

# HTCCC PEOPLE, PLACE, PRESENCE

## REPORT 2021/22



# HTC HUMANITY FIRST

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**Holy Trinity Church and Community Centre**

Bringing people together, to empower them  
to create a strong and cohesive community.

# Introduction



## What we have achieved and what we have learnt.

The second year of the People Place and Presence Project is only made possible thanks to funding from the Big Lottery Reaching Communities fund and Partnership working, which aim to increase opportunities

for some of the most marginalised and difficult to reach members of society resident in our local community.

Covid has once again highlighted the inequalities that exist in society, inequalities we aim to help address.

Unfortunately our activities have once again been impacted by Covid and we have not been able to offer 'business as usual'; classes are limited to 18 students and group bookings and activities are now only beginning to return to normal, with drama, dance, creative writing and sewing classes being delivered again. However, our Covid Risk Assessments remain in place and we will do everything to safeguard Centre users, many of whom are vulnerable.

The greatest impact on the Project's outcomes has been the lack of progress on the asset transfer, repurposing the worship area and a new model of governance. In reality we now recognise this will be a very long term process, possibly 5 years or more, given the personnel changes with Management Committee Chairman Rev. Roger Farnworth's retirement. There is real uncertainty as to how the Church of England and Manchester Diocese will want to manage a future asset transfer.

We remain committed to an Asset Based Community Development Process and the well established objectives we work to. Consultation with learners, Centre users and the wider community confirm that the objectives are still relevant and needed to promote learning opportunities for women who need to develop their English language skills, build confidence and develop friendships in a local centre at the heart of their community.

The repurposing of the building and asset transfer to the local community in the formation of a community trust is taking longer to achieve than we hoped. The pandemic has placed this element of our intentions on hold. The building is of an impressive size but more will need to be done to create usable space given the increasing demands placed upon it. Partnerships are important, but we always need to ensure they have the

local community's and the Centre's sustainability at the heart of the initiative – as we often ask: "if not here, then where? If not us, then who?" We are committed to being at the heart of the local community we belong to and serve.

Much of what we have done over the past 12 months has focused on mitigating the impact of Covid. We have focused on delivering services in a safe and needs led approach; focusing on Health and Wellbeing, connecting people to services, providing Information Advice and Guidance, rebuilding confidence, enrichment opportunities and of course our ESOL classes, where 50 learners a week engage in Pre Entry learning opportunities, with some learners progressing into mainstream education or employment.

The financial impact of Covid on our plans to become more sustainable and less grant dependent have been affected, with a loss of income year on year; down from £184K in 2019/20, to £159K in 2020/21 and £137K in 2021/22. If we had continued with our pre-Covid financial performance we would have generated income of £552K in the 3 year period 2019–22, instead it is at £480K, down £72K on the projected income.

The main income the Centre receives is from a sub contract with Tameside College for our ESOL classes and hire of rooms for private hire to user groups and for office space. Although there has been a financial impact we still remain confident that more funders will appreciate the impact of Covid on our sustainability in the longer term.

We started the Project with 8 volunteers and all of them have progressed into employment thanks to the qualifications and experiences gained from their time spent with us: it truly has been of mutual benefit.

We are now concentrating on upgrading the already repurposed Centre. We have submitted an application for new boilers to Awards for All and we are exploring how further improvements can be made to building access, energy efficiency and the upstairs hall.

We have a fantastic offer starting after Ramadan, with ESOL classes, exercise classes, arts and crafts, digital health, outdoor learning, Information Advice & Guidance services, youth training, Neonatal Knitters, Ashton Martial Arts and the Youth Club, returning us to a 'new normal', with the Centre open 7 days a week in term time.

Please see the link: [https://youtu.be/ycE3\\_7XxjCg](https://youtu.be/ycE3_7XxjCg)

**Carl Kelsall**  
**PPP Project and Centre Manager**

# What it all costs

2021/2022 Budget	Income
Reaching Communities Main Grant	£118,242.00
Council for Social Aid	£15,000.00
Centre Contribution	£17,000.00
Gift Aid	£1,360.00
<b>TOTAL</b>	<b>£151,602.00</b>

2021/2022 Actual	Income
Reaching Communities Main Grant	£118,242.00
Furlough Grant	£18,653.00
Tameside College	£11,717.14
Hall Rental & Rent	£9,908.00
Playground Rent	£3,000.00
Other Grants	£1,797.00
Council for Social Aid	£15,000.00
Gift Aid	£1,360.00
Other	£444.97
<b>TOTAL</b>	<b>£180,122.11</b>

2021/2022 Budget	Expenditure
Salaries	£101,543.00
General Running Costs	£10,000.00
Training	£7,000.00
Community Development	£5,000.00
Volunteers Expenses	£3,000.00
Utilities	£7,000.0
Redundancy	£1,699.00
<b>TOTAL</b>	<b>£135,242.00</b>

2021/2022 Actual	Expenditure
Salaries	£130,336.00
General Running Costs	£16,530.00
Training	£1,151.00
Community Development	-
Volunteers Expenses	£1,936.00
Utilities	£3,468.00
Reserves	£1,699.00
Carry Forward	£18,653.00
Surplus	£6,349.11
<b>TOTAL</b>	<b>£180,122.11</b>

## A warm welcome

We have worked in partnership with many organisations, including; Greater Manchester Police, Age UK, Holy Trinity Primary School, Action Together, The Council for Social Aid, Tameside College, Tameside Council, Jigsaw Homes Tameside, Lindley Educational Trust, Pennine Health, Healthy Minds and many other local groups who share our vision.

We are aiming to align our objectives to ensure that they fit with local priorities and we would appreciate your help and support in doing this. We ensure our priorities fit with the priorities of others and negotiate how we can work together to deliver them. This often involves services coming into the centre to engage with the women we help where they feel most confident and empowered.

Our relationship and position in the heart of Holy Trinity and the strong connection to it enables us to link the 'difficult to reach' into services. We know how important partnership working is in the delivery of services that are 'made to measure' and not 'one size fits all'.

### Our current project priorities are:

- Sustain an affordable, local asset to create a strong and cohesive community, connecting people to tackle problems and bring people together.
- To support a learning community that creates opportunities with a focus on those who are the most difficult to reach.
- A cohesive community where people get on and get things done.
- An active community that has influence and control, leading to action and change.

