



ANNUAL REVIEW

2016-2017



Dear Friends,

This year we have seen the issues and barriers that affect our service users continue to increase. Issues such as community safety, housing and environmental issues, isolation and worklessness and the implementation of benefit changes have all had a tangible affect on the people who use our services. High Trees continues to engage with communities to bring them together, to listen and build capacity as individuals and as groups, to help people to find their voice and use it. We have been able to engage with residents and have an impact in their lives and are striving to continuously improve the impact and quality of our services. We have devised a new business plan to ensure the organisation increasingly becomes 'vision-led' and not 'funding-led' so that it can be even more responsive in meeting the needs of communities we work with, and to ensure High Trees has a sound financial future.

Lastly, we would like to thank my fellow trustees, the staff at High Trees and all our funders and partners for their continued support – without your work, passion and tireless energy we wouldn't be able to have the impact we have in the lives of all those we work with in Tulse Hill and across Lambeth.

Saleha Jaffer

Saleha Jaffer
Chair

Margaret Pierre

Margaret Pierre
Director

HIGH TREES

2016-2017

OUTCOMES

With our Education & Training team:

732 people have attended training courses

129 of these people have gained recognised qualifications

210 of learners progressed into further education

44 have been helped into employment

370 Parents with children under 6 supported, with courses in 14 Children's

Centres across Lambeth

With our Employment team:

29 low paid workers engaged in Step Up activities

17 of these people moved onto better jobs or improved their work conditions

171 hours of employment support and employment related activities provided

With our Children, Young People & Families team:

233 young people have been supported across our services

34 young people regularly attended High Trees Study Hubs

52 young people engaged in High Trees summer programme

21 young people received regular intensive coaching

With our Social Action team:

623 people listened to as part of our Community Organising

65 civic actions undertaken

57 new volunteers trained and engaged

23 training sessions delivered in the community

ANNUAL REVIEW

1. High Trees remains committed to being a community anchor and hub, continuing to ensure that it empowers smaller and resident led organisations, to build their sustainability and avoid duplicating work that is being done elsewhere.

2. High Trees continues to ensure that consultation with its stakeholders is at the heart of its service; developing and providing both relevant and meaningful programmes and services.

3. High Trees embedded the newly established evaluation systems to enable standardised data collection across the organisation to measure impact

and demonstrate the value in 'real terms' of its services.

4. High Trees continued to develop new partnerships, with new funders, private sector funders and partner organisations

5. High Trees undertook a further review of the organisation's infrastructure and governance and to develop the diversification of income sources and piloting new services. This included the provision of High Trees first paid for courses.

6. High Trees produced a 5-year Business Plan providing a clear plan and narrative that articulates its intentions over the next 5 years.

7. High Trees created an organisation wide Theory of Change which in turn enabled the development of a Theory of Change for each of its key service areas

8. High Trees commissioned a Board and Governance review which served to affirm trustees in their existing practices, but also gave an analysis and action plan for suggested improvements.

9. High Trees, with funding from the Peter Minet Trust, opened a Community Internet Café which opens for 3 sessions per week, allowing free access for the community.

EDUCATION, TRAINING

Training for Lambeth Housing Tenants

High Trees worked with Lambeth Housing to offer capacity training for their residents. Through the delivery of our Level 3 Award in Education and Training and Level 2 Award in Involvement in Housing and Communities (accredited by the Chartered Institute of Housing) we provided high quality accredited training for 98 learners. The training is designed for those who are seeking careers in housing, community development, the third sector and adult education and training and information advice and guidance is provided alongside the courses.

Children's Centres

Working with 14 Children's Centres across Lambeth supporting 370 parents with children under 5, High Trees provided a range of courses that learners could attend while childcare was provided. We designed an extensive curriculum focused on ESOL, employability skills and personal development, offering courses such as ESOL and Active Citizenship, Exploring Employment and Key Skills for Work, Considering Self-Employment and Discover your Potential.

