



Annual Report 2011-2012



"Ascend the incline that leads on your left to Queen's Crescent Community Centre, one of the focal buildings in the area. The first centre on this site was opened in 1978. It flourished at first, with stand-up comics providing live entertainment, but it degenerated into a drinking club. In 1999 a grant from the GO Partnership enabled it to become the lively community centre it is today. It provides a wide range of activities for people of all ages, backgrounds and interests."

Source: "Streets of Gospel Oak & West Kentish Town"

Queen's Crescent Community Association

EMPOWERING LOCAL PEOPLE WITH LOCAL SOLUTIONS



Queen's Crescent Community Association © 2011

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Queen's Crescent Community Centre • Caversham Nursery
Maitland Park Sports Centre • Fleet Community Centre

Registered Charity No. 1096655 | Registered Company No. 04393769





Introduction

Queen's Crescent Community Association was originally established in 1999 to take over and revitalise the management of the Allcroft Community Centre (now known as Queen's Crescent Community Centre), which had been left derelict for several years. Local residents, some of whom continue to sit on our Board of Trustees, sought to create a central resource for community regeneration in a severely deprived area, surrounded by council estates and sheltered housing. Twelve years on, QCCA manages four premises: Queen's Crescent Community Centre, Caversham Nursery, Maitland Park Sports Centre, and Fleet Community Centre. We also offer services from Weedington Road Play Centre and the Peggy Jay Centre on Hampstead Heath. Over the course of the year, we employed 40 paid staff and over sixty volunteers have also worked for QCCA delivering both front-line services and professional consultancy.

QCCA delivers services across seven different programmes:

Under 5s, Young People, Older People, Education & Employment, Exercise and Fitness, Culture and General Facilities & Services

Under 5s:

Caversham Nursery, Queen's Crescent Community Nursery, Queen's Crescent 1-2-3 Drop-In & Crèche, Peggy Jay Centre - 10 o'clock Club.

Young People:

Youth Club, Trips, Residential, Workshops, Music, Dance, Sport & 1-2-1 support

Older People:

Luncheon Club, Exercise Class, Tai Chi, Reflexology; Film Club, Bingo, Trips, Summer Holidays

Education & Employment:

AQA Registered Centre, ESOL classes, UK Online

Centre, Short & Vocational Courses

Exercise & Fitness:

Sports Hall, Changing Rooms, Sports Library, Bike Loan Scheme, Community Gym & Football Pitch

Culture:

Seasonal Parties, Music Studio & Queen's Crescent Festival

Facilities & Services:

Queen's Crescent Community Centre, Maitland Park Sports Centre, Fleet Community Centre, (Satellite Sites: Weedington Road Play Centre & Peggy Jay Centre), CRB Umbrella Body, Minibus, Equipment Hire, Affordable Community Space, and Support for Local Groups & Community Organisations

Mission Statement:

We aim to foster social cohesion by helping grassroots initiatives to grow, and by providing resources and facilities in the interest of social welfare, education and leisure-time recreation.

Working in partnership and across diverse networks, we aim to offer services that empower local residents, challenge disadvantage and improve the quality of life and standard of living.

2011/2012 Board Members:

Mick Farrant (Chair), Sally Gimson (Vice Chair), June Grun, Moshaid Miah, Wendy Richards, Catherine Boyd, Charles Keidan, Raj Chada, Malcolm Wroe, Janet Guthrie, Georgia Gould, Jill Fraser, Shahabeel Lone, Lorraine Revah (resigned 11 May, 2012), Dorian Courtesi (appointed on 27 March, 2012).

Acknowledgements

Funders & Corporate Supporters:

BBC Children in Need
 City Bridge Trust
 Future Jobs Fund
 Gospel Oak Action Link
 Greater London Authority
 Hampstead Wells & Campden Trust
 Home Office
 Jack Petchey Foundation
 John Lyon's Charity
 John Mills Limited
 London Borough of Camden – Arts & Tourism
 London Borough of Camden – Culture & Sport
 London Borough of Camden – Social Services
 London Borough of Camden – Youth Services
 Metropolitan Police Service
 People's Fund
 Richard Reeves Foundation
 Tudor Trust
 SureStart
 UK Online
 Wates Foundation
 William Wates Memorial Trust.