### To do this we:

- Work in line with an Asset Based Community Development model to ensure local people are empowered and central to all that the Centre and Project delivers.
- Work in partnership with others to ensure the needs of the local community are met and that they are central to the design of future plans and interventions.

- Deliver Information and Advice services in the heart of the local community in languages that local people can understand.
- Deliver Pre Entry learning opportunities and ESOL in partnership with Tameside College.
- Work with Lindley Educational Trust who deliver the youth offer.
- Encourage participation in service redesign to improve service access and impact.
- Help to overcome barriers and improve participation for local people.



*"Partnership, the sum total of all the parts makes us whole"*



# Partnership working

The key aim of an Independent Advisory Group (IAG) is to improve the quality of policing, by being the critical link between diverse communities and the Police. In other words, IAGs act as a 'Critical Friend' to the Force.

Both Hasna and Razia from the PPP project based at Holy Trinity have been integral to the success of Tameside IAG. Since the group was set up in March 2020 they have been ever present at the weekly meetings and been able to provide a unique perspective on the community in Ashton. COVID messaging played a huge part in the business of the IAG during the pandemic and the value of discussing the data and vaccination information at the meetings cannot be understated. Hasna and Razia were always keen to receive the information and were then able to tell their groups at the centre the true and accurate position particularly around vaccine hesitancy and availability. We managed to hold a face to face IAG meeting at Holy Trinity on 9 Dec and Hasna and Razia were excellent hosts and were very mindful of the restrictions. Their calm and understated nature has provided an excellent balance when discussing difficult issues around police Stop Search and reviewing critical incidents. Having the opportunity to meet and discuss policing issues with senior police officers every week has been an excellent opportunity for Hasna and Razia and they have played an essential part in the success of the group.

Because of the work undertaken by the group we were nominated for a Chief Constables award in Nov 2021.

## Here is the citation:-

Chief Constables Special Recognition Certificate.

"Through the dedication of its members over the past 12 months Tameside IAG has become a shining example of "Community". This group of volunteers worked together to foster positive relationships and provide community confidence and cohesion after a number of incidents threatened community unrest. Their work has been recognised as "gold standard" by Chief Officers and the Local Authority"

**Terry Finn, Community Cohesion Officer, TMBC**

We attended Hough End Centre on 29 Nov, met Chief Constable Steve Watson and received our certificates.



## Ashton Youth project

Lindley Educational Trust 20 years ago had a far reaching vision to reach those children and young people from the most disadvantaged backgrounds and those from diverse backgrounds. We were acutely aware that local authorities, the voluntary and private sector were not engaging with the most difficult to reach and Lindley felt duty bound to reach them!

Lindley's approach to youth work has its roots at Holy Trinity Community Centre (HTCC) and we continue to enjoy a fantastic partnership with HTCC. Ashton Youth Project (AYC) offers a wide range of provision for local children, young people and families. Lindley youth work in Ashton is based at HTCC where we have office, kit store and use the main rooms for youth provision.

**"it is absolutely fantastic working with the team at Holy Trinity. We really do feel part of the family and jointly we offer a complimentary and comprehensive support and great activities to the local community"**

**Mark Williams**

Lindley Educational Trust

Lindley and Holy Trinity Community Centre have had similar approaches, where we have invested in developing the skills and confidence of the local community to deliver youth and community work. Both organisations employ local people and benefit from enthusiastic local volunteers. Because our staff live locally, know each other and have an immense passion for helping their local community, there are countless benefits resulting from the way our organisations work together and support each other. Over the last 3 years Lindley has placed an emphasis on developing young leaders, many of whom have attended AYC for several years. It is hard to describe the far reaching benefits of having inspirational role models.



You may have met some of these fantastic young adults if you've attended some of the events at HTCC. There is mounting evidence that getting out in the countryside is good for mental and physical health. One of our young leaders Alishba "you do get rid of all these emotions that you're bottling up or carrying with you. It feels very therapeutic."

At Lindley we do feel that we have been instrumental in growing a passion for being outdoors within the local community, this breaks the mould highlighted in the government's Landscapes Review. Which discovered that despite growing interest, it is still the case that financial, personal and cultural barriers mean the countryside is still off-limits to many families.

AYC and HTCC have always encouraged local people to get out and be active in the outdoors. The recent development of the Ashton hiking club is a fantastic step forward – getting over 100 local people out in the hills every week. HTCC plays a vital role in offering a safe and supportive space and everyone at Lindley feels very proud not only of our youth work, but also of the close working partnership we have with the centre. HTCC and AYC are working more closely together and we are very excited about the future opportunities this will bring.

[www.ashtonyouthclub.org](http://www.ashtonyouthclub.org)

**Mark Williams, Head of Centres,  
Lindley Educational Trust**

# Hollowford Centre

We took 12 women to the Hollowford Centre, funded by the council with Terry Finn's help. These women had never been to any outdoor activities before and most of them had limited English. We pre-planned the following activities: team building, caving, archery, rafting and a walk through the village.

The whole day was an amazing experience from start to finish. The women felt they were in a different country! They thoroughly enjoyed themselves and made the most of every single second. They were not afraid and keen to try new activities that they have never heard of before.

Pabitra was exceptional in rafting. She is a lady from Butan and was completely within her element/zone. She knew exactly how to build a raft. Pabitra who needs help within the Esol classes at basic level was able to empower women and lead on the activities and offer her support and help to the less confident ladies. She was so confident and was able to show her skills and full potential. Even the instructors were very impressed by her skills.

Most of the women initially found caving daunting and had never been in such dark places before. Caving required physical strength also. However through determination and great team building, everyone supported and encouraged each other right to the end.

We all completed the task. Throughout the day, we all had different strengths and weaknesses but pulled together to make it the best experience for all of us. This day has greatly benefited the women's wellbeing and confidence and for them to believe in themselves and trusting their team members to help them. Also, to accept others help. Furthermore, they overcame difficult situations and learnt how to deal with fears in the best way. For example when we were in a cave 60m down, there is no way out until you reach either end.

This experience has enabled the women to gain positive thoughts and energy to overcome any barriers that come their way. The reward for completing each challenge was phenomenal and a massive achievement for all of us, that we can share with our friends and family, to feel good about ourselves. Overall each individual that day took away with them many life skills which they can pass on to others, and hopefully return with their family and friends. Thus creating awareness regards what's out there in terms of outdoor activities.

