



ANNUAL REPORT 2018/2019





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CHAIR'S WELCOME



Anna Pedersen
April 2019

I am pleased to introduce Marsh Farm Futures 2018-19 Annual Report. As we proceed with our next year of operations to deliver services to Marsh Farm residents, we look forward to working with our partners. As an organisation, we are more financially sustainable and socially, more engaging with communities we serve.

Our engagement activities are focused on supporting local residents, businesses and young people. We offer reduced rates at Futures Fun Factory, meeting rooms and hall hire to ensure small community groups have access to our facilities so that they can deliver services that matter to local people. There have been several events to engage residents, including Annual Enterprise Day, Futures Community Fun Day, Marsh Farm Fireworks, International Women's Day, Winter Wonderland, 50+ Christmas Party, Eid and Children's parties at Futures Fun Factory and other events.

In October 2018, we initiated Community Conversations around raising awareness about Community Business, as part of Empowering Places Programme funded by Power to Change. This enabled us to engage local residents and schools; input from University of Bedfordshire and other partners including New Economics Foundation (NEF), Centre for Local Economic Strategies (CLES) and Co-Op Foundation. We are very thankful to them for their participation. Other activities included Board members training, developing community engagement strategy and smaller event including 'Tea in the afternoon' to encourage further participation of residents.

We have introduced Community Chest Grant Funding, as part of our actions intended to build capacity of small community organisations to become more effective and enterprising. We have encouraged local groups to apply for these small grants and several have successfully applied. This undoubtedly will strengthen local communities to inform us of their needs.

Although the year has been full of challenges and opportunities, we continue to strive to secure further public good as a Charity and more specifically benefits for residents at Marsh Farm and the surrounding areas.

I would like to take this opportunity to thank local residents, all the staff, board members, our partners and volunteers who have collectively contributed to another successful year. I wish everyone involved with Marsh Farm Futures all the very best for next year.

Anna Pedersen
Chair
Marsh Farm Futures

CHIEF EXECUTIVE'S WELCOME



Mohammed Rafi
April 2019

Hello everyone... where has last year gone? It seems just a few weeks ago since I wrote my previous CeO's welcome and here I am doing it again!

Welcome to MFF's 2019 Annual Report. We're excited to report back on another successful 12 months here at Marsh Farm Futures. We are proud to be an organisation working and delivering services in Marsh Farm, the heart of the north Luton community and truly value the very important contribution that our local residents make to influence our work and continue to improve the services that we provide at Futures House. Many of you get involved in giving us feedback on our work and tell us what is working well and where you feel we could do things differently and better, and we will continue to listen and thank you for being a part of our community.

I am proud to report that over the year we've continued to focus on the quality of our services and it's really pleasing to note that more than 1600 young people have benefitted in the area from our work which included Junior Youth club and Ambassadors of change programme. Our Fireworks evening was another great success with over 4000 people attending this year, as well as our community fun day, where over 1000 local residents attended the day, many with their young families and friends.

There are exciting times ahead as we enter into our new delivery phase for 2019-2020. We will continue to respond to the changing needs and expectations by continuing to evolve the services we offer at Futures House and in the local community.

Finally, I would like to thank our supporters, donors and funders as without your support it would be much harder to achieve the results that we have.

I would like to say a special thank you to all our tenants at Futures House, particularly those of you who take the time to be involved in our work and the services that you provide in the community, our staff, volunteers and Directors who give all their time and goodwill in a voluntary capacity to Marsh Farm Futures.

Mohammed Rafi
Chief Executive
Marsh Farm Futures

ABOUT MARSH FARM FUTURES

Marsh Farm Futures (MFF) is a company limited by guarantee and registered as a charity. It is an independent and financially self-sustaining anchor organisation for the area. Marsh Farm Futures works with the local community to understand their needs, maintain their interest, and enable them to play a role in initiating businesses, delivering new services and community activities in the area

AIMS & OBJECTIVES

The objectives of the Charity are to promote the regeneration in this area of social and economic deprivation to benefit the public.

