independence through increasing our self-generated income.

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 and this is already beginning to bear fruit, as the range of venue and rental hire has significantly increased in the latter part of the last financial year.

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 pursue sub-letting parts of the Centre's facilities to other external agencies.

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 fairly healthy surplus on activities in the year of approximately £213,000 excluding approximately £139,000 surplus from Power to Change Capital Grant. This result is 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. However, the trustees are aware that with some of its major funding streams coming to an end during the 2019/20 financial year, it will need to ensure its provisions for any future 'rainy' days are sufficiently rebuilt and in this context, they have increased the relevant designated reserve funds.

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 £80,000, Programme Support Fund of £22,004 and Transforming Services Fund of £80,000.

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 47 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'S (BUSINESS SUPPORT & DEVELOPMENT) REPORT:

Our objectives over the past 12 months was to improve our trading position, identifying gaps and opportunities for commercial income. We made significant progress on all fronts, as follows.

Business Development:

- In the last financial year, the Business enterprise contract generated £359K, contributing 39.8% of overall HCA turnover and approximately 28% of its total expenditures (not including the overheads). The project supported 399 learners from 343 businesses.
- We are an approved provider in the North Warwickshire & South Leicestershire adult education budget framework. We should be able to make some income gains, post sorting out our Ofsted related action plan.
- We maintain close relationships with Leicester College, Serco, B2B, Twin Training and are gradually shaping some new forms of collaborative working.
- Collaborative bids with Future training and Interserve were not successful but puts us in their radar, should further opportunities come around.
- Links created with Soft Touch Arts, Attenborough Arts and Curve Theatre have developed gradually in developing the Centre's arts strategy.

Going Forward:

Some major income streams have come to an end and it will be reflected in a downturn in income. The challenge therefore will be to develop a progressive plan, adjust our internal capabilities to match macro realities, to develop the organisation now and beyond April 2020.

- Staff resource remains a major consideration in our 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 review our relationships with the local authority. Developing the latter relationship will position us better, help 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's Report (IAG & Children and Young People's Services)

2018/19 has been a busy year for all at Highfields Centre. We have been continuing to build on the hard work of the previous few years - educationally, financially and through community development and as ever, striving to become an outstanding setting.

Staffing

This past year has seen several changes in the staffing, with Jeff, Khadija and Yasmin leaving at the end of the Leicester Ageing together programme but returning as volunteers and/or

taking up other roles within the Centre. In addition to this, Ahmed has also left to pursue his degree in youthwork and we wish him success.

The staff have all completed several training courses, covering many areas of their work. Over the coming year, we will continue their professional development, with several courses having already been booked and more in the pipeline. We pride ourselves on our continuous professional development and are very proud to have a staff team who are willing to further their professional development.

Programmes, activities and services

Children in Need

We are now in the final year of this programme, with an extension for another year just confirmed. As part of the CiN programme this year, we have successfully completed a 4 – week summer play scheme and have provided young volunteers from previous years the opportunity of paid work. Children and young people continue to attend and we have delivered a variety of engaging activities to attract young people through sports /art programmes, music recording; as well as delivering accredited and non-accredited training, offered work placements; supported youth employment initiatives and delivered awareness workshops in mental health, drugs misuse, sexual health and participated in community projects to develop understanding and be proactive citizens.

As in previous years, we will also be running a level 2 and level 3 youth work course which will further provide young people the skills and experience to pursue a career in youth work.

Summer playscheme

The youth team developed a four-week sports programme themed around improving health and wellbeing in young people. The main aims were to ensure young people were encouraged to participate in a variety of sports activities which would result in positive health and wellbeing.

Holiday food Programme

This year, we needed to address the issue of food poverty, hunger, poor diets and social isolation amongst children and young people. We partnered up with the Holiday Food Programme (Leicester). Food Share provided us with healthy nutritious snacks and lunches for all our young people over the summer period and provided children accessing our playscheme the opportunity to enjoy food and snacks that they have not tasted before. It also brought children of diverse backgrounds together in having fun, engaging in conversation as well as develop socially.



