



ANNUAL REPORT 2013

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

Annual General Meeting of Highfields Community Association, 6pm, Friday 4/10/13 at HC

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

Agenda

1. Apologies
2. Approval of the minutes of the Annual General Meeting of the HCA held on 5 October 2012 (see attached copy) and any matters arising
3. Consideration and adoption of an annual report for the period ending 31 August 2013 (available at the AGM).
4. Consideration and adoption of the audited accounts of HCA for the year ending 31 March 2013 (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 (see below)

7. Appointment of Directors (see below)

The AGM will be followed by our guest speaker, Richard Bettsworth (Editor, Leicester Mercury) and closing remarks.

HIGHFIELDS COMMUNITY ASSOCIATION: ANNUAL GENERAL MEETING 5th OCTOBER 2012

Present: As per attendance list.

Welcome and Apologies: Baljit opened the AGM with a special warm welcome to all in attendance and especially the Assistant Mayor, Cllr. Mohammed Dawood, local councillor and guest speaker for HCA's 2012 AGM.

Apologies: Furzana Khalifa (OQDS), Sibongile Mpofu (LCRM), R. Sidat (JAIL).

1. **Minutes of last meeting 2/12/2011 –** Agreed as an accurate record with the following amendment. There was a suggestion to look at possibilities around setting up an approved Co-operative for local food sources.
2. **Matters arising: Item 7 Treasurer's Report –** A question was asked in relation to any progress on joining a credit union or any progress on taking on the banks? Priya reported that the issue with the bank was now in the hands of the Ombudsman and no decision had been received to date. The issue around a long term financial strategy in terms of investment is still under consideration until the issue of the bank is resolved. It was agreed that the HCA should look at Social Enterprise schemes to bring in additional funds.
3. **Chair's Report:** Baljit spoke briefly to the Chair's written report and expressed his pleasure and privilege in working with the HCA and Centre. He was delighted to see the number of people using the Centre throughout the year had risen dramatically, particularly in light of the economic situation and conditions in the current climate. The Centre has been very strong in supporting our service users and we need to continue to take all necessary steps to continue with these services. It was noted that the Centre had been unsuccessful in its bid to the EU for funding to train young people, but will be pursuing all available opportunities for further funding for the Centre. It was noted that other countries are ahead of the 'game' and the Centre needs to be onboard as soon as possible. Baljit concluded his report on a high note and commended the dedication of the Centre's staff and stated how proud he is to be Chair of the HCA.

4. **Vice-Chair Report:** Iris spoke briefly to her written report. Iris stated how she has showed a copy of the report to her colleagues at TREC for them to see the extent of the work that goes on at this Centre. Iris stated the importance of sharing and promoting the excellent work of the Centre with as many of our service users and providers in the area. We need to continue to have appropriate services for the Centre and appropriate staff for the services. The Centre needs to continue to work in collaboration and partnership sharing ideas and networking to deliver excellent services around the city.
5. **Secretary's Report** – Baljit spoke in Furzana's absence and drew particular attention to the following 3 highlights of the past year:-
1. **The Highfields Festival** – extremely successful and opened by Sir Peter Soulsby, the City Mayor.
 2. **EU Trip** – A small delegation went across to Brussels to make representation and seek how to draw down some of the 'millions' to HC / Leicester – not an easy task and will continue pursuing this year.
 3. **Summer Playschemes** – Over 90 children in attendance over a four week period with very little support from the LCC. The commitment from HCA to deliver these services is a testament to the staff and its management at the Centre.

6. **Head of Centre's Annual Report** –

Priya welcomed everyone to the AGM and stated how good it was to see so many young people in attendance with their families. A small group of young people had been invited to attend the AGM to receive their Arts Awards.

Priya asked members to take away a copy of the Annual Report and share it with their families at their leisure to capture some of the excellent work that is currently going on at the Centre, including looking at the evidential return figures, which clearly shows the Centre has surpassed its targets.

The key points that Priya outlined were as follows:-

The need to know the community who we are serving by examining the stats from the evidential material. The findings from the last survey have produced a lot of interesting material and this will be used as part of a strategic training day with the GB and cascaded to the whole of the Centre's staff team in the next month.

Young People's anti social behaviour – the excellent late lounge sessions held at the Centre – not reflective of the area and we need to look at other ways of tackling these issues. Difficult to cater for all the area's young people –need other agencies to engage with this area of work.

The Centre's Independence has enabled us to go to Brussels and look at other opportunities.

ERDF Business Support Funding – The Centre has now appointed Avnesh Pandya to take on this new and exciting area of work.

H-MAC funding has now been transferred over to the HCA.

After School Care Club – The changes in national government have had a very serious and detrimental effect on the Centre's After School Care Club. All monies now going direct to schools. The Centre will fight for this vital service to continue at the Centre.

Priya spoke about the positive outcome following the over13 year struggle to achieve Independence and how good it is to see the achievements being made at this Centre, and other agencies like TREC, who are taking the lead on the Heritage Centre development. Priya is very keen to see the Centre supporting and helping to realise this project, albeit that it does not take a further 13 years!

AVAPAC – Priya spoke briefly to this report and outlined the following main items:-

Festival –future developments – including the new mini mango suite.

Priya alluded to the challenges ahead to provide a full arts programme and stated that he would be taking a direct role for the foreseeable future.

H-Cafe - Priya spoke briefly to this report, with particular reference to the invitation to 21 agencies to apply for the sub-contracting of the H-Cafe, to enable Jay to be freed up to concentrate on her Centre Development role. Priya asked members to read the report in full.

H-MAC – Aiyub spoke to his report which was very comprehensive and highlighted the following main items:-

Advice services – extremely busy in all areas, drawing down lots of monies for clients through the benefits systems. National Government having a major influence in terms of drawing down future funding

Adult Learning – over 500 adult learners came through for enrolment last year

Ofsted Inspection – Very positive feedback for this Centre and its work

Matrix Awards – Very positive

HALABS Directory – The directory was available for the second year in succession and distributed through the local network of agencies – excellent directory

Job Club – weekly and extremely busy

New post of Business Development Officer – very important role for the local people to enable growth in the economy.