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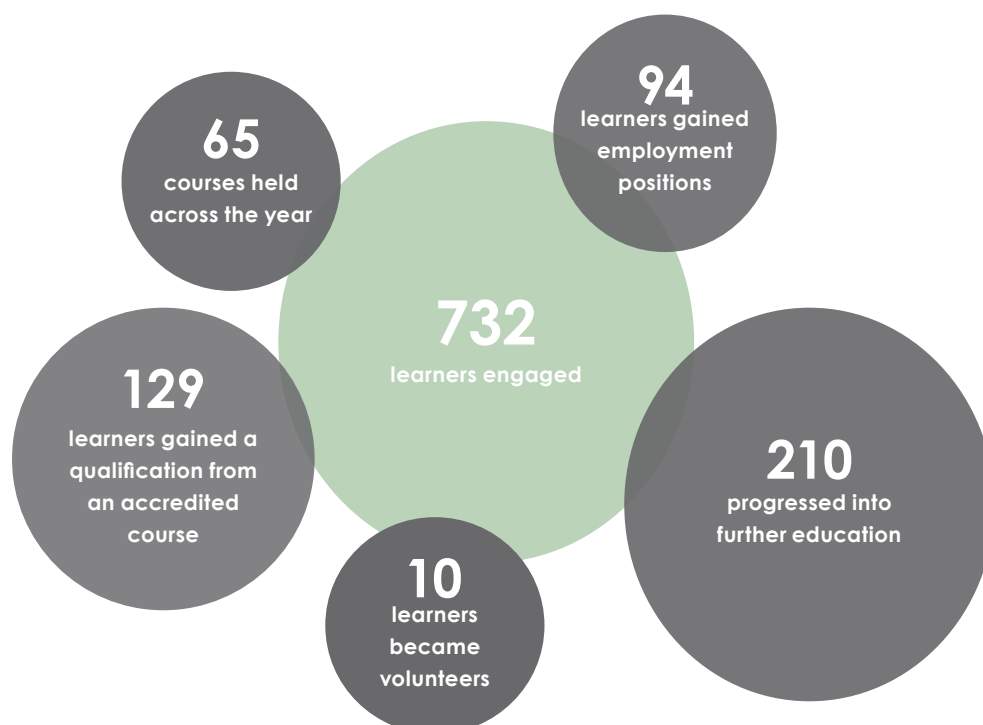
“High Trees courses were a life changing experience for me.”

“I had a fantastic tutor that made things seem so easy and had so much patience with us all. I have gained so much more confidence within myself and feel ready to make the next steps forward.”

“The easy and relaxed atmosphere made me confident to participate.”

“I liked the group discussion, I felt that it was well facilitated and there was a conscious effort to make sure that everyone had a voice.”

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Lambeth Adult Learning

Funded by Lambeth Council, High Trees supported more than 250 low-income Lambeth residents through a wide range of accredited and non-accredited courses including ICT, ESOL, Community Organising and Development, Developing TRAs and Africology. Over half our learners moved on to further education or employment.



“ The teachers taking the time to help everyone and to explain, nothing was too much to ask for them ”

Case studies

Giselle, from Portugal, has lived in the UK for 10 years and has 2 children. Her aims were to improve her speaking, reading and writing as she wanted to get a better job and to support her school aged son with his learning. She had particularly struggled with phone based job interviews and was finding this a barrier to finding better employment. Thanks to our ESOL class, Giselle was able to practice speaking to the group to improve her confidence and worked on listening for key information. By the end of the course, Giselle was able to approach interviews with more confidence and tells us she now feels her chances of improving her job have increased.

CF Started our Considering Self Employment course with a basic business idea, but as the weeks progressed she became very focused, gained an understanding of what was needed to approach a new business, including her target market and how to connect with them, her motivation, how she could deliver her service, her brand and the legal requirements needed for her business. By the end she reported that she felt as though she could actually start her business with what she had learnt and that she had overcome a main barrier, going from not believing she was capable to feeling fully empowered.

CHILDREN, YOUNG PEOPLE, FAMILIES

Our Children, Young People and Families service continued to expand throughout the year, while focusing on developing a targeted approach to ensure we are able to secure the best outcomes for the young people we engage with. This was made possible with funding from the London Community Foundation, Walcot, YLC, Children in Need, the Big Lottery, Metropolitan Housing, the ACT foundation and 4NS.



Over the year we worked with 233 young people, offering services including youth clubs, adventure play, youth forums, employability workshops, study hubs, youth coaching and holiday programmes.

““““

I learned to work well with other people and associate with people that I don't know.

““““

I have learnt how to step out of my comfort zone.



Summer 2016

Our summer programme was a huge success, with 52 young people joining in our activities. Significantly 15 young people from the Tulse Hill Estate regularly attended our activities on the St Martins Estate and engendering this feeling of confidence and safety with these young people is something our youth team are rightly proud of. Trips away from Lambeth included Snow Camp, Paintballing, Flip-Out and Guildford Spectrum. We baked 9 loaves of bread, over 50 patties, sold over £55 worth of cakes and cooked some amazing food to share!

