

# ANNUAL REPORT 2017



**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, 6.00pm, Friday 13<sup>th</sup> October 2017**

You are warmly invited to HCA's 2017 Annual General Meeting.

### **Agenda**

1. Registration
2. Apologies
3. Approval of the minutes of the Annual General Meeting of HCA held on 14<sup>th</sup> October 2016 (available at the AGM) and any matters arising.
4. Consideration and adoption of an Annual Report for the period ending 31 August 2017 (available at the AGM).
5. Consideration and adoption of the draft accounts of HCA for the year ending 31 March 2017 (available at the AGM).
6. Appointment of auditors and fixing of their remuneration  
The HCA Board (Governing Body) recommends that the current auditors (Watergates Ltd) be appointed for the forthcoming year.
7. Appointment of Individual Members' representatives (see below)
8. Appointment of Directors (see below)

The AGM will be followed by our guest speaker, Dr Carlton Howson (Senior Lecturer, De Montfort University) who will be speaking on *Youth as catalyst for change – Working within and outside the confines of state initiated structures: participation and empowerment as key cornerstones of engagement.*

## **HIGHFIELDS COMMUNITY ASSOCIATION: ANNUAL GENERAL MEETING – 14<sup>th</sup> October 2016**

**Present:** As per attendance list.

**Welcome and Apologies:** Iris opened the meeting and welcomed all in attendance and introduced our guest speakers for this year's AGM, Professor Gus John and Cathy Stancer (Lankelly Chase).

Apologies:- Mark Mizzen, Tirathpal Naute, Syl Jeffers, Alison Birch, Cllrs. Patrick Kitterick & Abdul Osman, Professor Clive Marsh (Leicester University).

1. **Minutes of last meeting 16<sup>th</sup> October 2015 –** Agreed as an accurate record – S. Patel VHP.
2. **Matters arising:** None
3. **Consideration and adoption of Annual Staff Report –** Priya talked to the report outlining some of the following salient points:-
  - External Funding Bids –

Power to Change (P2C) - successful award of £300k to upgrade the old site and to modify the sports hall to enable a much larger space for venue hire at weekends, including relocation of H-Cafe to ground floor (outward facing), new entrance from the back of the building to the sports hall, etc.

Skills Funding Agency (SFA) – successful award of £200k to take the lead in working work with small/medium businesses across the area

MEP – unsuccessful bid for the consortium – 12 agencies very disappointed with this outcome

Priya talked about the drive for the Centre being focussed on generating income in order to build back up to full strength, following the city mayor's decision to cut all LCC funding to the Centre.

- Membership - The introduction of a new HCA annual individual membership commencing 1<sup>st</sup> October 2016 for all service users to be phased through the various areas of the Centre's programmes.
- Programme – Priya briefly spoke about the excellent work that's being delivered across the Centre, with particular reference to the successful Talent Match Programme, Job Club, Advice Work, including the new SWAG course due to start in January 2017, Youth Work, Summer Scheme, the re-building of the adult programme and the very successful Highfields Festival.

Priya commended the annual Staff Report to the AGM.

Rafique Patel - This was an excellent report given the massive reduction of funding to the Centre yet still showing a footfall of 67000 service users throughout the year, this is a credit to the organisation and staff at the Centre. The news of the successful P2C bid should pave the way to increase further opportunities to generate income and continue to grow from strength to strength.

Barry Dufour - Can't understand the city mayor's action, especially from my perspective as one of the volunteers delivering the food bank from the Centre and from my observations, we are in an excellent Centre providing excellent services at local level.

The report was noted and the staff were commended for their excellent work.

- 4. Consideration and adoption of accounts** – Esmail presented the written report and spoke briefly to the report outlining the difficulties the Centre has faced since the decision to cut all funding from LCC. Esmail thanked the staff and GB for their co-operation in working through the EESE measures that had been put in place over the last year and recognising that it had not been an easy time but we have come through this very difficult period and we look forward to the future, particularly with the successful outcome of the P2C bid. 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 first guest speaker, Professor Gus John (International Consultant & Executive Coach) to speak to his soon to be published report on Leicester City Council's relationship with HCA.

Professor Gus John spoke about his relationship and background with Leicester City and in particular his involvement and connection with the Highfields Centre before going on to give his presentation on his soon to be published report.

Professor John was followed directly by our second guest speaker for the evening, Cathy Stancer (Director, Equalities and Rights, Lankelly Chase) speaking about Lankelly Chase's work in supporting multiple and severely disadvantaged communities.

Iris invited any questions/observations from what she described as the two excellent presentations.

The following points/observations were raised and discussed briefly:-

- The role of the local councillors – politicians need to be acting on behalf of their constituents and not taking the local community for granted at 'voting' periods only
- The role of the local MP – the withdrawal of over £500k taken from the very heart of one of the most highly deprived areas of the city – should be raising this issue with the local authority
- LCC should be supporting the local community to deliver excellent services from their funds
- Inequalities of the BME communities around the serious issues of mental health
- Clarifying of what happens to the report once published – HCA GB to use the report to open up the wider issues through potential funding bodies, and using all means of engagement with the local community through, churches, mosques, local businesses, other local agencies etc.
- Daisies Nursery – My observation from the last six months of running the early years at the Centre is the Centre is doing extremely well with a fully committed staff team and do you need the LCC?

