

ANNUAL REPORT 2016



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, Friday 14TH October 2016

You are warmly invited to HCA's 2016 Annual General Meeting.

Agenda

1. Registration
2. Apologies
3. Approval of the minutes of the Annual General Meeting of HCA held on 16th October 2015 (see attached copy) and any matters arising.
4. Consideration and adoption of an Annual Report for the period ending 31 August 2016. (available at the AGM).
5. Consideration and adoption of the draft accounts of HCA for the year ending 31 March 2016 (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 two guest speakers, Professor Gus John (International Consultant & Executive Coach) and Cathy Stancer (Director, Equalities and Rights, Lankelly Chase), with the former speaking to his soon to be published report on Leicester City Council's relationship with HCA and the latter speaking about Lankelly Chase's work in supporting multiple and severely disadvantaged communities.

HIGHFIELDS COMMUNITY ASSOCIATION: ANNUAL GENERAL MEETING – 16th October 2015

Present: As per attendance list.

Welcome and Apologies: Iris opened the meeting and welcomed Vipal Karavadra, Business Manager - from Santander to the AGM. Furzana will be interpreting for the formal part of the AGM.

Apologies: Rafique Patel, Esmail Esmail.

1. **Minutes of last meeting 16th October 2014** – Agreed as an accurate record.
2. **Matters arising:** None
3. **Interim Chair's Report:** Iris spoke briefly to her written report and highlighted the work that the Centre provides to the Highfields area and beyond offering excellent service provision which can be seen and read throughout this year's annual report. Iris thanked all staff, GB and service users for their continued support in spite of the LCC linked negative press and looks forward to a positive year ahead.
4. **Head of Centre's Annual Report –** Priya thanked Iris for her report and welcomed everyone to the AGM which was being held in the youth wing for the first time due to 2 other functions in the main hall and lounge But this was timely, as the theme for the AGM was focussing on how Highfields Centre supports and develops work with young people.

Priya outlined the format for the AGM which will be taken in two parts, firstly the formal business of the AGM followed by two short presentations from Efaz and Durgha two young people who will tell

their story from their perspective in relation to tonight's theme. This will be followed by a round table discussion.

Priya welcomed Alfred Bawak and Furzana Khalifa in their newly appointed roles as Joint Head of Centres for 1 day per week, with Priya reducing his formal role to Senior Joint HoC on 3 days a week from 1st October 2015.

Priya spoke about the major challenges that the Centre had been through over the last 2 years culminating with the loss of over £500k to the overall budget. He thanked the staff for continuing to offer their full support and commitment to the Centre, including taking voluntary reductions to their pay and changes to their conditions of service. Priya highlighted the fact the HCA were in a strong financial position due to the many years of good financial management and building up their reserves long before the onset of LCC funding.

Priya spoke about the external funding bids that are now in place and the potential for working across Leicester city and the wider county areas. There are 2 major funding bids that HCA are hopeful to achieve over the next 3 to 6 months and enable the Centre to grow back to full strength.

Priya clarified the role of the current 3 sub-committees and the division of the Head of Centres within these sub-committees as follows:-

Finance, Admin, Human Resources & Legal (FAHRL) – Priya

Sports, Arts, Children & Young People (SACYP) – Furzana

Community, Adult, Catering & Transport (CADCAT) - Alfred

Alfred and Furzana will talk to these areas of work and highlight some of the main items within their respective reports.

Priya concluded his report by thanking all the Centre's staff, HCA GB and service users for their continued support throughout this difficult period and he looks forward to working with colleagues to see through the next phase of the Centre's journey to full independence.

SACYP – Alfred spoke to the written reports and highlighted the following salient points:-

- **Community Report** – delivering excellent services without any major issues in spite of the revised opening/closing times
- Staff loyal and committed to the Centre by supporting the 3 rounds of measures taken throughout the year
- GB putting a freeze on any planned building works until the financial situation is resolved or external funding bids are successful for capital projects
- Premises staff painting the Bena Balunda Lounge, Kitchen, Main Hall to keep the repairs and maintenance costs down and freshen up the old site
- Service User targets exceeded throughout the year
- **Adult Learning Report** - H-MAC Contract with LCC ended in March 2015
- Enrolment and retention at 95% throughout the year
- Accredited courses offered at the Centre
- LCC have withdrawn all adult service provision from end August 2015 – looking to start our own adult courses from Sept onwards and build up the provision across the different subject areas
- Advice - 23 Job Outcomes, 300 client base,
- Welfare Advice sessions – over 2000 enquiries and registered visits of 1353, raised £858,000 in benefits
- Awarded quality marks across the services
- Business Advice - Worked on major bids and raised over £1.5million for local companies.
- H-BA - 70 local businesses registered and attended their AGM.

CADCAT - Furzana introduced herself and spoke briefly about her new role as joint Head of Centre and her remit within the role.

Furzana spoke to the written reports and highlighted the following salient points:-

- Staff and volunteers gained various qualifications – Levels 2,3 & 4
- 5th Annual Highfields Festival – over 2,000 in attendance celebrating diversity and unity in the community
- H-Cafe re-opened from October 2015 to support the Elders LAT (Leicester Ageing Together) programme
- Delivered a four week summer youth activities programme of sports and arts to develop skills for young people
- Continued to provide a very successful sports programme and introduced new taster sessions
- Talent Match Programme – very successful programme delivered at the Centre – a short video has been produced which showcases the talent of staff and young people and will be shown later in the evening.

There were no questions raised and the staff were thanked for their excellent reports.