The key aims of the charity include the following:

1. Provision of affordable, well-managed and sustainable facilities for enterprise and community activities.
2. Development of a vibrant local economy where businesses can prosper and community enterprise can flourish, creating jobs and a skilled and competitive workforce.
3. Promoting effective partnership working between all sectors to build capacity and create a sustainable community 'anchor' organisation to ensure that the needs of the community are understood and addressed.
4. Supporting local youth programmes which develop skills and confidence engaging young people as active decision makers, and encourage a healthy, confident community who feel safe, and have a range of accessible facilities.
5. Improving education standards for all with a wide range of learning opportunities and experiences.



MAIN ACTIVITIES DURING 2018-2019

Social Investments

These events mobilise the community, create a sense of belonging and social cohesion.

Our social investment activities are based on:

- Supporting residents
- Reduced rates at Futures Fun Factory
- Businesses and young people:

These include provision of space, meeting rooms and community halls at low cost to enable access to individuals and groups to develop and help them with their sustainability.

A key element of our activity is to engage through a number of community events including:

- Community Conversations
- Futures Community Fun Day
- Halloween party for children
- Marsh Farm Fireworks
- 50+ Christmas Party
- Futures Business Voice events
- Eid and Children's parties at Futures Fun Factory.
- Mini Winter Wonderland



POWER TO CHANGE – EMPOWERING PLACES PROGRAMME (EPP)

We initiated Community Conversations, to raise awareness of Community Business through Empowering Places Programme funded by Power to Change. One of the key objective's of the programme is to build a movement towards Community Business and promote this as an economic and social change model to address local issues.

Marsh Farm Futures opened its doors to the community on Friday 4th May 2018 to celebrate the annual Community Business Weekend.

Organisers, Power to Change, started the Community Business Weekend three years ago to offer a unique opportunity for local people to visit and see how they can get involved in community businesses.

Marsh Farm Futures held a Community Business Tea Party theme, with free teas, coffees, cakes, scones and samosas on offer. Members of the local community listened to Ishaq Kazi, Programme Manager, who is delivering the Empowering Places Programme at Marsh Farm Futures. He talked about the benefits of community business, how community businesses can be set up and the sort of help and support that could be offered to a new community business.

He said: "There are great opportunities here for local people to get involved and drive the initiative forward. We are aiming to address local issues with local solutions."

This was a view echoed by Annette White, Director/Trustee of Marsh Farm Futures and responsible for this project, she said: "I am delighted that Marsh Farm Futures has been selected as a catalyst by Power to Change. We are looking forward to working with local communities, residents, partners and various other stakeholders to address local needs by promoting community business.



Annette White,
MFF Board Director

Active participation of residents in the programme has been a major aim of the programme. Our activities have included collecting thoughts and ideas from residents through Community Conversations – small community events and by distributing information through Futures Newsletter to all the residents on the estate and partners.



Supporting Small Businesses

Supporting small / medium enterprises has remained an important area for MFF. We have provided learning workshops on cyber security and preparation for new GDPR legislation.

Local residents at the Community Business Tea Party

Community Conversations at Marsh Farm Futures – 30 October 2018

Local community groups, voluntary organisation representatives, young people and residents took part in a Community Conversations event at Marsh Farm Futures (MFF) on Tuesday 30th October.

The event was opened by Anna Pedersen – Chair of Marsh Farm Futures Board who welcomed and thanked everyone for coming out on a cold Tuesday evening. Speaking to attendees at the event, Anna said: “I am grateful for your attendance this evening and look forward to supporting you with Community Business and your own ideas”.

Cross section of attendees

Ishaq Kazi, Programme Manager at MFF running the Power to Change Project said: “We are one of seven organisations in the country to have been selected by Power to Change, an independent Trust. The key purpose of the programme is to engage residents and develop ideas to set up community businesses that will be owned, run and managed by local people”.