Iris closed the meeting and thanked everyone for their attendance with a special thank you to our two distinguished guests for their invaluable presentations at the AGM.

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### **HCA/HC Annual Report (2017) – 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 7 years on since we achieved our 'political independence', our journey to our 'economic independence' has continued, 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 2368 activity sessions in 2016
2. Nearly 57,000 people attended these sessions during 2016, averaging 24 people per session
3. Open to the public 6 days per week over 326 days per year, with additional days usage by special arrangement
4. Highfields Centre's pioneering community cohesion work resulted in it championing 'Celebrating Diversity and Unity in the Community', long before it became common parlance in both local and national discourse and reflected in both its staffing and

usage figures, with HCA staff comprising last year of 58% Asian, 37% African/Caribbean and 5% White and reflected in its people usage pattern, with 85% Asian, 11% African/Caribbean, 2% 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 and to the Skills Funding Agency (Business Enterprise Skills & Adult Education)
7. Lead applicant to Big Lottery & EU Strategic Fund on behalf of a 11 member Leicester(shire) wide consortium
8. Continued to deliver Talent Match for 19 – 24 year old NEETs and Leicester Ageing Together services for the Elderly, both funded by the Big Lottery

Many of you will also be aware of the city mayor's vindictive, unwarranted and unsubstantiated actions against this Centre over the preceding three years and the review we commissioned from Professor Gus John of the local authority's relationship with this Centre over the last 25 years. The resultant report ('In Search of Good Faith' – see [here](#) ) was launched at a press conference at this Centre on 30<sup>th</sup> November 2016 and it has begun to vindicate our belief that, given the culture of fear and bullying that has been imposed on Leicester over the last 7 years, only wider exposure of these developments could lead to any serious scrutiny of those decisions!

Indeed, the publication this week of the national government's race audit of services provided through its various departments has yet again not only emphasised the role of central government departments in the continuation, if not worsening of race inequality in this country but also, of the local government and other major public sector agencies' role in contributing to that situation. Leicester is no exception to this and in spite of some drastic cuts to various of its services, it has been able to spend well over a million pounds in the last few years on what the Council has termed infrastructure projects, with not a penny of it spent in the most 'black' populated area in Leicester, the Highfields. Thus, the lack of democratic scrutiny and the worsening race inequality in this city are two major tasks we'll need to continue working on over the coming year.

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 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, 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!



*Professor Gus John's presentation at Localism Commission panel hearing (September 2017)*

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 completion of the major building works and the resultant new facilities, a more substantial adult learning programme and hopefully, the successful launch of the Leicester(shire) Employment Support Project. In turn, this will also enable us to continue with the hugely popular and successful Highfields Festival and the Annual Certificate Presentation events, both of which will present wonderful opportunities to celebrate our successes, not just as an independent Centre but also, as a growing and confident local community.

With all good wishes.

Priya Thamotheram,

Senior Joint Head of Centre.



## Highlights 2016/2017

	
<p><b>HCA AGM - October 2016</b></p>	<p><b>HCA Strategic Review Day - Nov 2016</b></p>
	
<p><b>Launch of 'In Search of Good Faith' Report – Professor Gus John – November 2016</b></p>	<p><b>Certificate in Social Welfare Advice &amp; Guidance course - January 2017</b></p>
	
<p><b>HCA Youth Club - Children in Need April 2017</b></p>	<p><b>Talent Match Volunteer Training August 2017</b></p>
	
<p><b>Summer Play scheme - July/August 2017</b></p>	<p><b>H'fields Business Assn Seminar Aug '17</b></p>
	
<p><b>Localism Commission Manchester – September 2017</b></p>	<p><b>'Life as we see it' Exhibition Elders Programme - October 2017</b></p>

## **HCA Interim Chair's Report**

The Senior Officers of Highfields Centre has spent a significant amount of time this year completing applications and competing for funding to extend its services. There is a clear recognition of the need to work in partnership with other bodies in order to engage in the type of service delivery necessary to affect real life changes to those most in need. Indeed one such partnership arrangement has seen the organisation being propelled to be the front runner in a Leicestershire and Leicester bid. Whilst the results are awaited, the means by which this partnership was designed and developed leave other corporate arrangements in the shadows.

A further success story lies with the education arrangement being pursued by the organisation which now sees a community organisation being in a position to deliver an accredited programme with the University of Leicester at one end of the spectrum, whilst at the other end, the delivery of non-accredited life skills and adult learning courses.

Highfields Centre continues to demonstrate itself as a lifelong learning unit. Lifelong learning is identified through five areas, with the latter including community learning and development; further education; higher education; libraries, archives and information services; and, work based learning. The pages of this report amply evidence the true meaning of the areas of work undertaken in the past year which brings lifelong learning to life.

As with previous years, 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 coterminous 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. This has been further enhanced during the year with the HCA led consortium being approved to proceed as one of only two consortiums to the second and final stage of that bid process!

