

ANNUAL REPORT 2015



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

Annual General Meeting of Highfields Community Association, 6pm, Friday 16th October 2015

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

Agenda

1. Apologies
2. Approval of the minutes of the Annual General Meeting of the HCA held on 16th October 2014 (see attached/below copy) and any matters arising.
3. Consideration and adoption of an Annual Report for the period ending 31st August 2015 (available at the AGM).
4. Consideration and adoption of the draft accounts of HCA for the year ending 31 March 2015 (available at the AGM).
5. Appointment of auditors and fixing of their remuneration
The HCA Board (Governing Body) recommends that the current auditors (Watergates Ltd) be appointed for the forthcoming year.
6. Appointment of Individual Members' representatives
7. Appointment of Directors - Close of AGM

The AGM will be directly followed by an inter-active session on the Centre's Role in Supporting and Developing Young People and a Hot Buffet.

HIGHFIELDS COMMUNITY ASSOCIATION: ANNUAL GENERAL MEETING – 16th October 2014

Present: As per attendance list.

Welcome and Apologies: Cllr. Patrick Kitterick and Cllr. Abdul Osman.

1. **Minutes of last meeting 4th October 2013 –** Agreed as an accurate record.
2. **Matters arising:** None
3. **Chair's Report:** Furzana Khalifa opened the AGM and welcomed members on this her first year as HCA Chair. Furzana thanked the previous Chair, Baljit Singh for his contribution and support which spans over many years and wished him well for the future. Furzana spoke briefly to her written report and concluded by thanking the HCA and Centre staff for giving her the opportunity to serve as the Chair of HCA and giving their continued support to her and looked forward to what looks like a challenging year ahead.
4. **Vice-Chair's Report:** Iris spoke briefly about the statistics in Spinney Hill Ward from her role of CEO of TREC. Highfields Centre passes the numbers of ethnic origin in the area and beyond. Iris spoke briefly to her written report and concluded by thanking Furzana for taking on the role of HCA Chair and doing an excellent job and wished her well for the year ahead.
5. **Head of Centre's Annual Report:**

Priya welcomed everyone to the AGM and apologised for the slight delay due to Friday prayers. Priya picked up Iris's point in relation to the change of Chair and how wonderful it is to see a local, female service user of the Centre for many years, who has developed to her current role of HCA Chair. This is extremely important for all our service users to see a brilliant role model in Furzana, both here at the Centre as a JP. Priya went on to talk about the very many excellent and positive areas of growth and development the Centre has achieved over last 4 years of independence, including a new Business Advisor, securing funding for a 4 year Talent Match programme to work with the local NEET young people to name but two

areas of growth, these are very positive areas of growth and need to be celebrated and recognised as they have been achieved in spite of our continued challenges from the city council.

Priya talked about the breakdown in negotiations with the city council and the serious challenges that the Centre has been faced with over the reduction to the Centre's core funding. The cuts are 28% for this financial year with a further cut of 22% from 1st April 2015. Priya made reference to the core funding from the city being the Centre's bedrock to draw down further external funding. The disproportionate cut to the HC – where else in the city have they faced such massive cuts?

Priya reported that there had been a 30 minute meeting today with the city mayor which Priya, Iris and Furzana had attended. This was not a productive meeting and the city mayor questioned whether it was advisable to share the information at tonight's AGM. Priya stated that he would be sharing all the information at the meeting tonight and taking the message out further to the local residents of the area. It is important that local people hear the full facts and be very confident that we will succeed by taking the local people with us on this continuing struggle.

Priya concluded his report stating that HCA will continue with sharing information and will take this issue forward as a matter of urgency at the next GB meeting. HCA very confident that they will succeed.

Finally, Priya recognises that the Centre is only able to achieve the successful programme with the tremendous support it receives from the HCA GB, Centre staff, volunteers and service users. Priya thanked all those who have continued to be supportive in their respective roles.

Community Services - Pat spoke briefly to her written report and highlighted the following items:-

- The new measures taken and the restructuring of the departments and changes therein
- The revised price schedules and opening/closing times of the Centre
- The successful Highfields Festival & Sunfest and work with various partners
- The continuous exceeding of LCC's usage targets as highlighted in the pie charts(see report)
- The reduction to the premises officer's and cleaners as a result of the cuts

Pat also talked about the importance of recruiting new people to the Centre's various sub-committees and to look at increasing the number of affiliated groups. Pat concluded by thanking all the staff, GB and service users for their continued and invaluable support for the Centre.

Sports, Arts, Children & Young People (SACYP) – Jay talked through her written report and outlined the following main areas in the report:-

- Her new role of Head of Sports, Arts & Children's and Young People – SACYP
- Talent Match working with 18 to 24 years olds NEET
- Training and Education – Youth Work course
- Highfields Festival – drawing down funding to support this major event

Jay concluded her report by thanking all the staff, GB and service users for their support throughout the year.

Arts Report – This is an area of work at the Centre that is currently under review.

H-Cafe – The H-cafe will be re-opened from 1st November under a new local provider.

Sports & Health Report – Jeff spoke very briefly to his written report and highlighted the work with the Elders and their recent trip. The prospect of increasing this area of work with the onset of Leicester Ageing Together funding coming through in the next few months.

Jeff concluded by thanking all services users, staff and GB for their continued support for his area of work at the Centre.

Highfields Multi-Access Centre (H-MAC) – Aiyub talked through his written report and highlighted the following areas of his department's work:-

- Engagement Activities
- Information and Advice Services
- Adult Skills and Learning Provision
- HALABS directory
- H-MAC Outcome and Targets
- Business Development Services
- Development Worker for Advice Services

Aiyub talked about the government sanctions facing the most vulnerable and the entitlement of £9million unclaimed in the Highfields area. Aiyub highlighted the following positives achievements throughout the last year:-

- The setting up of the Food Bank with the support of TREC at the Centre.
- The successful Job Fare which attracted over 400 people
- The Centre's Annual Certificate Evening
- SWAG course
- Partnership with other agencies around the issues of Advice across the city

Aiyub concluded his report by thanking all the staff, GB and service users for their support throughout the year.

