

ANNUAL REPORT



APRIL / MARCH
2023 – 2024

Waltham Forest Community Hub

Address

18A Orford Road London E17 9LN

Contact

P : 020 8223 0707

Info@wfchub.org

www.wfchub.org

@wfchub



TABLE OF CONTENTS

03

Introduction (Our Charity)

Charity Overview

Our Team

Our Trustees

Our Youth Advisory Board

14

Health & Wellbeing Service

H&W Service Key Highlights

Pop Up Community Health Clinic

Service User Feedback

Service User Spotlight/Case Studies

07

Cost Of Living Crisis

Housing Advice Service (Progression)

Housing Advice Support

Housing Advice Partnerships

20

Financial Summary

Financial Summary Year
to 31/03/2024

11

Empowering The Community

Youth Clubs

Youth Partnerships

Youth Advisory Board

22

Your Local Community Hub

The Year Ahead

Contact Us



Charity Overview

OUR VALUES:
WELCOMING
COLLABORATIVE
EMPOWERING
INCLUSIVE
ADAPTABLE
AMBITIOUS

MISSION

We are committed to bringing together and leading the community, providing opportunities and resources that value and empower all. Our venue and charity is a conduit that brings people together, hosting a wide range of activities run for the community.

AIMS

1. Developing a sustainable organisation that can meet the future needs of the community.
2. Reducing isolation and improving the wellbeing of those who are disadvantaged and vulnerable.
3. Engaging and empowering young people to participate, grow and achieve.
4. Strengthening the community by sharing our space, voice and expertise.

Meet The Team

Your Local Community Hub



Monwara Ali
Chief Executive
Officer



Sandra Jerome
Head of Operations &
People



Emmanuel Benedetti
Finance Manager



Gary Lambert-Snaith
Head of Service
Delivery



Shaun Scanlon
Youth Services
Manager



Arun Nadarajah
Housing Advice
Service Manager



Omar Idrissi
Marketing Manager



Sonita Turner
Administrator



Nathaniel Laydon
Youth Engagement
Officer



Rozeenah Baureek
Housing Advice
Support Worker



Hamza Abdulwahi
Youth Employability
Officer



Lyn Jethwa
Health and Well-
being Officer

Our Team's strength lies in our diverse expertise, dedication and passion. Together, we are committed to fostering excellence, driving innovation and working collaboratively to achieve our goals. Our collective spirit is the cornerstone of our success and the foundation upon which we continue to build and grow.

Our Trustees

Serving the Community of Waltham Forest



Joga Singh Kabra
Chair



Shelley Hopkinson
Vice Chair



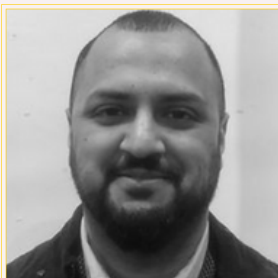
Anita Sharma
Vice Chair



Fiona Gilbert
Secretary



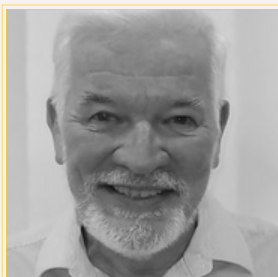
Steve Hillman
Treasurer



Imran Iqbal
Trustee



Rosemary Perrett
Trustee



Steve Tippell
Trustee



Finn Grant
Trustee



Jess Goodwin
Trustee



Faiz Yunis
Trustee



Khayyam Aslam
Trustee

Our trustees continue to do incredible work behind the scenes, bringing their diverse perspectives, expertise and passion to every decision they make. They represent a broad range of backgrounds, experiences and insights, yet they are united by a common goal: to improve the quality of life in our community.

Our Trustees are dedicated and committed to helping guide our organisation's mission, ensuring that we continue to make a meaningful and lasting impact. We are deeply grateful for their contributions and their vision in driving our shared purpose forward.