Youth Coaching

High Trees launched our coaching programme, working intensively with 21 young people during 6 week programmes. Focused on young people referred by their schools or partner organisations, who are experiencing challenges in their lives our goal oriented programme helps young people develop solution based skills, focuses on overcoming self-limiting beliefs and works on confidence and self-awareness. All participants reported an increase in self-awareness, motivation and communication, and over 90% of the young people reported an increase in their self-esteem and confidence.

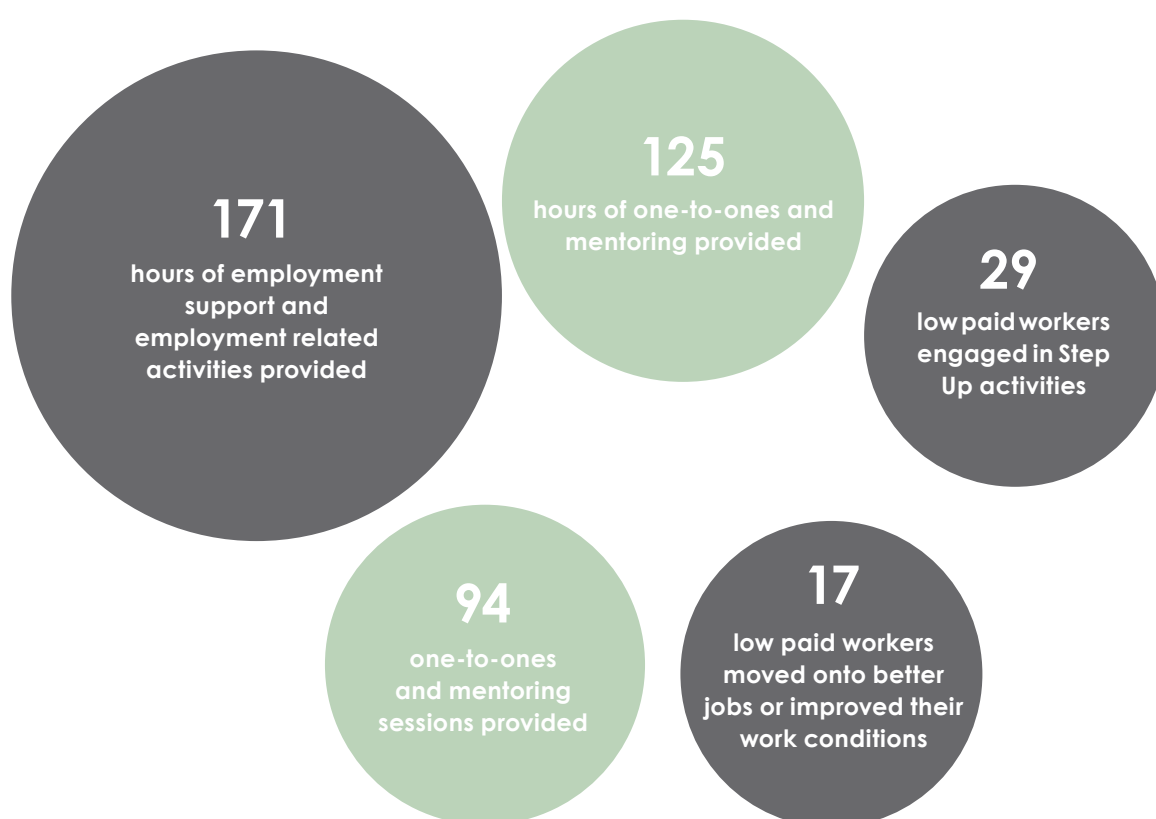


Study Hubs

Our Study Hubs for young people between 7-16 continued to run throughout the year. Each term focused on a new topic – Celebrating Difference, Confident Conversation and Story Writing – and provided a friendly, safe and supportive environment after school for young people to come, learn, receive support with their homework and gain confidence.

EMPLOYMENT

Our innovative Step Up programme, jointly funded by Trust for London and Walcot Foundation, provides an integrated employment, career and training service to those earning less than London Living Wage or on insecure zero hours contracts. Through personalised one-to-one sessions, mentoring and coaching programmes, together with access to vocational, functional skills and employment training, many of our beneficiaries found new jobs, felt more empowered and progressed in their careers.