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 Children in Need funded Youth Engagement Project, as well as the major Power to Change capital award for making the much



needed improvements to the Main Hall and surrounding areas and bringing the Sports Hall and H-Café into use more prominently.

Our other programmes have continued to be delivered, including the very popular and sixth 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**

### **Principal funding sources**

The charity's main income had been through its three different contracts with Leicester City Council and 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.

The deficit on activities in the year was £79,747. The result is considered to be even better than the trustees' expectations and it not only vindicates the considered and unanimously supported 'EASE' measures but also, the successful actions taken to bring in new service related funding contracts.

### **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 £50,000, Programme Support Fund of £10,000 and Transforming Services Fund of £30,000.

### **Going concern**

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

## **FUTURE PLANS**

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

The charity has also updated its Business Plan, reflecting its commitment to prioritising the attainment of service contracts from 'buyers' other than Leicester City Council. This process has already been evidenced in the successful Power to Change and Children in Need funding applications and work with three other potential funding consortia.

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

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

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

Esmail Esmail,  
HCA Treasurer

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## **Joint Head of Centre's (Business Support & Development) Report:**

### **Introduction:**

This time last year, we were talking about consolidating our gains and multiplying our efforts going forward, whilst pushing our commercial business support delivery and identifying and sourcing new local, regional and national partners to develop the work we do.

I am pleased to note that we have stood the test of time, have achieved most of the objectives set and moving in the right direction.

### **Business Support:**

Our European Funded Business Support programme came to an end in September 2015. The success of the programme meant that we had to look for alternative solutions for our clients. It took us a while but today we are working in partnership with North Warwickshire and South Leicestershire College in the delivery of a European Social Fund Business Enterprise Programme for Start Ups and Established businesses. Like anything nowadays, the project is time bound up till August 2018. At the least, it provides an opportunity for our clients to access professional business support at Zero cost.

### **Business Development:**

Our objectives over the past 12 months were to close our trading deficit through identifying gaps and opportunities for commercial gain. We have made good progress.

- Collaborative partnership arrangements with North Warwickshire and South Leicestershire College has made possible us getting a delivery contract worth £230,000.

- Similarly we have set up arrangements with Prospects Ltd for the delivery of the European Social Fund NEET contract worth £111,000.
- We researched and identified a grant opportunity through BBC Children in Need and have been successful in a £109,000 funding application.
- We have just completed a review of our services and its relevance to the environment we operate in. Though still in its development stage, the end results should further identify gaps and opportunities we may want to pursue.

### **Going Forward:**

We will continue to work hard to position the Centre rightly in the challenging and evolving environment we operate in. By doing so, we will develop the work we do and for the long term sustainability and viability of the Centre.

**Alfred Bawak,**  
**Joint Head of Centre (Business Support & Development).**

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

This past year has been one of great activity, collaboration, and growth for Highfields Centre. In an effort to build community relationships as well as supporting participants, we have continued to foster relationships between community partners who are committed to making a difference. New partnerships with organizations such as Prospects, Leicester College, Focus, and WEA, as well as strengthening and expanding our existing relationships with the University of Leicester and De Montfort University has allowed programme participants to thrive in ways like never before.

We also spent much of this year evaluating our programmes to see what was working and what was not. Some gaps and opportunities were identified by staff, participants and community members. Through collaboration with staff and users, we are in the process of rolling out several new programmes that will engage more youth and their families in Highfields and the Greater Highfields area.

### **Highlights of 2016/17**

There are a number of 'highlights' for 2016/17, all of which relate directly to the goals of our Association. Firstly, we have been successful in acquiring external funding from the Education and Skills Funding Agency to provide adult education. Other external funding applications have also been successful, such as the major Power To Change award to refurbish the sports hall and main hall areas.

### **Delivery of services and activities**

#### **Information, Advice and Guidance**

Beneficiaries who join the programme are provided with the support of a trained IAG advisor in upskilling, looking for suitable volunteering opportunities and help with job search. We have supported over 100 individuals with job search, employment and training.

#### **Talent Match**

Talent Match programme this year has supported 58 individuals of whom 22 young people started employment and 23 went into training.

## **Leicester Ageing Together Programme.**

This year, we have supported 36 Individuals and delivered 31 sessions with a footfall of 1656 people and have provided a range of activities and services to improve the lives of people aged 50+.

### **Children in Need**

During the summer play scheme, we have worked with 76 children and young people between the ages of 8 years and 19 years. We have also delivered youth sessions with 276 children attending over the year. More recently, young people attended a residential at Kingswood, Shropshire where they were able to participate in activities that developed team building and leadership skills.

### **Membership**

With the introduction to individual membership last year, we have seen an increase in membership and this still continues to grow, with a current membership of just over 450 members.

### **Social Media**

Like many organisations we too have implemented the use of social media to routinely update information on service delivery, training opportunities, advertise and reporting our success. During the year, we have gained 298 Twitter followers and 1476 Facebook likes and over 12,000 people reached.