5. Consideration and adoption of accounts – Priya spoke in Esmail's absence to the report – The annual accounts are still in draft stage and will be signed off later in the year – we are still pursuing the outstanding £200k from LCC.

Agreed to adopt the draft accounts and to be signed off as stated above.

6. Appointment of Auditors – GB recommended and it was agreed to continue with Watergates for next year.

7. Appointment of Individual Members- Esmail Esmail and Sumiyah Ravat – Agreed as Individual Members.

8. Appointment of Directors – Priya clarified the criteria for standing as a Director – i.e. Member of the HCA for 1 year or more to qualify. Andrew Walton from LD&TC was nominated and agreed to be taken forward as a co-opted member at the first GB meeting in November.

Iris concluded the formal meeting by thanking everyone for their contribution and Priya introduced the second stage of the AGM as stated under tem 4 above.

HCA/HC Annual Report (2016) – Introduction & Welcome!

Firstly, a big welcome to you all at this Annual General Meeting and also, to those who will be reading this Report over the coming days, weeks and months. Nearly 6 years on since we achieved our 'political independence', our journey to our 'economic independence' has continued, albeit it's been a very challenging year!

The city mayor's unwarranted and determined attack on not just our Centre but the wider Highfields community has not only strengthened our collective resolve to continue providing the wide range of lifelong learning and community development services associated with this Centre but also, to continue providing a leadership role in the area's regeneration. Our successes over the last year have included the following:

1. We've put on 4218 activity sessions in 2015
2. Nearly 67,000 people attended these sessions during 2015, averaging 16 people per session
3. Open to the public 7 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 58% Asian, 12% African/Caribbean, 28% White and 2% Other and reflected in its people usage pattern, with 74% Asian, 16% African/Caribbean, 4% White and 6% Other

5. 98% of our users said they would continue to use HCA's services
6. 91% of our users said HCA's services were excellent to good
7. 97% of our users said they'd recommend our services to their friends, family, etc
8. Unwarranted loss of £527,000 LCC funding resulted in only 3 part time staff being made voluntarily redundant, with the other 24 staff agreeing to continue in post on reduced hours and salaries
9. Renewed our accreditation with Social Enterprise Mark, Investors in People, Matrix, Advice Quality Standard, Office of the Immigration Services Commissioner, Information Commissioner's Office and other national kite marks
10. Successful application to Power to Change for major internal capital works
11. Lead applicant to Big Lottery & EU Strategic Fund on behalf of a 12 member LLEP wide consortium
12. Contract to deliver Talent Match extended to whole of East Leicester and continued to outperform in Leicester Ageing Together services for the Elderly, both funded by Big Lottery
13. Completely redesigned our now user friendly and easily navigable website

As later on this agenda, Professor Gus John will be reporting on his review of the local authority's relationship with this Centre over the last 25 years, with particular reference to the last 6 years, I won't delay proceedings by making any comments here other than to say it's deeply worrying that the city mayor's actions have been effected without any serious scrutiny of those decisions!

However, it would be greatly remiss of me to not highlight the Centre's users, staff and governing body coming together to put into place a series of EESE (Economic, Effective, Successional and Extendable) measures to enable us to continue providing the much needed and valued lifelong learning and community development services. We've achieved this, as mentioned above, with only three part time staff members being made voluntarily redundant but with all of the other staff taking a voluntary reduction in their pay and conditions of service. This level of commitment is unheard of and I'm sure we'd like to take this opportunity to thank the staff 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 to be reflected in our work on the Highfields Festival, with 1075 people attending this year's Festival (held indoors for the first time) and with 98% people who attended saying the event was very good to excellent! Our recent successes as a part of local consortiums to draw down national funding for the Talent Match and Ageing Together programmes testify to our continuing ability to identify and provide these much needed new services, as well as a reflection of our collective and extensive knowledge, expertise and successful track record in service delivery. 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!



Highfields Festival (August 2016)

As in previous years, the Centre's staff, users and the local communities have been particularly grateful for the dedicated support and commitment of its Governing Body and especially, its Executive Committee. Their engagement with the new challenges in our quest for economic independence has been exemplary. Again, as per last year, 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 to the Premises Team for keeping the expanded building safe and clean. We would also take this opportunity to thank all our other staff, users, colleagues and friends (from near and far) for their invaluable support and encouragement over the last year and we look forward to working with you all in the coming year to not only benefit our Centre users but also, the wider Highfields community and indeed, the city and county wide residents.

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

With all good wishes.

Priya Thamotheram,

Senior Joint Head of Centre.

HCA Interim Chair's Report

The pages of this year's Annual Report convey the story of the Community Association and the Centre's staff remaining pro-active in ensuring the needs of its stakeholders are being met, although in a leaner manner than is desired. The continued reduction in income caused by the impact of austerity measures or restructuring of welfare benefits continues to bear down on the communities we serve. We nonetheless have strived to keep abreast with meeting needs and ward off negative challenges.

There has been a degree of continuity in keeping with previous years: to include the annual Highfields Festival: undertaking meaningful activities with young people through Talent Match; undertaking appropriate activities with older users through our Leicester Aging Together programme; and, providing social welfare, information and advice and business development support. There has also been expansion and development both internally and externally. Internally, we have enlarged the pivotal post to create a team at the helm, whilst externally we have reconnected with the local universities to secure assistance in developing well needed and long awaited tangible activities, as well as the development of our accredited Certificate in Higher Education in Social, Welfare Advice and Guidance course. There has also been the growth of a programme of our adult learning courses to satisfy the varying individual tastes. And, for those parents needing child care, the Centre has supported the development of a facility within its parameters.

So much more is required but within the limited resources, so much has been done. Congratulations and thank you to the staff, volunteers and governing body of the Community Association.