Organisations & Partners:

Age Concern
 Camden Community Safety Team
 Camden Community Consortium
 Camden Primary Care Trust
 Camden Volunteer Centre
 Carlton Primary School
 Castlehaven Community Association
 City of London Corporation
 Haverstock School
 Gospel Oak Action Link
 Jubilee Hall Trust
 Kentish Town City Farm
 Kentish Town Community Centre
 Kentish Town Community Organisation
 LawWorks
 Metropolitan Policy – Gospel Oak & Haverstock
 Wards
 Queen's Crescent Library
 Somali Welfare Association
 Voluntary Action Camden
 Weedington Road Play Centre

Chair's Report

Looking back over the year from April 2011 to March 2012, one of the high points has been the launching of the Caversham Nursery. This was closed by the local authority in July 2011 as one of its cost saving measures. This was a major undertaking and financial risk for QCCA, as not only did we have to recruit new staff, but the building required extensive repairs. We had to negotiate our way through the local authority and OFSTED, but, by the end of the financial year, we were well on our way to the recovery of the nursery. We have doubled the capacity of places and, by March 2012, had brought numbers back up to those under the local authority. It is now run by a parents' committee for their benefit and, of course, that of the children. If I might be permitted a personal observation, new children cry when they are first left at Caversham by their parents and soon cry when their parents come to pick them up! This is, of course, entirely due to the staff concerned.

Caversham Nursery is the second community service and facility that QCCA has rescued from closure. The Ten O'clock Club, at the Peggy Jay Centre, on the Heath continues to flourish and is now available for hire for children's parties at weekend's which is proving popular.

By the end of the year, we had also started managing the Malden Road football pitches. The pitches remain free access for 60% of the time. For the remaining 40% of the time, QCCA offers structured and supervised sports activities and the opportunity for Camden residents and other organisations to book it exclusively. We make sure it is locked in the evenings to reduce anti-social behaviour and pay for the floodlighting. Our hire rates for organisations at £20 per hour are over £50 per hour cheaper than that at Swiss Cottage and over £64 per hour cheaper than Talacre Sports Centre. Our hiring of QCCC for social events continues to be popular and is at prices considerably below elsewhere locally.

We have continued to reduce our dependence on grant funding from the local authority as we are well aware that it has its own financial problems to deal with. As we anticipated, for many voluntary sector organisations (not only, of course, those in Camden) the reduction in local and central government funding began to bite. As an example, during the year, or shortly into the new one, three job training organisations in our area suddenly ceased trading, although one was later taken over by a local college. The Board of Trustees had seen this coming. Although it is not easy to calculate, less than 10% of our income now comes in the form of a local authority grant. Our core grant was reduced by 14% but we had already taken steps to deal with this. However, it does put additional pressure on QCCA to fundraise. Our financial strategy includes taking an active part of a consortium of four community centres, (Camden Community Consortium) to make joint bids for funding and continue in working in partnership with other organisations such as City of London Corporation.

We have begun to increase our work on helping young people find work and on an on-going basis have some 10 young people over the year on a variety of "work experience projects" and aim to discuss with local businesses increasing

the provision of places. Much of our work with young people is centred on gaining recognised sports qualifications to help young people with employment.

Our funding for the seniors' luncheon club from the Council was coming to an end and we have begun to seek alternative sources. We made a DVD recording seniors, many in their eighties, saying how important going to QCCC for lunch was for them, not only for the meal but for the other activities which helped to decrease their social isolation. For some, coming to the Luncheon Club was their main outing of the day.

We are aware that we need to do more to publicise our activities but it was gratifying to note that in an independent survey of residents some 82% said that QCCA made a positive contribution to the area.