**Hasna Khan & Razia Bibi, Outreach Workers, HTCCC**



"I took an unforgettable trip to Castleton with Holy Trinity Community Centre in September 2021, The trip has left a deep impression on me, we played team building games, and outdoor activities , walking, caving, archery and build a wooden boat, we had a great time. I made new friends and increased my confidence thanks to the day trip. Thank you to everyone at Holy Trinity for organising the trip for us, I hope and look forward to the next time."

**Yong Xin Su**

Former ESOL student now progressed to Tameside College.





## Ashton Martial Arts

Ashton Martial Arts was so pleased to start back in October 2021, after about 18 months closure due to the pandemic. We felt very supported by the Centre for their understanding through this very difficult period, especially as we delayed longer than some groups, due to the nature of our group- close contact sport, indoors. The Centre set up a one-way access to the building and a thorough cleaning regime, we worked together to establish a robust risk assessment and our families worked with us, only attending if well.

We were absolutely amazed at how many children and young people started back in the autumn! We had to expand into the Church space so we could social distance groups better. The second class (teenagers/ young people) was packed! Many members had missed joining in physical activity during lockdown and new members came through word of mouth. It was not just the exercise- members, parents and carers had missed getting out of the house and seeing a friendly face. Many of us had been through hard times during the pandemic, losing loved ones, being ill, financial loss and isolation- all having a massive impact on well-being.

Through the support of the Centre and ongoing grants, we were able to reopen seamlessly, offering support and simply a friendly face/routine for families, we also celebrated Christmas with chocolate gifts and a shared a meal together with our volunteers.

The start of January was particularly hard for Covid cases in our area and we delayed reopening by 2 weeks. This decision was welcomed by families as many of them had Covid during this period and this helped prevent the spread of it within the group. We were able to open back up in January and we go from strength to strength each session.

We would like to thank Holy Trinity Community Centre for their ongoing understanding and support, Forever Manchester for their funding, our Volunteers who make this group possible and all our members and families for their ongoing support and happy faces at each session.

**Rachael Hill, Volunteer, Ashton Martial Arts**



*An average of 35  
children per week  
attend the session*

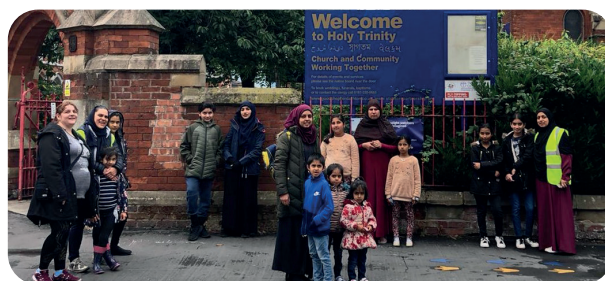
# Holy Trinity Primary School

Despite the obvious difficulties posed by the pandemic, this year has seen a continuation of the strong partnership work between Holy Trinity School and the Community Centre. As well as the usual sharing of information and resources, the last twelve months has seen Centre staff offering direct support to the most vulnerable (including new families from Afghanistan) that has made a lasting difference to their children who attend school.

We have worked together throughout the pandemic to ensure that support and information reaches those who most need it. Because of this strong relationship, we are all able to signpost families to classes and support available at both the School and Centre.

As restrictions end, we look forward to expanding and developing our joint work to the benefit of our community.

**Simon Brereton, Head Teacher,  
Holy Trinity Primary School**



## Partnership Working

Tameside College has worked in partnership with Holy Trinity for a number of years under a subcontract arrangement. Through this partnership more women who would not otherwise access education have been able to develop their second language English skills, develop their confidence and are better able to access life in modern Britain. The co-design of high quality community based programmes ensures learners are successful and as a result increase their contribution to

their families and their wider communities. We believe this is a sustainable long term partnership. It meets the needs of a group who are furthest from the labour market and every year we see the benefit of learners progressing to formal study at the college or elsewhere and improved outcomes for individuals, families and the community of Tameside.

**Jackie Moores, Principal, Tameside College**





## Partnership Working (continued)

### **Trips out with the Neighbourhood Engagement team to Llandudno**

A trip to the seaside with Ashton Central residents, 16 families from our Ashton Central estate enjoyed a trip to the seaside town of Llandudno in August 2021, thanks to Jigsaw's Neighbourhood Engagement team, working in partnership with Holy Trinity Church and Community Centre. The trip was planned in an effort to reduce social isolation and improve mental health and wellbeing for our residents, many of whom have been severely affected by the effects of the pandemic and the resulting restrictions. It was suggested by one of our residents and we were able to provide funding due to the positive outcomes it would bring to the community. It was especially a real treat for the children who came on the trip, some of whom had never been to the seaside before. Of course no seaside trip would be



complete without a chippy dinner, so we funded a meal for everyone who attended. As well as adding to the seaside experience, this also helped to tackle child hunger, as many families struggle to feed their children during the school holidays.

**Minaz Aslam, Neighbourhood Engagement Officer, Jigsaw Housing**

### **Tameside Women Learn New Creative Skills With Stute Theatre CIC and Jigsaw Homes**

The local women from the Holy Trinity Community Centre, in Ashton-under-Lyne have participated in three creative skills and confidence building workshops with Stute Theatre. Stute Theatre CIC are a Tameside-based theatre company who strive to bring quality artistic experiences to people from all walks of life. At Stute we believe that creativity builds better communities and boosts wellbeing.

35 women attended three female creativity workshops learning new skills in contemporary dance, creative writing and crafting, all with the aim of boosting confidence and communication skills, increasing wellbeing and reducing social isolation. These workshops offered participants a rewarding experience right on their doorsteps and a much needed opportunity to come together as a community.

Each workshop was designed and delivered by a professional artist with extensive experience in their chosen field and experience working within community settings. Each session was supported by an assistant facilitator from Stute Theatre CIC, Minaz Aslam from Jigsaw Homes and two Community Workers from Holy Trinity Community Centre, with staff on hand to support participants at every stage.

These 2 hour workshops ran consecutively for three weeks, engaging women aged anywhere between 16 and 70 years old, with many participants choosing to return for all three sessions. Over 50% of participants fed back that they 'hardly ever' or 'never' get the opportunity to participate in arts activities and a significant number expressed a desire to participate in more sessions in future.

A key benefit of this project was the community reach and excellent support and engagement. Through this partnership, we were able to offer high quality creative experiences, often only available in larger arts venues, within an inclusive local space, meaning that every workshop could be as accessible as possible. Workshops were timed to fit around childcare responsibilities and offered on a flexible drop-in basis, again ensuring that the sessions were as inclusive as possible.