Business Support – Alfred has been in post for over 1 year and has been providing services to pre starts and existing businesses in the Highfields wards as part of the Leicester for Business Consortium. The main issues highlighted from Alfred's written report:-

- Outputs up to Sept 2014
- Business Support Solutions
- Finance for Business
- Launch of the Highfields Business Association
- Going Forward
- Developing work with young Business Forum

Alfred concluded his report by thanking all the staff, GB and service users for their support throughout the year.

Furzana thanked the staff for their contributions and reports.

6. Treasurer's Report – Esmail asked for the accounts to be considered and adopted. Esmail made reference to the 30 years or more service that some of the staff and GB have given to the Centre and the huge achievements over these years. . These achievements are recognised in spite of all the constraints from the city council and we should be very proud of our success. The public need to get behind us and engage with us to show we will not give in to this amount of victimisation.

Esmail thanked Priya and all his staff for their excellent report.

7. Appointment of Auditors – Recommendation to appoint Watergates for next year was agreed.

8. Appointment of Individual Members – There is provision for individuals to be co-opted after the AGM and at the first meeting of the GB. No new members submitted.

9. Appointment of Directors – 3 stood down as written in the constitution. Tirathpal Naute was nominated and elected to serve a further 3 years.

10. Guest Speaker - Steve Wyler

Steve thanked Priya and the GB for their invitation to be guest speaker at the AGM. Steve gave a brief outline of his background and in particular his role with Locality.

Main issues covered by Steve:-

- Community being in control
- Debate beginning to shift with different priorities
- Local people to take control -
- Our place Programme – Highfields leading the way with Highfields Our Place (HOP)
- Asset transfer more support needed

Steve talked about HCA leading the way and bringing others onboard – mobilise people but Leadership a key issue. HCA are an inspiration in terms of their journey and others need to see what is achievable.

Following some observations and questions, Priya thanked Steve for taking the time out to share some of his thoughts with the HCA.

11. Closing Remarks – Councillor Hanif Aqbany talked about the difficulties that the councillors are under at all times and the effects the budget cuts are having on their respective constituents. Cuts are being effected all over the city and no area is being spared.

His hands are tied with the lack of resources but he wishes the Centre well and he will continue to support the local people and the area.

Meeting closed.

HCA/HC Annual Report (2015) – 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 5 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 five years have included the following:

1. Turnover has increased by 360%
2. Expenditure has increased by 494 % (inclusive of a one-off pension deficit payment)
3. Staff team has increased by 40%
4. Over 400,000 users in 4 years (2011 – 2014) & exceeded all contractual targets
5. Open to the public 7 days per week over 326 days per year
6. Provided 5000 activity sessions in 2014, averaging 16 people per session
7. Member of 5 successful, externally funded service consortiums
8. 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 59% Asian, 21% African/Caribbean, 12% White and 8% Other and reflected in its people usage pattern, with 73% Asian, 16% African/Caribbean, 4% White and 7% Other
9. 91% of our users said HCA’s services were excellent to good
10. 98% of our users said they would continue to use HCA’s services
11. 97% of our users said they’d recommend our services to their friends, family, etc
12. Gained national accreditation through the achievement of the Social Enterprise Mark, Investors in People, Matrix, Advice Quality Standard and other national kite marks
13. Successful lead applicant for Highfields Our Place

At last year’s AGM, we had hoped to report back on the city mayor’s return to sanity, following our meeting with him earlier on that afternoon. On the contrary and as reported at that AGM, he has aggressively continued in his pursuit to bankrupt us, with it all culminating in his June 2015 decision to retrospectively cease all funding to this Centre. As those of us who attended the August 2015 city council scrutiny meeting which resulted from local councillors ‘calling in’ that mayoral decision realised, the opportunity to engage in any serious scrutiny is heavily weighted in the city mayor’s favour and it appears very unlikely to see any more daylight!.

The resultant loss of £510,000 in an eighteen month period from our earned income cannot be ignored. On the contrary, the Centre's users, staff and governing body have come 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 one part time staff member being made 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 with the Highfields Area Forum, Highfields Adult Learning, Advice and Business Services, Highfields Business Association, Highfields Festival, Highfields Summer School and the more recent Highfields Our Place, with the latter being one of 140 nationally approved programmes. 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 it's continued provision needs to be under-pinned by our diligent engagement with other non-local authority funding sources!



HUC meeting (April 2015)



HCA AGM (October 2014)

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 Thamoheram
Head of Centre.

Highlights 2014/2015



HCA Youth Sessions – Feb 2015



Highfields Our Place - March 2015



Summer Activities - July 2015



Youth Work Students- August 2015



Job Club- July 2015



HUC Meeting - Sept 2015



Highfields Festival - August 2015



Certificate Presentation Evening - Aug 2015

Interim Chair's Report

The direct targeted assault on Highfields Community Association to ensure an irreversible fracture with the building and therefore with the staff and users of the building has never been experienced at this ferocious and unjustified level by a voluntary sector organisation in this City. However, rather than being concussed, the spirit of the staff and governing body has remained steadfast, as would all the service users but for some of their services being severed from the building.

The last 12 months have once again forced the Association into rethinking and repositioning the way work is being and needs to be conducted, in order to ensure continuity as well as development. Continuity with our Highfields annual festival, our certificate celebration evening and expansion of Highfields Business Association being undertaken at the same time as the developmental programme areas identified by staff and users. This has included delivering an accredited Level 2 Youth Work course, undertaking meaningful activities with young people through Talent Match and undertaking appropriate activities with older users through our Leicester Aging Together programme. Our programmes and activities include engaging with young through to the elderly, those wishing to start or expand their enterprise through to those who have been hit the hardest financially.