Unfortunately, the transfer of the management of Queens Crescent market from the Council to QCCA did not occur within the timescale we had hoped. Problems centred around the administrative systems, and the responsibilities for activities and finance. Hopefully, these will be sorted in 2012/13.

As a precautionary measure, we had suspended non-essential capital expenditure which included plans for a new, more accessible reception area. I have been negotiating with a private charitable trust to get funding and am confident work can be started next year.

We continue to focus on our four major objectives of education, employment, empowerment and community cohesion and our 80% plus approval rating (see above) suggests we are getting there.

Looking forward to 2012/13, I see the major challenges for QCCA being negotiating leases with the Council (including that for the Weedington Road Play Centre); the need to revise our memorandum and articles, particularly in the light of the transfer of the management of the market; and maintaining our funding base.

I am confident that QCCA will continue to maintain its services for the local community. However, it could not have achieved what it has done so far without the efforts of its staff and volunteers who make this happen. My special thanks goes to Foyezur who has done so much over the year to make things happen. My thanks also go to my fellow 14 trustees who have supported me throughout the year.

MICK FARRANT

Chairman





CEO's Report

The Queen's Crescent Community Centre has been the focal point in the community since the early eighties, and has had different characterisations due to the growing change in culture and community.



The Association was originally established in 1999 by residents of Gospel Oak to revitalise the management of the Allcroft Community Centre (now known as Queen's Crescent Community Centre), but was officially incorporated in 2002. This year marked the 10th anniversary of our annual summer festival and we celebrated with lots of activities and cultural music. Looking back the Association received its first start-up grant of £19,000 in 2002 and since then expanded to a turnover of £700,000 employing over 40 paid staff and over 60 volunteers to meet the growing demand for more local services. This demonstrates that with a small investment, we in the community can develop a sustainable successful business model to ensure the longevity of the services that matter to our beneficiaries and that our outcomes, which are sometimes difficult to measure on paper, make a lifetime impact on the people we stand to serve.

As noted by the Charity Commission, the most successful community centres are those which have a "cradle to grave policy of offering something for everyone". QCCA is the first point of call for local people, and our services extend across the age spectrum, from the unborn child whose mother attends our 'bumps to one' classes to the 92 year old pensioner who attends our luncheon club.

QCCA is a resource, vibrant and full of energy, which brings together people with the communal goal of regenerating places, lives and people. It is the pulse of the community where children learn through play as their mothers access basic English classes in an attempt to become more independent, where young people congregate away from the streets to escape the business of drug dealers and where older people, unable to care for themselves, can enjoy their only nutritious, hot meal of the day.

This has been a year of planning, preparation and developing new strategies to deliver existing services whilst meeting new needs against the heavy cuts from the Local Authority and in a very competitive fundraising market.

QCCA is moving forward by working with new partners such as the Corporation of London and with community centres across the Borough on a common vision to improve the standard of living for local people. Our partnership work includes working with parent groups to deliver services they need. This includes working with parents to develop a business model that allows the nursery to stay open and

Hub



UNDER 5s

Caversham Nursery, Queen's Crescent Community Nursery, Queen's Crescent 1-2-3 Drop-In & Crèche, Peggy Jay Centre -10 o'clock Club.

YOUNG PEOPLE

Youth Club, Trips, Residential, Workshops, Music, Dance, Sport & 1-2-1 support

OLDER PEOPLE

Luncheon Club, Exercise Class, Tai Chi, Reflexology; Film Club, Bingo, Trips, Summer Holidays

& SERVICES

Centre, Maitland Park Sports Satellite Sites: Weedington Road, CRB Umbrella Body, Minibus, Community Space, and Support for Community Organisations



Our Vision: QCCA – The People's

EDUCATION & EMPLOYMENT

AQA Registered Centre, ESOL classes, UK Online Centre, Short & Vocational Courses

EXERCISE & FITNESS

Sports Hall, Changing Rooms, Sports Library, Bike Loan Scheme, Community Gym & Football Pitch

CULTURE

Seasonal Parties, Music Studio & Queen's Crescent Festival

FACILITIES &

Queen's Crescent Community Centre, Fleet Community Centre, S Play Centre & Peggy Jay Centre, Equipment Hire, Affordable Comm Local Groups & Comm



financially independent from the local authority, with a view to becoming self-sustainable in two years.