Aiyub recommended members read the report at their leisure and thanked members for their attention.

Sports Dept. - Jay spoke to the written report in Jeff's absence. Jay highlighted the main items in the report.

Community Dept – Pat spoke very briefly to her written report and highlighted the following items:-

The statistics for usage throughout the year and the excellent achievement in reaching and surpassing the LCC usage targets.

HCA affiliations and the wide range of representation across the groups.

The many various functions held at the Centre throughout the year, including weddings, socials, religious festivals, post funeral receptions and dances.

The investment in out IT infra-structure and IT suite improvements.

Pat concluded her report by thanking all members for their continued support at the Centre.

Baljit thanked the staff for their excellent reports and noted that we need to safeguard our interests across the spectrum for all families.

7. Treasurer's Report – report accepted.

Appointment of Auditors - Recommend Watergates as the auditors for next year - agreed.

Appointment of Individual Members – There is provision for individuals to be co-opted after the AGM and at the first meeting of the GB.

Appointment of Directors – The following four Directors had retired as required by HCA's 'constitution' and had been nominated again to those positions:

Shabana Momin
Sibongile Mpofu

Afzal Popat
Baljit Singh - All directors agreed

8. Guest Speaker & Presentation of Certificates – Trinity College Awards (Arts) to Young People

Mohammed Dawood, local councillor and assistant Mayor, presented the Arts Award certificates before he spoke about his role and the work he is involved in at the city council.

He thanked the HCA for the invitation to the AGM and the opportunity to speak about his role within the city.

Cllr. Dawood outlined the following main issues:-

His portfolio covers Adult Care /Social Housing with a budget of 1/5th of the overall city budget and supports a considerable number of people (7-8000)

Cuts of £70m have had a massive effect across all areas of the city but especially in his portfolio.

Cllr. Dawood spoke about the number of NEET (Not in Employment or Training) for young people and the lack of opportunities for their future prospects. He also spoke about the difficulties and challenges ahead with the growing population and he spoke about the implications from the:-

- No of council houses 22,000 available in the city with 9,000 on the current waiting list
- Lack of affordable housing in the city
- The new legislation relating to local government control
- The introduction of Universal Credits
- 1 million people on estates with ASBOs

Questions raised & discussed:-

Private rented houses – the lack of rights for tenants

Local/social housing rights – threats to legislation and changes at any time

Waiting lists and how they are managed

Is the LCC addressing any of these issues, if so, what steps are currently happening?

Cllr. Dawood outlined the process of how the systems work within the local framework and the constraints that are placed on the authority.

However, there are serious concerns with local agencies about the myths attached to immigration and overcrowding, shortage of housing etc. and how these concerns were being addressed.

References to the legacy from Mrs. Thatcher's right to buy policy and the challenges from this policy have been evidenced over the years.

Chair's closing remarks - Baljit thanked Cllr. Dawood for his attendance and excellent presentation. HCA are lucky to have him as our local councillor and friend of the Centre. He also noted the importance of having H-MAC continuing to be based at the Centre.

Closing remarks from Cllr. Aqbany - Noted the issues for Spinney Hill Ward – more spaces needed in schools, issues around the changes to benefits, these are very serious issues that will affect the local people and local councillors will continue to support the local community and the Centre's work in support of those local people. He also thanked colleagues, staff and service users for their continued support.

HCA/HC Annual Report (2013) – 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 3 years on and we're still going strong and contrary to the scare stories employed to delay and frustrate our independence, the last 3 years have not only been positively exhilarating and liberating but having nearly achieved the 3rd year (LCC contract) usage target of 100,000 users in our first 13 months, we've further exceeded that target in the second year by 6,458 users! With 4,924 sessions and 106,458 users and with the latter comprised almost equally between males and females (48% male, 52% female) and from all ethnicities (72% Asian, 16% African/ Caribbean, 4% White and 8% Other), our cherished theme of *Celebrating Diversity and Unity in the Community* can be well evidenced. Indeed, an equivalent breakdown of our staff augments that claim, with 30% males and 70% females and 52% Asian, 15% African/ Caribbean, 25% White and 8% Other.

We've worked diligently to update the various systems and procedures at the Centre to ensure the wide variety of services continued to be provided and to ensure value for money. Governing Body members, staff and the various support agencies we've engaged have all contributed to making sure this challenge was successfully met and they've also ensured the smooth continuation of the Centre's services

Our achievement of an independent Highfields Centre in December 2010 coincided with the general economic downturn in the British economy and the subsequent severe cutbacks in both national and local government expenditure. Although this has proved very challenging, we are delighted to announce our second full year of trading has shown a steady turnover and we have not only managed to maintain our valued services but also, to identify new service needs and funding to provide the required service.

The return to a One Highfields Centre service remains a key goal and given the City Mayor's pledge to neighbourhood working and the government's commitment to localism, I'm confident we can make significant progress on our objective of all Highfields Centre services being independently delivered by us! But whilst the implementation of the City Council's decision to seek external agencies to provide some of its current children and young people's services has been delayed, we've continued to develop our services to respond to the worsening economic climate and its detrimental impact on an already disadvantaged community.

A key to this service development has been our readiness to work with other city-based agencies to draw down external funding. This has already resulted in a new and much needed Business Advice service, as well as a soon to be established Talent Match service for young people aged 18 to 24 years who are furthest away from employment and the appointment of an Advice development worker to strengthen access to advice services across the eastern half of the city – an equivalent post for the western half will be based elsewhere.

There have also been some setbacks, with the most notable being the Council's decision to end its funding for the long established and valued After School Care service but the resounding success of our pilot 4 week Summer School will have hopefully laid the necessary foundations for a closer and more productive partnership with local schools.