Parent Employment Support

Our 6 month programme, funded by Lambeth Council, aimed to support lone parents who were to be affected by the benefit cap in finding or making measurable steps toward employment. Support included regular 1:1 consultations, referrals to relevant programmes, training courses, sector providers, and partner organisations. 35 participants received intensive support and of these 16 individuals progressed into training, work placement or volunteer opportunities and 4 individuals progressed into employment – a great achievement for a 6 month programme!



Pamela Age: 36

A single parent who arrived from Hungary in 2012 with a degree in Business Management and Economics and significant experience as a business administrator but was unable to find similar employment in London. During our 1-1 meetings, it became clear that lack of confidence and language were the main barriers preventing her from getting her ideal job. Coaching played a big part in Pamela's development, concentrating on confidence building, body language, presentation and strategies to improve her interview technique as well as refining her CV and assisting with application forms. As a result, Pamela successfully applied for and was offered two jobs and chose a position as a part-time administrator with a national firm. Thanks

to our programme, Pamela managed to improve her employment situation by securing a better job with a permanent contract, increased responsibilities, pay range and more flexible working hours.



Emmanuel Age: 22

Lives at home with his parents. He started work as a delivery driver while at college and continued this work after he graduated, as he was unsure how to move on and what career may suit him better. Emmanuel worked for the company for two years on a zero-hour contract, becoming increasingly dissatisfied as he could not see any progression routes for his future. Emmanuel heard about Step Up and registered with us. During the 1-1 sessions we helped Emmanuel identify what was important to him and he concluded he wanted a more permanent role that would offer vocational opportunities, ideally in the construction industry. High Trees arranged for him to receive specialist guidance in this field and he signed up for apprenticeship training with Lambeth Working. He has now secured an apprenticeship with Galliard Homes, training to become a plumber. Emmanuel has requested to remain on the programme and will continue to be supported to further develop his career.



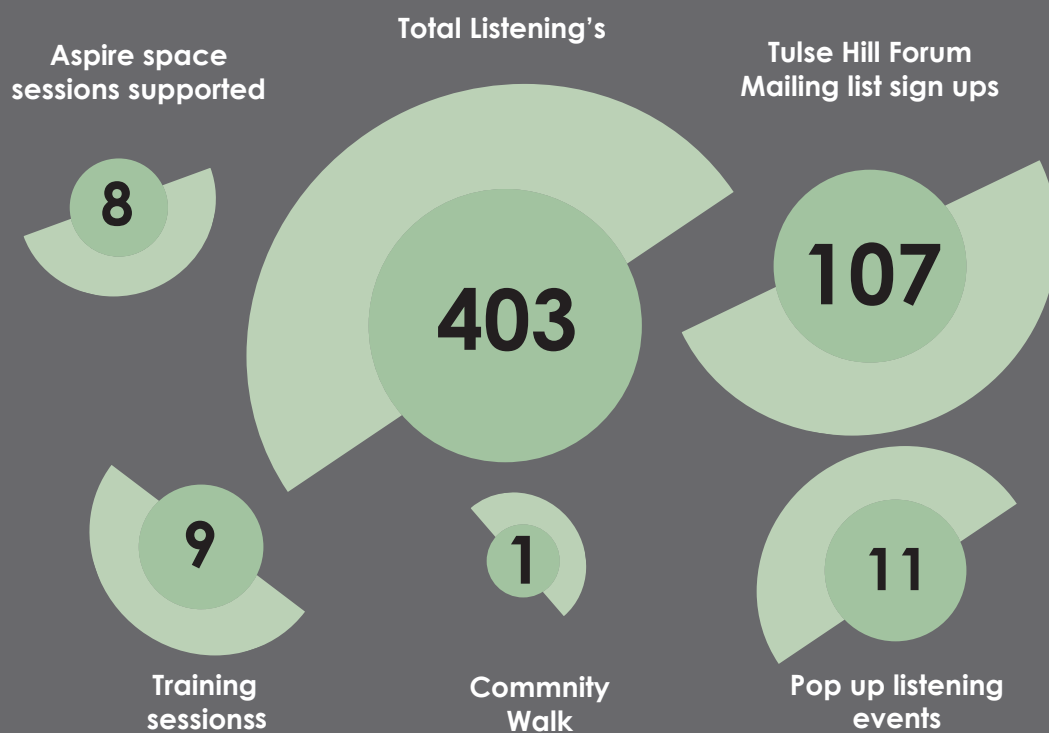
SOCIAL ACTION

Community Organisers Mobilisation Project

Funded by Community Organisers Ltd, High Trees' COM Project worked with the Tulse Hill Forum to listen and connect with as many people in the local area as possible and to ensure that local peoples' voices are heard in the shaping of the Neighbourhood Plan for Tulse Hill.