Five months into the re-launch of Caversham Nursery, we had an unannounced visit from Ofsted. The inspection was rigorous but confirmed a positive outcome, receiving an overall 'good to outstanding' report. Ofsted felt the management "has a positive and clear vision for the nursery, staff are well deployed throughout the nursery, ensuring children receive good support and access to a wide variety of resources". Furthermore Ofsted assessed the setting and felt "children are safeguarded extremely effectively" and "has robust recruitment and vetting procedures ensuring that all adults working at the setting are suitable to do so."

Without the support from Hampstead Wells and Campden Trust the Ten O'Clock club would not have been able to reach a sustainable position. It is now over to the parents to continue contributing and bringing their children to Peggy Jay Centre regularly to ensure its viability, sustainability and financial independence from a single funder.

QCCA's Youth Service, headed by Anita Oliver, is going from strength to strength. Shortly after registering Camden Community Consortium (CCC) with Companies House, as the lead partner we secured £180,000 to deliver Universal Youth Work over two years in central Camden, in Partnership with Castlehaven Community Association, Kentish Town Community Centre and Maiden Lane Community Association. The CCC further secured £50,000 from Youth Music with Maiden Lane Community Association taking the lead.

The CCC looked further afield and entered into a partnership with RSPB, Corporation of London, English Heritage and Heath Hands to engage local people from Gospel Oak and from other parts of Camden to "support local people to explore Hampstead Heath and discover its wildlife". The project led by RSPB secured £500k from the Big Lottery Heritage Fund to deliver variety of services and activities for local people. The project will create over 50 volunteer opportunities and 3 full time paid trainee posts over the next three years.

The demand from local people for more sports activities had inspired us to focus our efforts to expand our sports division. With personal interest and support from Andrew Wates, the first grant was awarded by William Wates Memorial Trust to develop and expand our sports programme, which had been a major gap in our service delivery for a long time. We are looking forward to continue working in partnership with Gospel Oak Action Link to offer healthy and meaningful activities that allow local people to stay fit, healthy and access career opportunities in sports by attending our accredited sports programme. The recent management transfer of the Malden Road Football Pitch from the London Borough of Camden will allow QCCA to deliver quality services locally without disruption and attract new groups and organisations to offer free sports activities to the local people.

The progress and development of QCCA and the positive impact we have made to thousands of lives, which is outlined in this report would not have been possible without the dedication, commitment and hard work from my team. In addition, members of the Board take on significant liabilities and volunteer so much of their time, energy and make financial donations to support the activities. They are the people behind the scenes who equally deserve appreciation and acknowledgment. QCCA is very fortunate to have Mick Farrant, as a Chairman, who never hesitates to do laborious of tasks for the association. My thanks extend to Mick for supporting me on the strategic development of the organisations and for keeping me on my toes with excitement.



FOYEZUR MIAH

Under 5s Programme

Caversham Nursery

Caversham Nursery was re-registered under Queens Crescent Community Association in November 2011. In January 2012, the register was opened and we began to fill. We launched the Nursery shortly after opening and after a very successful launch began to gather further registrations.

The Nursery offers a wide range of learning through play and adult led activities to stimulate young growing minds. Caversham offers two

large bright classrooms, both of which have fantastic outside areas, including a "teletubbie" hill.

Some of the wonderful activities include: painting, sand and water play, scientific play, early literacy and mathematics, singing and music, small world play and personal, social and emotional activities.



support. There were 6 hours of continuous live entertainment from over 20 different performance groups and solo artists including acts from Lady NY, LeeN, Chany, The Purple Poets, Roundhouse, Akademi Dance, local rocker David Martin, Wuntanara African Drumming and Dance, Pleasing Dance School of Ballet and many more.