Iris Lightfoote

HCA Interim Chair

Treasurer's Report

ACHIEVEMENT AND PERFORMANCE

Charitable activities: The achievements and performance of the charity in the year in overseeing the working of Highfields Centre has been co-terminus with discussions with other public and voluntary sector agencies about effecting new service delivery partnerships and reflected in the Association being unanimously selected by a eleven member agencies' consortium to be the lead applicant for an European Union and Big Lottery funded 'Holistic Social Inclusion' programme.

There has also been an on-going and extensive consultation with its staff, users and governing body to achieve the necessary budgetary adjustments in line with the reduced funding as well as the newer service delivery opportunities that have arisen during the year, such as the extension of our successful Talent Match programme to be delivered across the eastern part of Leicester.

Our other programmes have continued to be delivered, including the very popular Annual Certificate Presentation Evening and the Fifth Annual Highfields Festival (incorporating the Celebration of Unity and Diversity in the Community events) and the charity's leadership role as the trusted community anchor was also reflected in its unanimous appointment as the lead applicant for a major European Union funded programme.

FINANCIAL REVIEW

Reserves policy: With the local authority's funding contract being finally discontinued during the year, 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 £73,116, Programme Support Fund of £10,000 and Transforming Services Fund of £60,000.

Principal funding sources: The charity's main income had been through its contract with Leicester City Council and the £200,000 contracted income payment for 2014/15 has now been retrospectively withdrawn.

The Association's trustees have pursued the non-payment through the Council's relevant Scrutiny Commission but this had proved unfruitful. The impact of not receiving this funding has adversely impacted the level of reserves as well as the Association's financial standing in future years and the trustees have continued to carefully consider the necessary actions in relation to the non-receipt of the outstanding payment.

The deficit on activities in the year was £364,529 which includes £200,000 contracted income payment due from Leicester City Council for 2014/15 which has not been received retrospectively. The deficit also includes contracted income payment of £24,416 for the same contract for 2013/14 which has also not been received and written off as bad debt. The result is considered to be in line with the trustees' expectations, given the 'EASE' measures effected in the year in response to the local authority's decision to discontinue its contracted funding for services at Highfields Centre.

FUTURE DEVELOPMENTS; 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 a successful consortia funding application and work with three other potential funding consortia.

With over 44 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 and its appointment as the possible lead member of a new European Union funding linked consortia.

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

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.

Esmail Esmail
HCA Treasurer

Highlights 2015/2016



HCA Youth Sessions – January 2016



Diabetes UK February 2016



Summer Activities July 2016



Youth work Presentation August 2016



SWAG Course August 2016



Highfields Music Project – August 2016



Staff Training - March 2016



Leicester Ageing Together – Elders Project October 2016

Joint Head of Centre's Report - Business Support & Business Development Service:

Introduction:

Business support and business development delivery at the centre over the past 12 months has been a mixture of challenges and opportunities. However, on the balance of probabilities, the direction taken will position HC in a very strong position going forward.

Business Support:

In the absence of public sector and European funding, changes had to be made in the provision of business support and wider business development at the Centre. The luxury of delivering various start up workshops, theme seminars and in-depth 1-2-1 business support provision at zero cost had to come to an end.

We introduced various business support packages at a cost. The reality is that demand has been relatively low. The absence of Government grant funding to encourage start-ups and SME growth has not been forthcoming. It has been further worsened by BREXIT, as most of the business support projects are part financed from Europe. Only last week, PERA Consulting Ltd charged with a major European project to be launched, went into administration. However, Leicester City Council will be launching a major funding pot to support businesses and enterprise as a whole. We are hoping this will boost business activity and a route for the Centre to generate commercial income through various and increased client delivery.

Business Development:

In light of the changing business support landscape, we had to change our strategy and look at the wider centre business development. And true, we had lost £527K Leicester City Council funding, the delivery of adult classes and removal of the under 5's pre-school. We had to move fast to close the gaps and below are some of the initiatives undertaken to maintain provision and as a route to generate income.

- Putting out various tenders for available space, leading to the under 5's facilities being taken up by Daisies Childcare Ltd. Other tenants on various short and medium term arrangements have also taken up space as a result.
- Collaborative partnerships with two of the City based Universities. De Montfort square project runs a Wednesday PM IT class for beginners, diabetes risk assessment and a home work support club for GCSE students is due to begin very shortly. Leicester University's outreach youth focused project will commence in November.
- Collaborative partnerships with South Leicestershire, Loughborough and Leicester colleges. As a result, three funding proposals around business enterprise, leadership and management and support for the unemployed are currently being considered by the Skills Funding Agency for over £150K.
- Partnership work with a Leicester based private training company, leading to us taking a marketing apprentice and support in the development of the Centre's new website. We are currently considering a joint proposal to work in the delivery of a European Social Fund project to support young people not in employment, education and training.
- Supporting the Centre in writing a business plan leading to a successful £300K power to change application. We have also developed a business plan for the commercial delivery of immigration services.
- Identified and supporting various bids to trusts and foundations to continue and widen the scope of our offer. We were unsuccessful with a £40K comic relief proposal. We are in the second stage of a £109K Children in Need proposal.

Going forward:

Consolidating our gains of the last 12 months and multiplying our efforts going forward will be a key priority. We will push on our commercial business support delivery, continuously identifying and sourcing new local,

regional and national partners in our efforts to develop the work we do and for the long term sustainability and viability of the centre.

