

Stepney Community Trust

Annual Report 2008-2009

Report -1st April 2008 - 31st March 2009

The Council of Management (CoM) of the Stepney Community Trust (SCT) present their Charity report, financial statements and activities report of the charity for the year ending 31st March 2009.

Reference and Administrative Details:

- **Charity Registration Number:** 297771.
- **Company Registration Number:** 2036918.
- **Registered Office and Business address:** 46 Myrdle Street,
Stepney,
London E1 1HL.
- **Bankers:** National Westminster Bank PLC
Albion Yard, 331-335 Whitechapel Road
London E1 1AU.
- **Reporting Accountants:** G C Das & Co
Chartered Accountants
57 Icknield Drive, Gants Hill, Ilford
Essex IG2 6SE.

Council of Management/Directors: The **CoM/directors** of the charitable company (**the charity**) for the purpose of charity/company law and throughout this report are collectively referred to as the trustees.

The trustees serving during the year and since the year end were as follows:-

- Chairperson Abdul Malik.
- Treasurer Muktar Hussain
- Secretary Bodrul Alom
- Trustee Sheraj Uddin
- Trustee Reena Sari
- Trustee Enam Uddin
- Trustee Nurul Islam
- Trustee Nazmin Rahman
- Co-opted Trustee Ms. Ameena Begum
- Co-opted Trustee Steve Mallaghan

Staff & Volunteers: Team which delivered the work of the SCT this year are as follows:-

Position	Staff / Volunteer Member
Centre Manager	M. Soyful Alom
Project development Officer	Shah Abdun Noor (until 31/03/2009)
ESOL Tutor	Mrs. E. Emunufe
Employment Advice Officer	Ms. Syeda Ambeah Rahman and Ms. Lai Man Tang
IT tutor/consultant	N. Chowdhury / Yacine Seddik
Dedicated Volunteers	Jakir Ahmed, Nasrin Wassman, Shuheda Begum, Rushna Begum, Narbin Khan, Mohammed Azizi, Sharmin Akthar, Mary Holley and Shiwli Chowdhury. Mohammed Karim

Foreword of Chairperson

SCT has continued to develop and expand its activities and service offer to the community during the last financial year. In addition to operating from its premises in Myrdle Street, a number of activities were run in other places within Tower Hamlets, with the help of additional staff.

The CoM, staff and volunteers continued to make improvements to SCT's service delivery. By working together as a strong team with dedication and creativity, the Trust has ensured that its services to the community were both relevant and effective under the current economic climate.

SCT needs to carry out urgent refurbishment work of its premises in order to improve the working conditions for staff and also the environment for members of the public who visit for advice or to take part in activities. The Trust needs to prioritise efforts to fundraise for building improvements.

CoM and staff are very grateful to all funders for their generous support, which indicates their confidence in the organisation, its management and activities delivered to the community.

I wish to register my special thanks to CoM members, staff and volunteers for their hard work in successfully delivering services to the local community, our users and partners.

SCT will continue to work with local organisations and the Tower Hamlets Council to sustain the successful partnership model developed in order to help bring continuous improvements to the lives of local people. The Stepney Community Trust has shown that it can deliver effective and relevant services and also adapt to the changing composition and needs of communities who live in the area. I have no doubt that the Trust will be able to meet its obligations and deal with new challenge as they arise in the future.

**Abdul Malik
Chairperson**

Admin & Finance Committee (AFC) report

AFC of the CoM met a number of times during the year and has established the following policies for the smooth running of the Centre.

1. A Reserves Policy of the SCT
2. H&S policy
3. Financial management & control,
4. A personnel and Human resources issues,
5. Issues of building repairs and securities etc.

More work is currently being undertaken to clarify and provide directions for the implementation of the above policies. The Trust needs additional staff to achieve improvements to its management and administration. However, due to funding shortages the Centre has not been able to employ the optimal amount of human resources needed.

SCT needs to priorities its fund raising efforts to secure long term resources in order to sustain staff team and the vital activities delivered for the vulnerable communities in the local area.