General Facilities

& Services

QCCA continues to provide flexible, quality and best value facilities hire. We provide training facilities and meeting rooms with unique packages to suit any organisation as well as hire to the local community for social events - weddings and parties at a subsidised rate. In addition, we offer a range of equipment for hire to host public events and festivals and mini bus hire. We are also a CRB umbrella organisation.

Volunteering

As part of our commitment to the skills development of local people, we provide a range of volunteer placements and internships in areas such as child-care, older people's services, youth-work, administration, graphics & website design and marketing. Volunteers and interns receive mentoring and supervisions from line-managers. In the course of the year, over sixty volunteers have worked for QCCA delivering both front-line services and

professional consultancy.

In 2011, QCCA welcomed a special visit from volunteers from America. As part of a visit headed by Professor Williamson of Walden University, a group of mature students all set about decorating the nursery as part about their social action course project. One student from Dallas Texas declared "It's an honour to be able to help another country besides my own". On hearing that that the room she and her fellow students were painting was going to be enjoyed by local children in the following week she said, "It will be good for them to know that there are other people from other cultures out there who care"

Business volunteering in the community

QCCA in partnership with the Volunteer Centre Southwark played host to 25 corporate volunteers on a programme called Involve. Involve is the professional provider of creative employer supported volunteering solutions and the projects they undertake make a positive community impact whilst providing effective corporate community involvement and team building opportunities.

The groups of business volunteers carried out redecorating rooms and offices and building our community garden. The volunteer centre provided the means to enable a job which would otherwise have been impossible for us to even contemplate. All tools and materials were financed by the business so all of the work was free for our community organisation.

Other Staff: Ahmed Wardere, Azmal Hussain, Zahra Salim, Abdullah Sharif, Ibrahim Alfa, Romena Khaliq, Jessica Blaney.

Volunteers & Interns: Claudia Moeller (Graphic Designer), Janki Patel (Intern), Mohammed Salih (IT Officer), Mohammed Bah (IT Officer), Stacey-Ann Chambers, Tara Hesse, Simon Doyle (Graphic Designer).

Other Programmes



Education & Employment

Education and training are pivotal to ensuring that our service users possess the knowledge necessary to effectively progress in life and find employment. QCCA has played a crucial role in helping local people by providing access to English and computer classes to ensure individuals are not precluded from education and employment opportunities. We currently operate two ICT suites from where we run a range of classes including regular ESOL classes in partnership with the Working Men's College. We have a registered UK Online Centre which provides public access to online services, in an area where many households do not have a computer. This continues to be a popular service, particularly for young people.

Our Youth Workers work with young people to facilitate their transition to adulthood and into the workplace. We run apprenticeships events, employability skills workshops and 1-2-1 support providing information and advice about careers, CV writing, volunteering, jobs and apprenticeships. We deliver accredited

programmes within our Youth Club as well as specialised projects which help young people not in employment, education or training (NEET) to gain nationally recognised qualifications and work experience.

Culture

Queen's Crescent Festival 2011

This year saw the 10th anniversary of the Queen's Crescent Festival take place on Saturday, 23 July 2011. The festival attracted over 3000 visitors throughout the day. The annual festival brings together people of all ages and backgrounds to enjoy a 6-hour live performance of local musicians, a parade, sports tournaments, taster sessions of different exercise routines, arts and crafts workshops, children's rides and food stalls representing a diversity of cultures.

This year's theme was "Queen's Crescent: a Better Future" and was centred on the goal of providing information for opportunities to improve health through exercise and sport, and access to education and employment



Queen's Crescent Nursery

Queen's Crescent Nursery provides a small personal environment, where children are able to receive individual care. The Nursery facilitates learning through play and the day to day activities that the children take part in allow them to access the six areas of learning. The children experience different activities from corn flour play to building camps, writing, counting, singing, painting and role play to name but a few. Queen's Crescent Nursery allows for an intimate learning programme. This small and exclusive setting allows for small groups of children to get a high standard of education through a tailored curriculum.