With our collective and extensive knowledge, expertise and successful track record in service delivery and as we move forward to the renewal negotiation of our existing city council contract, we

are confident they will recognise both our outstanding successes over the previous three years and how we have laid the necessary foundations to not only meet the many challenges ahead but also, to continue providing the leadership for the area's regeneration, as exemplified by the Highfields Area Plan and the Highfields Festival.

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 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 for a happy and productive New Year.

Priya Thamotheeram
Head of Centre

Highlights 2012/2013

Elders' Group



March to-date 2013

Business Services' Launch



April 2013

Highfields Festival



June 2013

Summer School



July - August 2013

Certificate Presentation Evening



August 2013

Sunfest



August 2013

Late Lounge Sessions



**Sept 12
- Mar 13**

Global Hands Event



September 2013

HCA AGM



October 2012

Chair's Report

As Chair of the Board of Directors of HCA, it has been a pleasure and privilege to continue the consolidation of services being provided by a professional and dedicated staff from a thriving and extremely busy Highfields Centre.

The Centre has proved to be the foremost inner city establishment, operating as an independent institution of extensive lifelong learning and community development services to Highfields and the wider City of Leicester. This ranges from Visual Arts and Drama, Adult Learning, Sports Health & Welbeing, Under 5's Services, Social and Economic Development and Support, as well as a range of Community Development initiatives.

The Centre is a vital hub for information and support for all types of inquiries ranging from housing, welfare benefits, policing issues and Council services. Highfields Centre works with local schools and partner agencies to deliver a comprehensive range of services and support for the local community.

Local support for the Centre is at an all time high, particularly evidenced by the success of children services and it continues to develop responses to the social and economic challenges resulting from the downturn in the economy. Highfields Centre continues to work with the City Council to meet service obligations and local demands through mutual co-operation, support and the delivery of projects and programmes designed to meet local and City needs.

Councillor Baljit Singh B.Sc., M.Sc.
Chair
HCA

Vice Chair's Report

It cannot be stressed enough that for this Centre to remain relevant, connections and interactions must be ever vigilant and constantly engaging. This was stated last year and whilst the following pages give insight and meaning, they cannot begin to measure the full depth and width of those connections and interactions that have been effected over this last year.

Highfields Centre's staff, volunteers and board members have been relentless in ensuring the citizens of this area are being considered in every social policy decision and subsequent action. For this to be so, there is a requirement for a direct presence and/or communicative involvement in strategic directions, social structures and policy changes.

Recognising the limitations on staff numbers and the central requirement for the service provision within the physical building to be at a standard which is second to none, the self-insistence on the need to excel brings with it an exhausting additional programme, which has been undertaken without flinching.

Nationally, there was the requirement to secure senior involvement within Locality, the leading representative and support body for the community enterprise sector in the UK. We now have an officer at an executive level within that body. To understand national changes and impress the importance of the practical ramifications of those changes, there has been the need to attend meetings such as the European Funding 2014-2020 Road Show.

Whilst locally and to assist with the impact on Highfields residents resulting from the changes to Welfare Benefits, we have hosted a series of meetings on behalf of our MP where voluntary sector organisations within the area have been able to meet and agree required actions to mitigate some of the negative impact.

The Centre has also hosted meetings for the Racial Minority Voluntary Sector Assembly. The Assembly's initial purpose was to co-ordinate and to authenticate, the representation of Racial

Minority community organisations on the City's strategic bodies. It has developed into a mechanism for consultation with a wide cross-section of Leicester's population and a means of disseminating information rapidly to all racial minority communities.

It is recognised we are not an 'island' and collaboration is essential for us to grow but that growth must at no point compromise the ethos of the Centre. We have therefore continued our involvement in the Advice Leicester Partnership; remained integral to Leicester Civil Rights Movement; assisted in spearheading the Department of Communities and Local Government's ESOL competition programme development; and continue to champion through membership to its steering group, the Heritage Impact Centre proposal.

Internally, we have ensured our policies and procedures remain faultless, are regularly updated in accordance with current legislation, understood and owned by all and are accorded accreditation.

There has indeed been an increase in activities internally and externally, all leading to the creation of an environment aimed at ensuring the citizens within the geographical area of Highfields are not ignored. These activities have run concurrently to the services within the Centre which too has seen on-going expansion - all of which is due to the dedication of the users, centre members, staff, volunteers, and the Board.

Iris Lightfoote
Vice Chair

Secretary's Report

Membership & Affiliation

I am pleased to report that since our last AGM, the Association has 40 affiliated groups and 3 individual members. A list of affiliated members is included within this report.

Sub –Committees

Highfields Community Association has three subcommittees that continue to regularly meet and are working to develop programmes and services for Centre users.

They are:

CADCAT	Community, Adult Development, Catering and Transport
FAHRL	Finance, Administration, Human Resources and Legal
SACYP	Sports, Arts, Children and Young People

Centre Activities, Events and Projects

Some of the highlights from the activities and events this year have included:

- **HALABS Directory:** The launch of the 3rd Highfields Advice Learning Advice Business Services directory - A directory of local advice agencies within the Highfields Area.
- **3rd Highfields Festival:** Again the Festival was a resounding success with over 2700 people attending on the day and thereby, bringing communities together from the local area and celebrating its diversity.
- **Summer school 2013:** Having been approached by the Head of Shenton Primary School, a programme was drawn up. Approximately 170 children attended daily over four weeks. HCA also made provisions for children with parents/carers at work to be looked after during lunch times and before the start of the afternoon sessions.
- **Late Lounge Sessions:** Activities were held for young people, to help tackle crime and anti-social behaviour.

The not so positive

- **Closure of After School provision:** Two days before the end of the Easter term, the City Council informed the Centre that they would not contribute to fund any form of after school provision.

Summary

I would like to thank the Highfields Centre staff team, volunteers and Governing Body members who continue to give their time, to not only keep the Centre running but to actively engage in providing other much needed services.