Over 25 people attended the event hosted by MFF at Futures House. During the evening, MFF raised awareness about Power to Change and the Empowering Places Programme focusing on community business. Annette White, a Director of MFF who is overseeing the programme said: “It’s great to see local people come up with ideas and show huge enthusiasm. I want to reassure everyone that community business will address local issues and will have no commercial motives”.

The event provided an opportunity for participants to generate great ideas including recycling furniture, community energy, community market stalls and an online disability shop.



Annette White & Ishaq Kazi speaking at the event

FUTURES FUN FACTORY (FFF)



FFF is a children's indoor soft play centre which provides children with a safe place to play, have fun and exercise. In the past year, FFF has given employment to three young local residents who are now part of the Futures Fun Factory and community halls team.

This year, we introduced our 'buy one get one free entry' during the school holidays. This has proven to be a great success with residents and will continue on Wednesdays during school holidays. FFF offered themed events throughout the year including an end of summer party, Halloween and Christmas activities.

After a consultation at the Community Fun Day, FFF trialled later opening times on a Thursday until 8pm. However, these sessions did not have the uptake needed to continue.

Team members did a successful collection for Luton Food Bank at Christmas with many crates of food and toiletries being donated. FFF offers a Marsh Farm residents discount, childminder discount, after school discount, birthday parties and private hire for schools, groups and charity events.



MARSH FARM FUTURES SERVICES

Service Provider	Type of Service	Time/Day of the week	How to Access Service
Community Resource Room	Community Resource Room with Free computer use with internet and printing facilities	Mon – Fri 9.15am - 4.15pm Except when in use by a service provider	Turn up and dial 200 from front desk or dial 01582 512555 to check whether it is available
Sexual Health Clinic	Confidential advice, information, support, contraception, pregnancy tests. Free Service for anyone under 25	Thursdays 3pm – 5pm	Drop in Service. No appointment necessary
Customer Services Luton Borough Council	Council Tax, Housing Benefit, Advice on Council Services etc	Tuesdays & Thursdays 9am - 5pm Lunch 1pm – 2pm	Front Desk, Futures House
Job Club	Employment support and assistance with online job searches, CVs and application forms	Tuesday 9.30am – 1.30pm	Drop in Service – Dial 203 and ask for Cathy McShane
Luton Foodbank	Luton Foodbank charity provides emergency food supplies to local people in crises and in poverty	Monday 10am – 12pm	Referrals only. Call LBC Crisis Support on 0800 456 1673 or Citizen Advice Bureau on 0844 245 1285 for an assessment
Money Matters Credit Union	Financial advice, loans and savings	Thursday 10am – 12pm	For more information Tel: 01582 666877 Email: office@mmcu.co.uk
Futures Fun Factory	Indoor play park for children	Mon – Sat 10am – 6pm Sun – 11am – 5pm	Just turn up or call 01582 492166 (Sessions may apply when busy and during holiday periods)
Councillors Surgery	Local Councillors Roy Davis and Don Worthington meet with local residents to discuss their issues	1st & 3rd Saturday of each Month 10am – 12pm	Drop in Service



SUPPORTING LOCAL YOUTH AND COMMUNITY

Police & Public Meeting

A public meeting was recently organised by Bedfordshire police to discuss the current rise in knife crime in Luton. The meeting was attended by over 150 members of the public and highlighted issues concerning knife crime and what the public is expecting from the police.

Assistant Chief Constable, Jackie Sebire said: "We are one piece of the puzzle in terms of driving down knife crime, and we can't do it alone. Therefore it was really important for us to meet with people from the communities we serve to have a frank and honest discussion about knife crime, which has risen nationally in recent years. I'm pleased we were able to speak to people about the work we're doing to tackle knife crime, and how important it is for us to do this. "Even more importantly though, we were able to hear from the public about their thoughts on knife crime and how we can continue to tackle this. The meeting was incredibly valuable, and we will continue to engage with our communities moving forward."