Alfred Bawak, Joint Head of Centre (CADCAT)

Joint Head of Centre's (IAG & SACYP) Report

It's been a tough year for the voluntary sector, with increasing demand for services combined with a reduction in funding to meet this demand. This has meant that we have had to concentrate our efforts on the delivery of our aims and objectives and not allow the lack of funds to divert us from this. Being one of three joint head of centres has also been a steep learning curve, bringing in change, managing staff and delivering services.

Delivery of services and activities

Information, Advice and Guidance

We have continued to successfully work with clients and have provided IAG support, assisting beneficiaries to look for suitable volunteering, training opportunities and help with job search. Many clients who have engaged in the programme have completed various training courses, as well as secured employment in education, retail, catering, and security.

Talent Match

Talent Match is a Big Lottery funded scheme, which aims to help those NEET young people aged 18 – 24 who are struggling to find career opportunities. This year, we have worked with over 70 young people. Our IAG advisors and youth workers support young people, providing practical support and encouragement in finding suitable training and work opportunities.

Leicester Ageing Together Programme.

A Big Lottery funded programme, working with 16 partner organisation to reduce social isolation for the over 50's within Belgrave, Evington, Thurncourt, Spinney Hills and Wycliffe wards. We have supported 40 elders year, exceeding our annual target.

Leicester Youth Consortia

Regular youth sessions take place at the Centre, where young people are supported by youth workers participating in social and recreational activities to deal with social, environmental and health issues.

Since taking up the role of joint head of centre I have worked closely with staff delivering these services and have regularly attended partner and delivery meetings maintaining links with partner organisations, addressing common concerns and sharing best practice.

Partnership working

We have continued working with partner organisations and have also established links with the two Leicester universities. This collaboration work has been very fruitful, with the introduction of new services delivered within the Centre.

Funding

On the financial side, you will read in this report that we did not increase our income as planned this year and, in fact, it fell slightly. We are therefore reviewing and strengthening our fundraising capabilities and strategies during the Management Team and GB strategic review day and have created an action plan with a particular focus in doing this.

Disclosure and Barring Service

A review of current practices and procedures have taken place and we are now renewing all DBS checks for staff and volunteers working closely with children, young people and vulnerable adults.

HCA website

Our 6th Highfields Festival saw the launch of our much awaited new website, bringing visitors up to date information on services and activities, together with the ability for users to make direct enquiries, comments and suggestions.

Social Media

Like many organisations, we too have implemented the use of social media to routinely include training opportunities, advertise and reporting our success. During the year, we have gained 270 Twitter followers and 1411 Facebook likes and over 11,000 people reached.

Volunteering

We have this year also introduced our volunteering programme. Volunteers during this year have had the opportunity to work within the different departments providing help through various office, admin and day-to-day delivery of project work. Their contributions have been invaluable and we thank them enormously.

Our core achievement

The overall picture I can report, therefore, is an organisation that has achieved significantly more for people with less income, and embarked on a brave and more focused strategy to support these people who are living in some of the most vulnerable situations.

Together we change lives

Together, we make a difference to those who live in poverty. We remain steadfast in our determination to be ambitious for the most disadvantaged and to give them the greatest possible chance in life.

I am sure that it will be another busy year and I'm confident that with our users at the heart of everything we do, we will continue to build and strengthen the Centre and service delivery. To all these users, supporters, volunteers, staff and directors: my thanks and gratitude goes out to you for all that has been achieved this year.

Furzana Khalifa

Joint Head of Centre (SACYP)

COMMUNITY SERVICES

Welcome to this year's annual report for 2016 on behalf of the Community Services Team.

We are now in to our sixth year of Independence and unfortunately this year, we have faced a very difficult and challenging time for the Centre and staff.

However, we do have some very positive stories to tell throughout the staff report, and indeed we have ended on a very exciting and positive note with the successful outcome to our Power to Change bid - see Joint Heads of Centre's reports for more on this exciting news!

We made reference in last year's report to the measures we had taken to enable the Centre to continue to deliver the excellent services offered throughout the year, and in spite of these cuts and various challenges placed upon us, we still continue to provide excellent services in many areas of our work. However, we had to take a fourth round of measures commencing 1st January 2016, with some of the toughest decisions taken so far.

Staffing – As a result of the fourth round of measures, we had to lose two of our part-time receptionists, Abdul Lorgat and Rafik Abdulla through voluntary redundancies and we would like to take this opportunity to thank them both for their commitment and loyalty throughout the difficult period for the Centre.

On a positive note, we have managed to keep our very loyal staff team of Linda Castanha, Ahmed Osman, Shabir Sidat, Sukhvinder Singh, and Pat Gardner, with occasional casual support from Rafik and Shenaz

Abdulla and various volunteers throughout the year (too many to mention). This reduced team works very hard to keep the premises open, safe, clean and inviting, so we're able to deliver the same standard of service provision that the Centre has always been proud to offer throughout the year.

Building / Refurbishment – This is one area that we are all excited about, as we finally get to upgrade our old site, including the main hall, kitchen, Bena Balunda lounge, some modifications to our sports hall to enable the Centre to hold much larger events and to re-site H-Cafe in a much more favourable location on the ground floor.

We will be posting regular updates on our new web site, as well as displaying information around the building. Unfortunately, there will be a 2 – 3 month period of some disruption, including no bookings for venue hire until after Easter, but we are assured that it will be worth it in the end.

We have also managed to give the main hall, kitchen, lounge and toilets (old site) an inexpensive face lift which has brightened up the area, including the replacement of the back stage curtains and this has been very welcomed by our service users.