### **Volunteering**

We continue to provide volunteering opportunities to adults and young people and have worked closely with University of Leicester, Leicester Ageing Together, Talent Match, DMU, Leicester College and Derby University.

### **Going Forward**

This coming year presents us with an exciting prospect of establishing the Centre on an even more secure foundation. To do this, we will continue to rely upon a high degree of Governing Body, staff, volunteer and user support.

**Furzana Khalifa**  
**Joint Head of Centre**

## **COMMUNITY SERVICES**

Welcome to this year's annual report for 2017 on behalf of the Community Services Team.

We are now in to our seventh year of Independence and whilst we have had many struggles and challenges to face in the last few years and indeed again this year, we feel much more optimistic and confident that the tide is turning and a much better future lies ahead for 2018.

We hope that you will read through this staff report and get a feel for all the new and exciting projects ahead for the Centre in the next few months. The Centre's staff team are very excited as we move in to the next phase of the Centre's growth and we will be looking to promote and share as much information with you all through our social networks and communication systems over the next few months.

**Staffing** – This year, there has been a few changes with the loss of our premises officer Shabir Sidat, who left us in June to move on to a new role within the city and we would like to take this opportunity to thank Shabir for his 10 years of service and commitment to the Centre and wish him all the very best in his new post.

We continue to be very fortunate to keep our loyal and committed premises staff team comprising of Linda Castanha, Ahmed Osman, Rafik Abdulla, Sukhvinder Singh, Pat Gardner and most recently, Zarina Mangaria who joined the team of premises staff in July this year. This staff team work tremendously hard throughout the year in maintaining an open, safe and clean environment to enable the same standard of service provision throughout the year to all our service users and visitors.

**Building / Refurbishment** – Last year, we talked about our excitement at the successful outcome of the Power to Change bid and the programme of building work to upgrade the old site, including the re-location of H-Cafe and the modifications to our sport hall. Unfortunately, we have had some hurdles to cross, resulting in the time-table being delayed for the last 9 months. However, the good news is that we are now ready to commence as soon as possible and hopefully this side of Christmas, pending the contractors availability.

We will be posting regular updates on our 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 the completion of the building programme. The Centre's classrooms and corridors on the new site have also had a facelift, as these areas were becoming a little tired and are now much fresher and brighter areas.

**Affiliations** – HCA's membership continues to maintain a wide range of community organisations that represent the local community and area. However, some of our long standing affiliated groups have secured their own premises for their activities / functions and whilst this is excellent news for their organisations, we need to look to recruit more organisations to the HCA.

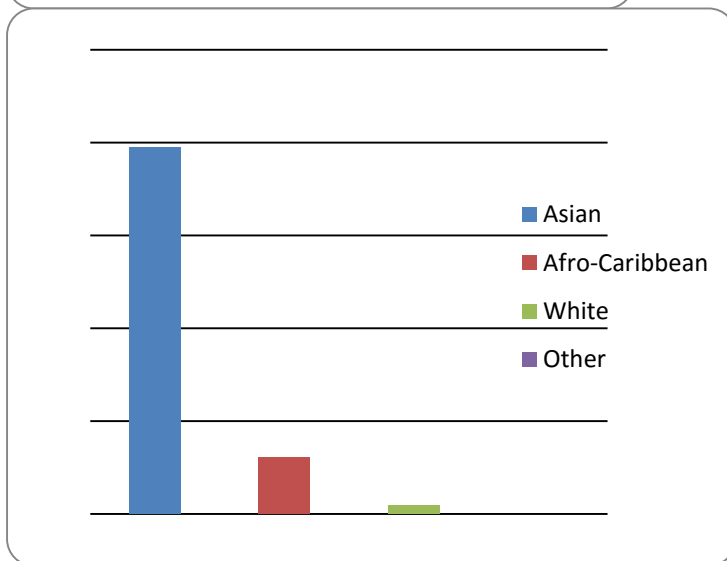
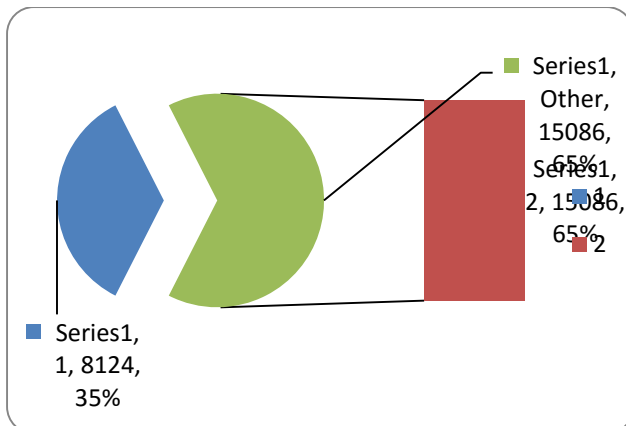
**Membership** - The Centre introduced a new individual membership scheme for all service users from 1<sup>st</sup> October 2016 and we are delighted to say that this has been a great success and we now have a total of ..... individual members signed up to the Centre.