Our Community Organiser listened to 403 local people, capturing their ideas for the local area and working with the Forum to enable them to continue this approach beyond the life of the project.

Successes of the project included training a group of young people to listen to their fellow students, training 21 people in basic community organising principles and practice as they can be applied to community rights, running neighbourhood planning workshops to ensure neighbourhood planning can be accessible to those in the community who it will affect the most.



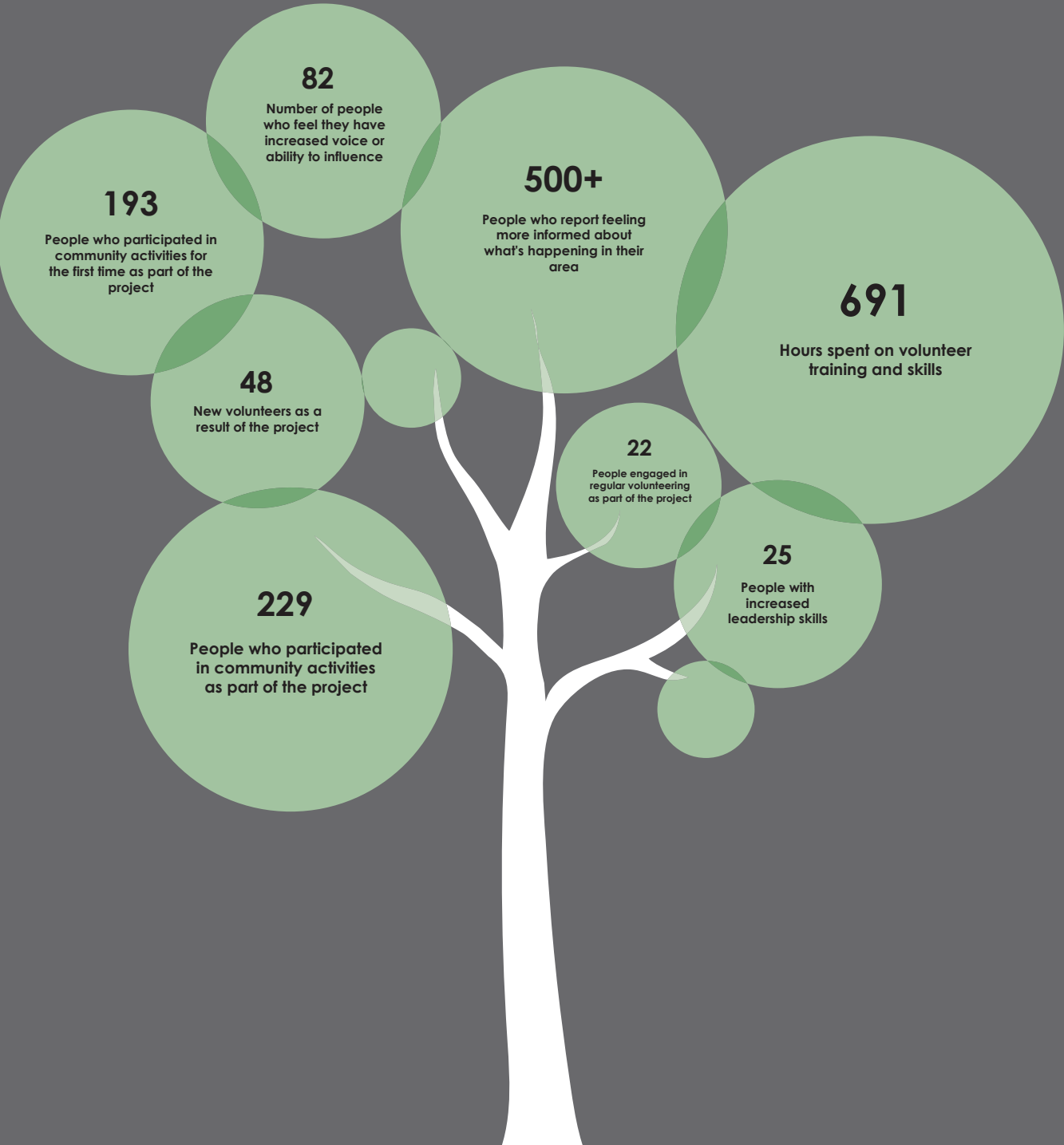
Partnerships: Tulse Hill Forum, St Martins in the fields school, Holy Trinity Church, Roupel park estate