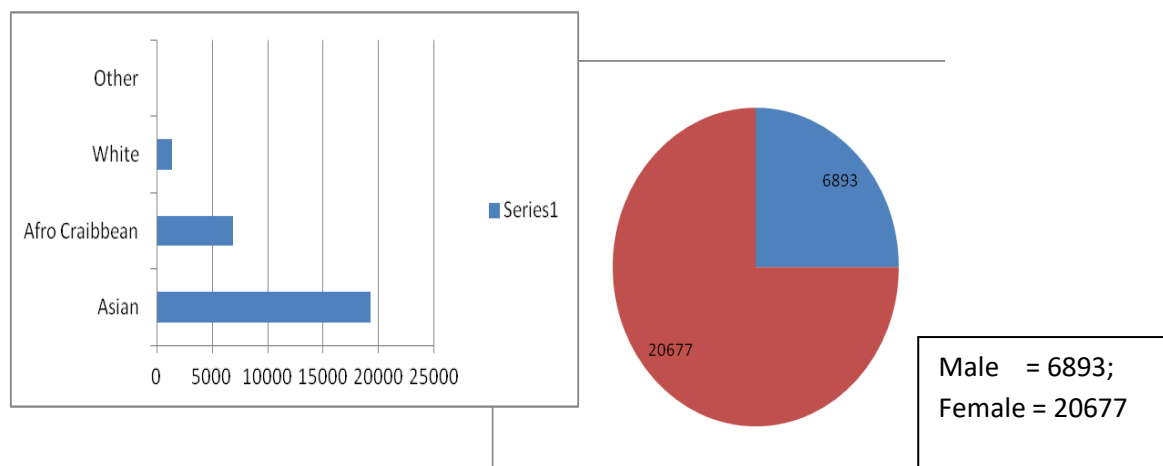
Affiliations – HCA's membership continues to maintain a wide range of community organisations that represent the local community and area and currently stands at 35 groups in total.

However, we are always looking to increase our membership and would love to see more organisations coming forward to join our Centre and have a voice on many issues, including why local people in Highfields are having their services removed from their doorsteps.

Membership - The Centre has introduced a new individual membership scheme for all service users from 1st October this year. Please enquire at the main reception for further information and registration form.

Statistics – This year's statistics cover January 1st to 31st December 2015 and shows once again that the Community Department has achieved well over the 100% target of 20,000 service users by reaching 27570 – see charts below.

Total Number of Participants for the period of 1st January to 31st December 2015 highlighting the ethnicity and gender breakdown.



We continue to open 7 days a week for 46 weeks of the year with some minor changes to our opening and closing times and in line with our programme of activities. We also continue to support all reasonable requests for venue hire outside of these times (staffing permitted).

The total number of hours opened to the public for normal activities is 2,944 a year (64hrs/week) and currently, we are open to the public for 322 days per year.

In conclusion, we have had a very difficult year, but that's now behind us, we will start the year on a very positive note, and continue with our committed staff team, as well as the continued excellent support of our governing body, who firmly believe that we will grow from strength to strength to deliver excellent service provision on the doorstep for our local community.

The Centre is open for business as normal and we will continue to give out this message to all our service users and the local people of Highfields.

May I take this opportunity of thanking all the staff, HCA Governing Body and especially all of my own staff team who have continued to work through the most difficult and challenging year and look forward to a more positive year ahead in 2017.

Pat Gardner

Deputy Head of Centre (Community Services & Finance)

Sports , Arts Children & Young People Services

1. Young People's Sessions

The Youth sessions were set up to provide young people access to educational and recreational activities to improve their well-being and support both their personal and social development. The youth team have had an extremely busy year providing a range of informal educational activities and opportunities to help young people learn more about themselves and the community they live in. From November 2015 through to January 2016, we worked with Akshay Sharma aka My Shay and Aaron Hira from Clarence Street Studios who delivered an Act4Change Project. This inspired young people through Music to explore what has influenced and shaped them as they have grown up in Highfields. We also worked in collaboration with Bigfrroductions & Synchronicity to deliver a 12-week music programme which culminated in the young people delivering a spectacular performance on the main stage at the Highfields Festival. Both projects proved to be a huge success, with the young people wanting to engage in more music orientating projects.

The numbers within the girls group have increased from 10 individuals attending regularly to now 20 plus girls coming to each session. The young women enjoy a range of different activities to participate in each week and the staff have found it extremely challenging to keep them engaged with generic youth activities. To address this, we have worked with organisations such as the Curve and Leicester Museums which enabled the young people to go out and see exhibitions and a theatre production. This has been very educational for the young women which we hope to continue.

Currently, we are delivering mixed sessions on Monday and Friday evenings and a female only session on Saturday afternoons.



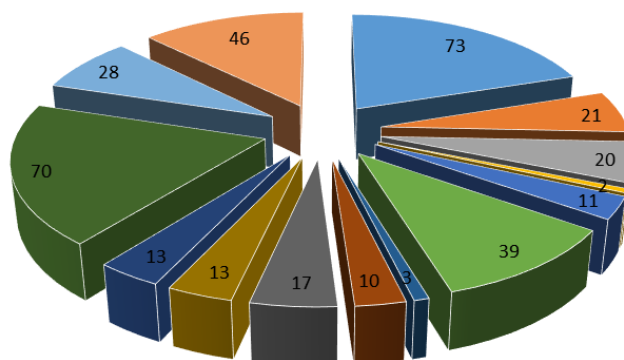
2. Talent Match

Talent Match Highfields which is a Lotteries funded project to work with long term unemployed aged 18 – 24 years is now in its 3rd year of delivery and has undergone a number of changes. From October 2015, the Talent Match partnership which is led by Princes Trust went through a restructuring process which resulted in a number of organisations being cut from the partnership. The restructured Talent Match

partnership consisted of Highfields based in the East and B-inspired based in the West, both providing Initial community engagement, IAG case loading, assessment and ongoing reviews for young people.