Users of the Business Support Service recognise the ability and credibility on offer. Testimonies like: 'I would definitely recommend Highfields Centre's Business Support Service to anybody who is seeking to start or expand a business, as Alfred is a very helpful & knowledgeable individual' tell their own stories of the quality that is expected and is delivered from our staff.

For those furthest from the labour market and without the finance to purchase from the food market, we have teamed up with Jon Ashworth MP and TREC to help ease hardship by providing a food bank service to anyone who lives either in Spinney Hills Ward or in the Highfields area and who is experiencing immediate or urgent financial hardship due, for example, to a reduction in income caused by the impact of austerity measures or restructuring of welfare benefits.

There are not enough pages in this report to fully convey the experiences of the last 12 months but we hope it helps you to realise that through due diligence, attention to detail, business acumen and the ability to remain flexible (as appropriate) whilst steadfast in depth and quality, we continue to flourish.

Iris Lightfoote
Interim Chair

Treasurer's Report

Reserves policy

With the local authority's funding contract not being finalised 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 £273,116 Programme Support Fund of £40,000 and Transforming Services Fund of £60,000

Principal funding sources

The charity's main income has been through its contract with Leicester City Council and although the £200k contracted income payment for 2014/15 has still not been received, the Association's trustees have been in continuous contact with the Council to ensure its receipt. The impact of not receiving this funding will adversely impact 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 settlement of the outstanding payment. The settlement of the £162k pension related deficit payment has now been achieved and this is fully accounted for in these accounts..

The deficit on activities in the year was £82,935. The result is considered to be satisfactory and in line with the trustees' expectations, given the 'EASE' measures effected in the year in response to the local authority's decision to reduce 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 transfer of the remaining Leicester City Council services to the Association, 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 reduced funding contract from the local authority.

The charity will also complete the update of its Business Plan, with a view to prioritising the attainment of service contracts from 'buyers' other than Leicester City Council.

This process has already been evidenced in three successful consortia funding applications and work with three other potential funding consortia.

With over 43 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 it is also actively positioning itself as a 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
Treasurer

Community Services

Good evening and welcome to this year's AGM.

We are now celebrating our fifth year of Independence, and whilst we are always very optimistic and ready to celebrate the previous year's achievements through our annual reports, this year will be no exception as you will see and hear from my colleagues tonight in relation to their respective areas of work at the Centre.

However, you will also note from my colleagues that we will be making reference to the continued challenges we have had to face, and continue to face over the last 18 months as a result of the city mayor's retrospective decision to withdraw all funding from this Centre.

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 are very happy and confident to report back that we have succeeded in achieving our targets and objectives throughout the year.

We talked about the new structure last year to decrease our 6 departments to 3 and again, we are happy to report that this element of the new measures has worked extremely well across the various departments.

The pricing schedule and revised opening and closing times have been managed very well throughout the year with no major issues raised. We are fairly confident that we can manage the next round of measures without any further closures or increases to our pricing schedule. Indeed, we are currently offering some very competitive special rates for our venue hire (see the current HC prospectus for further details).

We will also be advertising and promoting the additional rooms/spaces that will be available for hire at the Centre as a result of the recent termination of the adult learning and early years' contracts by the city mayor.

Staffing - With any changes across such a large establishment, there will have to be some difficult decisions taken. However, in terms of the community staff team, we have been very fortunate to retain all of our staff team, with the exception of Scotty James who retired after many years of service and Gerardo Romo-Pimentel (Umar) part-time cleaner, who took up a new post in teaching at a local school. We would like to take this opportunity to wish them both well and thank them for their service during their time at the Centre. I would like to thank all my staff team for their commitment and loyalty to the Centre, in spite of the very challenging constraints being placed upon us all, and look forward to a more positive year ahead.

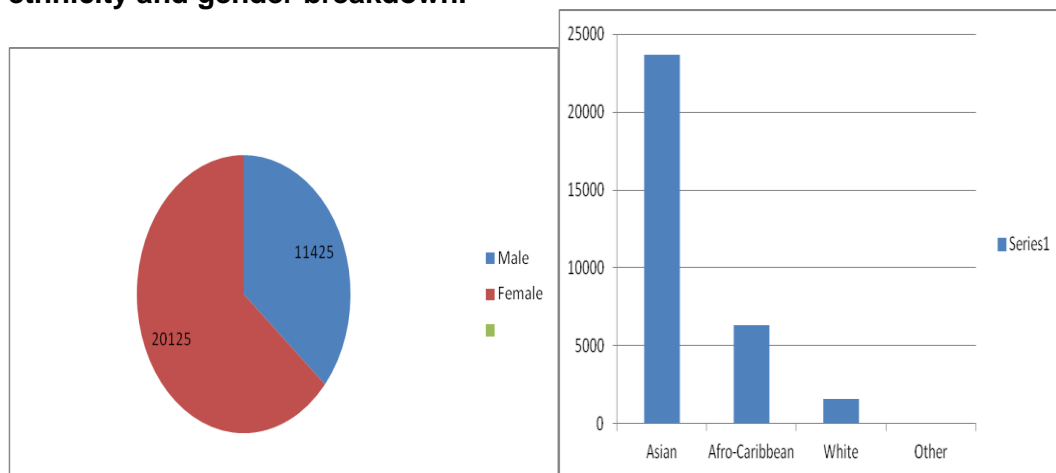
Building / Refurbishment - Again, It would be nice to report some positive news on this item, but unfortunately with the massive cuts to our budget, the HCA GB have put a freeze on any expenditure on the building refurbishment until further notice. We will continue to look for external funding to bring the old site up to the same standard as the main site.

On a positive note, Sukhvinder and Shabir (Premises Officers) are currently working very hard to freshen up (with a coat of paint) the Bena Balunda Lounge, Kitchen and Main Hall (lower level) within their duty times, and at very little cost to the Centre. I am very grateful for their contributions, as it has made a significant difference already in these areas. This commitment from the community staff is greatly appreciated by all users of these facilities.