Food share: We will be also getting free food (bread, fruit and veg) every week for Centre users

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.

Awaaz Group

From past discussions and engagement with LAT participants, our projects findings suggested that the elderly despite being members of extended families still felt isolated and struggled in making real or genuine connections with 'actual' people in the real world. This often resulted in them feeling excluded in social or recreational activities, having nobody to talk to, suffer with symptoms of extreme sadness and feeling disconnected from the rest of the world.

The Elders we consulted unanimously agreed that the LAT sessions they attended reduced feelings of isolation and had created an empowering forum for Elders to engage with one another and the wider community and that it must continue. With this in mind HCA staff and volunteers have supported the alumni cohort in establishing a fully constituted group, where they are able to plan and deliver sessions, as well as draw down funding.

With the formation of the new group the alumni aim to:

- 1) Provide a stimulating and empowering environment for elderly individuals in Highfields and surrounding areas to meet, interact and engage with one another
- 2) Raise awareness of topics of interest to Elders through information sessions
- 3) Complete activities which improve mental and physical health (Gym, Fitness session, Armchair Aerobics, arts and crafts)
- 4) Support individuals, build friendships and access to one another outside of sessions, so they reach out to one another for support
- 5) Tackle loneliness and isolation amongst the Elderly in Highfields and beyond
- 6) To create a voluntary organisation led by the Elders to apply for funding for future programmes to ensure sustainability of the group, ensure ownership and accountability for group activities and enable Elders to make a lasting difference for peers, as well as the wider community.



Highfields Festival

Yet again another very successful festival with 448 people attending. The festival included several Children, Arts, Sports activities and catering provided in the new H-Café. However, we opted to go with a new set up and hosted the activities and stalls in the sports hall, which seemed to have gone well.



The Festival has now become a regular feature and major event within the community, attracting residents from the local area and beyond. The music performances was headlined by the Banner Theatre's First of May Band, together with other local artists and enjoyed by the many attending.

Ideas yet to be completed

How to increase our Governing Body (GB) membership – We need to work on this, we have managed to get a few new members, but this still requires further work.

The GB plays such an important role in supporting the Centre which provides new opportunities and experiences to local residents. There is a lot of effort and commitment given by the GB members and it has been a pleasure working with such a dedicated team.

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 (IAG & Children & Young People's Services)

COMMUNITY SERVICES

On behalf of the Community Services Team, welcome to our 2019 Annual Report.

This year we are celebrating our ninth year of Independence and we are very happy to report another memorable and productive year in our onwards journey.

Staffing – We are delighted to report that we have continued to keep our dedicated loyal and committed premises staff team, apart from Ahmed Osman, who only last month decided to re-visit his first love of youth work and finish off his degree in this field. Ahmed hopes to continue with his part time youth work at the Centre as he progresses his career development. We would like to take this opportunity of thanking Ahmed for his commitment and loyalty to the Centre over the last 9 years, it has been a pleasure to see Ahmed grow from strength to strength at the Centre and wish him all the very best for the future.

Our staff team comprises of Linda Castanha, Rafik Abdulla, Ayesha Khalifa, 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 high standard of service provision throughout the year to all our service users and visitors.

Building / Refurbishment – Last year, we talked about the positive outcome of the building refurbishment and the exciting spaces that we could offer for venue hire. We are very happy to report that the Centre has had several major functions throughout the last year, both in the sports hall, complete with the marquee and stage, the main hall, kitchen and Bena Balunda Lounge continue to be very popular for the smaller events and are available for hire at very competitive prices.