Pedestrian providing management of the Talent Match Team which included co-ordination and management of City outreach, recruitment and events. Seed provides a City Centre Base to be used as an access and co-ordination of all partnership progression activities. With Furzana Khalifa and Aiyub Zamakda joining the existing HC team, this new way of working within an Information Advice and Guidance model as opposed to the previous youth work model has been extremely challenging, as the outputs for the new contract have been very high. However and with the huge changes, the team has still been able to achieve the following outputs which meet and in some areas over achieve the requirements of the contract.

Talent Match Outputs (Jan - September 2016)



- No of young people signed up to Talent Match - 73
- No of young people securing employment (inc New Step-up grant) - 21
- No of young people securing sustained employment (at least 6 months) (inc New Step-up grant) - 20
- No of young people securing self employment/enterprise - 2
- No of young people undertaking work placement - 11
- No of young people undertaking basic skills training opportunities (PSD) - 39
- No of young people into apprenticeships - 3
- No of young people into formal education - 10
- No of young people who receive peer mentoring - 17
- No of young people undertaking volunteering - 13
- No of young people regularly undertaking volunteering - 13
- Total Young people engagement - 70
- No of young people who were previously classed as "hidden" - 28
- No of young people engaged regularly - 46

3. Highfields Festival

For the sixth consecutive year, the Highfields Festival took place at Highfields Centre on Saturday 13th August between 11am and 5pm.

This year's Festival was located indoors and it proved to be a joyous and entertaining event, with over 1,000 people attending throughout the day. The event was free and the activities and taster sessions for children, young people, adults and elders were fully enjoyed by all participants, with 98% of attendees evaluating the event as very good to excellent - indeed, 76% stated it was excellent.

The Centre's Main Hall stage featured some scintillating live performances by our regular and popular local artists and the finale showcased the Highfields Centre Music Project's young performers who received a well-deserved and rapturous applause for their spirited rendering of their self-produced music and songs which highlighted the Festival's theme of 'Celebrating Diversity and Unity in our Community'. Various information and community stalls, together with the tasty Asian and African-Caribbean cuisine food helped to provide the mental and physical nourishment for all attendees!

Jon Ashworth, Leicester South MP who attended on the day said the Festival was another example of the excellent work conducted by Highfields Centre and hoped that its work would be supported by all the major funding agencies in this city.

Festival attendees also said:

“It was an excellent event, especially because it went ahead when faced with all the challenges!”

“It was excellent and very welcoming to everybody and hope you do it again.”

“It was excellent and very friendly and great to see local communities sharing their talents, with great opportunities to see and enjoy Highfields Centre.”

4. H-Café

H-café has a seating area for up to 24 customers which is linked to a top of the range commercial kitchen. From October 2015 to January 2016 H-cafe supported the Elders session by providing nutritional hot meals for all the groups. The hot meals have been extremely popular with the Elders and with the new catering staff, we have been able to resume this service as of September 2016.

5. Summer Sports Activities 2016

We delivered our popular summer sports activities programme which ran from 10am – 1pm for 4 weeks, commencing 18th July. It consisted of numerous challenging yet fun methods and interventions, utilising traditional and recreational sports. There was in total 64 young people registered onto the Centre’s Gladstone system and regular attendance of approximately 35 – 40 young people throughout the scheme. The scheme was funded entirely by Highfields Community Association.

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

Jay Patel

Senior Worker - Sports, Arts, Children and Young Peoples Services

Sports and Health

It is our responsibility to provide a quality service which aims to meet the sports and health needs of the local community and to develop opportunities to increase participation in sports at all levels and all ages.

Sports Team.

The sport’s team structure has changed due to LCC funding cuts. It consists of 2 part time sports workers (Jeff Simon and Sheridan Gore).

The team is extremely passionate in working with diverse groups (age, ethnicity, gender, special needs) within the community.

Leicester Ageing Together.

Due to successful funding from Leicester Ageing Together, the elderly sessions are run for 3 days a week. It started in October 2015 and still running strong.

Leicester City F.C.

LCFC have set up a satellite hub which started in October 2015, and still continuing with the hub at HCA.

Summer Sports Activities.

HCA held a 4 week summer sports scheme for 8 to 14 year olds. The scheme was well attended by boys and girls.

The facilities

The Abdul Osman Sports Hall has 4 badminton courts. The hall caters for various sporting activities such as; basketball, football, badminton, soft tennis, netball, cricket, netball etc. We also have a state of the art

Fitness suite with air conditioning plus sauna, big screen TV and built in audio sound. The suite contains a mixture of 17 cardiovascular stations and resistance machines, with dumb bells allowing for free weights training.

A state of the art aerobics and dance studio, with sprung floor and front mirrored wall and built in audio sound and air conditioning. The services which can be delivered in the studio include aerobics, yoga, dance, boxing, judo, karate, etc.

Gym sessions have been continued, including inductions, membership, women only sessions and advice and information on health and wellbeing. Work with clients age 14 and upwards has increased, with each user being inducted into the gym. Private hire is available to affiliated groups with an instructor.

Our highlights over the last year have included the following:

Highfields Festival

This year's 6th consecutive festival was held inside the Centre. The sports team, including volunteers provided an opportunity for all to participate in different sports activities. Competitions were staged throughout the day for both able & disabled people.