Affiliations – HCA's membership continues to maintain a wide range of community organisations that represent the local community and area and currently stands at 46 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 as to why local people in Highfields are having their services removed from their doorsteps.

Statistics – This year's statistics cover January 1st to 31st December 2014 and shows once again that the Community Department has achieved well over the 100% target of 20,000 service users by reaching 31,550 – see charts below.

Total Number of Participants for the period of 1st January to 31st December 2014 highlighting the ethnicity and gender breakdown.



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 do have some challenging times ahead, but we are a strong and committed staff team who firmly believe that we are an excellent, open and inclusive service provider on the doorstep for local people, who deserve to be able to access their Centre and this is, and will be, our aims and objectives for the foreseeable future. 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 2016.

Pat Gardner
Head of Community Services

Sports , Arts Children & Young People’s Services

1. Youth Sessions

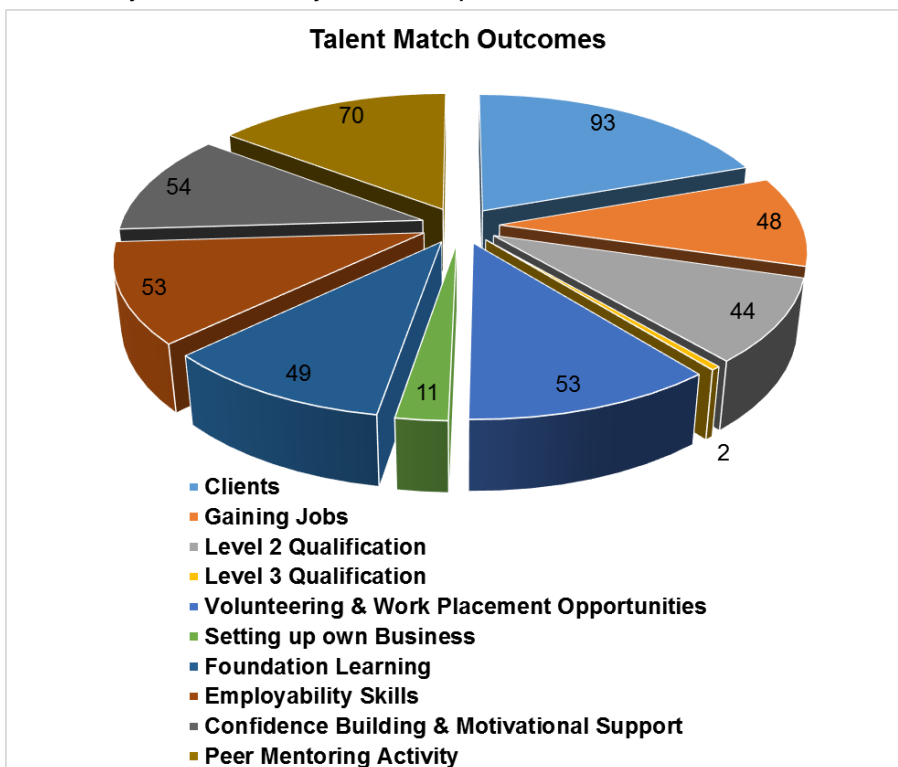
The Youth sessions were set up to provide young people access to educational and recreational activities to improve their well-being and support both their personal and social development. The youth team have had an extremely busy year providing a range of informal educational activities and opportunities to help young people learn more about themselves and the community they live in. Each term, young people were encouraged to get involved in planning and evaluating their chosen activities which included:

- Cooking
- Discussions on street crime/gangs
- Drugs’ Awareness
- Female only boxercise
- Multisports
- Creative art
- Educational trips

Each session creatively incorporated elements of the youth work curriculum and developing young people’s knowledge, skills and attitudes. Currently, we are delivering mixed sessions on Monday and Friday evenings and a female only session on Saturday afternoons.

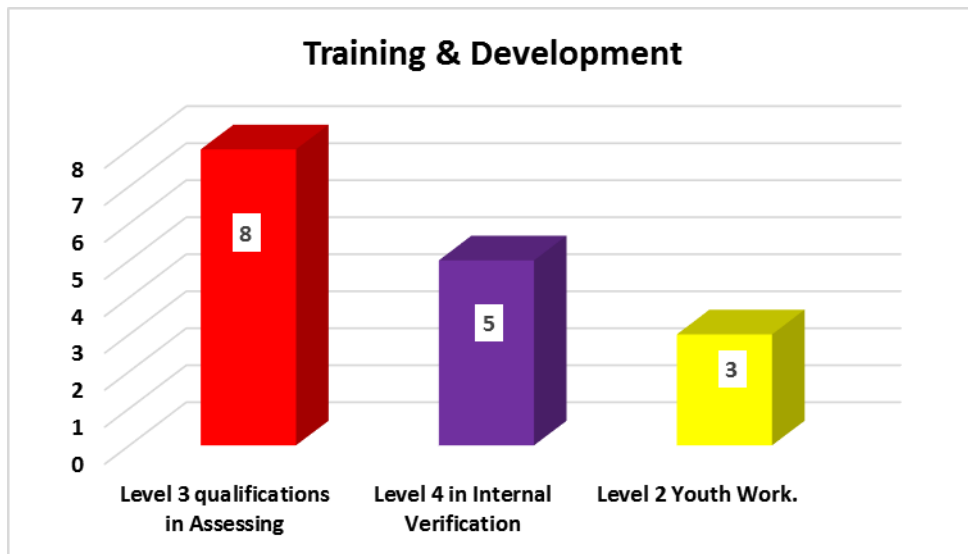
2. Talent Match

Talent Match Highfields which is a Lotteries funded project to work with long term unemployed aged 18 – 24 years is now in its 2nd year of delivery and I am pleased to announce that we have exceeded our set targets.