Furzana Khalifa
HCA Secretary

Treasurer's Report

Achievements and Performance

- Largely taken up in embedding the post-community governance arrangements for the new centre
- Awaiting Leicester City Council's confirmation of its renewal contract

Financial Review

- A full audit conducted, as charity's turnover in excess of £500k
- The report was approved by the Board in May 2013
- The financial statements give a fair and true view
- Total income just over £646k, expenditure just over £611k and net income £34,868 (p21) – an approximately £28k reduction in turnover from 2011/12
- Healthy balance of nearly £580k developed over many years
- Identification of service and building developmental priorities
- Establishment of Asset Replacement Fund
- Increased requirement for more detailed financial information has resulted in the setting up of a new computerised financial system
- Overall, a prudent but productive year

Esmail Esmail
Treasurer
HCA

Arts Report

The last year has seen a complete change in the staffing of this department, with not only the departure of the Departmental Head but also the part time staff and we have now recruited the following three younger staff:

- Mohammed Artan – Film and Video
- Robert Stark – Digital Arts and Music
- Boston Williams – Music and Creative Writing

Whilst they have all been involved in the Centre's major events over the last year, the challenge has been to establish a regular arts programme and the new Centre programme contains details of the arts offer at this Centre. Over the last few years, the take up of arts activities and courses by the local community has not been as successful as in the other areas of this Centre's work and over the next few months, that will be the major focus of all engaged in this department's work. It's clear there is much potential for development and growth, as evidenced by the arts staff work on the Late Lounge, Summer School and Highfields Festival, with the former two in particular providing a useful platform on which we can begin to draw down local contracts and commissions.

We will also need to ensure the arts service offer is better connected to the Centre's other services and in particular, its adult learning and children and young people's work. Jay Patel (Centre Development Officer) and Aiyub Zamakda (H-MAC Team Coordinator) will have a critical role in helping to make those connections and the former has already been involved in supporting the arts service related developments, especially through the Arts Award training she and Mohammed Artan attended.

Priya Thamotheram
Interim Head of Arts

Community Services

A very warm welcome on behalf of the Community staff team to this year's AGM.

We are now coming to the final month of our third year of Independence and another potentially crucial period for the Centre as we look to secure our next three years' Service Level Agreement with the city.

As reported in last year's report, we have continued to be very busy with our venue hire throughout the year and we offer a very good venue for hire, with a very competitive range of prices. We are happy to report that not only did we not make any price increases this year, but we introduced a very competitive offer to hire the venue for smaller events from Monday to Friday at an excellent rate of £40 per hour. It is our intention to review our prices in the next couple of months, dependent on our budgets and in line with our partners and competitors.

This year, the Centre has worked with several of our partners and affiliated organisations in holding the very successful third Highfields Festival, the first Jamaican Independence SunFest (held at the Centre) and the first Global Hands Fun Day. These are all excellent opportunities for our local community to come together to enjoy an extensive range of cultural activities on their own doorstep, as well as get together as a family for a fun day out. We thank all our partners for their continued support in working with us and making the most of this multi-functional Centre for our local community and look forward to seeing and supporting many more events throughout the coming year.

As you can imagine, with the full usage of the Centre, comes the very high costs of utilities and repairs and maintenance. This year has seen a considerable increase in this budget due to wear and tear on the infra-structure supporting the building. For example, the replacement of the battery unit for the emergency lights has recently been quoted at an unbelievable cost of £25k plus additional costs for ventilation to prolong the life of the unit. This is just one example of how much pressure is placed on the repairs and maintenance budget for the Centre, particularly as the building gets older.

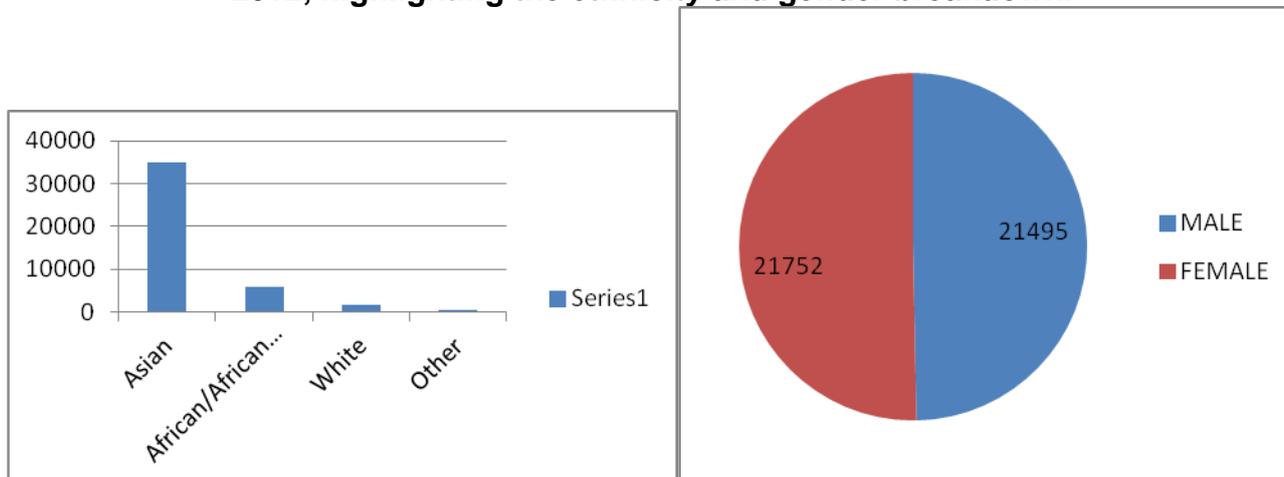
Again, as reported last year, we are extremely conscious of the need to make improvements in the old site, including the main hall, kitchen and lounge area. It is our intention that this is one of our priorities for the year ahead.

Staffing – We are very happy to report that Linda Castanha (Receptionist) has taken maternity leave and delivered a very healthy little boy in August. We welcome Rifa Chowdhury and Heena Esmail as part of the community staff team to cover Linda's duties. I am happy to announce that the remaining staff team continue to serve in their same roles.