**Statistics** – This year's statistics cover January 1<sup>st</sup> to 31<sup>st</sup> December 2016 and shows once again that the Community Department has achieved over the 100% target of 20,000 service users by reaching 23210 – see charts below.

**Total Number of Participants for the period of 1<sup>st</sup> January to 31<sup>st</sup> December 2016 highlighting the ethnicity and gender breakdown.**

**Male: 8124**

**Female: 15086**



We now open 6 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 2392 a year (52hrs/week) and currently, we are open to the public for 276 days per year.

In conclusion, we have had a year of struggles in order to finalise our building programme, but some excellent results in our successful financial bids mean we can now look forward to building our Centre back to full strength and much more in 2018.

The Centre is open for business as normal, albeit with some minor disruptions during the building programme. We look forward to welcoming our regular users as well as any new service users to our excellent service provision and Centre. All enquiries welcome through the main office from 9.00am Monday to Saturday inclusive.

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 challenges placed upon the Centre throughout the year and look forward to an exciting year ahead in 2018.

**Pat Gardner**  
**Deputy Head of Centre (Community Services & Finance)**



## Young People Services & Family Fitness Sessions

### 1. Youth Sessions

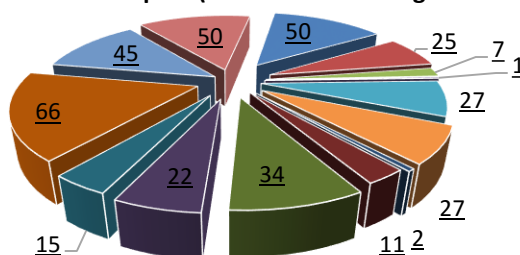
In 2014, we were successful in gaining a small amount of funding from Leicester City Council through the Leicester Youth Consortia. This funding, initially for a year supported a small open access youth work programme of positive activities for aged 13 – 19 years and it was later extended to a second and third year. We delivered mixed sessions on Monday and Fridays and a female only session on Saturday afternoons. Over the three years all the sessions were extremely popular with the youth team being busy providing a range of informal educational activities and opportunities to help young people learn more about themselves and the community they live in. As of March 2017, the funding we received came to an end. We now have a new youth programme running which is supported by funding received from Children in Need - please see Aysha's report below.



### 2. Talent Match

Talent Match Highfields which is a Big Lottery funded project to work with long term unemployed aged 18 – 24 years is now in its 4<sup>th</sup> year of delivery and has yet again undergone some changes. As from April 2017, the Talent Match programme increased the number of drop in sessions it delivered to two per week. We have also reverted to using a youth work approach to working with young people as opposed to the IAG model which had been commissioned. The numbers of long term unemployed young people have dropped considerably over the past year but the team have still been able to achieve the following outputs.

Talent Match Outputs ( October 2016 - August 2017)



- No of young people signed up to Talent Match - 50
- No of young people securing employment (inc New Step-up grant) - 25
- No of young people securing sustained employment (at least 6 months) (inc New Step-up grant) - 7
- No of young people securing self employment/enterprise - 1
- No of young people undertaking work placement - 27
- No of young people undertaking basic skills training opportunities (PSD) - 27
- No of young people into apprenticeships - 2
- No of young people into formal education - 11
- No of young people who receive peer mentoring - 34
- No of young people undertaking volunteering - 22
- No of young people regularly undertaking volunteering - 15
- Total Young people engagement - 66
- No of young people who were previously classed as "hidden" - 45
- No of young people engaged regularly - 50

I am also pleased to report that the Talent Match Partnership won the Education and Business Partnership Award at the East Midlands Chamber Business Awards 2017.



### **3. Active Communities**

Active Communities is a grants programme funded by Sport England and administered by Voluntary Action Leicester to support groups in delivering activities that will help to involve new participants who take part in limited or no physical activity.

We were successful in receiving a small grant to deliver a 6 month Active Communities programme at this Centre. Two sessions were set up, one female only family session on Saturday mornings from 9.00 am – 12.00 noon and another mixed family session on Mondays 3.00pm – 5.00pm. The female only session has proved to be extremely popular with over 70 individuals registered and regular attendance of 10 – 15 members but the Monday sessions have not generated the same interest and it still needs to be developed.

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

**Jay Patel**  
**Senior Youth Worker**

### **Children in Need Youth Engagement Project 2017 Report**

#### **Youth Sessions**

This year HCA managed to secure 3 years of funding through BBC Children in Need. This was amazing news, as our previous funding via the Leicester Youth Consortia had come to an end.

This new and exciting project has many different elements and has enabled us to deliver 4 sessions a week, including one Outreach/ Detached session. We deliver open access mixed youth sessions on Monday evenings for 8-16 year olds and on Friday evenings for 13-19 year olds. On a Saturday, we run a Young Women and Girls session for 8-16 year olds. We also run an Outreach & Detached Session on a Wednesday evening each week, where our team of Youth workers go out into the community and work with Young People and hold discussions with them around what is required within the area for the young people and invite them into our Youth sessions to discuss how they could benefit from being involved.