Participants at the Dance workshop, led by Dance Artist Olivia Peers, fed back that they enjoyed the opportunity to do something fun as a community and that they enjoyed the opportunity to try something new. Participants also fed back that the exercise and movement elements of the class brought health and wellbeing benefits. Many participants at this session had never tried a dance class before, however within 30 minutes all 20 participants were learning choreography and dancing together.

*"All of it was  
so much fun"*

Participants at the Creative Writing workshop, led by award winning playwright Cathy Crabb, spent the session learning how to create new stories inspired by memories and events from our own lives. After creating personalised timelines, the women swapped stories to create brand new narratives of hope for the future. Participants fed back that they found everything in the workshop helpful, that it enriched their English language skills, boosted wellbeing and that they enjoyed sharing and hearing ideas, memories and stories with people in their community.

In the final Crafting session, led by Textile Artist Rachel Wood, participants created hand-made envelopes using paper and fabric crafting techniques inspired by traditional crafts used by the Brontë Sisters. Each envelope housed a secret personalised message of hope, written by participants, and was wax sealed to keep them secure. Participants fed back that they enjoyed the opportunity to learn new skills and to make something for themselves. Participants reported an increase in wellbeing and wanted to display their work in the community centre.



By partnering with Jigsaw Homes, Stute Theatre CIC have been able to engage new audiences, who would never otherwise have had the chance to experience this type of work. In May 2022, the ladies at Holy Trinity Community Centre will be invited to another live performance at Droylsden Library and the work of Stute Theatre to bring amazing arts experiences to local communities.

**Sophia Hatfield, Stute Theatre**

*"I love coming to class"*



*"I enjoyed the dance  
class and spending  
time with friends."*



*"I love the way  
everyone had different  
ideas on how to turn  
a plot into a story"*

*"It's good for my  
wellbeing. The exercise  
helped my body"*



# Testimonials

"A big thank you on behalf of my wife Jitu Kunwar who joined me in the UK on a dependent spouse visa. When Jitu arrived in the UK she did not speak any English and was finding it very difficult to fit in leading her losing confidence.

We firstly approached Tameside College who guided us to Holy Trinity, it was perfect as it is in our local area, and this was a big step as we do not know anyone in the local area, but when we approached the centre they helped us in the best possible way. She started attending classes and is very happy. I was very relaxed and quickly saw her grow in confidence, she has learnt a lot, not just English, she has grown in confidence and I have witness's personal development. I'm very pleased with the support she has received Hasna her tutor is generous and motivating and as the centre says they put Humanity First. It is a great project that reaches difficult to reach women and really works to empower local ladies. Now my wife speaks good English and has started work and has progressed to Tameside College to further her English."

Big thanks to all.



Please tell us what you think about the course/s you have done this term. What did you enjoy? What could we do better?

- I learned a lot from course. Apart from English language I learned about personality development, communication skills and lot more.
- Atmosphere at church is very friendly. I was very much hesitant after coming to this country but ~~was~~ the time spent at this place made me very confident now.
- special thanks to Miss - Hasna - you are fantastic motivator and above all you are great human being.
- All my colleagues were also fantastic. Thanks

What topics would you like to learn about?

- Personality development
- Communication skills
- I want to become a teacher in a primary school so anything which can help me in this profession would be welcomed.

Thank you all  
Jitu

In your own words, please tell us what you think about the course/s you have done this term.

A very beneficial course

Really enjoyed Made new friends from different backgrounds very important to know about our local area Enjoyed learning new things  
Good course

In your own words, please tell us what you think about the course/s you have done this term.

very good course.

Important information

Help me discover what and where things are in our local area. Talking nicely and friendly.

## Partnership Working (continued)

### Walking Group

A weekly community walking programme for the Ashton central community has been organised and led by Minaz Aslam from the Neighbourhood Engagement Team. The walking group commenced on 7th June 2021 and takes place every Monday morning in conjunction with Holy Trinity Church and Community Centre.

It's an initiative to encourage people in their local community to get out of their homes and walk with the group as part of a regular and enjoyable walking programme while adhering to current public health recommendations for social distancing. It offers residents a moment of respite from the confines of the home and can be a time to explore nature, get to know their local area better, stretch their legs, make new

friends and refocus energies. Each programme runs for 6 consecutive weeks and the walks are suitable for all ages and abilities. So far we have managed to engage with around 15 residents who are committed to the programme and the numbers are set to increase week on week.

Walking and other types of physical activity provide a healthy release of endorphins- feel-good hormones that can help reduce depression and anxiety. It helps to keep bones, lungs, and the heart healthy. It is also a good way to help residents to manage chronic conditions like diabetes and high blood pressure, and boosts their immune system.

**Minaz Aslam, Neighbourhood Engagement Officer, Jigsaw Housing**

### Community Workshop

After consulting with residents and asking what people wanted to see in the area, hanging baskets was a key theme. Minaz Aslam from the Neighbourhood Engagement Team organised a socially distanced intergenerational community workshop last week to create hanging baskets and floor pots to welcome the easing of restrictions in accordance with the government's roadmap, promote a sense of pride in the community and enhance the appearance of homes of Jigsaw residents in Ashton Central.

The aim was to provide an eco therapy workshop for people living with poor mental health and help to increase self confidence, reduce social isolation and increase beneficiaries overall well being

The event proved popular as forty households took part and it encouraged both children and adults to get engrossed in planting while remaining within their family bubbles. It was a great way of bringing the community together this half term and making a restart on re-building on community spirit.

This project was valued by local residents and it certainly helped to create conversation and bring a sense of joy and pride in to the area. We hope to carry out similar projects in the future.

**Minaz Aslam, Neighbourhood Engagement Officer, Jigsaw Housing, May 2021**





## Partnership Working (continued)

### Fables at the Kitchen Table

More than 40 families and children were treated to live theatre performances this summer across Tameside, organised by our Neighbourhood Engagement team. Stute Theatre Productions which specialises in live theatre in accessible spaces such as school libraries and community centres, for children aged three to eight and their families performed 'Fables at the Kitchen Table'. The one-hour production featured a live show based on Aesop's Fables, with original music, puppetry and storytelling, created and designed specifically for performances in the community.