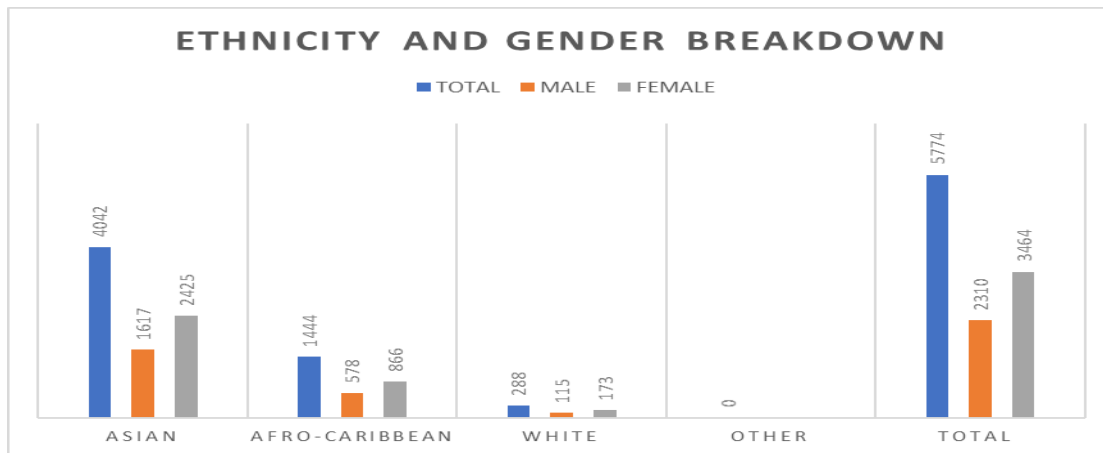
New Tenants – The Centre is delighted to welcome The Racial Equality Centre (TREC) and Leicester Fitness Hub who are now based at the Centre and both fully operational. (Please check their respective time-tables for opening and closing). We are very happy to see the Centre offering much needed and additional excellent services on the doorstep once again for our local communities.

Affiliations – HCA's group membership is currently 15 organisations 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's individual members is now standing at 616 (F) and 404 (M), 1020 in total.

Statistics – This year's statistics cover the period from January 1st to 31st December 2018.

Total Number of Community Services' Participants for the period of 1st January to 31st December 2018.



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 an exciting and productive year and we look forward to growing from strength to strength offering a wide and varied programme of services with the support of our colleagues from TREC, Leicester Fitness Hub, Daisies & LEAP Studios.

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 2020.

Pat Gardner

Deputy Head of Centre (Community Services & Finance)

ADULT LEARNING AND ADVICE SERVICES

Following approval of funding from the ESFA, we started to offer directly funded adult learning programmes since January 2018. Our efforts have been directed towards engaging learners back into learning, targeting those who may not have undertaken any learning. Through a range of courses primarily offering first steps earning opportunities, we have successfully been able to recruit learners on to courses in the areas of ESOL, Functional Skills, Arts and Crafts, Information and Communications Technology and Employability courses. We have also managed to run courses over the summer period and have successfully recruited learners for the autumn programme in 2019.

Our aim is to offer a balanced curriculum of courses of non- accredited and accredited provision to meet the learning and skills development needs of the local people. We are currently undertaking a review of our courses and will be producing a curriculum plan that meet the needs and aspirations of learners, leading to clearly defined progression opportunities into further learning, skills development or employment. We will be working closely with our partners in the Further Education sector in mapping provision for the area. In 2018-2019, we have recruited almost 250 learners across a range of subject areas.

As a directly funded organisation, we are subject to Ofsted requirements in our delivery of adult learning provision. Ofsted undertakes monitoring visits to new providers before a full inspection and our monitoring visit took place at the end of July 2019.

The monitoring visit report highlights our efforts in providing a clear purpose for our learning programmes. It recognised that courses we offer have been designed to meet the needs of disadvantaged and isolated people who have not engaged in learning before. Our programmes help to develop their confidence, so they can progress on to further learning or employment.

The report also notes the support provided by our tutors which help learners to overcome personal, social and language barriers to learning.

