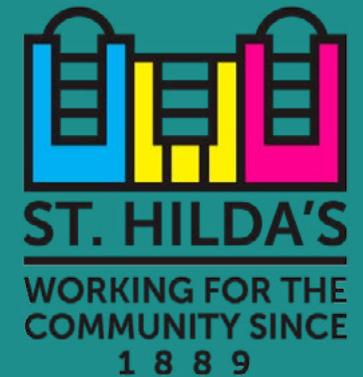


# St Hilda's East Community Centre

ANNUAL REPORT

# 2015-2016





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## 2 About Us



### **Who we are and what we do**

St Hilda's East Community Centre is a vibrant multi-purpose community organisation, providing a wide range of services and opportunities for local people of all ages - from pre-school activities, youth projects, support for older people, carers' respite and domiciliary care, to free Legal Advice, volunteering and 'on the job' training placements. St Hilda's works across two sites, our community centre in Bethnal Green and a second site, Sonali Gardens, about two miles away in Shadwell. The organisation provides a resource for the community in the Weavers Ward in northwest Tower Hamlets, while also delivering borough wide social care services.

St Hilda's East has been serving the community for over 125 years, having been set up as a 'settlement' in the East End of London in 1889. Nowadays a locally managed charity, we continue to provide support and opportunities for those facing disadvantage and social exclusion.

### **How we do it**

At St Hilda's East we believe that our strength lies in our diversity, helping to meet the needs of local people and supporting their aspirations. We also aim to promote understanding between all sections of the local community, offering a setting for multicultural, interfaith and intergenerational exchange.



# About Us 3

## Our Aims and Values

St Hilda's East aims to combat the challenges arising from deprivation and social exclusion in the local community through a range of high quality social, healthy living, educational, and recreational programmes. In all we do, we aim to break down barriers and reduce isolation, enabling access to learning, training and opportunities, empowering people to reach their goals.



### St Hilda's East is guided by its commitment to:

- Provide the highest standards of service and continually improve performance
- Actively involve users in agreeing priorities and setting standards
- Achieve equality of opportunity and learning from diversity
- Make the best use of resources
- Develop staff to achieve their full potential
- Work in partnership with others to pursue common objectives

### ▪ Patron:

Carolyn Kirby OBE (President of The Law Society 2002-2003)

### ▪ President:

Mrs Eve Jardine-Young

### ▪ St Hilda's Management Board members during 2015/16 were:

Ms Suzette Barry  
Ms Nandini Basuthakur (Treasurer)  
Miss Arifa Choudhury (from 1/12/2015)  
Ms Harriet Edwards  
Mrs S Mahmuda Jaigirdar (until 1/12/2015)  
Ms Naseem Khan OBE  
Ms Alison Klarfeld  
Mrs Jean Locker  
Mr Ahad Miah (until 11/5/2015)  
Mr Dennis Twomey (Chair)

# 4 Message from the Chair



St Hilda's has delivered its usual diverse range of activities this year, and we continue to provide high quality services for people of all ages, from the very youngest members of our community (a service we have managed to continue despite funding challenges and building work on the premises next door restricting our outdoor play space) to the oldest members of our community (for whom we run a number of projects). We are also developing new services in response to local need and Rupert has described some of these in his Director's report.



Being part of St Hilda's is immensely satisfying as we see the effects of our services in changing people's lives by providing support, advice and assistance at times of intense difficulty. The difficulties people face vary from practical problems of finance and housing to more personal issues of social isolation and mental ill health. While we cannot always solve people's problems, we can, and are, always there to support them.



We are, as ever, grateful to the many and varied organisations which provide the funding and support that makes it possible to continue our work. However, fundraising to pay for all these services continues to be a major challenge and is unlikely to get easier in the near future. St Hilda's is fortunate in being financially robust but, even so, like many other voluntary organisations needs to keep a close eye on its income and expenditure in these turbulent times.

The range of services St Hilda's offers relies entirely on the commitment of our staff and volunteers. This is testament to the high quality of their work, and we are immensely grateful to all those who contribute so much to everything that St Hilda's does.

Finally, I am grateful to my fellow trustees for their continued commitment to, and work on behalf of, St Hilda's. Their knowledge and experience helps to guide St Hilda's in an increasingly complex world, where needs seem to be growing daily.

A handwritten signature in black ink that reads "Dennis Twomey". The signature is written in a cursive style with a large, looping 'y' at the end.

Dennis Twomey - Chair of Trustees

# Message from the Director 5



One of St Hilda's great strengths is to be found in the breadth of its services and the diversity of those who use it. Based in the East End of London, it combines community development projects and support for individuals with the provision of much needed social care services. Drawn from all sections of the local population, our youngest users are aged under one in our Under 5s' Project while our oldest has just turned 98 – truly a community centre in nature as well as name!



St Hilda's is also an organisation that responds to changing needs and challenges, frequently developing new and innovative activities. 2015/16 was no exception, with a new grant from the Henry Smith Charity enabling us to expand the work of our Boundary Women's Project. This very welcome three year grant has resulted in increased ESOL provision, training, and healthy living opportunities. Meanwhile support from the Rank Foundation has helped us to launch an exciting new Girls' Project in 2016, offering empowering skill and confidence building activities. As part of this initiative we are proud to announce the recent establishment of the 1st St Hilda's Guide Group.



Run by a dedicated team of staff and volunteers, all our other projects equally make real differences to the lives of those who use them. Whether it is our daily Older People's Project or Sonali Gardens care services, LinkAge Plus activities for 50+s, our twice weekly Surjamuki disabled young people's group, mental health and carers' support, or our ever busy Advice Service, there is always something going on at St Hilda's.

Looking ahead, a successful funding application to the City Bridge Trust will allow us to expand the work of our longstanding volunteer run Food Co-op during 2016/17, with the establishment of a new Community Food and Advice Project. This is a highly exciting anti-poverty initiative, not only making affordable fresh food available to those on low incomes but also providing benefits advice aimed at supporting individuals and families to move out of poverty.

We are very grateful for the assistance of all our supporters who make our work possible. From charitable trusts, commissioning by the local authority and individual donors to corporate supporters and pro bono partners, all are very important to us. We invite others to help ensure that our increasingly vital provision continues to thrive in the future!