Admin & Finance Committee.

Secretary's report

SCT has achieved significant results during the last financial year. It built new partnerships and ran a number of successful joint projects with local organisations, including Jobcentre Plus, CCAP and Stifford Centre.

The CoM identified and discussed issues relating to the full building refurbishment of its premises, covering improvement process, costing, design, alterations, etc. However, due to the nature of voluntary sector funding, it will be necessary for SCT to consider phasing out the refurbishment work. Dividing the work into stages is likely to be more successful in terms of attracting funding and also cause less inconvenience for users.

SCT has come a long way since 1982 when it started operating as a small traditional voluntary sector organisation. It now has a set of developed policies – including H&S, HR, Reserves and Financial Control - to ensure the effective and efficient running of the Trust's activities. The policies are important assets and demonstrate to partners, funders and users the professional capacity and skills of the people involved with SCT.

SCT's agreed policies also include a commitment to openness, honesty and transparency. As such local people, statutory authorities and funders are most welcome to inspect information and records on the Trust's incomes, expenditures, management and staffing.

We the CoM and staff are determined to continue to deliver our objectives of serving the local community. As in the past we plan to build on our successes and make improvements to what we provide in the future.

I wish to thank all funders for their support and hope that they will continue to view SCT as a partner that can deliver effective services to the communities.

We are now ready to face new challenges and to take on new programmes. SCT would appreciate very much if you can provide feedback or suggestions for improvements or further development of its services and activities.

Bodrul Alom.
Company Secretary

Financial Report - 01/04/2008- 31/03/2009.

SCT has secured new funding from local & national sources and the budget now looks healthier. However, just like the difficulties experienced by many voluntary sector organisations in building up reserves, causing temporary cash flow difficulties as a regular issue, SCT is not immune from this problem.

Both the core and project funding that SCT attracted came to an end during the last financial year. The **Big Lottery Fund**, which paid for the organisation's core expenditures ended in December 2008. The project funding, which came from the **Communities and Local Government-FSI**, completed its activities by the end of March 2009. The shortfall in core and project funding has resulted in an overspent and has created pressures on SCT's finances.

SCT's Incomes & Expenditures for 2008-09 have been provided overleaf – which contains summarised figures, designed to provide a simple overview of funds attracted in relation to the expenditures and commitments.

Audited accounts are available for the period 2008-09 for inspection at the Centre - the auditor G. C. Das & Co., SCT staff and all funders have been forwarded a copy. The CoM and staff would be happy to take you through or to clarify any issues you may have.

Our VISION statement makes it clear that we operate an open & transparent financial management system, fully accountable to the CoM, the community we serve, funders who support our work and other accountable bodies.

The financial statement - incomes & expenditures - has been agreed by the CoM on **8th June 2009 at the Board meeting and to be endorsed & approved at the Extra Ordinary General meeting of the SCT.** Once the process is completed, the account will be submitted to all funders, Tower Hamlets Council, Companies House and Charity Commissions to meet financial reporting requirements.

**Muktar Hussain,
Director/Treasurer.**

Summary of Vision

Main Aims – *the mission and main aims were revised as part of a development programme – “to enhance and regenerate the area’s socio welfare, education, employment prospects and the living environment, enabling local residents to access opportunities for development and to improve their quality of life in general”.*

SCT plans to be a major player in facilitating and affecting positive change within the local community. It will undertake this role by attracting resources and providing expertise and support. It will also develop and deliver projects and programmes to enable local people to access all relevant opportunities existing in the area and beyond.

Resources–SCT owns the centre freehold- a dedicated Community Resource Centre owned by the community.

Management –it is representative of the local community & service users, elected during the Annual General Meeting (AGM).

Staffing – there are 7 staff members and a number of committed volunteers are operating on a part time basis.

Target Groups – our services are open to all communities and they are designed to serve the needs of different sections of the population, e.g., women, youth, disabled people, etc.