3. Training & Development

We worked in together with Leicester College to support the development of staff and volunteers to gain qualification, skills, knowledge and experience in working within Adult Learning and Youth work settings. There were 8 staff/volunteers who gained a Level 3 qualification in Assessing, 5 gained a Level 4 in Internal Verification and 3 in Level 2 Youth Work.



4. Highfields Festival

We were successful in drawing down funding from Awards for All and Ward funding to host the Fifth Highfields Festival which took place on Saturday 15th August 2015 between 12 noon and 6pm. Well over 2,000 people attended a fun packed Festival. Highfields Centre had taken the lead in pulling together partner agencies from across the area to put on this major Festival. The Festival was formally opened by Cllr Abdul Osman (Assistant Mayor and HCA Governing Body). The community fair, with over 40 stalls and the Children's, Arts and Sports' zones all proved to be major attractions, with the highlight being the music entertainment from the outdoor stage which incorporated the Festival's theme of Celebrating Diversity and Unity in the Community. Scintillating performances from Tanni Browne, Durgesh Parmar's Indo-Fusion Band, Dreamettes, Zimbabwean Choir and Red Stripe were well supported by local young artists who enthralled the packed audience and it featured the cream of Leicester's local young artists.

5. H-Café

Jungle Paprika, a well-established food outlet based on Evington Road providing a wide selection of healthy grilled food with an African flavour, were invited to provide a smaller café style service from the H-Cafe. The new service commenced in November 2014 and was named Jungle Paprika Express. They provided a service from Monday to Friday from 10.00am – 2.00pm and provided a special service for the Centre's elders group each Wednesday. It was well supported by all the centre staff and volunteers. However in May 2015, due to internal staffing issues Jungle Paprika Express decided to close their service. Since then, H-Cafe has remained shut although it will be back in operation from 12th October providing a community lunch on Mondays and a special service for the Elders group on Tuesdays, Wednesdays and Thursdays.

6. Summer Activities 2015

We delivered a 4 week summer activities programme which was funded by Highfields Community Association and it ran from 10am – 1pm for 4 weeks, commencing 20th July. It consisted of numerous creative methods and interventions utilising arts, crafts and sports. Young people were encouraged to get involved and be more responsible in the sessions. For example, some young people were encouraged to set up and take charge of a table football and table tennis tournament, which helped to develop their leadership skills and grow in confidence.

This year's programme was supported by local young volunteers Zainab Patel, Hanefa Osman, Humaira Patel & Mohammed Yukub. A huge acknowledgment goes to 15 year old Yusuf Aboobaker, another local young person who has been attending sports & youth activities at Highfields Centre since he was

5 years old. He expressed an interest in helping out during the scheme and whilst it was challenging for him, he was determined to continue and he has shown huge development as an individual. The whole experience has provided him with skills, knowledge and abilities that will help him progress in life.

Talent Match, Youth and H-Cafe staff & Volunteers

Aysha Ghanchi
Norman Perrin
Tarek Islam
Arafath Ahmed
Farhanaz Popat
Luis Rodrigues
Humairaa Patel
Shazmin Popat
Ahmed Osman
Maryam Bham

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

Jay Patel Head of Sports, Arts, Children and Young People's Services

Sports and Health

Sports Hire

The Abdul Osman sports hall can be hired for Football, Basketball, Table Tennis, Badminton, Cricket and many other sports. The Aerobics studio and fitness suite can also be booked. Groups and organisations which meet the HCA's affiliation criteria can hire the sports facilities at a reduced rate.

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. It consists of one full time sports worker (Jeff Simon) and four part-time workers (Harmony Caines, Hajra Bhaida, Khadija Hajat, Sabera Patel & Anthony Mcmanus).

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

New Project

Currently, the sports team is working with the elderly one day a week. Due to successful funding from Leicester Ageing Together, the sports team will increase the sessions from one to three starting in October 2015.

Leicester City F.C.

LCFC have set up a satellite hub which started in October 2015.

Leicestershire & Rutland Cricket.

Currently using HC sports hall and have booked till December 2015. Any young person under the age of 15 is welcomed.



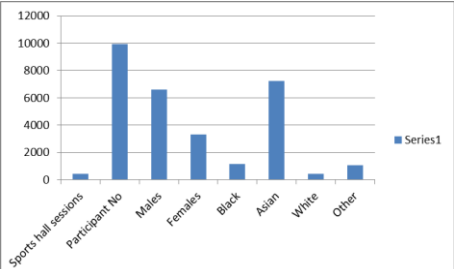
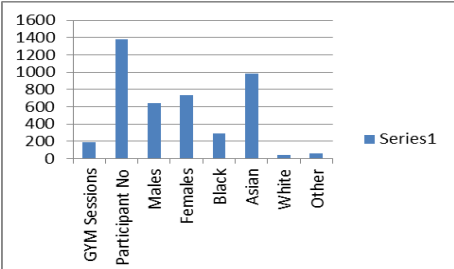
The facilities

- 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.
- 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, including inductions, membership, women only sessions and advice and information on health and wellbeing. Work with clients age 14 and upwards, each user must be inducted into the gym. Private hire is available to affiliated groups with an instructor.