*Rupert Williams*

Rupert Williams - Director

# 6 Advice Service

St Hilda's Daytime Advice Service provides a trusted and valued source of independent free advice and assistance for residents in the Weavers Ward and surrounding area. Accredited under the national Advice Quality Standard, the Advice Service is busy, well used and much needed - providing a lifeline to many clients. Advice is available through appointments and drop in sessions, supplemented by telephone advice and home visits. Assistance provided ranges from basic help with filling in forms or advising on and calculating benefits to more complex issues such as advocating on behalf of clients by phone or in writing.



## Key Achievements in 2015/16

- St Hilda's Advice Service helps an enormous number of individuals with the limited resources of just one paid Advice Worker. A total of 1,043 advice episodes took place during the year, with assistance provided on a range of different issues. Of these 75% were welfare rights matters, 10% debt and 7% on housing.
- The Advice Service helped clients on low incomes claim £194,867 in benefits. This had an enormous impact on the quality of life for many individuals and families – from elderly people increasing their income through much needed Pension Credit to disabled people claiming Personal Independence Payment.
- Following a pilot service run as part of a borough wide Big Lottery funded Tower Hamlets Community Advice Network initiative, St Hilda's took over and ran a weekly drop in welfare benefits advice session from September 2015. This has helped St Hilda's to respond to the increasing demand for advice in the local community.
- As planned, St Hilda's Advice Service was successful in renewing its Advice Quality Standard in September 2015 for a further two years, demonstrating the ongoing high standards of work carried out. A new online Case Management System was introduced to record and track the work we carry out with clients.

*"We were told our benefits would be cut after my husband couldn't work. The advisor not only explained what we were entitled to but also helped us make claims and put our minds at rest."*

## Plans for 2016/17

- In an exciting development, a weekly evening welfare benefits advice session will be launched alongside our newly expanded Food Co-op. This will both increase the capacity of St Hilda's advice services and their accessibility to people working in the daytime.
- The Advice Service enjoys strong links with St Hilda's other services, such as our Boundary Women's and Older People's Projects, and will work closely with them to promote awareness of welfare benefits and increase 'money management' skills among individuals and families.

*"The advisor helped me win my Tax Credits appeal, saving me from paying thousands of pounds that I didn't owe."*

*"The Advice Service helped me get repairs done to my home that I had been chasing up for the last two years without success."*



# Legal Advice Service 7

St Hilda's daytime Advice Service is complemented by weekly evening Legal Advice Clinics. Advice is provided by volunteer law firm staff from City law firms to members of the public on a pro bono basis. Open to all in the local community, this service enables those in need to obtain legal advice in easy to access drop in sessions.



*"The advisor was very helpful, she worked really hard for me."*



## Key Achievements in 2015/16

- During 2015/16, 405 drop-in 'appointments' took place at Legal Advice Clinics held in Sonali Gardens in Shadwell and St Hilda's East's community centre in Bethnal Green. These included advice enquiries on 170 housing matters, 114 welfare benefits and 21 consumer queries, as well as a range of other issues.
- The value of pro bono advice given during the year amounted to £173,873, indicating the immense contribution made by our law firm partners.
- Volunteer staff from Berwin Leighton Paisner and DLA Piper raised £4,819 for St Hilda's advice work through the London Legal Support Trust's annual sponsored walk in May 2015, with St Hilda's staff raising an additional £5,494!
- St Hilda's East's Legal Advice Service also provides valuable practical experience to Queen Mary University and LSE law students, including helping to operate a triage system for clients at Sonali Gardens.

## Plans for 2016/17

- A programme of public education legal workshops for the community will be delivered in partnership with DLA Piper law firm. Commencing with an information event on Phone Scams, there will be further workshops organised with our Boundary Women's Project and Older People's Project.
- We are working with LawWorks (a national charity connecting volunteers lawyers with people in need of legal advice and not-for-profit organisations) to identify a law firm to run a new Legal Advice Clinic alongside our newly expanded evening Food Co-op and welfare benefits drop in sessions.

*"Many thanks from my wife and myself. We received our payments and are very grateful for your hard work for us."*

*"It's my first time here and the service I received was ten out of ten!"*

# 8 Boundary Women's Project



Boundary Women's Project works with local women to develop skills and realise their own potential, especially individuals experiencing social exclusion or those facing language barriers. Up to 65 women a week participate in a wide ranging programme of regular activities, from ESOL classes, IT sessions and craft training, to Keep Fit and a Women's Forum discussion group. The project also has an outreach service, helping individual women overcome isolation and providing one-to-one support.

## Key Achievements in 2015/16

- Following the award of a three year grant by The Henry Smith Charity, Boundary Women's Project has expanded its provision, working with 307 women during the last year, developing its training, healthy living programmes and outreach support.
- As part of this development, over 80 women accessed ESOL (English for Speakers of Other Languages) courses at different levels: Beginners, Intermediate and Higher along with a Speaking English with Confidence Class. In tandem with this Boundary Women's Project delivered a new programme of IT courses in partnership with UK Online, enabling women to become more IT literate while improving their spoken English and job readiness.
- Other training support included the Women's Craft, Textile and Sewing Enterprise group making a range of products including baby blankets, bags and pouches sold in a local pop up shop 'In House' in Shoreditch – a first step to becoming a social enterprise!
- An exciting new A2B health programme was launched, made possible by a Lottery Awards for All grant. This encourages women to become more active and use the capital's facilities. As part of the scheme, a walking group was established as well as women planning and organising their own trips on London's transport systems.

## Plans for 2016/17

- To further develop the variety of ESOL provision through the creation of short and embedded courses in areas such as health and wellbeing as well as employability and legal rights.
- Our A2B London programme will continue during the year, with Boundary Women's Project's walking group encouraging healthy living. Two new cycling courses will be run in partnership with Bikeworks, enabling participants to become confident on two wheels – along with a visit to the Olympic VeloPark to test their new abilities! Those taking part will receive a nationally recognised 'Bikeability' qualification.
- Our Women's Craft, Textile and Sewing Enterprise group will create a new range of items to be sold in local venues, building partnerships with shops in the Shoreditch area surrounding St Hilda's community centre. Boundary Women's Project members will create their own 'brand' while learning new craft and product development skills.

*"I felt depressed after my children had grown up. I was just sitting at home. But, coming to ESOL classes gave me a new life. I can do things for myself now without having to depend on anyone else."*

*"I love the yoga classes. Emma is such a good [volunteer] instructor! I feel like I can forget all my troubles for an hour a week and feel so relaxed."*

*"The women's project activities mean so much to me. I don't feel like I'm alone anymore and can share my problems with someone."*

# Bondhon Project 9



Bondhon ('togetherness' in Bengali) played a key role in promoting wellbeing and confidence among Bangladeshi women experiencing mental health illnesses during the last year. Based around weekly sessions at St Hilda's community centre and a second group at Mile End Children's Centre, activities included exercise classes and healthy living workshops, with one-to-one outreach support also provided. The aim is to empower individuals in their everyday lives, encouraging involvement in the community.