#### **Youth Board**

As part of the youth sessions, we have put together a Youth Board of around 15 young people, both a mix of male and female young people. They meet up regularly to discuss issues around the area such as challenges that young people are currently facing on a daily

basis, how we can support and address these and how to better the lives of young people who live in the Highfields area.

In essence, the Youth Board is the voice of many young people that attend the youth sessions and live in the surrounding area. They are the future, Young Leaders in the making. The Youth Board will provide a platform for young people to be heard and make a difference within their communities.

### **Summer Play scheme**

Another element was to deliver a Summer Play scheme for 4 weeks which started on 17<sup>th</sup> July 2017 to 11<sup>th</sup> August 2017 for ages 8-14 year olds. Within these sessions, 10 young people and two other adult volunteers gained some work experience, alongside youth workers running the sessions, to make this programme a huge success. Around 80 children and young people attended and participated in various activities to develop their personal, social, communication and creative skills through various activities provided such as arts & crafts, sports, cooking, board games, pool, table tennis and many more.

Some of the volunteers had never been part of something like this and described their experiences as beneficial and that this gave them motivation, confidence and self-belief that they can achieve anything they put their minds to.

They acquired numerous skills such as team work, communication, organising, problem solving, health & safety, safeguarding, evaluation, reporting, programme planning, adaptability and last but not least responsibility. All those skills will prove to be a valuable part in their future development. This will become an example for them, as well as for the young children attending the Play Scheme to view the young volunteers as role models and look up to them.

The Young people also had the opportunity to take part in a First Aid course and are now qualified First aiders.

### **Youth Work Level 2 course**

10 Young People are currently undergoing the Level 2 Youth work course. This course is designed to develop voluntary youth workers with the knowledge and skills required to deliver effective youth work interventions. This course will be delivered over a period of 8 to 10 weeks. The course will lead to volunteers being able to understand the principles and practices of participation and empowerment and to plan activities with young people in work based settings. It will entail 6 learning sessions and some voluntary hours within a youth work setting to enable the young people to be assessed whilst planning, implementing and then finally evaluating the activities during their work experience and thus, meeting the required criteria for their course. Throughout the course, young people will understand the purpose and role of youth work intervention and will be able to recognise issues that are important to young people. This qualification will also help them gain transferrable skills which will be beneficial to them to gain employment in the future. It will also count as UCAS points towards applying for a university course. This is a nationally recognised qualification and the minimum you would require to work with Young people.

### **Kingswood Residential**

10 Young People were given the opportunity to take part in a residential trip to Kingswood Staffordshire over a 3 day period. This was an amazing experience for these young people. Everyone was very excited about the trip, as some of these young people had never been to a place like this before.

This diverse group of young people were given the chance to take part in the programme planning of the trip and consulting the young people gave them ownership which was very important to help shape this experience. The young people participated in various team building activities such as team challenge, problem solving, rock climbing, abseiling, zip wire and archery. They also took part in a workshop where they explored issues that young people are facing locally, nationally and internationally. This session was very emotional at some points, as many personal stories and experiences were shared within this time. The young people also discussed and looked for solutions to tackle these issues. The young people are ready to take action as part of the Youth Board, this will enable them to make things happen.

**Aysha Ghanchi, Youth Worker**

### **ELDERS GROUP**

Our Leicester Ageing Together (LAT) staff team has continued to work, help and support our elders in the Community. We support them through their difficulty if they are home bound or isolated by providing transport which enables them to attend these sessions and meet new friends.

The LAT team book sessions within the 16 member partnership who cater in skills that the elderly will benefit from. This includes Roots & Shoots, Alzheimer's Society, WEA and Action on Hearing Loss, R.V.S, Age UK plus other agencies, including those outside LAT such as the Police, Fire Service, Highfields Blues and Bereavement Service.

Our main aim when working with the elderly is to help them overcome their social isolation and disadvantage through increasing their confidence via a programme of physical exercises. This is done through Armchair Aerobics and access to the Fitness Suite, which the majority of the participants enjoy and look forward to, as well as other social and craft activities. This is followed by a hot healthy meal, freshly made on site in the H-Café.

**Jeff Simon,  
Sports (LAT) Worker**

### **Highfields Centre Adult Learning and Advice Services**

Whilst it has been a challenging year for us all, we have continued our efforts to support our existing courses and to establish new programmes and activities to meet local needs and aspirations. We have also been actively seeking external funding to extend and develop our own Adult learning provision.

Following our funding application to the ESFA, we have recently received a confirmation that our application has been successful and we will be able to develop our Adult Learning courses. Although we have not been allocated the sum we had applied for due to heavy

competition for funds, we will have the opportunity to develop a much-needed provision in the locality.

Through our positive partnership with the Workers' Education Association, we have offered a range of courses and programmes including English for Speakers of Other Languages at Entry Levels 1 to 3, Beginners Computing at Entry 3, OCR Clait, Computing for the over 50s, Garment Making for Beginners and Life in Leicester.

We have continued to offer Work Club sessions designed to support individuals with confidence building, job search skills, help with online applications, language support and volunteer placement opportunities. A client we have supported in our Work Club successfully completed a Level 3 Supporting Teaching and Learning in the Class room course and has just secured employment with a local school as a class room assistant. Over the summer, she volunteered with our elders' groups and gained valuable work experience whilst providing help to group members.