St Martins Together Project

St Martins Tenants and Residents Association and High Trees were funded by the Evening Standard's Dispossessed Fund to work together to strengthen the capacity, reach and skills of the TRA on the St Martin's estate. The project was a community led project throughout and based on the principle that capacity building and never doing for people what they can do for themselves will ensure a legacy beyond the lifespan of the project:

Celebrate Project

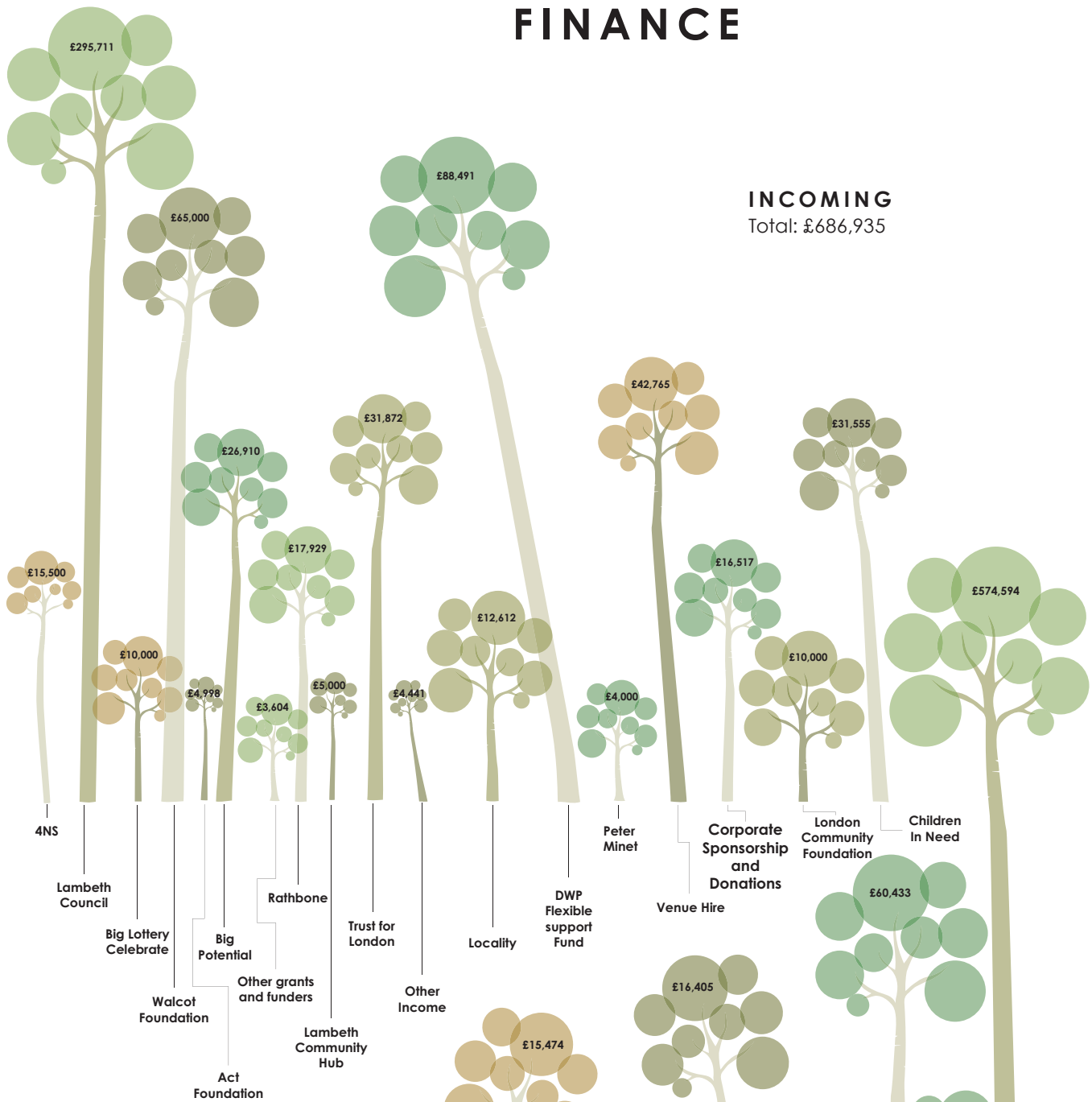
High Trees Celebrate Project works to bring the local community together to celebrate and learn from the rich diversity we have in Tulse Hill, which make it such a great place to live, work and study. Working in partnership with community groups, local people and other partners, High Trees held a 'New Year, New You, New Us' event at the Tulse Hill Adventure Playground to connect people with the services on offer at High Trees and other local organisations.