Minaz Aslam from Jigsaw's Neighbourhood Engagement Team planned the summer tour together with Stute Theatre's artist Sophia Hatfield at our community centre, Minaz said: "We knew that some people wouldn't have experienced live theatre before, and we wanted to provide a fun learning and cultural event for families and young children. We were pleased to be able to give them this opportunity to enjoy a Covid-secure theatre performance in our neighbourhoods free of charge."



The performances that took place throughout August were watched by a range of different families and these included children and adults. Sophia said: "From the feedback we took, 18 families said that they 'never' or 'hardly ever' see live theatre, so it was particularly lovely to be able to take a quality piece of theatre to them directly and safely in a familiar community setting." Jigsaw will be working with Stute Theatre, which is supported by Arts Council England and Big Imaginations, next year to deliver more exciting projects in our neighbourhoods.

**Minaz Aslam, Neighbourhood Engagement Officer, Jigsaw Housing and Sophia Hatfield, Stute Theatre, August 2021**



"I've been introduced to the centre approximately 4-5 years ago. At that time, I was very depressed and isolated. The English classes helped me gain back the English knowledge that I'd forgotten due to not

using it for a long time. With the improvement of my speaking and being around the community, my depression has vanished soon. After a couple of months, I've started volunteering in the centre. Being able to help the ladies and seeing how much difference it made, my self-esteem started to grow and soon I finally got back to my old self.

As time passed by, I picked up my old hobby and published my first book."

"Later on, I was able to start my own business and join the centre as a casual worker. Now I'm a business coach helping people to start their own businesses on a low budget, and I've published 3 books already. I'm truly grateful for the community centre to get me back to who I was meant to be, building up my self-esteem, empower me and get me out from isolation."

"I've gained way more than new opportunities in my professional life, but also a lot of new friends for life which is priceless. I don't know where I would be without the help of the community centre."

**Timea Ashraf, Casual Worker, HTCCC**

# Future Management



## Consultation on the future management and asset transfer 2023 to 2026

There has been ongoing consultation with user groups, learners, partners and the local community, to map out our future priorities, process and time line for the development of services. All agree that keeping Holy Trinity Community Centre open at the heart of the community is essential. The relationships we have established, with funders, partners, stakeholders and the local community have been very beneficial and have had a real impact on individuals and community life.

We have overcome barriers so people can connect to services, including; the police, health services, the Information Advice and Guidance service and ESOL classes, which have been highlighted as crucial as we recover from Covid. The improvement to the already repurposed Centre has been highlighted as a critical development if we are to increase and improve service delivery. The asset transfer is now proving to be more long term and problematic (although there have been discussions with the Diocese of Manchester) there is still uncertainty about this and the long term future of Holy Trinity Church. The asset transfer will now happen in Stage 3 once funding is secured for 2023 to 2026.

Given the timescales, The Parish of the Good Shepherd has agreed that they will once again take responsibility for the funding application, payroll and employment of staff. This allows us to use their Charitable Status. We have therefore agreed the following stages of development:

### Stage 1 January 2022 to April 2022

- Conclude community consultation and report back to the Management Committee. Seek agreement from the Parish of the Good Shepherd for the future application 2023 to 2026 (Complete)
- Clarify what discussions have been ongoing with Manchester Diocese (Ongoing)
- Begin discussions on applying for funding using the existing aims and objectives (Begun)

### Stage 2 April 2022 April 2023

- First round application for future funding drafted for Management Committee approval and submitted to the Big Lotteries Reaching Communities
- Secure funding for the IAG project
- Identify Strategic partner or partnership – TMBC, LET, Tameside College, other?
- Ongoing negotiations with Manchester Diocese.
- Look for funding for essential renovation work to the Centre.

### Stage 3 April 2026 to 2029

- Business plan – how will we ensure the business model is strong so that we can be sustainable in the future and complete the asset transfer?
- Ongoing negotiations with Manchester Diocese and the Parish of the Good Shepherd.
- A new management body to take responsibility for the asset transfer.
- Agreement to the asset transfer with Manchester Diocese.
- Building work – will that support a sustainable model?
- Work up a model of governance proposal and get management committee approval
- Charitable status application
- An application for Heritage Lottery funding for essential repairs estimated at £2.5M to £3M.

### Agreed future Priorities

- Sustain an affordable, local asset to create a strong and cohesive community.
- Connecting people to tackle problems and bring people together.
- A cohesive community where people get on and get things done.
- An active community that has influence and control leading to action and change.

## Future Management (continued)

- To work in line with an Asset Based Community Development model to ensure local people are empowered and central to all that the Centre and Project delivers.
- A learning community that creates opportunities with a focus on those who are the most difficult to reach.
- Work in partnership to ensure the needs of the local community are met and that they are central to the design of future plans and interventions.
- Deliver Information and Advice services in the heart of the local community in a language local people can understand.

### Conclusion

I believe we have made great progress in clarifying the way forward and have gained a collective understanding of process, priorities and time scales. We are also clear about the challenges we face to become less funding dependent on the Big Lottery Reaching Communities grant. As stated this is our biggest challenge.

We need to increase income or reduce the value of the future application; the big question is how we will meet the increasing needs of our community at the same time as reducing dependency on grants.

**Carl Kelsall, PPP Project and Centre Manager, HTCCC**

*Ask yourselves, if not us, then who?  
If not here, then where?*

## Information advice & guidance project

Our vision is to create a sustainable, affordable, local asset to create a strong and cohesive community, connecting people to tackle problems and bringing people together. Our Asset Based "Grow our own" philosophy is the best approach to developing active citizenship that encourages participation in the decisions historically made by services without the involvement of the local community.

Project activities include assistance with a range of welfare applications (attendance allowance, working income support, housing, childcare), unemployment and health care support. Our top five caseloads are Personal Independence Plan (PIP), Tax Credit, Child Benefit, Council Tax and Universal Credit. We also assist with doctors' letters/appointments, school applications, appeals and anything relevant to the needs of our local community. This service is provided to those that may otherwise be excluded from mainstream support due to language barriers. We believe our ability to communicate using the same mother-tongue also enables us to connect on a deeper level within the community we serve. Establishing a strong relationship that is built on trust also allows us to provide meaningful guidance on other issues

of family life. Practical applications of this advantage include interpreter support and EU Settlement forms.

The project will also contribute to the Parish of the Good Shepherd's mission to have a Christian presence in every community. HTCCC will continue to walk in the footsteps of Christ by providing loving service to those in need and promote social justice and inclusion.