Affiliations - The HCA membership continues to maintain a wide range of community representation with a total of 40 affiliated organisations and 3 individual members as of 31st August 2013. However, this is a decrease from previous years and a priority area to work on for next year. There are a lot of opportunities to participate in the Centre's programming and planning through the various sub-groups.

Statistics - As reported last year, we are again delighted to report that the Community Department has exceeded its annual target of 20,000 service users by reaching a massive total of 43,247. This is an increase from last year figures and is reflective of the very successful Festivals hosted throughout the summer.

Total Number of Participants for the period of 1st January 2012 to 31st December 2012, highlighting the ethnicity and gender breakdown.



The total number of hours HC is open to the public for normal activities is **3,840/year (80hrs/week)** and currently, we are open to the public for **343 days a year**.

In conclusion, and as always, may I take this opportunity of thanking all the staff, HCA Governing Body and especially all of the Community staff team who have continued to work with me and colleagues to maintain this wonderful community asset and long may we continue to achieve lots more throughout the coming years!

Pat Gardner
Facility Manager.

Centre Development

The overall purpose for the centre development role is to raise the profile of the Highfields Centre through the development and implementation of effective Centre services and the role of the Centre Development officer is to build the centre's capacity through:

- Generating new grant funding or contract income
- Increasing the numbers of users for existing services
- Helping launch new services
- Finding new volunteers

Specific developments for the year

- To secure funding for the proposed new Children's and Young people's service
- With the help of external specialists, to win more large funding bids for the activities at the Centre
- To work closely with other agencies, schools and businesses to develop partnerships, joint activities, volunteer links and additional Centre usage.
- To encourage greater uptake of the arts and media service amongst local young people
- To get Centre staff out delivering services at other venues, schools or locations.

1. Young People

We were successful in gaining a small amount of funding from Leicester Constabulary to employ three workers to carry out a short project delivering a range of activities over a 12 week period running two evening Late Lounge sessions per week which included detached sessions. The

target group were young people aged 8 -19 years both male and female. The aim of the project was to:

- Increase the availability of positive activities in Highfields that are in line with what young people want, when and where they are needed.
- Increase engagement with young people 8-19 that are engaged in or at risk of engaging in anti-social behaviour (ASB) and/or crime with a view to reducing offending behaviour/risk levels, contributing to a reduction in ASB and crime.

The sessions incorporated a vast range of activities which were held in the youth wing, H-café, gym and sports hall. Activities such as baking, table tennis, board games, discussions and debates, music workshops and access to computers/T.V. The Sports & Fitness included gym sessions, football, badminton, cricket, basketball & table tennis.

Each session focused around challenging negative and abusive behaviour and acknowledging positive attitudes, actions and behaviour. On some occasions, young people had to be challenged about their potential involvement in crime and anti-social offending behaviour.

We were able to continue the Late Lounge sessions until March 2013, with additional funding provided by the City Council's Youth Service.

2. Training & Employment

We worked in partnership with Akwaaba to deliver an eight week course to help individuals develop their self-confidence and support their personal development. Participants really enjoyed and benefitted from the course, with many successful in gaining paid employment. Three of our casual staff/volunteers were supported in achieving the Level 2 customer service qualification and two gained a Level 3 Certificate in Higher Sports Leadership.

3. Highfields Festival

We have now organised three local festivals on the grounds of the Highfields Centre and I think the biggest success for us this year was the vast numbers that turned up on the day. Overall, more than 2700 people attended the event. The different elements of the day went well, from the 60 stalls in the two car parks to the arts and sports taster activities and the Children's activities in the Uplands School playground and under 5's area of the centre, including the spectacular indoor event in the evening. The day was officially opened by Jon Ashworth MP and we also had many of the local ward councillors and the Lord Mayor attend and provide their support.

4. Marketing, Publicity & Website

In March, we re-launched our website and together with the Highfields Centre's Facebook and Twitter accounts, these have been valuable tools by which we are able to communicate with the wider audience.

5. Targeted work

Throughout the year, I have worked closely and supported the Arts department to develop the services as well as the individual workers. Mohammed Artan (Video Editing worker) and I have successfully completed the Discover, Explore, Bronze and Silver Arts Award training.

Also, having successfully gaining funding from the Near Neighbour Fund, I have been able to support the Sports team to deliver an excellent activity and luncheon club for the Elders of our community. This has proved to be an invaluable development as the participants enjoy playing cricket, basketball and football as well as doing their gym exercises on a weekly basis.

Jay Patel
Centre Development Officer
September 2013

Highfields Multi-Access Centre (H-MAC)

We provide a range of services that contribute to the national Government agenda to reduce worklessness, improve skills and increase local enterprise.

The H-MAC team provides individual assessment and support to clients in order to address particular needs and barriers. Our dedicated Personal Adviser offers structured information, advice and guidance sessions, so that clients are better equipped to 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 (IAG) and this is maintained for as long as the client requires support.
- Comprehensive initial assessment to ascertain training requirements.
- Support to access training.
- Referral to sector specific training programmes.
- Support with CV writing, job applications and preparation for interview.
- Support to find relevant voluntary work experience opportunities
- Help provided for clients to develop literacy, numeracy and ESOL skills.
- Information provided on support available for people seeking to develop new businesses.

We have been offering the Work Club for over a year as part of our role to support people back into employment. The Work Club is very popular and we are helping on average twelve to fifteen clients on a weekly basis. The needs and barriers faced by clients vary and our Advisers work to support individual difficulties that they may be facing. We provide help with setting up e-mail accounts and registration with the Universal Jobmatch service offered by the Department for Work and Pensions.

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 local community groups. Our network of partners includes the Bangladesh Youth and Cultural Shomiti, Pakistan Youth and Community Association, Shama Women's Centre, The Race Equality Centre, Overseas Qualification Development Service, Somali Development Services and Highfields Sure Start. In June 2013, we promoted our services through the Highfields Festival and we have also publicized our activities through H-CAN, HALABS directory and through Highfields Centre Programme booklet for 2013-14.