Our YAB Team

Youth Advisory Board

Utilising Talents



Zayna
Chair



Izabel
Secretary



Aaliyah
Board Member



Pola
Board Member



Amara
Board Member



Jamal
Board Member



Haifa
Board Member



Zara
Board Member



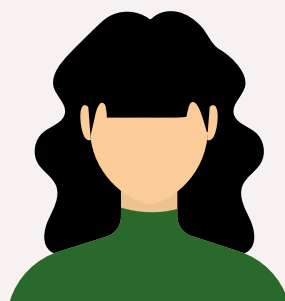
Saarah
Board Member



Penelope
Board Member



Hadeeqa
Vice Chair



Iman
Treasurer



Hasnain
Board Member



Alayna
Board Member

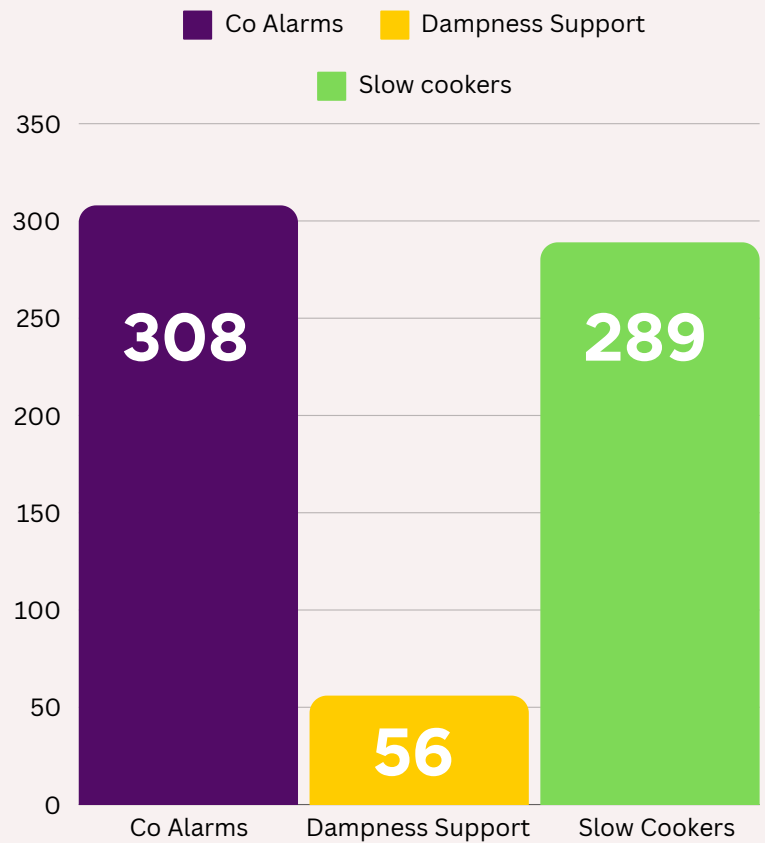
Meet our dedicated Youth Advisory Board, who have contributed their time, passion and effort to drive our organisation forward. Their perspectives and insights are vital to our youth services.

Cost of Living Crisis

From initiatives to partnerships and impact, our charity report tells a story of change.



How we have supported our local community



We provided residents of Waltham Forest with vital resources to help them through the cost of living crisis, with much support from our partner Cadent Gas. It was through greater collaboration that we were able to offer much needed support and resources to local residents to reduce their energy bills. We distributed 289 Slow cookers, 308 CO Alarms to vulnerable residents in Waltham Forest and also helped 56 households to address condensation and dampness.

Cadent
Your Gas Network

PROGRESSION

OUR HOUSING ADVICE SERVICE

Our progress over the past few years has been remarkable. From supporting 420 households in 2021/22 to 688 households in the last year, this number continues to grow. Although we are proud of the impact we are making in our community, the enormity of the problem and need for access to legal housing advice is alarming.

2021/2022

420 service users 2021/2022

With funding from Trust for London, we established the borough's only independent housing advice service. In our first year (2021/2022), we provided support to 420 service users. As the cost of living crisis continues to affect our community, we have seen a growing demand for free housing advice, driving our commitment to expanding this vital service.

2022/2023

490 service users 2022/2023

In our second year (2022/2023), we supported 490 service users. Building on the success of our first year, we expanded our partnerships and focused on more efficient ways to handle housing inquiries, allowing us to offer effective and free housing advice to the residents of Waltham Forest.