We believe access to information is a key pillar of tackling poverty, and a strong relationship between the disadvantaged and service providers is best facilitated where people feel most comfortable, accepted and empowered. Our project delivers client-centered advice in the heart of the community through our 'Community, Language, Information and Advice Guidance Service', for those who would otherwise face language barriers to mainstream services. It lives alongside our Big Lottery project to empower local people through an Asset Based Community Development approach. To tackle deep-seated poverty, we must empower local people and give them a voice to be heard.



# Case Studies

## Case Study 1

A service user came to the centre because she received a letter stating that her housing benefit payments stopped and a separate benefit recovery letter of an overpayment of £18,727. I told her about the overpayment amount and this made her upset and distressed. She asked if she could get help as she cannot pay it back. I read the letter in detail and checked if the income used to calculate her Housing benefit award is accurate. I checked all the information on the letter and with her and she confirmed the income is correct.

Also, asked her about her non-dependent children if they are living with her and their income details as there were two non-dependents on the claim. There was a highest non-dependent weekly deduction as she did not supply his income details. She told me that there is one non-dependent living with her and other non-dependent is not living with her and she reported this when he no longer lives with her. I phoned Housing Benefit department regarding an-overpayment and the department stated she failed to supply the information (income and address detail) about her non-dependent after reporting the changes and this is the reason an-overpayment occurred.

I asked her to bring some evidence as I can write a mandatory reconsideration letter to reconsider the decision based on the following evidence; child benefit, child tax credits, school-college letters and his address details as the decision could be reconsidered and she does not have to pay any monies back. I wrote a mandatory reconsideration letter with all the information given by her and the reasons why she disagrees with the decision and enclosed supporting evidence.

After 4-6 weeks' time she received another award letter but there was no information about an overpayment and I phoned housing benefit and the department confirmed she no longer has to pay this money.

She was very happy with the service as she could not believe that the overpayment could be waived off after submitting the documents. She appreciates the service facilities and recommends it to others.

## Case Study 2

A service user received NHS dental charge notices and came for help. I read the letters and phoned NHS dental charge checking services. The confirmed some details with her and told her that she needs to pay the charges because she was not eligible for free of charge dental treatment.

I told the department about her circumstances as she was on Universal Credit claim for the last two years and since then she always ticked the box for Universal Credit that makes her eligible for free dental treatment as she has no other income.

Her circumstances changed as her husband joined her and she was advised to submit a new Universal Credit claim by her work coach. She was awaiting for a decision when she attended her treatment appointments and this is the reason she ticked on Universal Credit box.

The charges were removed and she was advised that next time she will have to pay if she ticks the box knowingly when she is not eligible for free dental treatment. I told her she can receive treatment free of charge if their monthly net earnings are less than £935 otherwise needs to pay for the charges. She was happy as the dental charges and penalties were removed and appreciated the help.



**Tayyaba Mirza, IAG Officer, HTCCC**

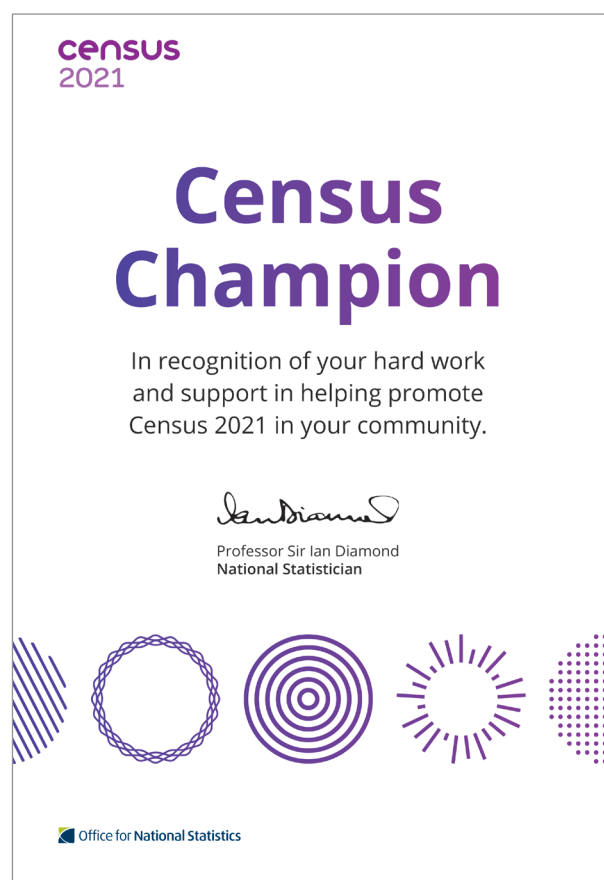
# Yearly Report

HTCCC Annual	April 21 to March 22
Total number of clients this year	629
<b>Ethnic breakdown of clients supported:</b>	
Asian/Bangladeshi	63
Asian/Pakistani	532
Asian/Other/Indian	34
<b>Clients ages:</b>	
20 – 30	103
30 – 40	141
40 – 50	155
60 – 70	80
70 – 80	26
<b>Where our clients come from:</b>	
Ashton-under-Lyne	467
Hyde	71
Mossley	29
Stalybridge	12
Denton	46
Oldham	1
Manchester	3
Number of male clients	281
Number of female clients	348
Languages our client speak	Urdu Bengali Nepali Hindi
Reasons for taking up languages support service	Language barrier, lack of understanding to the benefit system, current situation COVID 19 and Habitual Residence Test

HTCCC Annual	April 21 to March 22
Types of benefits claimed/Enquiries/Advice and Information or others:	
<b>Working age benefits:</b>	
Universal Credit claims/new-existing/Advice/Information/decision letters/report income-change of circumstances/mandatory reconsideration/under-overpayment/work capability forms-letters	425
Child Benefit-Child Tax Credits & Working /new -existing/updates/information/reduced payments Change of Circumstances/renewal/child care costs	103
Housing Benefit & council tax support/bills/Change of Circumstances/letters/over- under payments/mandatory reconsideration	138
<b>Housing:</b>	
Housing Application/form/letter/Advice/information/requests/Eviction Notice/placing bids/Enquiries/complaints	66
<b>Employment and support allowance:</b>	
ESA/existing-new claims/information/advice/letters	3
<b>Government grants:</b>	
Self-Employment Grant/information/claim/advice/letters/Household Support Fund/information/application/advice/letters	9
<b>Pension age and over benefits:</b>	
State Pension – Pension Credit/request/additional-forms/information/advice/Mandatory Reconsideration/ Change of Circumstances	54
<b>Disability benefits:</b>	
Attendance Allowance–Personal Independence – Payment Disability Living Allowance – Carer's Allowance	81
PIP-AA-DLA –CA/new-existing claims/information/letters/forms/Mandatory Reconsideration	
<b>Maternity-Marriage-Bereavement benefits-Grants and benefit checks:</b>	
MA-Sure Start Maternity Grant-MA/letters/forms/information/claims	20