Our highlights over the last year have included the following:

<p>1. Taster sessions - many held this year to give the community a feel for other sporting activities. These included athletics and women only AthleFit to address all exercises involved with athletics.</p>	<p>2. Table Tennis - This activity is very popular with all ages and gender, using 8 tables and it only cost £1 per person. The sessions were held on Wednesdays at 6pm.</p>																																				
<p>3. ZUMBA - Very popular session with females which have been held every Monday at 6pm.</p>	<p>4. Football Training - This session has been running for 7 years now for children aged from 5 to 12 year olds. All those who have left since reaching 13 years, have progressed to league clubs throughout the city.</p>																																				
<p>5. Highfields Festival - This year's 5th consecutive festival was the best so far. There were nearly 2400 in attendance. The sports team provided an opportunity for all to participate in different sports activities. Competitions were staged throughout the day for both able & disabled people.</p>																																					
<p>6. Elders Project</p> <p>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 other activities. 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.</p>	<p>Elders enjoying their weekly gym session.</p> 																																				
<p>7. Highfields Summer Playscheme</p> <p>The summer scheme was for children aged 5 to 11 year olds. They took part in a wide and varied sports & arts programme.</p>																																					
<p>SPORTS HALL - January to September 2015</p>  <table border="1"> <caption>SPORTS HALL - January to September 2015</caption> <thead> <tr> <th>Session</th> <th>Participant No</th> </tr> </thead> <tbody> <tr> <td>Sports hall sessions</td> <td>~500</td> </tr> <tr> <td>Participant No</td> <td>~10,000</td> </tr> <tr> <td>Males</td> <td>~7,000</td> </tr> <tr> <td>Females</td> <td>~3,500</td> </tr> <tr> <td>Black</td> <td>~1,000</td> </tr> <tr> <td>Asian</td> <td>~7,500</td> </tr> <tr> <td>White</td> <td>~500</td> </tr> <tr> <td>Other</td> <td>~1,000</td> </tr> </tbody> </table>	Session	Participant No	Sports hall sessions	~500	Participant No	~10,000	Males	~7,000	Females	~3,500	Black	~1,000	Asian	~7,500	White	~500	Other	~1,000	<p>GYM - January to September 2015</p>  <table border="1"> <caption>GYM - January to September 2015</caption> <thead> <tr> <th>Session</th> <th>Participant No</th> </tr> </thead> <tbody> <tr> <td>GYM Sessions</td> <td>~200</td> </tr> <tr> <td>Participant No</td> <td>~1,400</td> </tr> <tr> <td>Males</td> <td>~700</td> </tr> <tr> <td>Females</td> <td>~750</td> </tr> <tr> <td>Black</td> <td>~300</td> </tr> <tr> <td>Asian</td> <td>~1,000</td> </tr> <tr> <td>White</td> <td>~100</td> </tr> <tr> <td>Other</td> <td>~100</td> </tr> </tbody> </table>	Session	Participant No	GYM Sessions	~200	Participant No	~1,400	Males	~700	Females	~750	Black	~300	Asian	~1,000	White	~100	Other	~100
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Jeff Simon, Sports Development Worker

Highfields Centre Adult Learning and Advice Services

We have a dedicated team of staff providing a range of services to help reduce worklessness, improve skills and provide help and advice on social welfare law issues and increase enterprise. In March '15, our contact to deliver the H-MAC services ended with the Council. We have fully achieved our outcomes for this year and the two previous years for which we have been funded. We have also secured NLDC funding to help us to deliver employability programmes at the Centre.

Over the year, we have provided a range of accredited and non accredited courses, including ESOL at all levels, English and Mathematics, Certificate and Diploma in Childcare and Young People's Workforce, Computer Skills for Job Search, CV Preparation, Office Skills linked to work placement, Computerised Accounts, Computing and Online Basics, ECDL, Certificate in Supporting Teaching and Learning, Sewing and Garment Making, Cake Decoration, Award in Food Safety and Emergency First Aid.

Our enrolment for the year totalled 550 with retention and success rate at 95%.

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 and guidance on welfare matters. It is a new course building on the successful Certificate In Advice Work course that we have delivered at the Centre for over 14 years. Our tutors and staff have worked very hard to re-design the course and for it to be approved by Leicester University. It is planned to commence in January '15 and we would like to hear from any potential learners in order for us to provide further information about fees, check suitability and discuss course requirements and modules.

We are currently developing our own provision with new courses planned for in the following areas: English for Speakers of Other Languages (ESOL), Introduction to Computing, Computer Skills ITQ, Computer Skills ECDL, Computerised Book- Keeping, Cake Decorating, Healthy Eating,, Women's Self Defence, Confidence Building, Volunteer Training, Arts and Crafts Workshop, Business Start Up, Social Media for Beginners, Social Care, Childcare and many more.

We have contributed to the Highfields Our Place initiative through co-ordinating and offering activities at local community venues. Activities have been offered aimed at the elderly at PYCA to include Yoga and coffee mornings. Adult learning opportunities have been offered at Highfields Centre with an ESOL course aimed specifically for ethnic minority women who may not normally participate in learning. Employment skills sessions were offered through Bangladesh Youth and Cultural Shomiti.

Information, Advice and Guidance Service

Our specialist Personal Adviser has provided structured information, advice and guidance sessions for clients to help them make informed decisions around training and employment opportunities. We are able to support local people with a range of services to include

- Employment related information, advice and guidance maintained for as long as the client requires 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 to develop their own businesses.

We are currently offering two Work Club sessions per week aimed at people who need help to access job opportunities. Help is provided so that our clients can set up new e-mail accounts and register with the

Department for Work and Pensions' Universal Job Match service. We also help clients to make online job applications and develop their knowledge of computers, so that they can search for jobs that match their interests. Our CV Work Shop and Office Skills programmes have been popular, aimed at developing confidence and practical skills for clients through a structured volunteer work programme offered at the Centre.

We have supported 300 clients and helped to secure 23 job outcomes for our clients. Our Work Club sessions have shown positive attendance with 1180 clients having attended to receive support.

Engagement Activities

A key aspect of our work is to engage with local people, so that they can access a range of services offered by the Centre. We hold promotion events to publicise our activities and have strong links with our community groups. In August '15, we promoted our services at the Highfields Festival and have publicised our activities through H-CAN, HALABS and Highfields Centre's Prospectus.

We have worked closely with The Race Equality Centre and Jon Ashworth's Office to support the Highfields Food Bank that has provided food parcels to residents experiencing financial hardship. Staff and volunteers from TREC and Highfields Centre have helped to ensure that the service is provided on a bi-weekly basis.