Following feedback from the Ofsted inspectors and having read the monitoring report, we have produced an action plan to address those areas where we need to make progress. We are also seeking the support in an advisory capacity of a former Ofsted HMI in helping us to meet the standards expected on curriculum design, quality assurance, progression and employer engagement. We have also commenced training for all our staff on safeguarding and our Designated Safeguarding Lead has completed the appropriate level of qualification needed for the role. We have also implemented clear processes that are understood by all staff and service users that show our commitment in implementing a safeguarding and safer recruitment policy that is endorsed by our Governing Body.

Our partnership arrangement with the University of Leicester in the provision of the Social Welfare, Advice and Guidance course has come to an end, as the University decided to close the Vaughan Centre for Lifelong Learning in 2017. It is unfortunate that we are unable to continue such a Higher Education course, after having offered the course for over 17 years and enabling local people to become Advice Service workers. We will continue to explore all opportunities we have to revive the course, albeit through another Higher Education establishment.

Developing Courses for the Over50s

We have enhanced our offer for the over 50s this year to provide learning opportunities and to enhance social and personal development. We have offered a range of arts and crafts activities and provided Communications Skills programmes and introduction to computing courses aimed at raising their awareness of computers and digital skills. Feedback from learners has been very positive, as exemplified by some of their following quotes:

‘I learnt a lot, especially about being confident.’

‘I learnt about depression and anxiety.’

‘I felt blessed to be taught because I have never had an education.’

‘I enjoyed coming to the Centre and the course was interesting. The tutor was fabulous and explained everything in detail.’

Information, Advice and Guidance

We have continued to offer limited information, advice and guidance sessions for clients to help them make informed choices around training and employment opportunities. Our support extends across several areas:

- Employment related information and support.
- Comprehensive initial assessment to ascertain skills and training needs.
- Support with CV writing, job applications and preparation for interviews.
- Help provided for clients to develop their 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

We have continued to provide Social Welfare Law Advice Service until June 2019, funded through Highfields Community Association. The service has raised positive outcomes on behalf of clients raising a total of £282,613 over the year. However, despite making various funding applications, we have not been able to secure funding to support our Advice Services.

Given the harsh financial situation and lack of funding, the service ceased in the summer of this year. We are grateful to Yasmin Nathani who provided the service here at the Centre with so much commitment and supporting so many clients over the years.

Following our annual continuous improvement check by Matrix, we received positive feedback from our Assessor and have maintained our accreditation.

Development Plan

Our action plan following the post OFSTED monitoring visit has started to be implemented and it will ensure we provide high quality learning programmes to meet the needs and aspirations of local people.

We want to ensure that our ESFA funding continues beyond 2020 to allow us to expand our adult learning programme.

We are continuing to explore funding opportunities to allow us to deliver an Information, Advice and Guidance Service and to enhance our offer of employability programmes.

We plan to extend our work through the Ethical Trading Initiative to ensure that low paid workers in the local garment industries have access to learning and training opportunities and to extend their knowledge of employment rights and responsibilities.

Aiyub Zamakda
Senior Worker (Adult Services)

Youth Report 2019

Project Objectives

The three main objectives that we set ourselves to achieve our Children in Need outcomes for year 3 were as follows:

- Improve the physical/ mental wellbeing of our young people
- Increase team building skills
- Improved self confidence and self-esteem

We are now in the 3rd year of delivering this exciting project and like the previous two years, we have continued with operating three open access youth sessions and one outreach session on a weekly basis. Our focus is to create positive interactions with disengaged youth, who are or potentially at risk of offending, or actively involved in anti-social behaviour and those who are carrying out acts of vandalism within the area.

The youth team were tasked with creating a fun and stimulating environment at the centre, so young people can engage in age appropriate activities which promote inclusion. Young people are then given a variety of social and educational opportunities within a safe and supported environment, to develop their confidence and overcome barriers they may be faced with.