"This nursery has been a life saver. It allowed me to go back to work. I felt safe leaving my child and he was always happy to stay"
Nikki Dent



Queen's Crescent 1-2-3 Drop-In & Crèche

The 1-2-3 Drop-in continues its service for our local community bringing parents together to share cultures, experiences, anxieties and advice and allowing their children to access the Early Years Foundation stage curriculum (EYFS). Children continue to have many play opportunities in the 1-2-3 Drop-in as well trips to both local attractions such as the farm and further afield to the seaside.

The 1-2-3 Drop-in also allows us to chat to parents in our family support room to identify whether there is any further help that we can offer.

"The staff at the drop-in have helped in many ways, such as healthy eating and the staff are always available to give advice such as where to find out about the two years old pilot scheme"

Hasfa Begum

Under 5s Programme

Ten O'clock Club

The Peggy Jay centre is as lively as ever and it's fantastic outside area has continued to allow children and parents to benefit from a healthy outdoor experience. Inside, we continue to allow for children's imagination and play needs, by setting out an environment that contains everything from art activities to dressing up. Staff also deliver a sing along time with stories that parents and children can join in. The staffs operate a popular tuck shop that is open from 10:15am serving a wide range of refreshments.

"It is so nice to come somewhere that you can relax and allow your children to play and to talk to other parents"

Tracy

Staff:

Susan Barbara	(Children Services Manager)
Leah Barbara	(Deputy Manager)
Yeasmin Begum	(Nursery Practitioner)
Maya Keyes	(Nursery Practitioner)
Kofi Yamoah	(Nursery Practitioner)
Kate Mukose	(Nursery Practitioner)
Andrea Letch	(Nursery Practitioner)
Luljeta Hoti	(Nursery assistant)
Arium Anon	(Nursery assistant)
Curtis Murphy	(Nursery assistant)
Asni Wube	(Drop-in Worker)
Neilza De'lima	(Drop-in worker)
Farrah Akram	(Drop-in worker)
Janet Hillyard	(Drop-in worker)
Mairi Tsumani	(One to one support worker)

Volunteers:
Sonia Teixeira



Other Programmes



SPORT AND PHYSICAL ACTIVITY

QCCA aims to provide all residents of Gospel Oak with high quality, FREE opportunities to participate in sport and physical activity. We also provide local people access to accredited qualifications, workshops and volunteering opportunities within the sport and physical activity domain. This provision is directed by QCCA's Sport Coordinator newly appointed in March 2012.

In September 2011 QCCA assumed management of Malden Road MUGA, with the intention to improve the quality of sport and physical activity provision at the facility. We aim to put needs of the local community first by providing designated free play sessions and various organised activities for all ages at the facility. QCCA will also offer the opportunity for local residents to hire the MUGA. All funds raised will be used to cover the running costs of the facility and the organised sporting activity offered by QCCA.

"QCCA hope to establish a comprehensive programme of sport and physical activity which meets the needs of the local community."
Jonathan Montgomery – Sports Coordinator

The gates are now locked at night from 9pm to 9am to reduce anti-social behaviour.

Our community gyms at both Maitland Park Sports Centre and Queen's Crescent Community Centre continued to be well used. We have extended our opening times and have offered women only sessions three days a week. In addition, we run a number of sports activities and group exercise and fitness classes at Queen's Crescent Community Centre and Maitland Park Gym. These classes have grown to be very popular with over 100 residents exercising regularly each week. We continue to run our popular Sports Library and Bike Loan Scheme.



advice and welfare needs in partnership with Age Concern, which is most beneficial. We are grateful to the City Bridge Trust for funding our Healthy Living Programme for older people.