Junior Youth Club

The Junior Youth Club started in July 2018 and runs on a Wednesday evening, 6-8pm for ages 7-10 years, entry is just £1. Since the club has started it has gone from strength to strength with an average attendance of 25 children and has over 100 children on the register. They love being able to come in and leave their parents at the door! They enjoy all the games, consoles being really popular, but the star of the show is the Uni-hoc (indoor hockey) which they absolutely love. Cathy McShane, Youth and Community Involvement Manager said "We also run a tuck shop, which is very popular. Most of the sessions during the holidays have just been 'Club nights', this is where they come in and just play with what is there. We always have a chat with them at the

end of the session, where we share any relevant information and they give us ideas of what they would like."



Ambassadors of Change

The Ambassadors of Change Programme was initially for young people between the ages of 16-20 who were on a transitional pathway to changing their lives and would benefit from an opportunity like this.

The Ambassadors of Change Young Adults Project was a joint partnership strategy led by Marsh Farm Futures (MFF) and partnered with The Walk to Freedom Foundation & Develop. The programme funded by the Police Crime and Commissioner's funding, had 7 different phases that included self-reflection, looking into drug and alcohol use, employability course and the delivery of a summer programme to name a few.

FUTURES COMMUNITY FUN DAY 2018

This year's Futures Community Fun Day took place on Sunday 8th July 2018. The event, organised by Marsh Farm Futures, was opened by the Mayor of Luton, Naseem Ayub and MFF Chair, Cllr Anna Pedersen. Over 1000 people attended the fun event throughout the day. The water zorbs proved to be a huge success, cooling everyone down in the heat. Other activities included live music from actor and singer, Tony Bignell, some gospel singers from Marsh Farm Lighthouse Church, and New Wave Church, plus Ukie Toones Ukulele band ensuring that there was something fun for all ages. There were also various fete games, arts & crafts, biscuit decorating, Punch & Judy and even a magic show.



Staff from Marsh Farm Futures, Futures Fun Factory, Futures Community Voice and Power to Change were all on hand to discuss the various community initiatives happening. Signposts once again provided their fantastic volunteers who helped with the setting up and clearing away on the day, car parking and whatever else was needed.

Entry prices to Futures Fun Factory were considerably reduced during the Fun Day and visitors enjoyed taking part in the Fun Factory lucky dip.

Local resident Alison Clarke said "It was very good particularly the music and the Luton job skills van was very informative."



Organiser, Cathy McShane, Youth and Community Manager for Marsh Farm Futures said: "Having all ages come together for this community event is fantastic. Like last year, we made every ride and attraction free so that everyone

could come and enjoy themselves." We are hugely grateful to Signposts and its volunteers who support us every year at different events with setting up, clearing and car parking. We will continue to aim to make this annual community event more enjoyable as each year progresses. Thank you to colleagues, volunteers and most of all the community who contributed to making this day a success."

MFF EVENTS

International

Men's Day & Women's Day

These successful events were run during November 2018 and March 2019 and raised much needed awareness for things like Mental Health and Domestic Abuse, whilst raising funds for local charities.



Winter Wonderland

Our first Mini Winter Wonderland weekend took place on Saturday 15th and Sunday 16th December. As with our other community events like the Fireworks Display and the Community Fun Day, we will be planning the mini winter wonderland which will be an annual event for the community and we look forward to seeing even more people in 2019.



Grant-making

Marsh Farm Futures offers Community Chest Grant Funding, as part of our social investment actions intended to build capacity of small community organisations to become more effective enterprises operating in the area or from Futures House.

Local community groups/organisations can apply for small funding grants called Community Chest. The application process is fairly simple to encourage their growth and development. When applications are received, they are checked by a panel and applicants are invited to give a 3-5-minute presentation on why they want the money and to talk about their project. Afterwards the panel makes a decision and on occasion they may put down some conditions. Successful groups are notified and funding provided subject to meeting any conditions that the panel may have set.