## Key Achievements in 2015/16

- There are currently 57 users of Bondhon's services, an increase from 2014/15. The Project supports women in reintegrating into wider society, working closely with other agencies to ensure that discharge of individual users is safe and effective.
- Promotion of healthy living lifestyles is central to Bondhon's activities, from healthy cooking and weight management sessions to popular Zumba and Pilates fitness classes – integrated into weekly sessions during the last year. The Mile End Children's Centre based group provided a supportive and sensitive resource for mothers experiencing post-natal depression.
- The Bondhon Project used a Mental Health Recovery Star key-working model to support users in their daily lives – supporting changes in areas from managing everyday living and self care, to relationships and family. One-to-one support is given in mapping out paths to mental and physical wellbeing, increasing self-confidence and personal independence.
- Bondhon Project joined in International Women's Day celebrations during March, including a public event in St Hilda's community centre. Bondhon service users used the opportunity to showcase and sell craft items made during weekly activities, from scented candles to baked goods. The Project also collaborated with Mile End Children's Centre in its International Women's Day celebration, members of the post-natal group taking part with others in a fashion show and showing off Hula Hoop skills!

## Plans for 2016/17

- St Hilda's is part of an 'Inspire' consortium that has successfully bid for a new Mental Health Recovery and Wellbeing Services contract, tendered by Tower Hamlets Council and CCG. Led by Community Options and involving local voluntary organisations such as MIND in Tower Hamlets, this exciting development will incorporate mental health services delivered by St Hilda's East Community Centre from July 2016.
- The current Bondhon project service users have successfully applied for a Tower Hamlets and CCG User Led Grant for a new 'Boyaan and Go' ('Talk and Go') group, operating in the evenings and weekends. Led by users themselves Boyaan and Go will organise community activities such as swimming and cinema visits, while providing peer support and sharing of information – aimed at increasing the confidence of those taking part.

*"I feel better, getting out of the house and socialising with other women who understand where I'm coming from and don't judge me."*

*"I was hesitant to attend at first .... but now I know that they [other mothers] understand what I'm feeling."*

*"I am excited to start the Boyaan and Go group as we will be in charge of what we want to do, which is more outdoor social stuff."*

# 10 Community Volunteer Project



At St Hilda's our Community Volunteering Project is committed to supporting, enabling and celebrating volunteering in all its diversity. Our volunteers add value to our organisation, bringing local knowledge and experience, specialist skills and a desire to contribute to the local community. Funded by the Rank Foundation during the last year, the Project involves a wide range of people volunteering – from unemployed individuals and students, to corporate volunteers, and even volunteers from overseas. We are extremely grateful for the huge contribution they make to St Hilda's projects and services.

## Key Achievements in 2015/16

- Our Community Volunteering Project has enjoyed a highly successful year with 102 volunteers placed in varied roles across St Hilda's projects – from working with under 5s to supporting elderly people. A third of volunteers were unemployed and have gained invaluable 'on the job' work experience, skills and training, increasing their employability. Individual volunteers played a key role in much needed services such as tutoring ESOL classes, running our Older People's Project Computer Club and LinkAge Plus complementary therapy massage sessions.
- In addition, the Project teamed up with corporate companies, with partners including Discovery Channel, Deloitte, Hammerson and Berwin Leighton Paisner. Over 75 corporate staff were involved in providing fun activities from Christmas Parties to outings, as well as undertaking team challenges decorating and improving our community centre premises. Meanwhile our longstanding law firm partners ran St Hilda's much needed pro bono Legal Advice Clinics.
- A programme of employability workshops took place, covering CV preparation and interview skills, aiming to support volunteers to identify and capture the skills and experience they have gained through their volunteering.
- St Hilda's Community Volunteer Project enjoys strong links with local schools and colleges. Work experience placements were provided during the year for 21 students from secondary schools, Tower Hamlets College and nearby universities. Through this experience young people were able to gain valuable experience of the world of work, as well as raising aspirations, building confidence and learning new skills.



## Plans for 2016/17

- The Shoreditch area surrounding St Hilda's community centre has changed immensely in recent years and we plan to develop links with new and emerging local businesses to encourage skill sharing, develop opportunities for local businesses to come and volunteer at the Centre, and set up local work experience opportunities for our existing volunteers.
- Over 70% of this year's volunteers were unemployed, studying or had never worked and we aim to support these volunteers through creating a new programme of training and personal development workshops to equip volunteers with skills to increase their employability and improve their career prospects.



*"Volunteering at St Hilda's made me feel that I can open up, forget being depressed and just learn about new things and advance myself" (unemployed volunteer)*

*"I couldn't have asked for a better experience" (University student volunteer)*

*"I can't thank you enough for your support, I was able to grow and learn at St Hilda's" (International volunteer from the USA).*

# Food Co-op Project 11



St Hilda's weekly Food Co-op provides fresh and affordable fruit and vegetables to the community. It aims to combat food poverty while promoting healthy living and sourcing produce from local growers. Run by volunteers, it also enables local people to increase skills, build confidence and gain 'on the job' experience. It is a wonderful example of social cohesion, bringing people together at a vibrant and popular 'hub' for those living in the area surrounding our community centre.

## Key Achievements in 2015/16

- In an exciting new development a Volunteer and Learn Project started in September 2015, funded by Southern Housing Group (SHG), providing participants with voluntary experience in running the Co-op alongside training opportunities. To date 12 SHG residents have obtained Food Safety Level 2 qualification, while those volunteering have made an invaluable contribution, from serving customers to creating specially designed St Hilda's Food Co-op aprons!
- While operating on a 'not for profit' basis the Co-op aims to be sustainable by breaking even. From healthy apples to freshly grown organic cabbage, it sold £7,539 worth of vegetables and fruit last year, making a small surplus of £60 - the perfect break even result!
- The Food Co-op performed a vital social purpose, providing a lifeline for housebound older people using the community centre who are able to buy fresh produce, choosing as little or as much as they want, then take it home in St Hilda's minibus transport.
- 22 volunteers were involved in running the Food Co-op, contributing a fantastic 724 hours of volunteering for their local community. From managing the till, ordering produce and assisting elderly customers with shopping, to producing our popular Co-op e-newsletter, we could not do without them
- The Food Co-op ran outreach events in the community to promote healthy and affordable food - including a stall as part of East Shoreditch Neighbourhood Plan consultation event and a pop up Co-op stall at the local Gascoigne Estate's annual Apple Day.