Our youth sessions operate between 6pm to 9pm over 3 evenings and are accessible to young people aged between 8-19-years old. The team host a series of activities from a variety of facilitated sports, cooking, board games, trips or workshops to support young people's social development. In the last 8 months alone, we have had over 95 young people register on our evening provision and 62 young people accessing our summer playscheme. We have successfully delivered 120 face to face youth sessions to facilitate quality youth work related activities to support young individuals and have a positive impact in their lives.

We have collaborated and worked closely with external organisations to support young people, maintaining regular discussions with officers from Leicestershire Constabulary, Leicester City Council and the City Youth Offending service to tackle anti-social behaviour and provide support for local young people and their families by responding to their immediate and ongoing needs.

Partnerships

In the first quarter we have continued to work closely with our existing partners; TREC, LEAP and Urban Equestrian and formed new alliances with other stakeholders; Leicester Fitness Hub, Atlas Boxing and Leicester Warriors. We have actively engaged with local schools to support the prevention work our project has been offering over the last few years. Although we were unsuccessful with a recent Youth Endowment Fund application, we continue to work closely with our partners to identify new initiatives for any future delivery of youth development projects.

Our partnership working with the City Council and East Midlands Fare share over the summer addressed the issue of food poverty and hunger in young people attending our youth sessions through the Holiday Food Programme (Leicester). They were able to support

us by providing us with healthy nutritious snacks and lunches for all our young people's services and tackle the issue of hunger, poor diets and social isolation amongst young people.

Youth Team

In the last few weeks, we have undertaken refresher training in Safeguarding practices and Prevent. This has ensured we continue to have the required knowledge and awareness on these subjects in order to perform our roles correctly and embed our organisation policies by ensuring safer working practices. The team have also had their DBS's refreshed, so individual profiles are in line with our safer recruitment practices. We have recruited a female youth worker to support our Friday evening sessions to further promote our current work and make us easily accessible to more young women and girls from the area.

Detached Youth work

Our detached youth work session run in tandem with our Wednesday inhouse session. We have a dedicated youth team whose primary focus is to engage young people in meaningful discussions within their own territories. We continue to generate interest and provide support to individuals who can benefit from accessing our sessions at the Highfields Centre.

Youth Representation for HCA's Governing Body

Four young people have enrolled as members for the HCA governing body, our young members can now be a part of the consultation process and express their views on HCA'S overall strategic objectives and contribute in shaping future projects.

Summer Playscheme July 2019

Our play scheme is accessible to all young people aged 8-14 years and was promoted through social media and further publicised by marketing flyers within the local community. As a result, due to the success of our promotional campaign, we registered over 65 young people and had a daily regular attendance of 30-35 young people throughout the four weeks of July/August2019.

The youth team developed a four-week sports programme themed around improving health and wellbeing in young people. The main aims were to ensure young people were encouraged to participate in a variety of sports activities and to increase their physical activity. By offering daily sports activities, our young people were able to stay more active and acquire new skills which resulted in an improvement to their wellbeing.

Trips and visits

We coordinated free swimming sessions for young people throughout the summer from the vouchers given to us by the Leicester City Council's holiday activities programme. This has allowed young people to gain free access to Leicester leisure centres. Young people have enjoyed the free-swimming sessions which we ran over 10 weeks. This has helped enormously to address the health inequalities identified amongst our young people.

Young people have also been taken on numerous outdoor trips such as bowling, the theatre, cinemas and a day trip to Skegness beach to gain exciting, fun and memorable experiences over the last 8 months.

Volunteers and Employment

We offered 8 young people active voluntary placements over our key summer programmes (Summer Playscheme, Annual Highfields Festival) to enable them to get hands on experience to further their career goals and develop them as individuals and gain valuable employability skills. Our summer playscheme ran for 4 weeks from 17th July 2019, Mondays to Fridays, with each session lasting for 3 hours which operated over the day time and evening.

HCA also progressed 3 young people in to their first ever jobs by offering a salary to those who worked over the summer period.