FINANCE

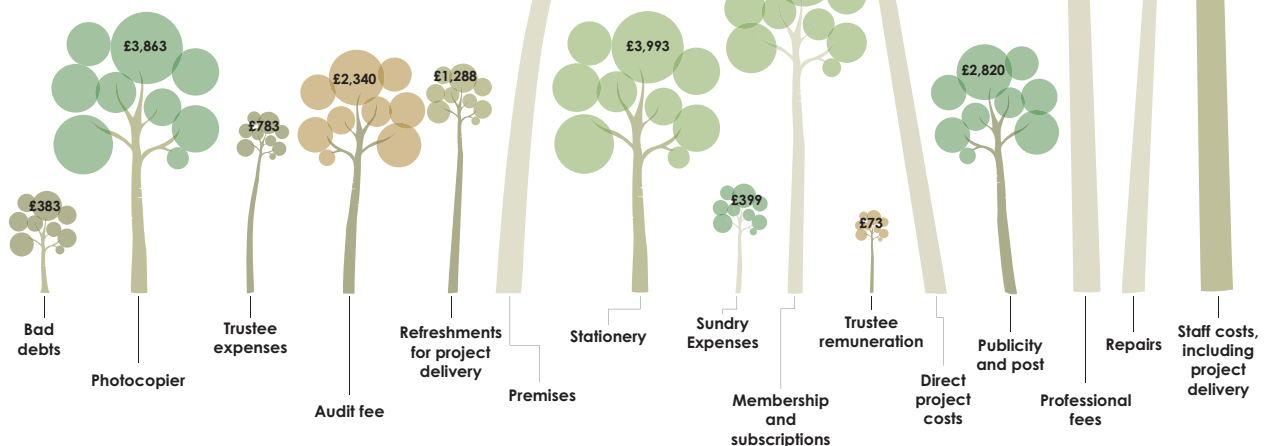
INCOMING

Total: £686,935

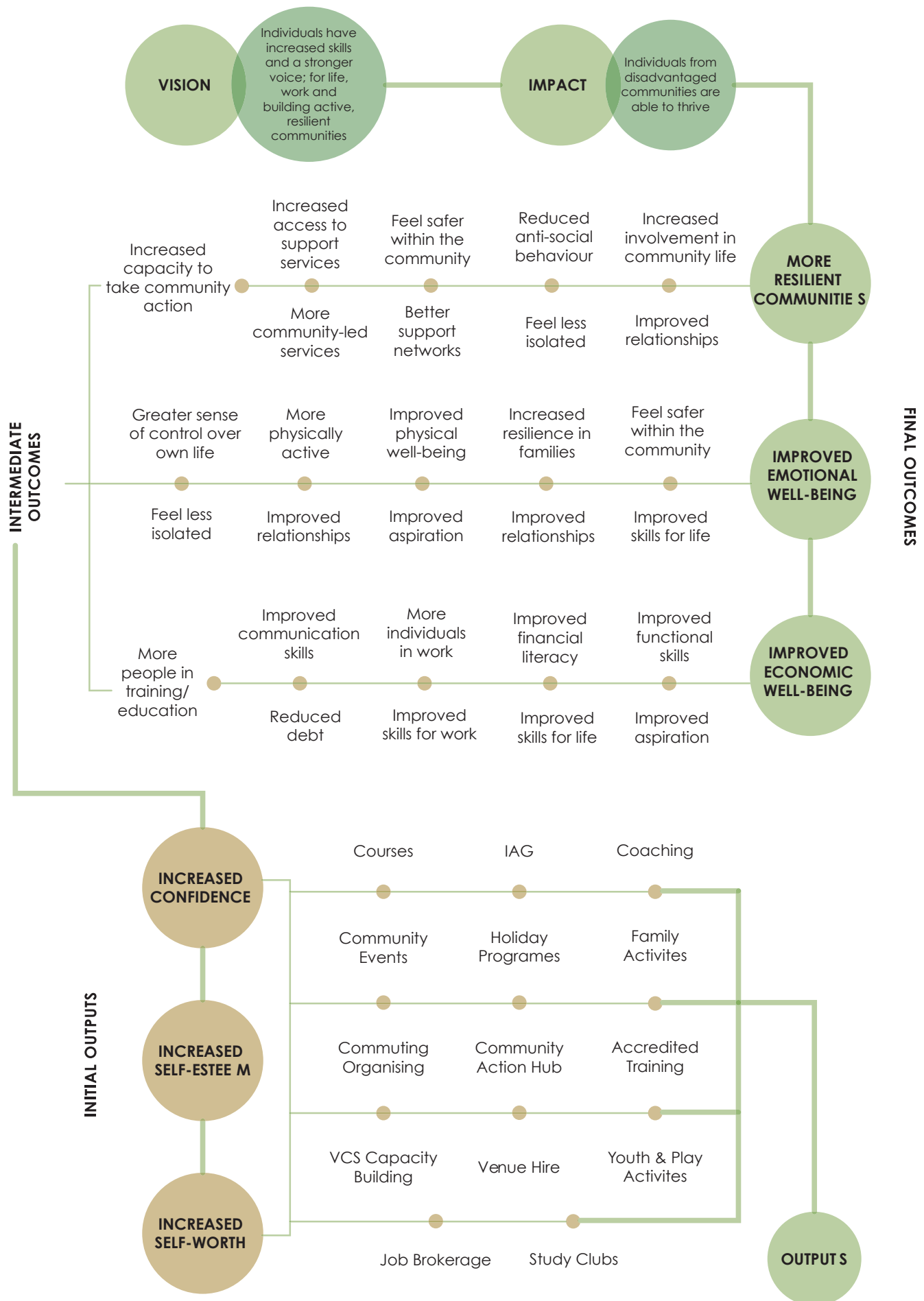


OUTGOING

Total: £703,965



HIGH TREES THEORY OF CHANGE



“ “ ” ”

“Before Step-Up, I was stuck in a rut and didn't have any confidence to change my job. I received a lot of support on benefits, I got help with my CV and job searching. They have given me advice about personal and work issues and called in other agencies when I needed specialist advice. Through Step-Up, I finally got another job and feel more confident. If I had to give a percentage, it would be 200%!”

Sandra

“Just to say you have helped me enormously to pull myself out of the doldrums where my feelings of worthlessness were looming very large after being in a low paid part time job for over five years. Having had a brilliant career up until having a family and moving abroad I have done everything to retrain and address the current market but there were no open doors and many just closed.

Your assistance in addressing my feelings as well as my CV have been invaluable.

Showing me the way to put a personal statement together and supporting my recent application has achieved my first interview in 2 years!! Having taken the time to give me a practice interview, and then feedback on that, has put me back in the right frame of mind. I actually feel ready for the interview.

Thank you, I am a very grateful candidate.”

Alex

“ “ ” ”

“It's reassuring to know that I can have an appointment when I need the support. I feel more confident now. You encouraged me to believe in myself and not to be overwhelmed by the wording in job adverts. After you reviewed and helped me to update my CV, I got an interview.