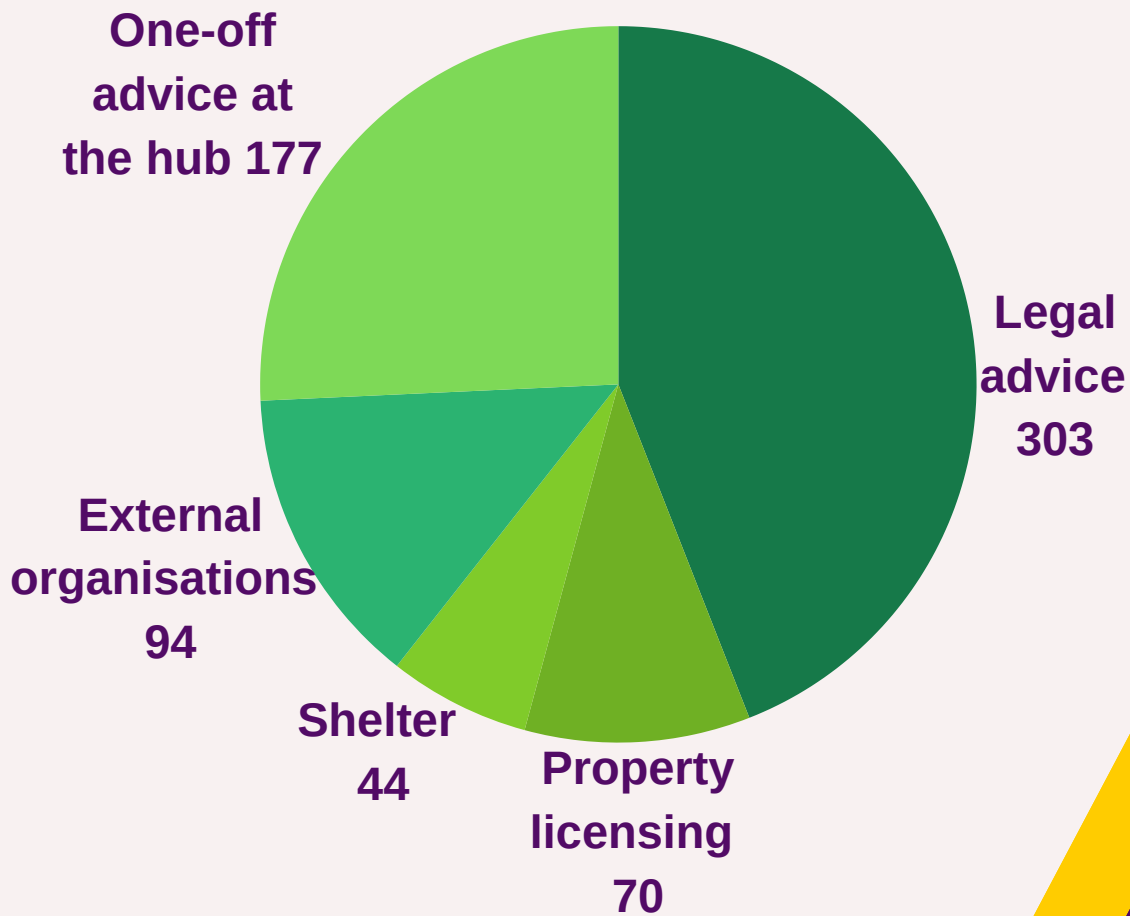
2023 till present

Almost 700 service users in 2023 till present

In 2023, we expanded our team to meet the growing demand for our service. We also increased our volunteer base to enhance the quality and efficiency of our support. So far this year, we have assisted 688 service users and continue to strive for greater impact.