## Plans for 2016/17

- Following award of a three year grant by City Bridge Trust, we will develop the Food Co-op as an anti-poverty initiative. Operating as a new Community Food and Advice Project, it will extend opening hours into the evening to increase accessibility for working people on low incomes. We will also introduce a much needed new advice service alongside the evening Co-op sessions, providing advice on welfare benefits and money.
- Building on the success of our Food Co-op Cookbook in 2015 we are hoping to update this and bring out a second edition... watch this space!
- St Hilda's Food Co-op is now registered with the NHS Healthy Start Voucher Scheme for parents and pregnant women and is being promoted to local GPs and midwives; this will help increase the consumption of healthy and affordable fruit and vegetables in Tower Hamlets.

*"It's nice to have a reasonably priced place to buy food since the area has changed. The volunteers and staff are lovely and always carry my shopping!" Elderly Food Co-op customer*

*"I didn't expect it to be so great. It puts a smile on your face, increases your skills and abilities and widens your work choices too. I'm glad I came here." Food Co-op Volunteer*

*"You meet different people, different ages, and they all have something to tell you. I feel a closeness with this place."  
Food Co-op Volunteer*

# 12 LinkAge Plus



St Hilda's runs LinkAge Plus in the southwest of Tower Hamlets as part of a borough wide service led by a voluntary sector partner, Toynbee Hall. LinkAge Plus (LA+) offers residents aged 50 plus a range of social and health related activities to maximise wellbeing and make the most of life. Our LinkAge Plus team is based at Sonali Gardens in Shadwell, one of five LA+ Hubs in the Borough. It acts as a 'One Stop Shop' linking up individuals with other agencies, while delivering group activities alongside outreach support for isolated older people.

## Key Achievements in 2015/16

- LinkAge Plus worked with an average of over sixty older people every week providing both one to one outreach support and group based activities. New developments included a fortnightly Debt Advice service run in partnership with Toynbee Hall Advisory Service. Older people experiencing financial difficulties were able to access specialised help and support.
- A 10 week Healthy Eating programme took place, delivered by a community nutritionist, made possible by a 'Can Do' grant of £476 won by a LinkAge Plus service user. Older people received in-depth information about food nutrition and food labelling, as well as issues such as hidden sugar in food products and healthy vs. unhealthy fats.
- A new LinkAge Painting and Drawing activity was launched with weekly art sessions in Sonali Gardens. Beginners and budding artists learnt about painting techniques using watercolour paints, colour mixing, tone and texture. We now boast some impressive still life portraits courtesy of the participants!
- Our LinkAge Plus service also supported initiatives elsewhere in the community. These included a 3 month pilot Walking Football programme run at Tarling Street East Community Centre, targeted at older men who tend to underuse traditional elderly services.
- Our annual LinkAge Plus Christmas parties are hugely popular and this year was no exception! A delicious spread was laid on for older people living locally, along with a lively disco, music quiz and entertainer. Feedback from those attending confirmed food and entertainment once again got top marks!

## Plans for 2016/17

- Mental ill health among older adults is an under-recognised issue but affects many people. LinkAge Plus is working with MIND in Tower Hamlets to provide a free counselling service for older people at Sonali Gardens, with up to 12 sessions per person provided by a professional counsellor.
- Following receipt of table tennis equipment from Sport England, weekly sessions have already commenced during the early part of 2016/17, providing an excellent form of exercise for improving fitness and mobility.
- A new programme of LinkAge Plus day trips over the summer months will include the seaside, historic sites and other places of interest, enabling older people to go places and enjoy experiences that otherwise would not be possible for them.

*"I love the darts [weekly LA+ sessions] so much.  
I'd do it every day if I could."*

*"This club has saved my life. When my husband died I felt  
so alone and now I have lots of new friends."*

*"Boccia – now there's a game! I love it,  
especially when our team wins!"*

# Older People's Project 13



The Older People's Project provides a full day service for elderly people, aiming to reduce isolation and promote wellbeing. Opportunities on offer include a 'Lunch Club Plus', day care placements, and a wide range of regular activities from exercise classes, Tai Chi, indoor sports, and a Computer Club, to outings and intergenerational projects – to name just a few! Transport is provided or arranged for less mobile members and staff also assist users with one-to-one advocacy when needed.

## Key Achievements in 2015/16

- Over 200 older people used the Older People's Project (OPP) during the year, from regular group activities to one off events. Centred around our Older People's Healthy Living Group, the Project's health and well-being programme actively promoted healthy lifestyles among its members with weekly Tai Chi and Keep Fit. Regular Boccia matches included competitions with other teams and intergenerational tournaments.
- In an exciting new development, our Lunch Club meals are now produced on site by a qualified chef, including use of fresh vegetables and fruit sourced from St Hilda's Food Co-op – ensuring that older people have access to healthy and nutritious food.
- A programme of information workshops included 'How to Protect Against Scams' (delivered by DLA Piper law firm), and a Dementia Awareness session, as well as visits by the Safer Neighbourhood Police Team, RNIB and Diabetes UK. The OPP also organised eyesight and audiology checks for older people within the community centre.
- A series of 15 outings were organised, providing opportunities for less mobile older people to visit a diverse range of venues that would otherwise be inaccessible - from Brick Lane Music Hall and the Imperial War Museum, to the Victoria & Albert Museum and Kenwood House.
- Intergenerational activities included a 'Bethnal Green Dreams' dance programme in collaboration with Virginia Primary School and Green Candle Dance Company – promoting agility and mobility among older people taking part as well as social contact with children. Meanwhile students from Bethnal Green Academy treated OPP members to a Christmas Carol performance, and teenagers from National Citizens Service Challenge joined in a two day accessible sports programme for pensioners.



## Plans for 2016/17

- An Older People's Social Club will be launched on Tuesdays as part of our Older People's Project, incorporating fitness activities delivered by Tower Hamlets Sports Development Team.
- A new programme of outings in collaboration with public spaces and facilities, including the Olympic Park, with the aim of making them accessible to older people.
- We plan to launch a new intergenerational programme in cooperation with Bethnal Green Academy, featuring lunchtime visits by Year 7-9 students and the school's music group.