Residential & Team Building

We have recently returned from a 3- day residential trip to Kingswood Dearne Valley in Doncaster. We took ten young people on this adventurous trip which has given our young people the opportunity to learn more about themselves. Young people learned how to be more disciplined, more conscious about their choices and broaden their horizons. This has increased their confidence, communication and presentation skills. It has provided them with an opportunity to overcome obstacles; build resilience and gain first hand leadership skills. These key skills we hope will help them in future and allow them to use these to overcome real life situations and adversities.

Summary

The last 12 months has once again proven to be very successful in terms of recruiting and raising the profile of our project within the community of Highfields and the wider city of Leicester. With cuts and services being withdrawn from the locality, we have seen a rise in numbers in young people from outside the area accessing our project. The youth sessions have been a haven for those who have required personal, social, educational and employment development opportunities for young people. The setting has an informal and friendly approach when engaging with young people and supporting their individual needs.

Highfields Centre is a place where young people can have fun, be safe and feel valued. Young people can talk to us in the strictest confidence about anything, and ultimately get structured support from the youth team to gain direction within their lives.

Our organisation has a strong purpose to provide information and guidance to those young people who require the support which often means our youth team act as advocates on behalf those who are unable to effectively communicate their needs to others or officials.

For the youth team, it has been a priority to build relationships with young people, to help them to realise and fulfil their potential, talk to them, share the community vision and create stability within their lives.

In the last twelve months, the youth team have actively demonstrated that they are making a positive contribution by helping young people to bring about change in the lives of the young people who are attending our youth sessions

These include:

- Changes in behaviour

- Confidence
- Respect and attitude
- A preparedness to engage with new things
- Learning new skills
- A widening of social circles

Over the next two months, we will be further preparing ten young people to undertake a level 2 and 3 youth work qualification to enhance their career prospects.

Fatima Li
Senior Youth Worker

HIGHFIELDS COMMUNITY ASSOCIATION
STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31ST MARCH 2019

	Not es	Unrestricted funds £	Restricted funds £	31/3/19 Total funds £	31/3/18 Total funds £
INCOME AND ENDOWMENTS FROM					
Donations and legacies	2	-	163,592	163,592	171,643
Charitable activities	4				
Incoming resources from charitable activities		580,248	134,711	714,959	495,667
Other trading activities	3	<u>656</u>	<u>-</u>	<u>656</u>	<u>491</u>
Total		580,904	298,303	879,207	667,801
EXPENDITURE ON					
Raising funds	5	953	-	953	297
Charitable activities	6				
Costs of charitable activities		<u>368,154</u>	<u>157,986</u>	<u>526,140</u>	<u>474,386</u>
Total		369,107	157,986	527,093	474,683
NET INCOME		211,797	140,317	352,114	193,118
Transfers between funds	16	<u>22,169</u>	<u>(22,169)</u>	<u>-</u>	<u>-</u>
Net movement in funds		233,966	118,148	352,114	193,118
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>121,152</u>	<u>216,119</u>	<u>337,271</u>	<u>144,153</u>
TOTAL FUNDS CARRIED FORWARD		<u>355,118</u>	<u>334,267</u>	<u>689,385</u>	<u>337,271</u>

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL POSITION
AT 31ST MARCH 2019

	Not es	Unrestricted funds £	Restricted funds £	31/3/19 Total funds £	31/3/18 Total funds £
FIXED ASSETS					
Tangible assets	13	19,864	316,047	335,911	158,459
CURRENT ASSETS					
Debtors	14	146,544	3,246	149,790	41,222
Cash at bank and in hand		<u>219,963</u>	<u>15,106</u>	<u>235,069</u>	<u>182,614</u>
		366,507	18,352	384,859	223,836
CREDITORS					
Amounts falling due within one year	15	(31,253)	(132)	(31,385)	(45,024)
NET CURRENT ASSETS		<u>335,254</u>	<u>18,220</u>	<u>353,474</u>	<u>178,812</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>355,118</u>	<u>334,267</u>	<u>689,385</u>	<u>337,271</u>
NET ASSETS		<u>355,118</u>	<u>334,267</u>	<u>689,385</u>	<u>337,271</u>
FUNDS	16				
Unrestricted funds				355,118	121,152
Restricted funds				<u>334,267</u>	<u>216,119</u>
TOTAL FUNDS				<u>689,385</u>	<u>337,271</u>