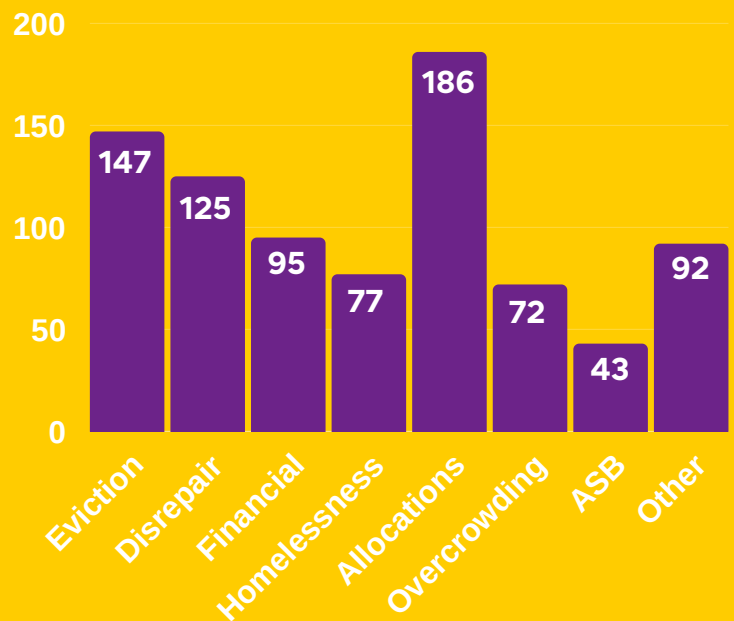
Housing Advice

This chart illustrates the various types of support 688 residents received during the period April 2023 to March 2024.



Types of housing challenges

This breakdown highlights the range of challenges facing residents of the London Borough of Waltham Forest.



Key Partners

Working Collaboratively

Since the launch of our housing advice service in October 2021, we have achieved remarkable growth and established ourselves as a vital resource for the residents of Waltham Forest, particularly in the midst of the ongoing cost of living crisis. Over the past year, we have built and strengthened numerous partnerships with a diverse range of organisations, each contributing their unique expertise to support our mission of providing free comprehensive, accessible housing advice. Our collaborations have been instrumental in enhancing the quality and reach of our services, ensuring that every resident, regardless of their circumstances, has access to the support and guidance they need. As a free service dedicated to the people of Waltham Forest, we are proud of the progress we have made and remain committed to continuing to build these relationships to better serve our community.



Our Partnerships



Empowering the Community



OUR YOUTH CLUBS

01. Aldriche Way Youth Club,
118-132 Aldriche Way Community
Center E4 9LZ

02. Spaces Made Safer, Salisbury
Hall Playing Fields Walthamstow
Avenue, London E4 8ST

03. Walthamstow Youth Club,
18A Orford Road E17 9LN



attendees

499



sessions

52



attendances

3,754

From April 3, 2023, to March 29, 2024, our Youth Service has successfully engaged a remarkable number of young people aged 11-19. Over this period, we hosted **52** sessions, attended by **499** young individuals, resulting in a total attendance of **3,754**.

Our Youth Partnerships



What we've done this year!

This year we have increased our partnerships. Our efforts were significantly bolstered by our valued partners, including the LBWF Violence Reduction Team, LBWF Housing Engagement Team, LBWF Space4all Youth Group, Aston Group and Morgan Sindall. Additionally, our collaborations with organisations such as Countryside Properties, St Mary's Church, the Met Police Youth Engagement Team and Clarion Housing have been instrumental in enhancing our outreach and impact. Together, these partnerships have enabled us to create a supportive and engaging environment for youth development and community building.