*"Coming here makes the world of difference and stops me being lonely."*

*"The Lunch Club is such fun and the company is good. This is the best place to come to."*

*"The exercises keep you fit. I wouldn't do them if I didn't come here."*

# 14 Time to Shine



St Hilda's was supported by The Rank Foundation's and Joseph Rank Trust's national 'Time to Shine' internship programme during 2015. The Foundation aims to promote personal development and address organisational needs through this innovative programme. St Hilda's successfully applied for a grant to employ a paid Development and Fundraising intern to build support for the organisation's work through links with local businesses and community fundraising.

## Key Achievements in 2015/16

- A series of fundraising events were organised through the internship during 2015, raising St Hilda's profile in the local community. Through Bake events and second hand toy and book sales, vintage and plant sales and a film showing, much needed funds were raised for the organisation's services – from our Under 5s Project to a new bingo machine for our Lunch Club. Links with local businesses were also forged, resulting in 'in kind' support for our services, including tasty visits to a local chocolate factory by community centre users!
- Our intern, Maya Kumagai-Jones, also organised St Hilda's London Legal Walk Team in May, raising an amazing total of £5,494 (£7,205 including Gift Aid) for the community centre's advice services. This amount placed our team in a highly impressive 16th place for total fundraising out of the 548 teams overall.
- An exciting partnership was developed with Ping! London, promoting healthy physical activity and social contact within the local community. A ping pong table was installed outside our community centre throughout the summer, an incredible variety of people becoming involved - young people, Older People's Project members, passers by and many local residents.
- A joint fundraising Christmas Card venture took place with Virginia Primary School. Children produced a beautiful set of seasonal drawings which featured on the cards, with the layout designed by Cheltenham Ladies' College and printing provided free by Kopykat.
- Collaboration with the University of East London's Schema Project (an initiative for students to give back to the community) resulted in the making of a promotional film about St Hilda's for the organisation's own use.



## Plans for 2016/17

- Our Time to Shine internship proved remarkably successful, showing the value of harnessing the support of the local community and businesses for the work of St Hilda's East Community Centre. In a very welcome development, the Haberdashers' Company and Joseph Rank Trust are funding a continuation of this work during the forthcoming year in the form of a Development and Fundraising Project.
- A new Rank Foundation funded Time to Shine internship is taking place during 2016, with a Youth Development intern, Saleha Begum. Plans include the establishment of a 'Unity' Girls Project, along with a 1st St Hilda's Guide Group for 10-14s being launched in cooperation with Girlguiding UK.

*"St Hilda's Time to Shine internship has provided a fantastic opportunity, enabling local businesses to engage with a vibrant community centre on their doorstep." BLP law firm*

*"The children and staff of Virginia Primary school thoroughly enjoyed their collaborative Christmas card project to raise funds for St Hilda's and Virginia. It was wonderful to share the children's art work across the community."  
Kate Gooding, Head Teacher*

*"Sonos Studio is very happy to support our friends and neighbours St Hildas, and the wonderful work that they do as our local community centre." Sonos Venue Manager*

# Shebadan Domiciliary Care Service 15



Shebadan ('care-giving' in Bengali) has been providing domiciliary care to adults in the Bangladeshi and other communities throughout Tower Hamlets for many years. As well as providing personal care services our team of experienced carers help with shopping, cooking, and escorting to appointments and events outside of the home. This supports individuals to retain their independence and stay part of the local community. St Hilda's domiciliary service also provides short term respite care, enabling unpaid carers to have a break from their caring responsibilities.

## Key Achievements in 2015/16

- Shebadan provided services to 104 users, delivering 31,276 hours of home-based care to individuals, including short term respite for carers.
- In November 2015 St Hilda's took over the role of lead provider for a borough wide domiciliary care partnership with the Chinese Association of Tower Hamlets (CATH) and Community of Refugees from Vietnam East London (CRV), providing vital support to users and their families across the diverse communities of Tower Hamlets.
- Shebadan worked closely with St Hilda's other services such as Sonali Gardens Day Centre, our Short Term and Flexible Breaks Project and LinkAge Plus, ensuring that individual users and families received a 'joined up', holistic and community based service.
- In order to ensure consistently high standards of care, Shebadan staff participate in annual programmes of training. 25 staff members out of 34 are qualified in NVQ Health and Social Care at Levels 2 and 3, while 9 others are currently working towards Level 2.

*"I feel much happier as the carers help me to have a bath in my home and it makes me feel so much better."*



## Plans for 2016/17

- To continue our lead role working with the Chinese Association of Tower Hamlets and Community of Refugees from Vietnam East London to provide a wide-ranging domiciliary care service for communities across the Borough of Tower Hamlets.
- In order to ensure consistently high standards of care, Shebadan staff will participate in a new annual programme of training, including First Aid, Manual Handling, Health and Safety, Adult Safeguarding, Food Safety, Mental Capacity Act awareness and Dementia training.

*"My son's life has improved and we are able to cope since he has been receiving Shebadan services. The flexible breaks are also really helpful."*

*"They encourage me to go out and take me to the places I love to go." User quote CQC Inspection Report, July 2016*

*"They treat me with respect and maintain my privacy." User quote CQC Inspection Report, July 2016*

*"We feel safe with the staff, they make sure everything is safe." Quote from carer in CQC Inspection Report, July 2016*



# 16 Sonali Gardens Day Centre



Sonali [Bengali for 'Golden'] Gardens Day Centre provides person centred care and support throughout the week for Bangladeshi and other communities. A borough wide resource, it is run at St Hilda's second site in Shadwell. A team of bilingual Bengali speaking staff provide culturally appropriate care and facilities, with activities promoting independence and wellbeing. The Day Centre also offers access to primary care such as chiropody, as well as complementary therapies such as massage. Accessible transport is used to enable users to come to the Day Centre from all parts of Tower Hamlets.

## Key Achievements in 2015/16

- Last year 105 users accessed services offered by Sonali Gardens Day Centre. Our Monday to Friday Day Centre provided 40 places daily, supplemented by weekend day care provision offering up 12 places per session.
- Health promotion activities included a highly successful (and tasty!) six week healthy cooking programme in partnership with the Stifford Centre's 'Taste and Cook' project. Workshops were also held on mental health, breast cancer awareness and bowel cancer, while a NHS mobile chiropody clinic visited Sonali Gardens, enabling access to this service.
- A new accessible sports programme included table tennis, boccia matches and darts, promoting mobility and physical fitness. The Day Centre also teamed up with LinkAge Plus, users taking part in 'Good Moves' exercise and wellbeing sessions.
- Also in collaboration with LinkAge Plus users, Sonali Gardens Day Centre users took part in a 16 week programme of painting on canvas, creating an art display, reflecting the diverse but shared cultures of those involved.
- Intergenerational activities included visits by students from Kings College London's Bengali Society, meeting with Day Centre users and researching their experiences of life and health in the UK.