Working in partnership with Leicester University, we have successfully recruited and are currently running the Higher Education Certificate in Social Welfare, Advice and Guidance course. The course has been redesigned and approved by the University to ensure it is relevant to the labour market. It has been designed by our tutors to provide a thorough grounding and appropriate training for paid and voluntary Information, Advice and Guidance work and for others interested or involved in providing advice and guidance on social welfare matters. Our recruitment for students for the next course has commenced and we are hoping to start the course in January 2018. We have been running the course for over 17 years and take the view that University education should be available to adults and those people who may not have had the opportunity to study at Certificate or Higher Education level in the past for whatever reason.

### **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) supports people through a range of services including:

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

## **Highfields Centre Advice Service**

Independent Advice Services are a vital part of a democratic society, enabling people to exercise their right and responsibilities through advice, information, support and referral where necessary. We are continuing our campaign and encourage our service users to do more to ensure that Highfields Centre is funded adequately for us to help people and to provide local accessible service and face to face contact with our Advisor. We have also made representation to the Council (as part of the consultation process into the future provision of Advice Services in Leicester) through the Advice Leicester Partnership to ensure that those people who are in most need, particularly those who have been affected by benefit changes, sanctions and bedroom tax have an opportunity to receive the necessary support. Currently, we do not receive any external funding to support this area of work and are continuing to provide the service through limited funding made available through Highfields Community Association.

Currently, we can only provide a limited service for ten hours a week and know that the demand for this service remain high in the area. Despite the limitations placed upon us, our Advice Officer (Yasmin Nathani) has continued to provide an excellent service to help people with a variety of needs and issues covering welfare benefits, housing, immigration, debt and general advice. Over the last twelve months, we have provided support to 648 clients and dealt with 744 enquiries. On behalf of our clients, we have generated a total of £282,613.

Our services continue to adhere to the policies and procedures set out by external accrediting bodies. In recent months, we have received re-approvals from the Office of the Immigration Services Commissioner (OISC) and Matrix for meeting their quality standards. Our external assessors have commented positively on our services and have emphasised how much it is valued by our service users.

We are grateful to our 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 high quality services, we are continuing to make external funding applications and hope that it would be possible for us to generate funding to allow us to serve local people with services they need and value.

**Aiyub Zamakda,**  
**Senior Worker (Adult Services)**



**HIGHFIELDS COMMUNITY ASSOCIATION**

**STATEMENT OF FINANCIAL ACTIVITIES  
FOR THE YEAR ENDED 31ST MARCH 2017**

	Notes	Unrestricted funds £	Restricted funds £	31/3/17 Total funds £	31/3/16 Total funds £
<b>INCOME AND ENDOWMENTS FROM</b>					
<b>Charitable activities</b>	4				
Incoming resources from charitable activities		120,021	172,821	292,842	320,055
Other trading activities	2	255	-	255	763
Investment income	3	-	-	-	3
<b>Total</b>		<b>120,276</b>	<b>172,821</b>	<b>293,097</b>	<b>320,821</b>
<b>EXPENDITURE ON</b>					
Raising funds	5	434	-	434	381
<b>Charitable activities</b>	6				
Costs of charitable activities		203,361	169,049	372,410	684,969
<b>Total</b>		<b>203,795</b>	<b>169,049</b>	<b>372,844</b>	<b>685,350</b>
<b>NET INCOME/(EXPENDITURE)</b>		<b>(83,519)</b>	<b>3,772</b>	<b>(79,747)</b>	<b>(364,529)</b>
Transfers between funds	15	13,062	(13,062)	-	-
<b>Net movement in funds</b>		<b>(70,457)</b>	<b>(9,290)</b>	<b>(79,747)</b>	<b>(364,529)</b>
<b>RECONCILIATION OF FUNDS</b>					
Total funds brought forward		168,385	55,515	223,900	588,429
<b>TOTAL FUNDS CARRIED FORWARD</b>		<b>97,928</b>	<b>46,225</b>	<b>144,153</b>	<b>223,900</b>

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL POSITION  
AT 31ST MARCH 2017

	Notes	Unrestricted funds £	Restricted funds £	31/3/17 Total funds £	31/3/16 Total funds £
<b>FIXED ASSETS</b>					
Tangible assets	12	8,080	14,086	22,166	28,674
<b>CURRENT ASSETS</b>					
Debtors	13	14,818	14,640	29,458	55,101
Cash at bank and in hand		135,877	25,688	161,565	209,660
		<u>150,695</u>	<u>40,328</u>	<u>191,023</u>	<u>264,761</u>
<b>CREDITORS</b>					
Amounts falling due within one year	14	(33,841)	(8,195)	(42,036)	(15,535)
<b>NET CURRENT ASSETS</b>		<u>116,854</u>	<u>32,133</u>	<u>148,987</u>	<u>249,226</u>
<b>TOTAL ASSETS LESS CURRENT LIABILITIES</b>		<u>124,934</u>	<u>46,219</u>	<u>171,153</u>	<u>277,900</u>
<b>PENSION LIABILITY</b>	16	(27,000)	-	(27,000)	(54,000)
<b>NET ASSETS</b>		<u>97,934</u>	<u>46,219</u>	<u>144,153</u>	<u>223,900</u>
<b>FUNDS</b>	15				
Unrestricted funds				97,934	168,385
Restricted funds				<u>46,219</u>	<u>55,515</u>
<b>TOTAL FUNDS</b>				<u>144,153</u>	<u>223,900</u>