Highfields Centre Advice Service

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

Our Advice Officer provides a range of advice covering welfare benefits, housing, immigration, debt and general advice.

Over the last twelve months, we given support to 1353 people and dealt with 2215 enquiries. On behalf of our clients, we have generated a total of £857,642. Additionally we managed to get **12** Indefinite Leave to Remain, **21** Residence Cards, **12** Nationalities, **25** Passports and **5** successful sponsorship applications. Most of the queries we have dealt with have been for Welfare Benefits, Immigration and Tax Credits.

Once again we have been successful in our assessment for the MATRIX quality mark. We have continued to adhere to policies and procedures set out by the Advice Quality Standard (AQS), MATRIX and Office of the Immigration Services Commission (OISC).

Since April '15 our Advice Service has been operating on a reduced level due to the removal of funding from the Council. Nevertheless, we are still continuing to provide a much needed service and are exploring funding opportunities in order that we can deliver an adequate level of service needed by local people.

Advice Services Development Work

We have been able to develop new Advice services within the area with the support of our Development Worker Mark Mizzen. Advice sessions have been set up and offered at Sparkenhoe Primary School and at Al Waqa's Medical Practice. Through our involvement in the Locality initiative, we secured a limited amount of funding to offer additional advice sessions on Friday and Saturday mornings at Highfields Centre. We have supported the Ethical Trading Initiative and held meetings for local people to raise awareness of low pay and workers rights.

We have also been exploring funding opportunities through the Maximising Economic Potential funding opportunity. We are providing the lead with 13 partners within our consortium, with much valuable work undertaken to co-ordinate the activities and with the formation of our proposals to be considered at the initial stage.

Aiyub Zamakda
Head of Adult Services

Business Support

Introduction:

Highfields Centre has been providing business support services to pre starts and existing businesses in the Greater Highfields area for the past three years as part of the Leicester for Business consortium. Support has been through a mixture of 1-2-1 business coaching, mentoring, advice, themed workshops, seminars and various networking events for pre starts and established businesses. We have met all our contractual obligations.

Outputs (Up to end of September 2015):

	Target	Achieved
Pre Start	93	104
Businesses Assisted	64	66
Jobs	18	33
Business Created	18	18

Businesses created:

We have helped established businesses across a wide range of sectors. These businesses are still trading and growing and we will continue to support them.

Businesses assisted:

We have supported businesses win more customers, improve their processes, help them raise finance and develop their employees.

Jobs:

Through businesses created, we have brought more jobs into the area and helped reduce unemployment. We have helped our SME's protect existing jobs through various interventions and create new ones.

Business support solutions:

We have continued to develop our support offer to our clients' changing needs. We have used bespoke 1-2-1 coaching and mentoring sessions, specialist provision externally, business skills workshops, seminars and networking events. Our workshop and seminars were delivered at this Centre and included topics on raising finance, online marketing and secrets to social media. We also referred onto other specialist topics run by our partner colleagues of the Leicester for Business consortium. Responses have been very positive over the years and our clients have gained various business skills.

Finance for business:

Raising finance continues to be a challenge for our start up and established businesses. We have managed to help clients raise significant funding through loan and grant options. Over the life time of our ERDF Business support project, we have raised circa £1.5M to help business start-up and for existing businesses to develop and grow.

Highfields Business Association:

An elected structure of the business association is in place. We have a membership of 70 registered members. Funding to forge the work of the Association has been a key challenge in light of various European funded projects coming to an end. We plan to have a round table discussion in October to work out a plan on how we take forward the Association's agenda.

Going forward:

Funding for our Business Support offer through the Leicester for Business Consortium came to an end on 30th of September 2015. We will continue to offer business support to our clients. Some of it will be on a paid basis, to offset some costs and to be consistent in our delivery.

We will be working smarter within the community, forge appropriate relationships to widen the breadth of what we do and be proactive with our market place. With this, we will be able to deliver a meaningful and consistent business support service that adds value to our clients' needs.

Alfred B Bawak
Business Adviser



Highfields Business Association (H-BA) AGM (October 2015)



Name Of the Organisation

ACTIVE YOUTH
ABSTRACT
AL FALAH FC
AL ISLAMIA INSTITUTE FOR EDUCATION
ANSAAR
BHANGRABLAZE
BMD MANDAL
BODY BUILDING
CSMA
EMPOWER YOUTH ACADEMY
FMO
GRASSHOPPERS CHESS CLUB
HC - ESOL WED & FRI CLASS
HC - IT CLASS MON PM
HC - IT CLASS TUES AM
HC L3 CYP
HC MATHS (ESOL)
HIGHFIELDS BUSINESS ASSOCIATION (H-BA)
IQRA TRUST
JAMEAH GIRLS ACADEMY
LAND OF LEARNING
LCC SCH SPORT & PHYSICAL ACT NETWORK
LCRM
LEICESTER CARIBBEAN CRICKET CLUB
LEICESTER & DISTRICT TRADES COUNCIL
LEICESTER MEDWAY EDUCATION TRUST
MANDHATA SENIOR CITIZENS
MELBOURNE UNITED
MYO
NEVIS DEVELOPMENT ASSOCIATION
NEW TEST'T CHURCH OF GOD (LIGHTHOUSE)
QUALIFICATION DEVELOPMENT SERVICE
RIYADH YOUTH ORGANISATION
ROSEMINAS OUTRECH PROJECT
SHAMA WOMENS CENTRE
SHUBAAN
SOMALI DEVELOPMENT SERVICES (SDS)
SPORTS IN YOU
ST PETERS CHURCH & CC
THE SHANTI GROUP
TREC
VIKING INTERNATIONAL YOUTH CLUB
WARRIORS BB
Z FITNESS
ZANSHIN KAI
ZDK