Volunteers

MFF considers volunteering to be a vital source of support to us. Community Payback (part of Probation Service) offer between 6-8 volunteers on a weekly basis providing landscaping and gardening around Futures House.



ACHIEVEMENT AND PERFORMANCE

Charitable activities

During the year 2018-19 MFF has performed outstandingly and has achieved the following:

- 98% of the Futures House lettable space is now occupied
- Over 43, 000 customers served by Futures Fun Factory
- Over 28, 000 customers used Meetings Halls
- Over 700 local residents accessed other services provided by MFF
- 42 Community Groups supported
- 23 Businesses advised / supported

YEARLY OUTCOME MEASUREMENT

OUTPUT	TOTAL
Jobs Created	2
Jobs safeguarded	16
People trained obtaining qualifications	8
Residents accessing employment	11
Training weeks	22
People trained obtained jobs Unemployed trained	3
Young people benefiting	1608
New business start ups	4
New bus surviving 52 weeks	3
New bus surviving 78 weeks	3
Businesses advised	23
Local residents attending annual fireworks	4009
50+ benefiting from safety initiatives	180
Women benefiting from safety	20
Community safety initiatives	1
Youth crime prevention initiatives	2
Attending youth crime initiatives	30
Locals access new health facilities	355
Number of people using new health facilities	48
New sports facilities	2
Community cultural facilities improved	8
Voluntary organisations supported	14

Free Access to IT Facility

Marsh Farm Futures continues to offer free internet access to the community from 9.15am – 4.30pm Monday – Friday. Computers can be found in the café area, a smaller computer room (if all the Café Computers are in use) as well as use of the Community Resource Room on a Friday. We offer black and white printing services at an affordable cost of 5p per page. All proceeds raised from printing go to the Marsh Farm Fundraising Group (MFFG).

Users During April 2018 – Mar 2019

Meeting Room Users	773
Resource Room up till December 2018	168
LBC Front Desk Tuesday & Thursday	1077
Front Desk Monday, Wednesday & Friday	960 approx
Computer Usage	336 approx

FOR THE YEAR ENDED 31 MARCH 2019
STATEMENT OF FINANCIAL ACTIVITIES

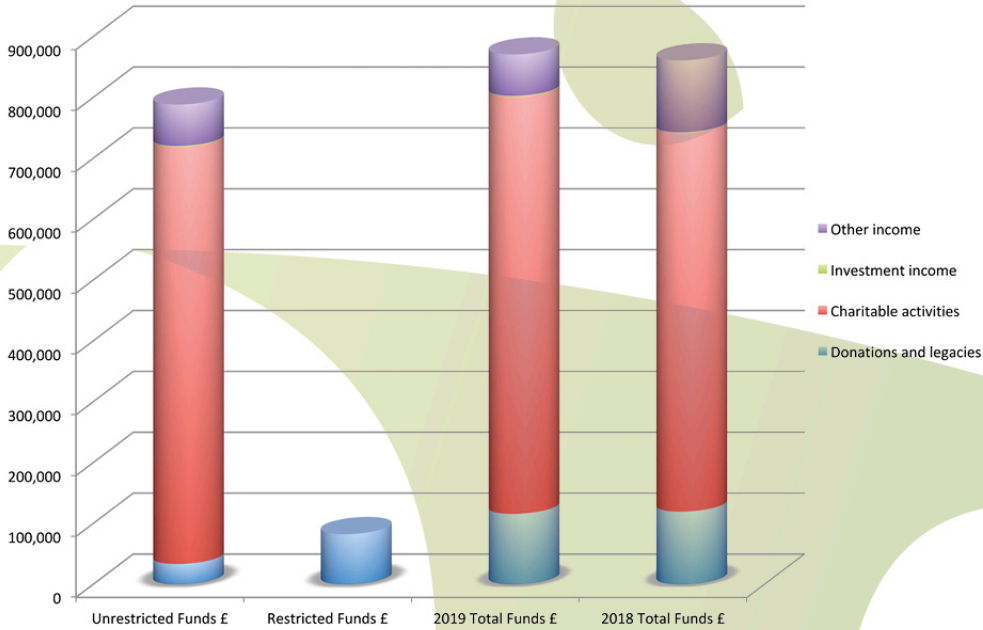
	Unrestricted Funds £	Restricted Funds £	2019 Total Funds £	2018 Total Funds £
INCOME AND ENDOWMENTS FROM				
Donations and legacies	33,300	82,325	115,625	119,310
Charitable activities	685,158	-	685,158	622,516
Investment income	1,636	-	1,636	703
Other income	68,000	-	68,000	118,323
Total	788,094	82,325	870,419	860,852
EXPENDITURE ON				
Charitable activities	538,005	-	538,005	492,660
Charitable trading costs	-	73,512	73,512	
Project Expenses				
Total	538,005	73,512	611,517	556,593
NET INCOME	250,089	8,813	258,902	304,259
RECONCILIATION OF FUNDS				
Total funds brought forward	1,569,923	65,325	1,635,275	1,331,016
TOTAL FUNDS CARRIED FORWARD	1,820,012	74,164	1,894,177	1,635,275