OUR YOUTH ADVISORY BOARD

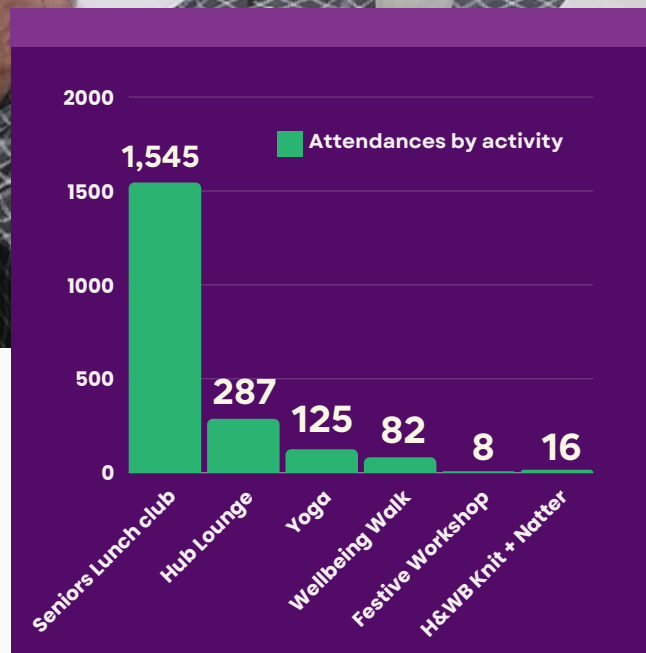
We are excited to celebrate the return of our Youth Advisory Board (YAB), a group of 14 dedicated young members elected by their peers to play a vital role in shaping our organisation's future. This dynamic board empowers young people by giving them a voice in decision-making, organising events, raising funds and collaborating with staff and volunteers.

EVENTS

* Their efforts, like the successful Hello Spring event, which raised **£820.43** to provide warm meals for kids in Waltham Forest, demonstrate their commitment to making a real difference. As we look to the future, we remain dedicated to providing a platform for young people to lead, thrive and have a meaningful impact in our community.



Health and Wellbeing



We had a total number of 2,063 attendances across our Health and Wellbeing services from April 2023 - March 2024

This year, we proudly served **1,200 hot meals** to senior citizens in Waltham Forest, ensuring that some of the most vulnerable members of our community received nutritious, warm meals. Our meal service not only addressed food insecurity but also provided a vital opportunity for social connection and support, especially for those who may experience isolation.

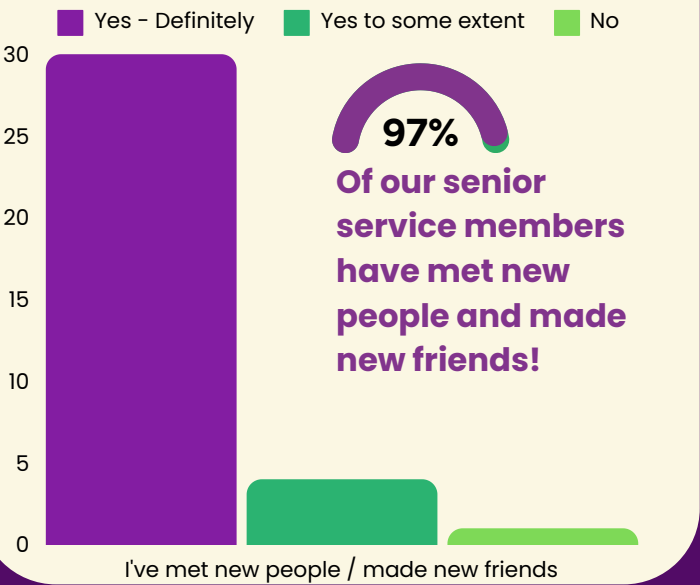




Key Highlights

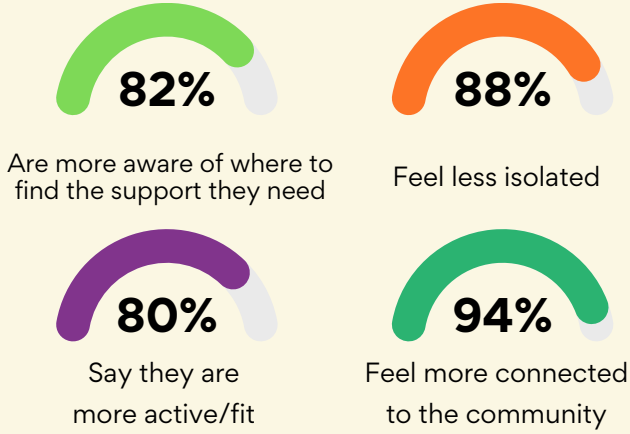
This year, our efforts to address the needs of our older service users has helped to significantly reduce isolation and enhance well-being. The feedback we have had from our service users highlight the positive outcomes of our activities aimed at improving the quality of life for older adults within our community.

How have you benefitted from attending this service?