## Plans for 2016/17

- To establish a memories project, capturing and recording the life stories of Day Centre users, experiences and living histories that would otherwise be lost.
- Based on feedback and requests from users, we hope to use green spaces within the Day Centre premises for horticultural activities, growing vegetables for use by older people.
- A new cultural programme will include regular interactive music sessions, including traditional Bengali music from the 1960s and visiting musicians.

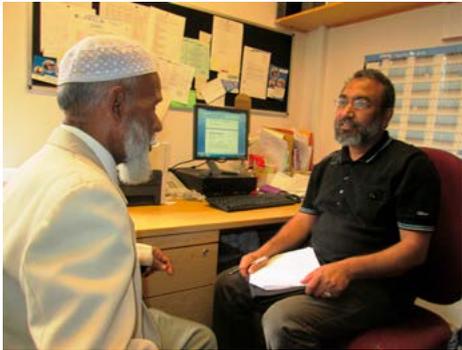


*"The company of others in Sonali Gardens changed my life. I am not lonely anymore."*

*"I never thought these activities were available before. They have helped me to become more independent."*

*"The choice of food makes me feel that I am living with my family when I am here."*

# Carers' Breaks Project 17



St Hilda's Carers' Project provides short and flexible respite breaks to carers in Tower Hamlets. Many carers spend a significant amount of their time providing unpaid care to a family member, partner or friend – all too often unrecognised and undersupported. Our Carers' Breaks service gives carers a supportive break away from this caring role through stimulating domiciliary care or day care 'placements' for the cared for person. A popular monthly Carers Support Group also takes place, offering opportunities to access peer support, information and advice.

## Key Achievements in 2015/16

- The Carers' Project provided short and flexible breaks for 62 carers, comprising 1,836 hours of domiciliary care and 198 days of day care. 37 carers were new in accessing services, showing the impact of the Project in reaching unsupported individuals in the community. Individual carers were able to receive up to 36 hours "short" and 36 hours "flexible" respite breaks within the year, helping them to cope with a crisis or just 'take time out'.
- Our Fursoth ('Take Rest' in Bengali) Carers Support Group played a key role, enabling carers to meet others in similar situations, and to gain information on available services and help. As part of the Group's activities, health workshops were held on diabetes and healthy eating, along with exercise sessions run in collaboration with Social Action for Health.
- Outings and trips were organised during the summer for carers, including seaside excursions to Southend and Margate, and an outing to a fruit and vegetable farm in Esher. Those who went not only had enjoyable days out but received a much needed break from caring and the chance to socialise with other carers.

*"I recently became a carer after my husband had a stroke. I didn't know what support was available but after going to the Fursoth carers group found out more. My husband now receives day care."*

## Plans for 2016/17

- We will celebrate National Carers Week 2016 in partnership with Tower Hamlets Alzheimer's Society and Social Action for Health, raising awareness of caring and recognising the contribution carers make to the community and the challenges they face.
- To develop a partnership with St Joseph Hospice in Hackney through its "Compassionate Neighbours" scheme, promoting volunteering opportunities for carers after their caring role comes to an end.
- Local authority funding for St Hilda's Carers' Project is due to finish at the end of November. However we plan to continue to provide much needed support to carers living in Tower Hamlets through our other projects and services.

*"My mother was the main carer for my elderly father. We only coped with caring for my father as St Hilda's arranged day care respite for him."*

*"The Carers' Project helped me take a break from looking after my husband last year and I was able to start ESOL classes at St Hilda's. I completed Level 1 and I am now doing Level 2."*



# 18 Surjamuki Project



Surjamuki ('Sunflower' in Bengali) Project promotes independence, positive learning and involvement in the wider community among young people with disabilities. Based around twice-weekly transport assisted group sessions at St Hilda's, on-site and outdoors, its educational and recreational activities are based on the principles of Helping Children Achieve More. Project facilities include a Sensory Room, offering a fun and stimulating environment for young people with sensory impairment to explore.

## Key Achievements in 2015/16

- Surjamuki successfully launched an 'Established Wisdom' intergenerational programme made possible by a grant from 'One Tower Hamlets Fund', bringing together Bangladeshi and other young disabled people with older people from different communities and faiths. Activities included boccia and decoupage (crafts), helping to break down barriers and bring about greater contact across our local community.
- Surjamuki members collaborated with artists from Create Arts charity to produce an exciting model of London City, publicly displayed at KPMG offices in Canary Wharf for all to see. Young people also produced a video with a local filmmaker to showcase their achievements.

▪ A fun packed summer programme took place with fruit picking at Hewitts Farm and visits to Margate seaside, Windsor Safari Park, London Zoo and the Science Museum.

▪ Surjamuki's fundraising efforts received a wonderful boost when it was selected by the Tower Hamlets Council Speaker, First Citizen of the Borough, as one of two charitable projects to be supported during his year of office. Surjamuki members were stars of the show at a Charity Gala in Canary Wharf!

## Plans for 2016/17

- Following a successful application to East End Community Foundation, Surjamuki will deliver a 'Youth Activate' programme, alongside the Youth Project and our new Girls Project, an exciting multi-sports programme of activities including basketball and boccia.
- A new programme of personal development workshops will incorporate healthy living activities designed to encourage positive lifestyles around diet, exercise and self-confidence.
- Surjamuki's 'Established Wisdom' intergenerational programme will conclude with a summer BBQ bringing older and young people together.

*"I really like it here, I have friends here."*

*"It feels like a family, we care for each other and have fun together."*

*"I feel more confident and have learnt new skills."*

# Inspire! Youth Project 19



St Hilda's Youth Project works with young people aged 11-19 with the aim of developing life skills, widening horizons and raising aspirations. While providing a welcoming environment to young people from throughout Tower Hamlets, the Project acts a local Hub for the Weavers Ward and surrounding Bethnal Green area - providing activities and resources and creating life changing opportunities for those who use it.