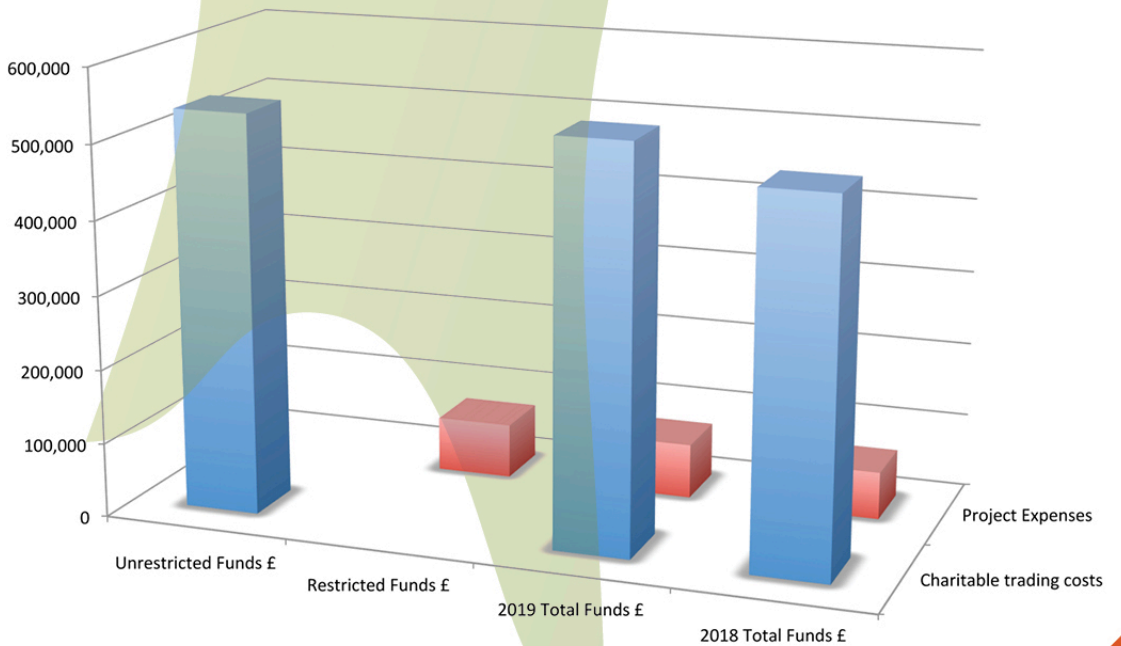
**“WORKING Together
GROWING Together”**

Copy of the full accounts is
available **FREE** of charge, please
contact us.