Reducing isolation

Identifying the needs of our senior service members

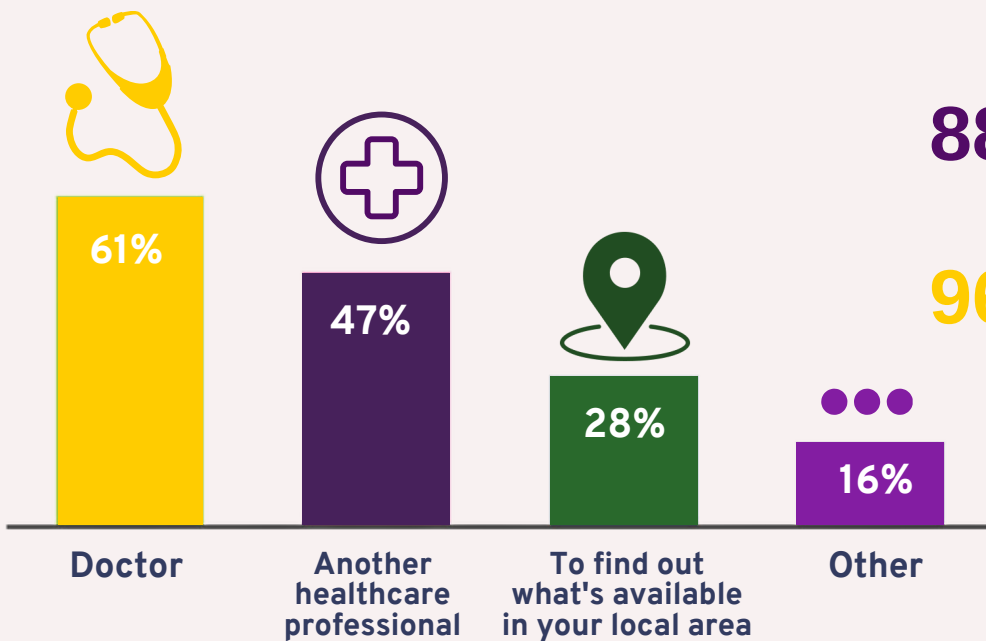


Pop-up Community Health Clinic



We collaborated with Walthamstow Central Primary Care network and proudly hosted the first pop-up community health clinic in Waltham Forest within our building. Partnering with organisations such as the NHS, GP surgeries, the social prescribing team and others, we provided an accessible space where individuals could receive a wide range of health and wellbeing support.

What services are you hoping to see today?



80%

of respondents said the event made them more likely to use services in their local area.

88%

of respondents said they fully got what they needed from the event.

96%

of respondents were "very satisfied" or "satisfied with the event."

Attendees had the opportunity to consult medical professionals on sexual health, long-term conditions and general health concerns, as well as access confidential advice on housing and cost-of-living challenges.



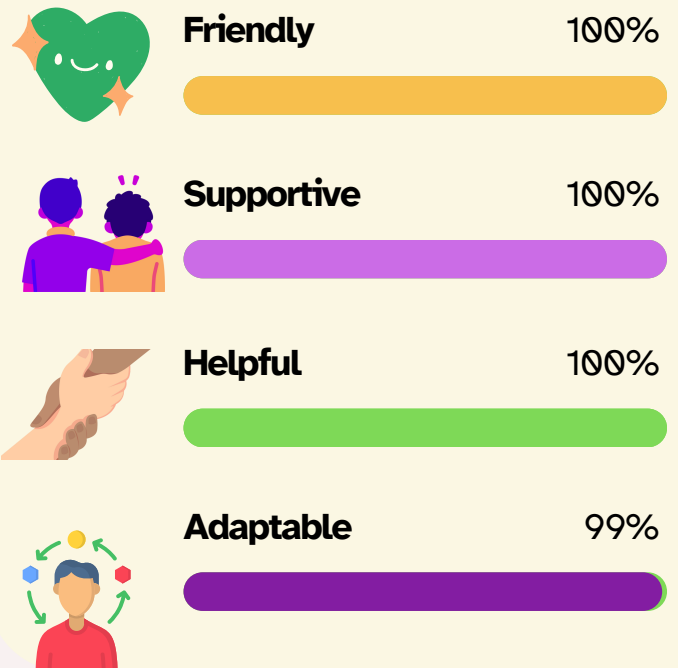
I'm here to see a dentist and book an appointment. I need to speak about my teeth as they have been broken, for 2 years. Menopause problems Thyroid problems and I've been putting on weight for the last two years.