Staff: Tracy Stinton, Frances McNamara, Sandra Closier

Volunteers: Leonard Jones, Anna Nella Capri, Esther Diana Bushell, Heather Keevill & Grezna Rock

Youth Programme

QCCA provides a range of services for young people which combine enjoyment, challenge, learning and achievement. Our youth workers help to prepare young people for adult life and enable them to reach their full potential. We offer additional support to disadvantaged young people and those struggling in education.

QCCA delivers youth clubs, accredited courses, sport and careers advice. Over the past year, we have hosted some fantastic events including a Community Sports Day, Careers Fairs, a Football Tournament in partnership with Arsenal FC and a Youth Justice conference supported by the local police. Our exciting programme has included African drumming, boxing, peer mediation and publishing a magazine written by young people for young people.

Our trips and residential visits provide young people with opportunities to enjoy new experiences whilst boosting their self-confidence and teamwork skills. Some of the fantastic places we visited this year include the

"I come to youth club to get off the road and stay out of trouble. Instead of doing nothing, I can always do something here. I come to see my friends and I like the youth workers."

Daniel Boatswain, age 13

"I have learned how to cut and paste samples and have remixed tracks such as the Titanic theme song. I am now looking for work experience with a music production company."

Ali Al-Hayazi, age 15

Isle of Wight, Devon and SNO!zone Indoor Ski Centre.

Through our Music In Da Hood programme, 15 year old Ali Al-Hayazi learnt the art of music production using Logic software and has finished his debut album to promote his talent as a music producer.





"Sport In Da Hood has allowed me to gain a Level 1 Badminton coaching award and undertake voluntary work with Camden Council which is great for my C.V."
Priscilla Montanez

"Working at QCCA has been a good experience. It has allowed me to do something different to the work I usually do. I have also learnt a few things on the way"
Ylanda Coombes

SPORT IN DA HOOD

Sport In Da Hood aims to up-skill local young people aged 13-25 years old and encourage them to volunteer in community sport. The programme is extremely important because community sport and physical activity providers rely heavily on capable volunteers to provide opportunities for people to participate.

This year, local over twenty young people have obtained Level 1 and 2 accredited coaching qualifications in a range of sports, including football, basketball, badminton and table tennis and supported the delivery of local sports provision by volunteering at various community sports clubs and organisations.

QCCA also aims to provide people with the opportunity to gain work experience in the sporting domain. In this regard, Ylanda Coombes has played a vital role in improving the way in which QCCA communicates information about sport and physical activity sessions to the community in her role as voluntary marketing assistant.



Other Staff:

Anita Oliver, Latoyah Dick, Mintu Rahman, Kito Soki, Irene Adeyinka, Theo Georgiou Bianca Lawal, Nigel Doyle & Kazi Islam

Volunteers:

Bennett Ayisi, Tanya Robinson, Keshia Omole, Ylanda Coombes, Priscilla Montanez

Older People's Programme



Our programme for vulnerable older people revolves around our highly successful luncheon club which provides nutritious and balanced meals in a friendly setting for up to 35 people, usually run between 12.30pm and 2pm for five days per week.

Lunch consists of hot soup and a salad buffet, a choice of hot or cold main course, a dessert and a drink followed by tea, coffee and biscuits for only £3.50. This remains an integral service for older people who cannot cook for themselves. The luncheon club is accessible and open to all and is a great way to get out, meet people and have a chat.

Alongside the luncheon club, we organise a vibrant schedule of social and health-related

"I have been coming to exercise classes at Queens Crescent Community Centre for nearly three years. Having had multiple sclerosis for the past eighteen years I now have very little strength in my legs. Our trainer is very kind and patient and encourages us to do as little or as much as we feel able to. Also the other members are very helpful and supportive and it is good to meet up with them. Our classes are a good way of bringing the community together and are a valuable resource."
(Member of chair based exercise class).

activities: chair-based exercise, a film club, bingo, tai-chi and reflexology. More often than not, it is the opportunity to provide older people with additional support including access to other social care services and advice such as benefits