## HCA AFFILIATED GROUPS (2016/17)

Organisation Name	Rep on HCA
AFTER 18	ALISON BIRCH
AL ISLAMIA INSTITUTE FOR EDUCATION	ZUBAIR KOLA
ANSAAR	H LAMBAT
BMD LEICESTER	HARISH PATEL
CUTCHI SUNNI MUSLIM ASSOCIATION (CSMA)	A MOTI
EQDS	TIRATHPAL SINGH
GRASSHOPPERS CHESS CLUB	ROLAND GRAF
HIGHFIELDS BUSINESS ASSOCIATION	RAFIQUE PATEL
LEICESTER CARIBBEAN CRICKET CLUB	GEORGE MARTIN
LEICESTER CIVIL RIGHTSMOVEMENT	TAHERA KHAN
LEICESTER & DISTRICT TRADE UNION COUNCIL	TONY CHURCH
MYO FOOTBALL	SULEMAN SIDAT
NEVIS DEVELOPMENT ASSOCIATION	SYL JEFFERS
RIYADH YOUTH ORGNANISATION	AYAZ GHUMRA
SAFE WITH SPORTS	HAROON LAMBAT
SHAMA WOMEN'S CENTRE	HAVEN EASAT
SHUBAAN YOUTH GROUP	AFZAL POPAT
SOMALI DEVPT ORGANISATION	ABDI WARSAME
THE RACE EQUALITY CENTRE (TREC)	IRIS LIGHTFOOTE
VHP	SHANTILAL PATEL
VIKING INTERNATIONAL YOUTH CLUB	WINIFRED TAYLOR
WARRIORS BASKET BALL	KARL BROWN
YOUNG ADVENTURERS	LARRY SIMON
<b>INDIVIDUAL MEMBERS</b>	
SUMIYAH RAVAT	
ESMAIL MOHAMED JOOSAB ESMAIL	
ASHOK BHANA	

## Highfields Centre – 2016 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 = 46% Female = 54%
- Users: Asian = 85%; African/Caribbean = 11%; White = 2%; Other = 2%
- Nearly 57,000 users have attended various activities and events at HC in 2016
- Staff = 14 males & 10 females, with 58% Asian, 37% African/Caribbean & 5% White.

		HCA Managed Services	External Managed Services	Total	%
<b>Number of Sessions</b>		<b>1960</b>	<b>408</b>	<b>2368</b>	<i>24 people / session</i>
<b>Participant Number</b>		<b>50945</b>	<b>6011</b>	<b>56956</b>	<i>100</i>
<b>Participant Gender</b>	Male	<b>23552</b>	<b>2626</b>	<b>26178</b>	46
	Female	<b>27393</b>	<b>3385</b>	<b>30778</b>	54
<b>Participant Ethnicity</b>	Asian	<b>42871</b>	<b>5409</b>	<b>48280</b>	85
	Afr/AC	<b>5979</b>	<b>300</b>	<b>6279</b>	11
	White	<b>1049</b>	<b>36</b>	<b>1085</b>	2
	Other	<b>1046</b>	<b>266</b>	<b>1312</b>	2
<b>Volunteer Number</b>		<b>11</b>	<b>16</b>	<b>27</b>	<i>100</i>
<b>Volunteer Gender</b>	Male	<b>5</b>	<b>3</b>	<b>8</b>	30
	Female	<b>6</b>	<b>13</b>	<b>19</b>	70
<b>Volunteer Ethnicity</b>	Asian	<b>8</b>	<b>10</b>	<b>18</b>	67
	Afr/AC	<b>2</b>	<b>4</b>	<b>6</b>	22
	White	<b>1</b>	<b>2</b>	<b>3</b>	11
	Other	<b>0</b>	<b>0</b>	<b>0</b>	0
<b>Staff Number</b>	FT	<b>1</b>	<b>6</b>	<b>7</b>	<i>100</i>
	PT	<b>23</b>	<b>7</b>	<b>30</b>	
<b>Staff Gender</b>	Male	<b>14</b>	<b>1</b>	<b>15</b>	41
	Female	<b>10</b>	<b>12</b>	<b>22</b>	59
<b>Staff Ethnicity</b>	Asian	<b>14 58%</b>	<b>10</b>	<b>24</b>	65
	Afr/AC	<b>9 37%</b>	<b>1</b>	<b>10</b>	27
	White	<b>1 5%</b>	<b>2</b>	<b>3</b>	8
	Other	<b>0</b>	<b>0</b>	<b>0</b>	0