It is easier to see services in person here, it can be hard to book a GP appointment.

Service User Feedback

Over the past year, feedback from our service users has been overwhelmingly positive. Of those surveyed, 100% reported that our staff and volunteers were friendly, supportive and helpful. Additionally, 99% of respondents felt that we were adaptable in meeting their needs. This exceptional feedback reflects the dedication and commitment of our team to provide a welcoming and supportive environment.

SERVICE USER FEEDBACK ON VOLUNTEERS AND STAFF



WE CURRENTLY HAVE 50+ ACTIVE VOLUNTEERS



Service User Spotlight

Izabel

Service user & YAB Team Secretary

“Hello, I’m Izabel, 18 years old, really invested in helping the community and providing help/bringing awareness about the continuous struggles in today’s society. I joined the Youth Advisory Board to help the youth live a better future/help kick-start an inspiring journey. A better future for everyone. I would like to advance my skill in communication, note taking, leadership and boost my confidence so I am able to speak out for myself and lend my voice for others in the community. Massively interested in developing new skills whenever I get the opportunity.”



Jim Norris

Service User – Activities for Senior Citizens

“I was born in London 82 years ago and have lived here most of my life, ever since. I come down to the hub because I want to meet people and i thoroughly enjoy speaking to people about all aspects of life. I’ve never met anybody who doesn’t want to talk. I come down for the coffee morning as well. I also attend the seniors lunch club where i always look forward to a nice bit of grub”.



Service User Case Studies

Ms F

Housing Advice Service User

Ms F contacted the Community Hub because her arrears situation accumulated to an unaffordable level. Ms F didn't speak fluent English and often relied on her children to interpret. She was feeling depressed as her husband had left them almost one year ago and there were arrears, but she seemed to know little about the family's benefit entitlement and had been waiting for Universal Credit to be sorted for weeks. Staff at the Community Hub contacted Waltham Forest Housing and the Rent Officer was sympathetic to Ms F's situation and was grateful to have an agency which could offer Ms F support.

It was obvious to the Rent Officer that Ms F needed more support. The Court Order that Waltham Forest Council were going to apply for got cancelled. After that Rent Officer left Waltham Forest Housing Ms F was again threatened with being taken to court for rent arrears. This time, the Community Hub contacted and spoke to the new Rent Officer, who even helped Ms F apply for Discretionary Housing Payment to help reduce her arrears. Ms F was able to attend relevant training and then get a part-time job to support her children. Ms F has cleared most of her rent arrears and still holds her part-time job.

Ms P

Housing Advice Service User

Ms P contacted the Community Hub because Ms P was successfully bidding for a property in April 2024 and was told that the property had been left to somebody else and was potentially at risk of removal from the housing register. The given reason for this is that it is not clear that Ms P has been continuously resident in the borough for the last 5 years. Ms P was sofa surfing at her mother's with her children.

Ms P was on the LBWF housing list however due to not being able to accept a second property offer, they have taken her off their system and mentioned Ms P had made herself intentionally homeless. Ms P had the right to remain on the housing register and for an apology to be offered regarding the communication around this year's successful bid. Ms P was assigned to Hackney Community Law Centre for legal support and the decisions were challenged. Ms P was eventually offered a property within the borough.