## Key Achievements in 2015/16

- Over 120 young people participated in Inspire! activities during the year. Based around two weekly sessions, young people took part in a wide range of activities from IT, creative arts and cooking, to intergenerational programmes and sports, including boxing.
- Inspire! supported 20 young people to achieve the Duke of Edinburgh Award Bronze Skills Certificate, while 30 successfully completed Emergency First Aid courses, helping to develop wider skills sets on their path of lifelong learning.
- Young people undertook exhilarating residential trips to the seaside in Norfolk and an activity centre in Buckinghamshire. Activities included camping, abseiling, kayaking, canoeing, raft building and fishing. This presented excellent opportunities for those taking part to develop independence, leadership, teamwork and life skills.
- Inspire! members took part in a series of health workshops focusing on sexual health, healthy living, drugs and alcohol abuse. With a high turnout, young people learned about positive life choices, supported by guest speakers from local GPs and the Police.
- Inspire! plays an important role in promoting social cohesion among young people from diverse backgrounds. During the year a group of largely Muslim youth visited the Jewish Museum in north London, developing an understanding of the Jewish way of life, meeting Holocaust survivors and learning about Jerusalem as the home of many religions.



## Plans for 2016/17

- In an exciting new development, St Hilda's youth provision will expand with the establishment of a Unity Girls Project. Supported by a Rank Foundation funded internship, this will include a 1st St Hilda's Guide Group for 10-14s launched in cooperation with Girlguiding UK.
- Following a successful grant application to the East End Community Foundation, a year long 'Youth Activate' sports programme will be delivered for young people, involving the Youth Project, our new Unity Girls' Project and Surjamuki disabled young people's group. This will include multi-sports sessions, basketball, boccia and Muay Thai Kickboxing.



*"I enjoyed the residential and want to come to St Hilda's more to develop my skills."*

*"I have really enjoyed myself during this summer and loved the way everything was organised."*

*"When I first came to the project I was nervous but now I have developed my confidence to speak in a group and work with people that I don't know. Thank you."*

# 20 Under 5s Project



St Hilda's Under 5s Project runs a small, friendly crèche service, registered with Ofsted. This enables parents to take part in other activities within the community centre such as ESOL (English for Speakers of Other Languages) classes. Highly popular Family Learning sessions are also run on a regular basis, supporting parents to help their children develop and learn through play. Both aspects of our provision enable children to gain valuable pre-school experience, with activities integrated with the Early Years Foundation Stage.

In addition, the local Mowlem Children's Centre works closely with St Hilda's, providing many of its regular activities within the community centre. During 2015/16 these included active play for toddlers delivered by Toyhouse Tower Hamlets, music sessions and stay and play. St Hilda's and Tower Hamlets Children's Centres complement each other, supporting children in getting the best start in life through a wide range of play and learning opportunities.



## Key Achievements in 2015/16

- More than 45 children used our fun early years activities during the year, accessing crèche and family learning sessions, soft play and messy play. Feedback from families has confirmed how valuable this provision is, particularly for parents gaining knowledge on how to support their children's development through play.
- New initiatives included the start of an 'Active Ants' programme as part of our Family Learning activities. Sessions encouraged children to be active and learn about nature while playing and getting messy!
- St Hilda's Under 5s service plays a key role in providing early learning support for children who would otherwise lose out on such pre-school opportunities. 68% of children using it during 2015/16 were from BME communities, notably Bangladeshi children.
- A wonderful Christmas Party in December saw children meet St Hilda's very own Santa Claus, receiving presents donated by the girls of Cheltenham Ladies' College.



## Plans for 2016/17

- To refurbish our crèche outside play area, improving a much needed outdoor facility for pre-school children living in the local neighbourhood.
- We plan to extend our Active Ants family learning sessions, having been awarded grant funding by the Samuel Butler's Educational Foundation for an initial six month programme.
- Following many requests for a repeat of previous years' successful programmes, we hope to run a new summer play scheme for under 5s in St Hilda's East Community Centre.

*"My 2 year old has somewhere safe to play while I attend ESOL classes. I could not learn English without the help of the crèche."*

*"I love the friendliness of the sessions.  
My child feels secure here."*

*"It's not only great for children, the staff also give great advice on childcare and what's available in the local area."*

# Summarised Balance Sheet 21

## ST HILDA'S EAST SUMMARISED BALANCE SHEET - AS AT 31 MARCH 2016

	<u>2016</u>		<u>2015</u>	
	£	£	£	£
Fixed assets				
Tangible fixed assets	1,655,211		1,718,993	
Investments	<u>63,604</u>		<u>59,312</u>	
		1,718,815		1,778,305
<b>Current assets</b>				
Stock	6,028		6,634	
Debtors	294,736		347,208	
Cash at bank and in hand	<u>524,960</u>		<u>414,963</u>	
	825,724		768,805	
<b>Liabilities</b>				
Creditors falling due within one year	<u>119,538</u>		<u>57,326</u>	
<b>Net current assets</b>		<u>706,186</u>		<u>711,479</u>
<b>Net assets</b>		<u>2,425,001</u>		<u>2,489,784</u>
<b>The funds of the charity</b>				
Unrestricted funds				
- General		578,003		581,132
- Designated		230,279		267,691
Restricted funds		<u>1,616,719</u>		<u>1,640,961</u>
<b>Total charity funds</b>		<u>2,425,001</u>		<u>2,489,784</u>

The Designated Funds represents monies set aside by Trustees for specific purposes and include £139,476 for building maintenance and £90,803 for staff contingencies.

These summarised accounts have been extracted from the full audited accounts of St. Hilda's East for the year ended 31st March 2016 and they may not contain sufficient information to allow for a full understanding of the financial affairs of the charity. For further information, copies of the full audited accounts can be obtained from St. Hilda's East, 18 Club Row, London E2 7EY; Tel. 020 7739 8066.

The full audited accounts were approved by the Trustees on 14th June 2016 and have been submitted to the Charity Commission and the Registrar of Companies. The audit report thereon was unqualified.

### AUDITOR'S REPORT TO THE MEMBERS OF ST HILDA'S EAST

We have examined the summarised accounts, which have been extracted from the full audited accounts for the year ended 31st March 2016. In our opinion the summarised accounts are consistent with the full audited accounts.