INCOME AND ENDOWMENTS FROM



EXPENDITURE ON



MARSH FARM FUTURES STAFF TEAM



Mohammed Rafi
Chief Executive

Rafi has the overall responsibility for all areas of MFF work including financial management, business development and staffing. Rafi has previously worked as director for a management consultancy

and Chief Executive for a number of regeneration partnerships.



Ishaq Kazi - MBA, FCIM
Programme Manager

Ishaq joined MFF in January 2010 and has overall responsibility for developing partnerships, projects, marketing of Futures House, inward investment, income generation and engaging

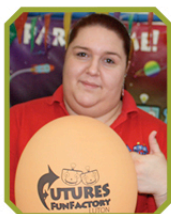
businesses. Previously worked in London for local authorities, community and private sector for more than 20 years.



Robert Debont
Facilities Manager

Robert has over 10 years' experience in retail and private sector. He possess expertise in IT, facilities management. He has been with MFF since November 2015 and has sole responsibility

for all building repairs, maintenance and tenant matters.



Lyndsey Crossley
Team Leader
Futures Fun Factory

Lyndsey Crossley has worked as a casual play park assistant at Futures Fun Factory since 2011 and is now Halls & Fun Factory Manager.



Cathy McShane
Community & Youth
Involvement Manager

Cathy McShane joined MFF in July 2013 and has over 25 years' experience working with local authority. Cathy manages youth initiative, local community

involvement and funding. She also works closely with Futures Community Voice.



Selina Okoli
Admin Officer

Selina joined MFF in August 2014 to provide admin support and manage MFF office. She has over 18 years' experience of working with Metropolitan Police Service

including Customer Services, Administration & Press and Communications.



Charles Hazel
Volunteer

Charles Hazel has been a volunteer with MFF since it's inception. Charles is a great help with the running of the building, general maintenance and support to MFF team.



Yasmien Gordon
Assistant Team Leader
Futures Fun Factory

Yasmien has been working at Futures Fun Factory since 2011 and has worked her way up from a casual play park assistant to Deputy Manager.

MEET THE TRUSTEES / DIRECTORS

Anna Pederson • Chair



A local resident and a Councillor, Anna is actively involved in the community and comes with many years' experience in HR.

Bhavesh (Barry) Patel • Local Business



Barry is a local businessman who owns and runs large retail stores. His business, Nisa Local, employs more than 25 people – all local residents.

Abdur Rahman Khan • Joint Vice Chair Local



Abdur Rahman is the Joint Vice Chair and has been involved in the voluntary and community sector for many years. He has a wealth of experience in community development and education.

Annette White • Business Representative



Annette is a local resident and a successful business woman. She has over 20 years' of sales and marketing background from a Corporate Global entity and has over 10 years of experience of running her own independent IT business.

Dave Crean MBE • Joint Vice Chair



Dave is Joint Vice Chair and has lived in Marsh Farm since 1990. He is committed to positive change and a brighter future for all the residents of Marsh Farm.

Stephanie Power • Resident



A local resident of Marsh Farm for more than 20 years and is currently running Futures Community Voice. Stephanie has been volunteering for more than 5 years in Luton.

Roy Davis • Local Stakeholder



Roy was a previous Chair of the Board & Luton Borough Councillor for over 30 years.





Contact Us

For further information or if you have any comments or suggestions please contact Ishaq Kazi at Marsh Farm Futures on 01582 512555

Website: www.marshfarmfutures.co.uk

Email: ishaq@marshfarmfutures.co.uk

Twitter: @marshfarmfuture

Facebook: /marshfarmfutures

Empowering Places Programme funded by Power to Change and is supported by the following partners:



Registered Office :
Marsh Farm Futures
Futures House
The Moakes
Marsh Farm
Luton
LU3 3QB

Registered Charity Number . 1138854
Company Registered Number. 6853242

With Special thanks to
Marsh Farm Residents,
Board Members, Partners,
Dedicated Staff & Volunteers.