Financial Summary

Year to 31/03/2024

Income	Unrestricted	Restricted	Total
Grant Funding for Projects		338,552	338,552
Centre/Project services	65,207		65,207
Donations/Fundraising	8,129		8,129
Interest Received	1,338		1,338
Total Income	74,674	338,552	413,226
Expenditure			
Project based salaries	5,016	257,904	262,920
Core salaries	28,871		28,871
Activities	72,468	44,132	116,599
Fundraising	8,180		8,180
Governance	3,096		3,096
Health & Wellbeing	2,349		2,349
Development	10,453		10,453
Total Expenditure	130,433	302,036	432,468
Surplus/Deficit			
Surplus/Deficit	(55,759)	36,516	(19,243)
Transfer of Funds	33601	(33601)	
Surplus/deficit for the year	(22,158)	2,915	(19,243)
Reserves Brought Forward	170,207	19,686	189,893
Reserves Carried Forward	148,049	22,601	170,650

Financial Summary Year to 31/03/2024

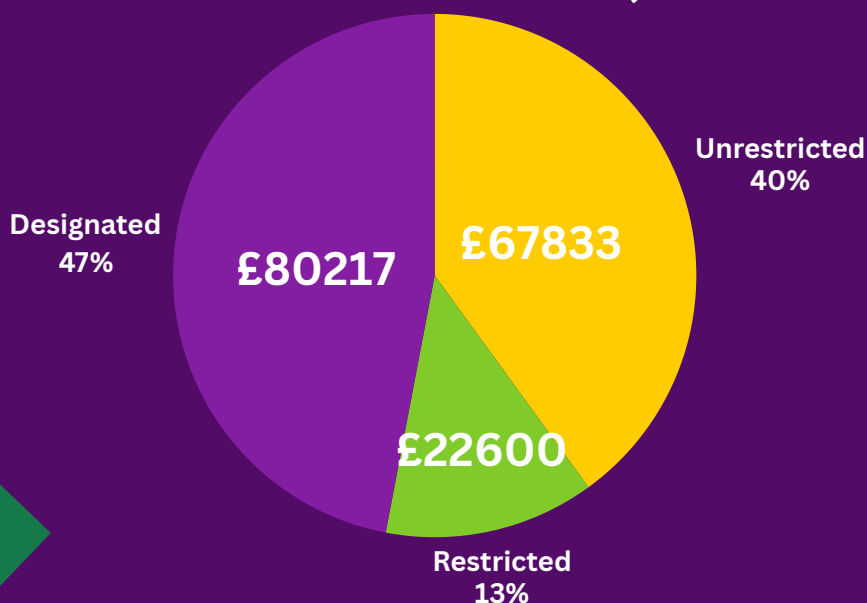
INCOME

We have seen growth, primarily driven by a significant uplift in grant funding, which has enabled us to support new projects and initiatives aligned with our mission. In addition, we have experienced a modest but encouraging increase in donations and fundraising efforts, reflecting the continued generosity and commitment of our supporters. These additional resources have strengthened our capacity to make a meaningful impact in the communities we serve. We continue to optimise venue hire operations to generate additional revenue that directly supports our services. By maximizing the use of our spaces, we can ensure that we sustain and expand the critical support we provide to those in need within our community.

EXPENDITURE

This year, our expenditure has been strategically directed towards key areas to ensure the effective delivery of our mission. A significant portion of our resources has been allocated to development, enabling us to expand our programs and introduce new initiatives that directly benefit the communities we serve. Additionally, we have made important investments in health and wellbeing, addressing the growing demand for support services that enhance the quality of life for those in need. In line with best practices, we have also allocated funds towards governance to strengthen our operational efficiency and ensure transparency in all aspects of our work. Other essential areas of spending include day-to-day operational costs, which are necessary to sustain the smooth functioning of the charity. These investments ensure we continue to provide high-quality services and remain agile in meeting the evolving needs of our beneficiaries.

Reserves Total £170,650





Your Local Community Hub



The Year Ahead 2024 - 2025

We believe that everyone has the ability and potential to grow and thrive. By offering resources, space and expertise, we aim to empower and strengthen the Waltham Forest community. To create a more significant impact, we are committed to expanding our capacity, improving service delivery and enhancing the quality of life for residents in the borough of Waltham Forest.



Learn More about our work



Website

www.wfchub.org

Contact



Phone Number

020 8223 0707



Email Address

info@wfchub.org

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Facebook

[@Waltham Forest Community](https://www.facebook.com/WalthamForestCommunity)



Youtube

[The Community Hub](https://www.youtube.com/TheCommunityHub)