Thanks. I am loving my new job”

Valerie



FUTURE PLANS

2017 – 2019

- High Trees will focus on implementing its 5 year business plan to create new income sources by developing, piloting and marketing new services and accessing consulting opportunities that will allow us to cross subsidise our charitable activity.
- High Trees will continue to evolve and grow its service areas to ensure greater reach and support those most in need, including a focus on the provision of targeted employment services.
- High Trees will seek resources to undertake the refurbishment of St Martins Learning Centre to provide a state-of-the-art community and learning space for the residents of Tulse Hill.
- High Trees will use its new monitoring software to produce a full assessment to demonstrate the impact of its services on residents.
- High Trees will continue to build on and develop its relationships with the private sector to access expertise and sponsorships for its programmes.
- High trees will further embed community organisation principles across the organisation and within services we deliver
- High Trees will seek out further innovative partnerships to develop and provide relevant and meaningful programmes and services.
- High Trees will continue to gradually build up reserve in case of unexpected hardship.
- High Trees will expand its offer of 'for hire' spaces, both to provide the local community with cost effective venues for celebrations and community ventures and to raise revenue for the charity.

Patron:

Chuka Umunna MP

Trustees:

Terry Curtis

Saleha Jaffer (Chair)

Angela Mesdaghi

Nina Morris

Ewa Pawliczko

Eleanor Richards

Julie Say

Sina Taiwo

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