HCA Affiliated Groups & Individuals

Organisation	Rep on HCA
ANSAAR	NAIM RAZAK
EQDS	TIRATHPAL SINGH
HCA FRIDAY YOUTH CLUB	SOAIB AMOD
HCA GIRLS CLUB (SAT)	SAALLHAH SULEMAN
HCA MONDAY YOUTH CLUB	ADNA DAHIR
HIGHFELDS BUSINESS ASSOCIATION	RAFIQUE PATEL
LEICESTER & DISTRICT TRADE UNION COUNCIL	TONY CHURCH
LEICESTER CIVIL RIGHTS MOVEMENT	CHRIS GOODWIN
LEICESTER RED-THREAD LTD	BERNARD HARPER
NEVIS DEVELOPMENT ASSOCIATION	SYL JEFFERS
SPINNEY HILLS BRANCH (LABOUR PARTY)	MISBAH BATOOL
THE RACE EQUALITY CENTRE	IRIS LIGHTFOOTE
THE RAHAH PROJECT	NASREEN NESBITT
VHP	SHANTILAL PATEL
VIKING INTERNATIONAL YOUTH CLUB	WINIFRED TAYLOR

INDIVIDUAL MEMBERS
Denzil Brookes
Sahana Amodmia
Ferhana Bhogadia

1020 Individual members registered as at September 2019, with 616 females and 404 males.

Highfields Centre – 2018 User & Staff Profile

The Centre's ethos of serving all sections of the local community is brilliantly supported by our 2018 user and staff statistics, with the key findings and 2017 comparator figures as follows:

- Users: Male = 62% Female = 38% (2016: Male=53% & Female=47%)
- Users: Asian = 76%; African/Caribbean = 19%; White = 4%; Other = 1% (2017: Asian = 81%; African/Caribbean = 9%; White = 8%; Other = 2%)
- Over 57,000 users have attended various activities and events at HC in 2018 (2017: over 62,000)
- HC Staff = 13 males & 19 females, with 66% Asian, 31% African/Caribbean & 3% White (2017: 12 males & 14 females, with 65% Asian, 31% African/Caribbean & 4% White)

		HCA Managed Services	External Managed Services	Total	%
Number of Sessions		2624	370	2994	<i>Approx 19 people per session</i>
Participant Number		43698	13416	57114	<i>100</i>
Participant Gender	Male	28967	6582	35549	62
	Female	14731	6834	21565	38
Participant Ethnicity	Asian	31587 (72%)	11667	43254	76
	Afr/AC	9334 (21%)	1386	10720	19
	White	2011 (5%)	363	2374	4
	Other	766 (2%)	0	766	1
Volunteer Number		17	0	17	100
Volunteer Gender	Male	6	0	6	35
	Female	11	0	11	65
Volunteer Ethnicity	Asian	14	0	14	82
	Afr/AC	1	0	1	6
	White	1	0	1	6
	Other	1	0	1	6
Staff Number	FT	0	4	4	100
	PT	32	5	37	
Staff Gender	Male	13	0	13	32
	Female	19	9	28	68
Staff Ethnicity	Asian	21 (66%)	8	29	71
	Afr/AC	10 (31%)	1	11	27
	White	1 (3%)	0	1	2
	Other	0	0	0	0

*The total number of attendees during 2018 was 5378 fewer than in 2017 but given the unavailability of the main and sports halls due to the Power to Change funded major building work for the first six months in 2018, then it's remarkable we were able to achieve 91% of the previous year's usage figures!