Service Provision – SCT is a community based organisation operating through a range of projects. The aims are to empower the community and build capacity to enable local people to access opportunities designed to improve their quality of life. The current programmes of SCT include:-

- **The Training And Economic Initiative** – funded by the Home Office, delivers a range of ICT training programmes and job-search activities for unemployed people, linked to NVQ levels providing employment driven skills
- **ICT Training** –the SCT delivers IT courses as an OCR Accredited Training Provider– local people participating in these courses achieve key skills for development linked to search for employment.
- **Employment & Guidance project:** Tower Hamlets Council Community Match Fund (CMF), which support s users employability/employment needs skills and includes one to one advice & guidance, CV writing, making job application, interview skills, running specialist workshops, etc.
- **Volunteer Project** – to engage the community and build capacity of the SCT to deliver projects and programmes more effectively.
- **Female ICT Training** – developing an OCR accredited Training Centre to deliver a number of programmes which are key skills for development, linked to search for employment.
- **ESOL Class** – SCT has been running ESOL classes for the last 3 years as part of its Home Office– Communities and Local Government funding programme. It is very popular & successful, attracting 30 male / 30 female students per term (60 per year) - **accredited by the Cambridge Examination Board**
- **Health & Social Care Project** – focuses on mental health / the elderly, etc. Health and deprivation are closely linked, and the fact that the area is highly deprives means that it is breeding ill health within the community

- **Women's Programmes** – Domestic Violence is a major problem in the Asian community and the level of knowledge around sexual and health education (e.g. HIV, AIDS, pregnancy etc.) is also very low within the same population. The SCT has attracted funding from the Big Lottery Fund to undertake some work to remedy these problems. In this regard it has appointed two P/T staff to set up a programme of activities, including exclusive ICT, ESOL, guidance to training & employment and deal with female personal issues. including advice etc

○ Funding – to meet the vision for future services, it is envisaged that it will be necessary double the turnover and phased over the next 3 – 5 years. This will enable the creation of a broader staff team for the effective management of the expanded programme.

Services & activities report - Community Economic and Training Initiatives:

The Communities and Local Government funded project started in September 2006 with the appointment of the Project Development Officer. It ran for two and half years until the end of March 2009 and during that period the project achieved a number of notable successes.

The central theme of the project was to help empower highly disadvantaged people in society by facilitating their greater participation in the available educational, training and employment opportunities. Part of the process involved identifying and breaking down the barriers that cause social exclusion and actively promoting the equality of access to services. SCT's intervention in this regard has opened up avenues for excluded groups and has given them a confidence to go forward and seek opportunities. Some of the stepping stones opportunities provided by SCT for individuals who are furthest from the labour have proven to be particularly successful. Many who took advantage of and completed an accredited course, such as OCR New CLAiT level 1 or Cambridge ESOL entry 1, have gone to undertake further training. Over the lifetime of the project more than 450 people have benefited from careers guidance and job search services, including many gaining employment or undertaking training. Like many other initiatives this project also faced many challenges, which included:

- The accommodation used did not have the sufficient space needed to provide the quality of service to meet the needs and desires of the users.
- The centre was very busy with a high number of people visiting every week. Although the project was supported by a number of volunteers the Project Development Officer was required to work under a number of roles - Employment Guidance Officer, I.T support, I.T Trainer and Coordination. The insufficient levels of human resources available meant that delivering the objectives of the project was quite challenging.
- The resources available for the project was also insufficient to cover all the costs associated with running the project. For example, the exam costs had to be sourced from elsewhere.
- There was a high expectation from users that participating in the programme would help them obtain jobs.
- Noise generated from building work adjacent to the SCT premises negatively impacted on the levels of concentration of both users and the staff.

In the initial stage of the project SCT was concerned that the output targets and the milestones set for the project were unrealistic and over ambitious. The fear of under performance was due to the fact that the project's lifetime was very short and the resources available were insufficient. Following negotiation with the funders a more manageable and realistic targets were created.