Rep on HCA

NATHAN WRIGHT
ROSETHA CLAXTON
NORMAN PADIA
ZUBAIR KOLA
SAMIA KADRI
KIRIT THAKORE
HARISH S PATEL
ASHOK BHANNA
A MOTI
FASIH KHAN
MOHAMED SALIM ESAT
ROLAND GRAF
SAMIYAH RAWAT
SALMA LIMBADA
REHANA IKLERIYA
DAVE PARKIN
NAIFA YASSET
RAFIQUE PATEL
ABDUL OSMAN
MRS S PATEL
JAWID PATEL
DAN HEWING
CHRIS GOODWIN
GEORGE MARTIN
ANDREW WALTON
MANSUR AHMED
D.P. PATEL
HOUSSNI BOURAAJAJ
SULAYMAAN SIDAT
SYL JEFFERS
RICHARD MITCHELL
FURZANA KHALIFA
AYAZ GHUMRA
ROSEMINA ISMAIL
KHADEJA AMER-SHARIF
AFZAL POPAT
ABDI RAZAK
RANDOLPH HUNER
CATHRYN PARSONS
TIRATHPAL NAUTE
IRIS LIGHTFOOTE
WINIFRED TAYLOR
KARL BROWN
ZEE NASSE
SHABIR SAMEJA
WINSTON BROWN

Individual Membership

Esmail Mohamed Esmail

HIGHFIELDS COMMUNITY ASSOCIATION

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31ST MARCH 2015

		Unrestricted funds	Restricted funds	31/3/15 Total funds	31/3/14 Total funds
	No tes	£	£	£	£
INCOMING RESOURCES					
Incoming resources from generated funds					
Activities for generating funds	2	1,333	-	1,333	2,510
Investment income	3	90	-	90	220
Incoming resources from charitable activities					
Incoming resources from charitable activities	4	80,300	629,737	710,037	723,614
Total incoming resources		<u>81,723</u>	<u>629,737</u>	<u>711,460</u>	<u>726,344</u>
RESOURCES EXPENDED					
Costs of generating funds					
Costs of generating voluntary income	5	749	-	749	2,163
Charitable activities					
Costs of charitable activities	6	87,618	537,428	625,046	626,577
Governance costs	8	<u>168,600</u>	<u>-</u>	<u>168,600</u>	<u>5,700</u>
Total resources expended		<u>256,967</u>	<u>537,428</u>	<u>794,395</u>	<u>634,440</u>
NET INCOMING/(OUTGOING) RESOURCES BEFORE TRANSFERS					
		(175,244)	92,309	(82,935)	91,904
Gross transfers between funds	15	<u>(181,725)</u>	<u>181,725</u>	<u>-</u>	<u>-</u>
Net incoming/(outgoing) resources		(356,969)	274,034	(82,935)	91,904
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>636,334</u>	<u>35,030</u>	<u>671,364</u>	<u>579,460</u>
TOTAL FUNDS CARRIED FORWARD		<u>279,365</u>	<u>309,064</u>	<u>588,429</u>	<u>671,364</u>

HIGHFIELDS COMMUNITY ASSOCIATION**BALANCE SHEET
AT 31ST MARCH 2015**

		Unrestricted funds	Restricted funds	31/3/15 Total funds	31/3/14 Total funds
	No tes	£	£	£	£
FIXED ASSETS					
Tangible assets	12	15,089	23,543	38,632	45,809
CURRENT ASSETS					
Debtors	13	76,332	243,153	319,485	78,933
Cash at bank and in hand		<u>398,540</u>	<u>42,367</u>	<u>440,907</u>	<u>578,819</u>
		474,872	285,520	760,392	657,752
CREDITORS					
Amounts falling due within one year	14	(48,596)	-	(48,596)	(32,197)
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET CURRENT ASSETS		<u>426,276</u>	<u>285,520</u>	<u>711,796</u>	<u>625,555</u>
TOTAL ASSETS LESS CURRENT LIABILITIES		441,365	309,063	750,428	671,364
PENSION LIABILITY	16	(162,000)	-	(162,000)	-
		<u> </u>	<u> </u>	<u> </u>	<u> </u>
NET ASSETS		<u>279,365</u>	<u>309,063</u>	<u>588,428</u>	<u>671,364</u>
FUNDS	15				
Unrestricted funds				279,365	636,334
Restricted funds				<u>309,063</u>	<u>35,030</u>
TOTAL FUNDS				<u>588,428</u>	<u>671,364</u>

Highfields Centre – 2014 User & Staff Profile

The Centre's ethos of serving all sections of the local community is brilliantly supported by our 2014 user and staff statistics, with the key findings as follows:

- Male = 44% Female = 56%
- Asian = 73%; African/Caribbean = 16%; White = 4%; Other = 7%
- Over 400,000 users have attended various activities and events at HC over the last 4 years!
- Staff = 25 males & 14 females, with 59% Asian, 21% African/Caribbean, 12% White & 8% Other.

		HCA Managed Services	LCC Managed Services	Total	%
Number of Sessions		3878	1328	5206	<i>16 people/ session</i>
Participant Number		67507	13716	81223	<i>100</i>
Participant Gender	Male	31475	4155	35630	44
	Female	36032	9561	45593	56
Participant Ethnicity	Asian	49559-73%	10161	59720	73
	Afr/AC	11910-18%	960	12870	16
	White	2881 -4%	616	3497	4
	Other	3157 -5%	1979	5136	7
Volunteer Number		23	8	31	<i>100</i>
Volunteer Gender	Male	12	1	13	42
	Female	11	7	18	58
Volunteer Ethnicity	Asian	19	6	25	80
	Afr/AC	2	1	3	10
	White	2	0	2	7
	Other	0	1	1	3
Staff Number	FT	8	2	10	13
	PT	31	34	65	87
Staff Gender	Male	25	4	29	39
	Female	14	32	46	61
Staff Ethnicity	Asian	23- 59%	19	42	56
	Afr/AC	8-21%	1	9	12
	White	5- 12%	14	19	25
	Other	3-8%	2	5	7