The Information and Advice Service

Independent advice services are a vital part of a democratic society, enabling people to exercise their rights and responsibilities through advice, information, support and referral where necessary. Events such as redundancy, relationship breakdown, spiralling debt and homelessness are, at times, compounded by a complex set of rules which make access to advice services essential.

The Advice Service is much in demand at H-MAC and within the locality. It is delivered by Yasmin Nathani in her role as the Advice Officer. Yasmin has a large caseload and holds up to eighteen sessions per month, providing a free, confidential and independent advice service aimed to support local people in order that they can access their rights and entitlements. The range of advice provided includes welfare benefits, housing, immigration, debt, education and general advice. A session is typically of three hours duration and in one month Yasmin offers advice to over 130 people.

The past year has been extremely busy for our Advice Officer. A total of 1387 clients have been given support with 1981 enquiries. On behalf of our advice clients, we have generated a total income of £367,645. Additionally we managed to get **42** Indefinite Leave to Remain, **27** Residence Cards, **25** Nationalities, **34** Passports and **3** successful sponsorship applications. Most of the queries we have dealt with have been for Welfare Benefits, Immigration and Tax Credits.

The Advice Service is accredited by the Office of the Immigration Services Commission (OISC), The Advice Quality Standard (AQS) and Matrix. Next year, we will be re-assessed for the AQS and MATRIX quality marks, but we are confident we will be successful yet again.

Adult Skills and Learning Provision

Adult Learning at Highfields Centre is provided by Leicester Adult Skills and Learning Service (LASALS), with support from Highfields Community Association.

We have provided a range of courses over the last year to include ESOL at various levels, Certificate in Advice Work, English and Maths, Certificate and Diploma in Childcare and Young People's Workforce, Computerised Accounts, Computing and Online Basics, ECDL, Clait, Certificate in Supporting Teaching and Learning and Sewing and Garment Making, Cake Decorating, Award in Food Safety and First Aid.

We have recently held the Certificate Presentation evening to celebrate the successes and achievements of Adult learners, volunteers and enterprising local individuals who have established new businesses through the support provided by our Business Advisers. Over 150 of our service users were presented with certificates by guests, with the latter including our local MP Jon Ashworth, Iris Lightfoote (chief executive, TREC) and Ivor Humphries (Founder Director, Enterprise Radio).

HALABS

We have co-ordinated the local forum known as Highfields Adult Learning, Advice and Business development Services. Bi-monthly meetings are held in order to increase cohesion and partnership working in the locality.

For the third year, we have also produced and distributed the local HALABS directory of services for the area. We would like to thank all staff and partners who have helped with the production of the directory.

H-MAC Outcomes and Targets

Since May 2012, we have engaged with 295 clients and have placed into employment 20 clients from H-MAC. We have started a Work Club in June 2012 and so far, 404 people have attended to seek support over this period. There is no charge to access our service. Clients have access to the internet to look and apply for jobs with the support of the H-MAC team.

Business Development Services

We are pleased to report that through a new consortia funding application by the Highfields Community Association, we have secured funding to be able to appoint a Business Advisor to work in the Highfields area to provide dedicated support aimed at new and existing businesses. The funding has been secured through European (ERDF) sources.

Development Worker for Advice Services

Through a successful consortia funding application by the Highfields Community Association and partnership work through the Advice Leicester Partnership, we have been able to recruit a Development Worker based at Highfields Centre as part of the H-MAC team. The Development Worker will research local needs in the area of advice and welfare and help to establish local advice related networks in the eastern part of the city where these have not been established.

Aiyub Zamakda
Team Leader
Highfields Multi-Access Centre

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.

Objective

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 sports team consists of one full time development worker, one part time sports worker and four part time workers, two of who are from our earlier Future Jobs Fund scheme. The sports team is extremely passionate in working with diverse groups (age, ethnicity, gender, special needs, etc) within the community.

Jeff Simon - Senior Sports Development worker
Nathan Wright- Part sport instructor/ coach
Harmony Mistry – Part time sports instructor
Sabiya Takey - Part time sports instructor
Axcel Simmons- Part time sports instructor
Hajra Bhaida – Qualified Gym inst
Maryam Meetha - Volunteer Worker
Shuyab Popat - Volunteer Worker



The facilities

- The Abdul Osman Sports Hall has 4 badminton courts. The hall is suitable 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:

1. Football Tournament

Highfields Centre held its 4th annual football tournament during the half term break in February 2013. All the players were aged 16 – 19 year olds. The aim of these tournaments is to promote community cohesion, bringing young people together from diverse backgrounds living in the Highfields community. The winners of the U19's competition were Merkeage FC.

2. Late Lounge

The Late Lounge was an initiative originally funded by the police, as a prevention / intervention method for tackling anti-social behaviour by some young people within the local community. The staff at Highfields Centre played a vital role in providing facilities and delivering a wide range of activities including music, arts & crafts, IT, TV, board games, sports hall activities and the use of the gym. The use of the sports hall was very popular amongst the young people.

3. Highfields Festival

This year's festival (3rd one) was the best so far. There were at least 2700 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.

4. Elderly Project

The sports team has started working with the elderly from March 2013.

This project is continuing to be an excellent development and one that will continue and expand. All the Elders' Group members enjoy their weekly exercise session.



5. Summer School

Due to the teams varied sport skills. HCA held a summer school with the emphasis on numeracy & literacy for 5 to 11 year olds.

Sports Statistics

- During the year January to December 2012, the sports team has put on 1,582 sessions, with 30,639 participants taking part in a sports activity at the Highfields Centre.
- This year's figures from January to June 2013 show that there have been 1,037 sessions, with 20,415 participants.

Future plans

- To see an increase in the number of Centre run activities in the department.
- To have a more efficient sports team which functions effectively, thus enabling the Centre to run more activities.
- Host more events, competitions and tournaments.
- Set up new sessions with the aim of targeting hard to reach groups such as people with disabilities, senior citizens, new communities, etc.
- Build up links with schools and local agencies for sports.
- Developing staff and volunteers skills.
- Working in partnership with Leicester City Council and other sports providers.