The foundation of the project was based on the notion of "improving people's lives". The activities covered included the following:

- OCR New CLAiT at level 1 I.T courses (accredited)
- ESOL language courses at Entry level 1 (accredited)
- Volunteering, work placement and mentoring
- Networking with similar organisations
- Employment support (job club)
- Advice on Education & Training

Nearly all the elements of the project, with the exception of ESOL language course, were delivered by the Project Development Officer. This means that the officer concerned was required to be multi skilled who could plan activities meticulously and manage time very effectively to ensure that the project meets the revised milestone and output targets. With the successful delivery of the project, SCT's intention was to continue with a similar project. However, due to the lack of funding availability so far this has not been possible.

Shah A. Noor.
Project Development Officer.
Sept 2006 – Mar 2009

Female Development Project - outreach and counselling project:

Big Lottery Fund - Reaching Communities programme funded the Female Development Project. **Community Education and Women's Project** is building its capacity to deliver local community based solutions. A number of initiatives and activities are being undertaken.

Domestic Violence is a problem in the Asian community and also the development of knowledge around sexual and health education (e.g. HIV, AIDS, pregnancy etc.) has not been satisfactory in relation to the needs of the community.

The project is targeted at young girls, adolescents and women of all ages from the Bangladeshi community who find it difficult to access education due to language barriers and poverty issues. Many such women cannot take part in such educational provisions, especially when it involves financial contributions.

A number of sessions were organised, which were attended by local women, discussed issues of common concerns. It is very clear from the feedback generated that more such sessions are needed for the alleviation of poverty and enhancing women's right and education.

Aspire!...reach your potential (Female Development Project of Stepney Community Trust)

FDP offers training and development courses exclusively for women, designed to enhance their life skills by helping them to access new opportunities. The project helps empower women to develop their own control in maintaining a healthy lifestyle, improving their living conditions and building positive family relationships. Women and families affected by domestic violence are also provided with advice and support.

- English Language (ESOL beginners and Level 1)
- IT – beginners and new CLAIT Level 1
- Personal Development Courses
- Volunteer Programme
- Employment Advice and Job Search
- General Advice and Support – (drop-in-session)
- Health surgeries and workshops
- Advice and support for Victims of Domestic Violence

Mrs. Rubiya Begum.
Project Co-ordinator.

Shamili Hoque
Project officer.

ESOL Class report:

ESOL provision for the local community is very much in demand. Two courses were delivered separately, one for men and one for women. The courses were run for 25 weeks and 15 places were available per course. They were both completed by the end of March 2009. Most of the students were job-seekers, who needed to improve their English skills to enhance their capacity for job-searching and employability.

ESOL classes took place on two consecutive mornings every week, which meant that the students benefited from the continuity of having more lessons in a week than are provided by many other local organisations. All new student intakes studied for the Cambridge Certificate examination.

Looking to the future, SCT will continue to develop and improve its capacity for ESOL provision and apply for funding to secure resources for this much needed provision in the area. The Trust intends to incorporate the use of IT learning for ESOL students.

The students who took part also made valuable contributions by their learning & exploration trips and acquiring teaching materials to make the courses more rounded, interesting and beneficial.

**Mrs. E. Emunufe,
ESOL Tutor.**

Employment and Guidance Project Initiatives:

Tower Hamlets Council's CMF funding supported the establishment of the Employment Guidance Project (EGP) on a match funding basis. This means that SCT had to find additional resources in order to set up the project. The thrust of the project is to help & support the local community to take up training, gain meaningful employment and move towards economic self sufficiency. The clients were assessed with the use of Adult Directory and an IAP was prepared for their future progression.

The project delivered the following activities within a very short span of time:

- Access to training for local people to ICT, ESOL and other facilities available in the area
- Help and support local people into employment and employability activities
- Gateway to bridging the gap between local people and training agencies
- Volunteering opportunities and support
- Support and advice for young people into local facilities

The main focus of EGP project was on employment advice for people seeking jobs. It consisted of skills training, CV construction, help with job applications and interview skills training.