Elders Project

The sports team started working with the elderly group from March 2013. This project is continuing to be an excellent development and one that will continue to expand. All the group members enjoy their weekly exercise and workshops'. This includes IT training, Arts & Crafts, plant pot making and visits from a bereavement counsellor, Fire & Police. The group has grown in number and has been successful with other partner agencies in securing Lottery funding from April 2015, resulting in the sessions being extended to 3 days a week for 4 years.



Highfields Summer Festival - August 2016



Highfields Elders' Group – August 2016

Jeff Simon
Sports Development Worker

Highfields Centre Adult Learning and Advice Services

It has been a challenging time for us all over the last year as we have been trying to establish a vibrant programme of classes and activities to meet local needs and aspirations. We have developed successful partnerships and have established a range of adult learning courses that we are continuing to run at the Centre.

Through a positive partnership agreement with the Workers' Education Association, we are offering a range of courses, including English for Speakers of Other Languages at Entry Levels 1 to 3, Beginners Computing at Entry 3, OCR Clait, Garment Making for Beginners, Life in Leicester and Complementary Therapies.

We have developed and offered a range of courses and programmes to help people to develop their confidence and employability skills. This has been possible for us through successful funding applications made by us to the Neighbourhood Learning in Deprived Communities' funding stream.

Programmes aimed at developing confidence, job search skills with language support, business and administration skills with volunteer placement and weekly Work Club sessions have been offered to help individuals on their journeys back in to employment.

Working in partnership with Leicester University, we have devised a unique Social Welfare, Advice and Guidance course at Certificate of Higher Education level. The course is designed to provide a thorough grounding and appropriate training for paid and voluntary advice and guidance workers and others interested or involved in providing advice on welfare matters or information and guidance.

The course has been re-designed and builds on the successful Certificate in Advice Work course that we had been delivering at the Centre for 17 years. Our committed tutors have worked extremely hard to re-design the course modules, so that it remains relevant to the changes taking place in welfare reform and in order for it to be relevant for the employment sector.

Currently, we are recruiting learners for the course that is planned to start on 12th January 2017. We would particularly like to hear from volunteers or anyone interested in developing their skills in the Advice sector to make contact with us at the earliest, in order that we can provide further information and guidance about how to enrol on this hugely rewarding University course delivered at Highfields Centre.

Our application to be included on the Skills Funding Agency register has been approved and we are waiting for suitable funding opportunities, so that we can submit our application to provide additional Adult Learning and Skills Development opportunities.

Information, Advice and Guidance

We have continued to offer structured information, advice and guidance sessions for clients to help them make informed decisions around training and employment opportunities. Our specialist Personal Advisor (Furzana Khalifa) is able to help with a range of services to include:

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

We are also providing support to the Talent Match scheme aimed at 18-24 years. The scheme is targeted towards young people who have been unemployed for over 12 months and are not in education, training or employment. There is a weekly drop in session for young people at the Centre when both Furzana and I attend to register clients and to prepare action plans, so that we can support clients to develop their skills, experience of work through volunteer placement or paid work experience through schemes such as Step-Up offered by Leicester City Council or specialist pathways.

Highfields Centre Advice Service

Independent Advice Services are a vital part of a democratic society, enabling people to exercise their rights and responsibilities through advice, information, support and referral where necessary. Our Advice Officer, Yasmin Nathani provides a range of advice, covering welfare benefits, housing, immigration, debt and general advice and as usual, we have had a very busy year with a lot of positive outcomes for our clients.

Over the last twelve months, we have provided support to 972 people and dealt with 1387 enquiries. On behalf of our clients, we have generated a total of £342,605. Additionally we managed to get 22 Indefinite Leave to Remain, 21 Residence Cards, 6 Nationalities and 13 Passports. Most of the queries we have dealt with have been related to welfare benefits, immigration, housing and council tax.

We have continued to adhere to the policies and procedures set out by the Advice Quality Standard (AQS), MATRIX and Office of the Immigration Services Commissioner (OISC) and in relation to the forthcoming re-assessment for the AQS quality mark in November 2016, we are confident we will be successful yet again.

Over the last year and with HCA's generous support, we have been operating our Advice service on a reduced level due to the removal of funding from the city council. However, we are still continuing to provide a much needed service and are exploring funding opportunities and contributing to discussions on the Review of Advice Services currently undertaken by the city council. We provide a unique locally based service and take the view that it needs to be adequately resourced to meet the growing local needs.

We are grateful to the staff team for the commitment they have shown to ensure that services continue to be delivered, albeit on a reduced scale. Given local needs and our track record in delivering good quality services, we are well placed to apply for and hopefully secure much needed funds to ensure that we continue to serve the local people with services they need and value.

Aiyub Zamakda, Senior Worker (Adult Services)

Affiliated Groups 2015/16

Name Of the Organisation	Rep on HCA
ACTIVE YOUTH	TEJ PATEL
AL ISLAMIA INSTITUTE FOR EDUCATION	ZUBAIR KOLA
ALZHEIMER'S SOCIETY	SARA LOVETT
ANSAAR	NAIM RAZAK
BHANGRABLAZE	KIRIT THAKORE
BMD MANDAL	HARISH S PATEL
BODY BUILDING	ASHOK BHANNA
BUSINESS 2 BUSINESS	VARSHA PATEL
CUTCHI SUNNI MUSLIM ASSOCIATION (CSMA)	A MOTI
EMPOWER YOUTH ACADEMY	FASIH KHAN
ENHANCING QUALIFICATIONS & SOCIAL DEVELOPMENT	TIRATHPAL NAUTE
GRASSHOPPERS CHESS CLUB	ROLAND GRAF
GREATER NOAKHALI	SHAHID ULLAH KHAN
HIGHFIELDS BUSINESS ASSOCIATION (H-BA)	RAFIQUE PATEL
IQRA TRUST	ABDUL OSMAN