RAMON LEE & PARTNERS  
REGISTERED AUDITORS  
CHARTERED ACCOUNTANTS

KEMP HOUSE  
152 - 160 CITY ROAD  
LONDON EC1V 2DW

14 JUNE 2016

# 22 Statement of Financial Activities

## ST HILDA'S EAST SUMMARISED STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2016

	<u>Unrestricted Funds</u>			2016	2015
	General Funds	Designated Funds	Restricted Funds		
	£	£	£	£	£
<b>Income</b>					
Donations and legacies	110,696	-	25,000	135,696	18,955
Income from charitable activities	1,155,638	-	342,944	1,498,582	1,685,638
Income from other trading activities	126,878	-	-	126,878	116,291
Investment income	3,821	-	-	3,821	4,239
<b>Total income</b>	<b><u>1,397,033</u></b>	<b>-</b>	<b><u>367,944</u></b>	<b><u>1,764,977</u></b>	<b><u>1,825,123</u></b>
<b>Expenditure</b>					
Cost of raising funds	41,981	-	-	41,981	25,326
Expenditure on charitable activities	1,362,473	37,412	392,186	1,792,071	1,840,998
Exceptional item	-	-	-	-	(69,564)
<b>Total expenditure</b>	<b><u>1,404,454</u></b>	<b><u>37,412</u></b>	<b><u>392,186</u></b>	<b><u>1,834,052</u></b>	<b><u>1,796,760</u></b>
<b>Net income / (expenditure) &amp; net movements in funds before gains &amp; losses on investments</b>	<b>(7,421)</b>	<b>(37,412)</b>	<b>(24,242)</b>	<b>(69,075)</b>	<b>28,363</b>
Net gains/losses on investments	<u>4,292</u>	=	=	<u>4,292</u>	<u>5,498</u>
<b>Net movement in funds</b>	<b>(3,129)</b>	<b>-</b>	<b>(24,242)</b>	<b>(64,783)</b>	<b>33,861</b>
<i>Reconciliation of funds:</i>					
Total funds, brought forward	<u>581,132</u>	<u>267,691</u>	<u>1,640,961</u>	<u>2,489,784</u>	<u>2,455,923</u>
<b>Total funds, carried forward</b>	<b><u>578,003</u></b>	<b><u>230,279</u></b>	<b><u>1,616,719</u></b>	<b><u>2,425,001</u></b>	<b><u>2,489,784</u></b>

### CONTINUING OPERATIONS

None of the organisation's activities were acquired or discontinued during the above two financial periods.

### TOTAL RECOGNISED GAINS AND LOSSES

No other gains and losses were recognised in the year other than those shown above. The deficit for the year for Companies Act purposes including realised losses and gains on investments but excluding unrealised gains and losses on investments would be £69,075 [2015 – surplus £28,363].

The restricted funds totalling £1,616,719 includes capital funding of £1,557,630 relating to the community centre building and vehicles and revenue funds of £59,089.

**National Westminster Bank Plc.**  
180 Shoreditch High Street  
London  
E1 6HN

**CAF Bank Limited**  
25 Kings Hill Avenue  
Kings Mill  
West Malling  
Kent  
ME19 4TA

**The Royal Bank of Scotland**  
62-63 Threadneedle Street  
London  
EC2R 8LA

**Lloyds Bank**  
25 Gresham Street  
London  
EC2V 7HN

**Scottish Widows Bank**  
67 Morrison Street  
Edinburgh  
EH3 8YJ

# Thanks and Acknowledgements 23

## SUPPORTERS

St Hilda's East Community Centre's sincere gratitude goes to all the funders and donors who have supported the organisation in 2015/16 including:

Ally Capellino  
BBC Children in Need  
Bedford Memorial Trust  
Berwin Leighton Paisner LLP  
Big Lottery Awards for All  
The Cheltenham Ladies' College  
The Incorporated Guild of Cheltenham Ladies' College  
Crédit Agricole CIB  
Davis Rubens Charitable Trust  
East End Community Foundation  
The Worshipful Company of Fan Makers  
The Goldsmiths' Company Charity  
The Haberdashers' Benevolent Foundation

Healthwatch Tower Hamlets  
The Henry Smith Charity  
The Albert Hunt Trust  
London Legal Support Trust  
The Rank Foundation  
The Joseph Rank Trust  
Sainsbury's Tower Hamlets Bethnal Green Road  
Samuel Butler's Educational Foundation  
The Sobell Foundation  
Sonos  
Southern Housing Group  
Tinder Foundation  
London Borough of Tower Hamlets

Special thanks also go to:

All the local businesses that supported our work through donations or in kind during the year.

All our Friends of St Hilda's East members who continue to support our much needed work from year to year.

All the people who make regular and much appreciated contributions to the organisation by standing order.

We are also very grateful to all the individuals and others who made donations during the course of the year.

## VOLUNTEERS

Volunteers make a key and much valued contribution to St Hilda's projects and services and last year was no exception. The volunteering community at St Hilda's is a rich and diverse one, and we would like to thank all the many individuals who generously committed time, energy and skills to help the organisation achieve so much during 2015/16.

## PARTNERS

Our acknowledgement and appreciation also go to all the partners with whom we have worked during 2015/16, enabling us to together deliver services and activities for and with local people. We would especially like to thank Tower Hamlets Council, from whom St Hilda's receives a range of grant, service agreement and other funding, as well as our many other partners across the voluntary and community, statutory and corporate sectors.

We would particularly like to thank:

Berwin Leighton Paisner LLP for the tremendous commitment of its staff in running pro bono Legal Advice sessions at Sonali Gardens Centre during the last year - as well as for the support given to St Hilda's with activities, fundraising and special events. Thank you also to DLA Piper UK LLP and Hill Dickinson LLP for their support, including legal education sessions delivered by the former.

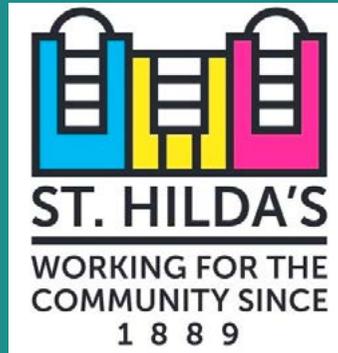
Thank you to Crédit Agricole CIB for its greatly appreciated support, not only financial assistance and raising funds through the London Legal Support Trust's annual sponsored walk, but also through staff time and resources enabling our Older People's Project to deliver its programme of activities and outings during the year, making a real difference to the lives of a great many older people.

Thank you also to Barbican Centre & Guildhall School of Music & Drama HR Department for its support during the last year.

Last but not least, we are indebted to staff from Credit Suisse who, for the 10th year running, have shared their time and skills to assist with the design and production of this Annual Report!







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Founded by The Incorporated Guild of Cheltenham Ladies' College in 1889  
St Hilda's East is a Company Limited by Guarantee No: 52880 and Registered Charity No: 212208 with registered  
offices at 18 Club Row, London E2 7EY.  
Grant funded by London Borough of Tower Hamlets Council.