Jeff Simon
Senior Sports Development Worker

Business Support

Introduction:

Highfields Centre has been providing business support services to pre starts and existing businesses in the Highfields wards for just over a year 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 witnessed some positive scores in some areas, with much work to be done in others.

Outputs (Up to quarter end September 2013):

Function	Target > 12 hours	Achieved	Business start/Job created
Pre Start	20	22	3
Established	15	8	N/A

Note: Whilst pre start targets are above profile, we are only 53% on target with our work with established businesses. Number of starts from pre-starts stand at 3, above profile on target set but we would like to push that up. Finance for pre-starts/start-ups continues to be the main barrier.

Raising awareness

Raising awareness of the business support services has been a key challenge. Gradually, the word has been gone out through the Centre's communication channels. We have forged some local ties within the community but there's still much to be done.

Over the next couple of weeks, we plan to develop various outreach work with other community providers in our 3 target wards of Spinney Hills, Charnwood and Coleman to position the service better in the eyes of potential clients. This will also involve working with other business support providers, so together we can ensure a flow of referrals.

The Leicester for Business marketing platform has witnessed some very big challenges. This has affected the flow of numbers. Work is being done in this area for the better.

Finance for business

Raising finance continues to be a problem for our start up and established businesses. There are many opportunities for the under thirties, predominantly run by the Princess Trust. The start-up loans programme is also another opportunity. It was previously limited to clients aged 18-30. The cap on age has recently been removed. The scheme offers loans at 6% interest with no guarantors needed. We are seeing a lot of interest from our clients and should see the start-up figures go up.

Enterprise Leicester Grant

Leicester City Council has launched a new grant scheme. The scheme offers start up grants from £1,000-£5,000 and development grants for existing businesses of £2,000-£10,000 on a 50% matched basis. The scheme is limited to enterprises engaged in business to business activities ONLY. This limits the many life style businesses which characterise our target area, in mostly business to consumer activities. Saying that, it is an opportunity for the limited businesses engaged in business to business activities. I have put in four cases to the October panel for consideration, totalling £25K in grant value.

Staff Changes

There have been some staff changes in the business support services function in the Centre. There is a full-time Business advisor, covering work for pre-starts and existing businesses. We are flexible in our approach and work to the needs to our customers.

Going forward

We will be working smarter within the community, forge appropriate relationships to widen the breadth of what we do, be proactive with our market place so we can reach out to more clients. 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 COMMUNITY ASSOCIATION
COMPANY LIMITED BY GUARANTEE**

**STATEMENT OF FINANCIAL ACTIVITIES (INCORPORATING THE
INCOME AND EXPENDITURE ACCOUNT)**

YEAR ENDED 31 MARCH 2013

	Note	Unrestricted Funds £	Restricted Funds £	Total Funds 2013 £	Total Funds 2012 £
INCOMING RESOURCES					
Incoming resources from generating funds:					
Activities for generating funds	2	3,946	–	3,946	4,851
Investment income	3	1,035	–	1,035	709
Incoming resources from charitable activities	4	<u>93,001</u>	<u>548,220</u>	<u>641,221</u>	<u>669,244</u>
TOTAL INCOMING RESOURCES		<u>97,982</u>	<u>548,220</u>	<u>646,202</u>	<u>674,804</u>
RESOURCES EXPENDED					
Costs of generating funds:					
Costs of generating voluntary income	5	(3,505)	(6,516)	(10,021)	(8,720)
Charitable activities	6/7	(122,792)	(472,820)	(595,612)	(518,909)
Governance costs	8	(5,701)	–	(5,701)	(40,500)
TOTAL RESOURCES EXPENDED		<u>(131,998)</u>	<u>(479,336)</u>	<u>(611,334)</u>	<u>(568,129)</u>
NET INCOMING RESOURCES BEFORE TRANSFERS					
Transfer between funds	10	(34,016)	68,884	34,868	106,675
		<u>90,108</u>	<u>(90,108)</u>	–	–
NET INCOME FOR THE YEAR		<u>56,092</u>	<u>(21,224)</u>	<u>34,868</u>	<u>106,675</u>
RECONCILIATION OF FUNDS					
Total funds brought forward		<u>493,064</u>	<u>51,529</u>	<u>544,593</u>	<u>437,917</u>
TOTAL FUNDS CARRIED FORWARD		<u>549,156</u>	<u>30,305</u>	<u>579,461</u>	<u>544,592</u>

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

All of the above amounts relate to continuing activities.

**HIGHFIELDS COMMUNITY ASSOCIATION
COMPANY LIMITED BY GUARANTEE**

BALANCE SHEET

31 MARCH 2013

	Note	2013 £	2012 £
FIXED ASSETS			
Tangible assets	12	58,037	65,234
CURRENT ASSETS			
Stocks	13	–	58
Debtors	14	137,707	46,013
Cash at bank and in hand		404,001	457,347
		<u>541,708</u>	<u>503,418</u>
CREDITORS: Amounts falling due within one year	15	<u>(20,284)</u>	<u>(24,060)</u>
NET CURRENT ASSETS		521,424	479,358
TOTAL ASSETS LESS CURRENT LIABILITIES		<u>579,461</u>	<u>544,592</u>
NET ASSETS		<u>579,461</u>	<u>544,592</u>
FUNDS			
Restricted income funds	16	30,306	51,529
Unrestricted income funds	17	549,155	493,063
TOTAL FUNDS		<u>579,461</u>	<u>544,592</u>

The trustees and Directors are satisfied that the charity is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act. However it is required to have a statutory audit under the Charities Act 1993.

The trustees and Directors acknowledge their responsibilities for:

- (i) ensuring that the charity keeps adequate accounting records which comply with section 386 of the Act, and
- (ii) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charity.