LEIC MEDWAY EDUCATION TRUST	MANSUR AHMED
LEICESTER & DISTRICT TRADES COUNCIL	ANDREW WALTON
LEICESTER CARIBBEAN CRICKET CLUB	GEORGE MARTIN
LEICESTER CIVIL RIGHTSMOVEMENT	SIBONGILE MPFOU
MANDHATA SENIOR CITIZENS	D.P. PATEL
MYO	SULAYMAAN SIDAT
NEVIS DEVELOPMENT ASSOCIATION	SYL JEFFERS
NEW TESTAMENT CHURCH OF GOD (THE LIGHTHOUSE)	RICHARD MITCHELL
RIYADH YOUTH ORGNANISATION	AYAZ GHUMRA
ROSEMINAS OUTRECH PROJECT	ROSEMINA GAFFAR ISMAIL
SAFE WITH SPORTS	HAROON LAMBAT
SHAMA WOMENS CENTRE	KHUDEJA SHARIF
SOMALI DEVELOPMENT SERVICES (SDS)	ABDI RAZAK
SRI LANKA ISLAMIC FORUM UK - LEICESTER	MOHAMED HAMZATH
ST PETERS & STOUGHTON STREET TENANTS & RESIDENTS	EBRAHIM JASAT
THE RACE EQUALITY CENTRE (TREC)	IRIS LIGHTFOOTE
VHP	S PATEL
VIKING INTERNATIONAL YOUTH CLUB	WINIFRED TAYLOR
WARRIORS BASKET BALL	KARL BROWN
Z FITNESS	ZEE NASSER
Individual Membership	
Esmail Mohamed Joosab Esmail	
Naeem Akhtar	

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2016

	Notes	Unrestricted funds £	Restricted funds £	31/3/16 Total funds £	31/3/15 Total funds £
INCOMING RESOURCES					
Incoming resources from generated funds					
Activities for generating funds	2	763	-	763	1,333
Investment income	3	3	-	3	90
Incoming resources from charitable activities					
Incoming resources from charitable activities	4	81,884	238,171	320,055	710,037
Total incoming resources		82,650	238,171	320,821	711,460
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	5	381	-	381	749
Charitable activities					
Costs of charitable activities	6	213,691	468,038	681,729	625,046
Governance costs	8	3,240	-	3,240	168,600
Total resources expended		217,312	468,038	685,350	794,395
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
		(134,662)	(229,867)	(364,529)	(82,935)
Gross transfers between funds	15	23,682	(23,682)	-	-
Net incoming/(outgoing) resources		(110,980)	(253,549)	(364,529)	(82,935)
RECONCILIATION OF FUNDS					
Total funds brought forward		279,365	309,064	588,429	671,364
TOTAL FUNDS CARRIED FORWARD		168,385	55,515	223,900	588,429

BALANCE SHEET
AT 31ST MARCH 2016

	Notes	Unrestricted funds £	Restricted funds £	31/3/16 Total funds £	31/3/15 Total funds £
FIXED ASSETS					
Tangible assets	12	9,944	18,730	28,674	38,632
CURRENT ASSETS					
Debtors	13	14,593	40,508	55,101	319,485
Cash at bank and in hand		213,243	(3,583)	209,660	440,908
		<u>227,836</u>	<u>36,925</u>	<u>264,761</u>	<u>760,393</u>
CREDITORS					
Amounts falling due within one year	14	(15,395)	(140)	(15,535)	(48,596)
NET CURRENT ASSETS		<u>212,441</u>	<u>36,785</u>	<u>249,226</u>	<u>711,797</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		222,385	55,515	277,900	750,429
PENSION LIABILITY	16	(54,000)	-	(54,000)	(162,000)
NET ASSETS		<u>168,385</u>	<u>55,515</u>	<u>223,900</u>	<u>588,429</u>
FUNDS	15				
Unrestricted funds				168,385	279,365
Restricted funds				55,515	309,064
TOTAL FUNDS				<u>223,900</u>	<u>588,429</u>

Highfields Centre – 2015 User & Staff Profile

The Centre's ethos of serving all sections of the local community is brilliantly supported by our 2015 user and staff statistics, with the key findings as follows:

- Users: Male = 41% Female = 59%
- Users: Asian = 74%; African/Caribbean = 16%; White = 4%; Other = 6%
- Nearly 67,000 users have attended various activities and events at HC in 2015
- Staff = 6 males & 21 females, with 63% Asian, 26% African/Caribbean & 11% White.

		HCA Managed Services	LCC Managed Services	Total	%
Number of Sessions		3241	977	4218	16 people/ session
Participant Number		55363	11571	66934	100
Participant Gender	Male	23865	3293	27158	41
	Female	31498	8278	39776	59
Participant Ethnicity	Asian	40869	9074	49943	74
	Afr/AC	10068	458	10526	16
	White	2300	367	2667	4
	Other	2126	1672	3798	6
Volunteer Number		29	8	37	100
Volunteer Gender	Male	14	1	15	41
	Female	15	7	22	59
Volunteer Ethnicity	Asian	27	6	33	89
	Afr/AC	2	1	3	8
	White	0	0	0	0
	Other	0	1	1	3
Staff Number	FT	6	1	7	100
	PT	21	32	53	
Staff Gender	Male	15	3	18	30
	Female	12	30	42	70
Staff Ethnicity	Asian	17 (63%)	18	35	58
	Afr/AC	7 (26%)	0	7	12
	White	3 (11%)	14	17	28
	Other	0	1	1	2