HTCCC Annual	April 21 to March 22
Types of benefits claimed/Enquiries/Advice and Information or others:	
National Insurance Number/ applications/additional-information/ advice/letters	27
<b>Medical:</b>	
GP-dental registration forms/Exemption Certificates/information/form filling/advice/letters/NHS	32
<b>Energy:</b>	
Utility bills-Warm Home Discount-cold weather payments	38
<b>Immigration:</b>	
EU settlement Scheme/residence card/ information/applications/share codes/ passport forms filling	27
<b>School &amp; College:</b>	
Primary-Secondary admission forms filling/online/free school meal application/college bursary/student finance/letter/information/advice/ payments/recovery	27
<b>Travel:</b>	
Concessionary travel bus pass/blue badge/DVLA form/filling/information/ advice/application	9



# Lessons learnt

This is the fifth year of the People Place and Presence project and we have learnt a great deal, the learning is embedded in our service delivery and future plans.

- The asset transfer of the church building and formation of a community trust will take much longer than we originally thought, please see the consultation report for the new action plan and timescales.
- We are current unable to be fully sustainable given the deprivation and poverty within the local community we serve, only a radical future repurposing and business model would make sustainability possible. But we would still need to offer many services free at the point of delivery to the majority of our learners.
- We will concentrate on the continued improvement of the already repurposed community centre, building on the excellent Wi-Fi, new heating system, industrial quality kitchen downstairs, upstairs kitchen and polytunnel.
- The contract with Tameside College is a life line for our future sustainability, we estimate a maximum capacity of £25,000 contract value but with improved capacity we could be earning up to £45,000 per annum.
- The need for ESOL is as great as ever and feedback from students suggest the teaching and curriculum should embed skills for everyday life, connect people to services and continue to develop self esteem and confidence.
- We have included 15 minutes of exercise as an ice breaker for all ESOL classes and will now plan to deliver healthy walks, mental health training and exercise classes as part of what we offer.
- We have changed our evaluation and feedback form to get more specific information on the service we provide and the impact on the project has had on learner's lives.
- We are working more collaboratively with partners who increasingly recognise our ability to connect to the local community thanks to the outreach workers and "can do" reputation.
- The IAG service is highly valued and doing a great job of promoting access to services and the benefit system for local people without English as a first language.
- We appreciate more than ever the complex needs of our learners and the local community, but we also recognise our own limitations in how we can help them. We will therefore provide initial support, a triage service and referral to the appropriate agency or more specialist support services.
- We increasingly recognise the value and unique service we provide in connecting people to services promoting inclusion and will work to get others to recognise the value of what we do. As we say "if not here, then where? if not us then who?"
- We have seen a loss of students from Europe since we exited the European Union.

## Analysis of the 55 learners term two Jan to March 2022

A total of 54 learners engaged in the learning. Of these;

- 1 progressed to Tameside College
- 1 was sectioned for health reasons
- 1 went on an extended holiday so missed 4 weeks
- 1 stopped attending, but she has a case worker
- 12 are older learners and do not want to progress to college but wish to stay involved in the work of the Centre
- 7 will progress to Tameside College at the end of term
- 15 have family reasons for not wanting to progress, childcare and elderly care needs
- 6 not eligible to the public purse, on spouse visas or not in the country for long enough
- 11 have been identified still to be at entry or pre entry level

# People Place and Presence, 2021/2022

## OUTCOME 1

**A learning community that creates learning opportunities with a focus on those who are most difficult to reach.**

### INDICATORS

**To create learning opportunities that reflect the needs of learners and with community education embedded.**

- 3 full terms of ESOL with 5 classes per term; Everyday Health, My Local Area, Health Matters, First Steps now ESOL Support Level 1 and 2.
- Digital health training, to improve digital access to medical services
- Arts and craft workshops to improve mental health
- Hosting youth work training for LET staff and volunteers

**Provide learning opportunities for migrants, refugees and asylum seekers. 5 learning opportunities per year.**

- We have worked with 13 refugees and asylum seekers. The vast majority of learners are migrants.
- Access to free ESOL, 3 full terms of ESOL with 5 courses per term, Everyday Health, My Local Area, Health Matters, First Steps now ESOL Support Level 1 and 2
- Access and free participation to all the above learning opportunities

**Local women involved in entry level learning with a focus on those most difficult to reach with a target of 100 per year.**

- ESOL, 3 terms, 210 learning opportunities with 68 different women taking part
- Digital health training, to improve digital access to medical services: 8 learners
- Arts and craft workshops to improve mental health: 14 learners
- Supporting youth work training for LET staff and volunteers: 10 learners
- Dance workshops: 14 learners
- Creative writing workshops: 14 learners
- Hate crime awareness talks: 8 learners
- Sewing classes: 17 learners
- Cancer awareness: 12 learners

- Hollowford Centre outdoor education and team building: 12 learners
- Speech therapy: 14 learners
- Introduction to running a business from home: learners 13
- Target 100 learning opportunities per year. Total: 332

## OUTCOME 2

**Create a stronger more cohesive community that has influence and control leading to action and change.**

### INDICATORS

**150 learning opportunities per year or 450 by the end of the project.**

- Target 150 learning opportunities per year. Total: 332
- Dance workshops
- Creative writing workshops
- Hate crime awareness talks
- Sewing classes
- Hosting Safeguarding training for local Madrasa
- Cancer awareness talk
- Participation in the award winning Independent Advisory Group. (See page 6)
- We have welcomed students from 17 different countries; Eritrea, Somalia, Ethiopia, Syria, Bangladesh, Pakistan, Bhutan, Nepal, Sri Lanka, Afghanistan, China, Senegal, India, Kuwait, Egypt, Brazil and Congo
- Distribution of Eid food parcels, Easter Eggs for children – thanks to Jigsaw Housing
- Hanging baskets made and given to local families – thanks to Jigsaw Housing
- Some ESOL museum trips and Monday morning walks gave learners the opportunity to also practice using local public transport, under the guidance of our Outreach Workers.
- When asked 'do you think that HTC has helped to bring the local community together?' 86% of respondents said 'yes a lot'.
- When asked 'how do you feel about HTC?' 81% said they 'like it a lot' and would recommend to friends.