These financial statements were approved by the members of the committee on the 15 May 2013 and are signed on their behalf by:

Mr E Esmail, Director
Company Registration Number: 06078193

HCA Affiliated Groups (2013)

- | | |
|---|--------------------|
| 1. ALL STARS FC | ISMAIL KAROLIA |
| 2. ACTIVE YOUTH | ADILSON EVORA |
| 3. ACTION FOR BLIND | HALEEMA ASLAM |
| 4. ANSAAR | MEENA ACKARALLY |
| 5. AL-ISLAMIA INST FOR EDUCATION | ZUBAIR KOLA |
| 6. AFRICAN CARIBBEAN CITIZENS FORUM | CARLOL VARLEY |
| 7. BANGLADESH YOUTH & CULTURAL SHOMITI | ZAHIRUL HAQUE |
| 8. BMD MANDAL | HARISH PATEL |
| 9. BODY BUILDING | ASHOK BHANA |
| 10. CHARNWOOD PRIMARY SCHOOL | I LAMBAT |
| 11. C.S.M.A | ABDULLA MOTI |
| 12. EMPOWER YOUTH ACADEMY | DR.FASIH KHAN |
| 13. EVINGTON MUSLIM CENTRE | G HUSSEIN |
| 14. FEDERATION OF MUSLIM ORGANISATION | YASSER DIN |
| 15. FITNESS FOR WOMEN | SHASHEMANE ONEILL |
| 16. GRASSHOPPERS | ROLAND GRAF |
| 17. JAMEAH GIRLS SCHOOL | AMINA SIDAT |
| 18. LAND OF LEARNING | MOHAMED ARIF PATEL |
| 19. LEICESTER BARBADOS ASSOCIATION | JEANETTE PUNTER |
| 20. LEICESTER CIVIL RIGHTS MOVEMENT | CHRIS GOODWIN |
| 21. LEICESTER CARIBBEAN CRICKET CLUB | KRISTA WALTERS |
| 22. MBC BENGALI LANGUAGE SCHOOL | MANSUR AHMED |
| 23. MELBOURNE UNITED FOOTBALLCLUB | SHABIR SIDAT |
| 24. MYO | ISMAIL BHAYAT |
| 25. NEVIS DEVELOPMENT | ORNETTE MAYNARD |
| 26. OVERSEAS QUALIFICATION DEVPT. SERVICE | FURZANA KHALIFA |
| 27. PUNJAB LINK COUNCIL | BALJIT SINGH |
| 28. RIYADH YOUTH ORG | IQBAL GHUMRA |
| 29. SAFE WITH SPORTS (SWS) | H. LAMBAT |
| 30. SHAMA WOMEN'S CENTRE | JOHANNE ROBBINS |
| 31. SOMALI DEVELOPMENT SERVICES | M. ANSHUR |
| 32. THE SHANTI GROUP | TIRATHPAL NAUTE |
| 33. ST. PETERS & STOUGHTON ST. T.A. | MOHAMMED SAYED |
| 34. TINY TOTS PRE-SCHOOL | NIZAM HUSSEIN |
| 35. THE RACE EQUALITY CENTRE | IRIS LIGHTFOOTE |
| 36. UPLANDS INFANT SCHOOL | MRS. K. RILEY |
| 37. VIKINGS .F.C | WINIFRED TAYLOR |

38. ZANSHIN KAI SHOTOKAN KARATE

39. Z.D.K KARATE

40. Z FITNESS

SHABIR SOMEJA

WINSTON BROWN

ZEENAT NASSER

INDIVIDUAL AFFILIATION

1. ESMAIL ESMAIL
2. MARYAM MEETHA
3. SHABANA MOMIN

HCA: EVIDENTIAL MATERIAL – Year 2 Return – 1st January 2012 to 31st December 2012

		HCA Managed Services					LCC Managed Services						
		Qtr 1	Qtr 2	Qtr 3	Qtr 4	Sub-Total	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Sub-Total	Total	%
Number of Sessions		879	916	567	783	3145	527	456	189	607	1779	4924	21 people/session
Participant Number		18336	24371	17345	23915	83967	6104	5254	3771	7362	22491	106458	100
Participant Gender	Male	9751	10330	10620	11246	41947	2531	2476	1798	2718	9523	51470	48
	Female	8585	14041	6725	12669	42020	3573	2778	1973	4644	12968	54988	52
Participant Ethnicity	Asian	13799	19611	11759	16432	61601	3849	3035	2893	5204	14981	76582	72
	Afr/AC	3287	2726	3417	4440	13870	818	1065	307	1183	3373	17243	16
	White	494	793	791	1632	3710	290	216	220	265	991	4701	4
	Other	756	1241	1378	1411	4786	1147	938	351	710	3146	7932	8
Volunteer Number		15	13	7	11	46	9	8	6	3	26	72	100
Volunteer Gender	Male	4	5	3	3	15	2	2	1	0	5	20	28
	Female	11	8	4	8	31	7	6	5	3	21	52	72
Volunteer Ethnicity	Asian	13	12	5	10	40	6	5	4	3	18	58	81
	Afr/AC	2	1	1	1	5	1	1	1	0	3	8	11
	White	0	0	0	0	0	1	1	1	0	3	3	4
	Other	0	0	1	0	1	1	1	0	0	2	3	4
Staff Number	FT	6	6	7	6	6	3	3	3	1	2	8	11
	PT	22	22	19	21	21	44	39	46	47	44	65	89
Staff Gender	Male	16	16	15	17	16	9	7	6	3	6	22	30
	Female	12	12	11	10	11	38	35	43	45	40	51	70
Staff Ethnicity	Asian	14	14	13	15	14	24	21	27	24	24	38	52
	Afr/AC	10	9	9	9	9	2	2	1	1	2	11	15
	White	2	3	3	1	2	16	14	16	20	16	18	25
	Other	2	2	1	2	2	5	5	5	3	4	6	8

LCC Target	Total Usage (%) Achieved
Community 24000	43247 (180)
Sports 18000	30639 (170)
Arts 6000	1983 (33)
Catering 6000	4974 (83)
LCC Services 30000	22491 (75)
H-MAC	3124
Total 84000	106458 (127)