Most clients who accessed the project were unemployed for more than one year and were referred by the Job Centre Plus. Users also attended workshop activities on preparing CVs, completing job application forms, interview skills / techniques and mock interview practice sessions in conjunction with Tower Hamlets Council.

Adults using the programme were in need of multiple supports such as ESOL, Literacy and Numeracy. Many also lacked basic IT skills.

Most clients needed to develop their skills and confidence in using IT and achieve basic standards in literacy and numeracy. In this regard, the Employment Advice Service would benefit in the future by forming a closer working relationship with the IT training at the SCT. This will enable clients to practise how to access the labour market using internet websites. They will be able to search for appropriate jobs online using the computer and send their applications by email.

Clients attending the project have made full use of the written handouts and materials provided during the workshops to apply for jobs and volunteering. The sessions attended by at least 5 individuals on a regular basis proved very effective, which is clear from the positive evaluations and feedback received from the participants. The partnership with Tower Hamlets Council has worked particularly well and further links need to be developed to strengthen work experience opportunities with Council Departments.

Syeda Ambeah Rahman
Employment Adviser.

Volunteer experience at Stepney Community Trust

Narbin Khan

Volunteer Administrator and Project Officer

My role involved assisting the employment advisor at the centre. I got the opportunity to manage a couple of my own clients and worked with them on a one-to-one basis to create their individual action plan (IAP). This consisted of career planning, creating CV's, covering letters and advising them on courses or voluntary work that may increase their employment opportunities.

I was involved in registering new clients for jobsearch and gave them an initial assessment to determine what type of help was required for them.

At the centre I also undertook administrative duties, including being responsible for registering new clients, dealing with enquiries over the phone, and ensuring that job search facilities were kept up to date. I have created spreadsheets using Excel to keep details of clients on different programmes within the centre. I also gained more knowledge and experience using databases, by updating the centre's databases on many occasions.

My voluntary experience at Stepney Community Trust has proven to be very valuable and I **believe that it gave me many new skills and a better understanding of the employment environment, which was one of the key reasons that I managed to obtain full time employment.**

I learned a lot from the centre and had the opportunity to gain new skills, for example, on providing employment related advice and guidance. The staff were very supportive and helped me to get the most out of my volunteering.

Income and Expenditure Account For the Year Ended 31st March 2009

INCOME

Big Lottery Fund	20,219.00
Best Training Ltd	337.00
Communities and Local Government/FSI	41,486.00
Tower Hamlets CMF	15,000.00
Mercers Company	2,000.00
Garfield Weston Foundation	5,000.00
Awards For All (Balance in 2009-10)	2,200.00
Goldsmith & Co (Balance in 2009-10)	1,000.00
UK Online LSC grants	3,944.00
Rental income	4,800.00
Bank Interest	65.00
Others	1,167.00
Total	£ 97,219.00

EXPENDITURE

Salaries and Employers' NIC	79,302.00
Report & Evaluation Fees	2,300.00
Voluntary Workers	3,370.00
Examination Fees	994.00
Accountancy & professional Fees	1,836.00
Hall/Room Hire for ESOL	528.00
Water, light and Heating	1,804.00
Telephone, Fax & Broadband	1,579.00
Printing, Stationery and Postage	4,778.00
Repairs and Maintenance	1,158.00
Insurance, H&S	1,813.00
Travelling	497.00
Refreshments	497.00
Advertisements and Promotional Expenses	915.00
General Expenses	394.00
Cleaning and materials	1,662.00
Others/Depreciation	4,661.00
Total	£108,088.00

PS: The SCT Account 2008-09 is showing a deficit of £10,870, but a surplus of £10,288 in the year 2007-08 will cover the extra expenditures.

OUR NEW AND IMPROVED SERVICES 2008-2010

IT Training: Train today... prepare for tomorrow.

OCR New CLAIT- is the most popular nationally recognised IT qualification. The course is designed to provide IT skills and to meet the demands of the work place or progression to further training/education.