# People Place and Presence, 2021/2022

## OUTCOME 3

**Women reporting increased confidence as a result of the project.**

### INDICATORS

**100 per year and 300 at the end of the project.**

Based on 57 surveyed.

- 40% of learners say they feel less isolated thanks to the project
- 44% report improving confidence as a result of the project.
- 51% say they have improved self esteem thanks to the project.

## OUTCOME 4

**Sustaining an affordable, accessible local asset at the heart of the local community.**

### INDICATORS

**3 community campaigns or ABCD projects completed.**

- Work with the Community Safety Team to promote hate crime awareness and reporting.
- Working with Tameside Council to promote registration for the National Census 2021.
- Litter picks with local families and housing associations

A remodelled centre fit for purpose with an estimated work value of £2.5million investment.

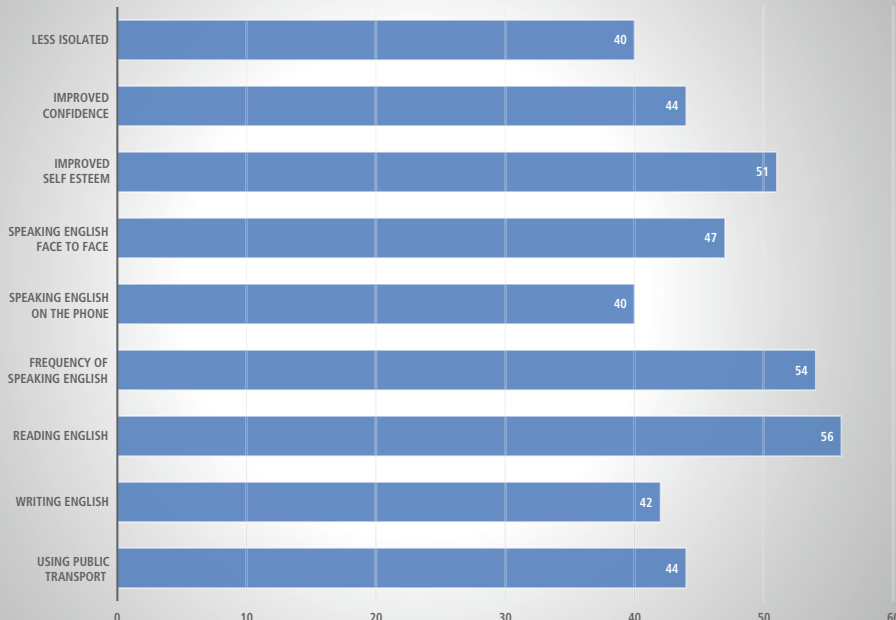
A new model of governance in the form of a trust more representative of the local community.

A fully developed business plan to ensure future sustainability of the Centre.

Stage 3 April 2026 to 2029 please see article on Consultation for more detail.

- Business plan – how will we ensure the business model is strong so that we can be sustainable in the future and complete the asset transfer?
- Ongoing negotiations with Manchester Diocese and the Parish of the Good Shepherd.
- A new management body to take responsibility for the asset transfer.
- Agreement to the asset transfer with Manchester Diocese.
- Building work – will that support a sustainable model?
- Work up a model of governance proposal and get management committee approval
- Charitable status application
- An application for Heritage Lottery funding for essential repairs estimated at £2.5M to £3M.

Learners reporting improvement by % April 2021- March 2022





# HTCCC Weekly Provision 2022

## Term Time Only



MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>DOWNSTAIRS</b> <b>DIGITAL HEALTH</b> 10.00 – 12.00 May 9th, 16th June 13th, 20th, 27th July 4th	<b>UPSTAIRS &amp; DOWNSTAIRS</b> <b>ESOL CLASSES</b> 09.30 – 12.00	<b>DOWNSTAIRS</b> <b>ESOL CLASSES</b> 09.30 – 12.00 (Hasna & Razia)	<b>UPSTAIRS &amp; DOWNSTAIRS</b> <b>ESOL CLASSES</b> 09.30 – 12.00	<b>DOWNSTAIRS</b> <b>ESOL CLASSES</b> 09.30 – 12.00	<b>WEIGHT WATCHERS</b> 07.45 – 11.45	<b>YOUTH WORK TRAINING</b> 10.00
<b>UPSTAIRS</b> <b>SEWING CLASS</b> 9.30 – 12.30 9th May for 10 weeks (HTC & Jigsaw funded)	<b>EXERCISE CLASS</b> 13.30 – 14.30 May 10th, 17th, 24th June 14th, 21st, 28th July 5th, 12th, 19th, 26th (Jigsaw funded, up to 30 women)	<b>NEONATAL KNITTERS</b> 12.30 – 15.00	<b>ARTS &amp; CRAFTS</b> 13.00 – 15.00 May 12th, 19th, 26th (OPAG & Jigsaw funded)			<b>YOUTH WORK TRAINING</b> 16.00
<b>WELLBEING WALKS</b> 13.00 – 15.00 9th May – weekly	<b>INFORMATION</b> <b>ADVICE &amp; GUIDANCE</b> 9.30 – 16.30	<b>DROP-IN SEWING SESSION</b> 12.30 – 15.00 May 11th	<b>COOK &amp; EAT</b> 13.00 – 15.00 June 16th, 23rd, 30th July 7th, 14th, 21st Sept 8th, 15th, 22nd			
<b>INFORMATION</b> <b>ADVICE &amp; GUIDANCE</b> 9.30 – 16.30	<b>MARTIAL ARTS</b> 19.00 – 21.00	<b>INFORMATION</b> <b>ADVICE &amp; GUIDANCE</b> 9.30 – 16.30	<b>INFORMATION</b> <b>ADVICE &amp; GUIDANCE</b> 9.30 – 16.30			
<b>YOUTH CLUB</b> 18.30 – 21.00		<b>YOUTH CLUB</b> 18.30 – 21.00	<b>MARTIAL ARTS</b> 19.00 – 21.00			

**We would like to thank the following organisations for helping us**  
**'bring people together, to empower them to create**  
**a strong and cohesive community.'**

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*Ask yourself...*  
*If not here, then where?*