Units Covered

- module 1 IT1 File Management and e-Document Production
- module 2 IT1 Creating Spreadsheets and Graphs
- module 3 IT1 Database Manipulation.

Session Times- Flexible timings including part-time and evenings and No formal entry requirements.

Job brokerage & career advice service- Whether you just came out of education/training OR Looking for a new career option or simply returning to the job market...?? **FREE** Intensive job brokerage service to help you take your steps into employment through:

Careers advice- 'Adult direction' software to help make an informed decision about you career path

Speak to our professional advisers to prepare **IAL/IAP**

CV's and covers letters-We will help you construct CV's and covering letters.

Application support –personal statement, support with overlooking an application before submission.

Latest vacancy listing -Access to job newspapers, vacancy listings/circulars and access to **job websites**

Fast, reliable computers and Internet access - Search for the latest jobs on the Web.

Access to further training – local training centres & in house to enhance and develop skills and open employment opportunity. **Access Search** for the latest jobs on the Web.

ESOL Language Course - Improve your English

- **Teaching** - Friendly and open approach learning.
- **Teacher** - Courses are delivered by qualified and experienced staff,
- **Men/ Women** - Separate classes for Men and Women
- **Requirements** - There are no entry requirements and the **course is completely FREE**
- **Levels** - Courses are available at Entry Level 1, 2

City & Guilds Adult Literacy (English) & Numeracy (Maths) Improve your confidence and job prospects...

Completely FREE (19 and over and meet the eligibility requirement). **Roll On/ Roll Off basis-** (No start date or waiting times, places available immediately). Get nationally recognised qualification- Improve your careers/employment prospects **Levels 1 & 2**, GCSE equivalent A-C (Level 2) and D-F (Level 1)

Flexible Times- Can be studied at your own time and around your busy lifestyle.

Aspire!...reach your potential (Female Development Project) is designed to offer exclusive training and development courses exclusively for female to enable and enhance their life skills, empowering to take a lead in maintaining a healthy lifestyle, living conditions and build positive family relationships. **Aspire** is a new project offering following services to female & families:

- **English Language (ESOL beginners and Level 1/2)**
- **IT – beginners and new CLAIT Level 1**
- **Communications Class**
- **Personal Development Courses**
- **Volunteer Programme**
- **Employment Advice and Job Search**
- **General Advice and Support – (drop-in-session)**
- **Health surgeries and workshops**
- **Advice and support for Victims of Domestic Violence**

Volunteers Project (VP) is a joint project of Stifford TRJ Centre and the Stepney Trust mainly giving opportunities to long time unemployed, people no previous office skills and as new skills especially young people.

Get involved & learn the world of work and gain experiences.

The Project involves:

- Getting understanding of the world of work
- Gaining valuable experiences.
- Attend short training
- Access to employment opportunities
- **Possible training opportunities**

We aim to provide volunteers with a valuable experience and to create opportunities for their personal development through IAP/ILP to monitor progress. SCT provides a lot of support including offering external/internal training and other opportunities.

If you want more information - please contact us.

Stepney Community Trust:
46 Myrdle Street, Stepney London E1 1HL.
Tel: 020 7377 5482.
Fax: 020 7375 1493.
Email: info@stepney.org.uk
Web: www.stepney.org.uk

Acknowledgements:

SCT would like to express its sincere thanks and acknowledgement to funders for their support, which made it possible for the organisation to have highly successful year.



- Mercer's Company
- Garfield Weston Foundation
- The Goldsmoth & Company
- UFI UK Online LSC

Others:

SCT would like to express their gratitude and thanks to the following groups and individuals: Bangladesh Youth Movement, G.C. Das & Co., The Afar Community Association, Mr. Moshud Ahmed and Southern Housing Group, The Stifford TJRS-TRA Community Centre, The Davenant Centre, The Best Training Ltd, The LEAP London East Advice Partnership, Cityside Job Centre Plus, CCAP, Ocean NDC, A4e/FSI and Mark Gerbaldi.