



# Derby Bosnia & Herzegovina Community Association

*"One Stop Shop" DBHCA, DRF, NCISI Derbyshire*

## ANNUAL REPORT 2013-2014

### Chair Summary: Nermina Webster



**Nermina Webster (chair)**

I have been a member of the Bosnia & Herzegovina Community Association (the Centre) for a number of years and as a member I appreciate the benefits that the Centre provides for its members and the wider public.

There are many activities that take place at the Centre each week, such as Bosnian Traditional Dance, Bosnian School and Pre-School, Get together event for the elderly every Friday, various events organised by the Refugee Forum, to name a few.

Over the years, the Centre's services have expanded considerably and with the help of our sponsors, namely the Big Lottery Fund, Derby City Council and BBC Children in Need we have secured funding until year 2019 under the new Project called The Refugees Support Refugees.

We will work with the Refugees Forum in delivering the above project by ensuring help and assistance is pro-

vided to refugee families from the former Yugoslavia, including Yugoslavian Roma families and other asylum seekers and newly registered refugees coming into Derby. The project will also assist in helping other refugee associations to adopt formal constitutions and set up as a charitable organisation, enabling help and assistance to be provided to their members and their communities.

A lot of hard work lies ahead of us and none of it would be possible without our Committee and employees working for the Centre and the Refugee Forum.

It is a great pleasure to be part of this wonderful organisation and having only been appointed as a Chair of the Committee in September 2014 I look forward to working with my fellow Committee members, Refugee Forum, NCISE and our staff at the Centre. I would like to thank all of the staff at the Centre for all of their hard work in the past years but also in this year 2014. I would especially like to thank our Centre Manager Mr Ferid Kevric for all of his hard work to date and especially in securing the funding above. Mr Kevric has worked for the Centre for a number of years and continues to exceed expectations, going beyond what is expected from him.

Once again many thanks to everyone and I hereby propose the adoption of the Annual Return 2013-2014.

Kind regards,

**Nermina Webster (Chair)**

### Brief History:

*On the initiative of Bosnian refugees sheltered from the war in Bosnia and Herzegovina, ex camp prisoners and their families, medical evacuees and others in 1994, work on establishing organization started in order to improve difficult situation of refugees from Bosnia and Herzegovina. Association was established in January 1995, and registered as Charity in 1998. Former premises were secured using acquired grant from Lottery coupled by great voluntary work of Bosnia and Herzegovina refugees settled in Derby. Former B-H Centre was officially opened in 2001. It was a place of gathering for Bosnians and Herzegovinians and others from ex-Yugoslavia that wanted to socialise and seek advice. We have managed to start "One Stop Shop" in order to provide full set of different services via our partners organisations, Derby Refugee Forum and NCISE. It is necessary and vital for our "One Stop Shop" to be open to all people and on daily basis for clients irrelevant of securing the necessary core funding for workplace or not..*

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## ANNUAL REPORT 2013-2014



## COMMITTEE AND FINANCES

## DERBY BOSNIA &amp; HERZEGOVINA COMMUNITY ASSOCIATION COMMITTEE 2013/2014

Derby Bosnia and Herzegovina Community Association 2013/2014 committee consisted of ten members whose names and pictures you can see below. Originally, there were eleven members of the committee but one of them, Nedžad Salkić, resigned back in September in order to apply for one of the jobs we had ad-

vertised at the time. Some of current members have served the committee for many years. We would like to take this opportunity to express our gratitude and appreciation for all their hard work. This professional commitment is indeed a tremendous donation of time and talent to Derby Bosnia and Herzegovina Community As-

sociation. Membership on this committee requires many hours of work during evenings and weekends. Again, thank you for your support. Your personal commitment and energy definitely contributed to the overwhelming success of our organisation.



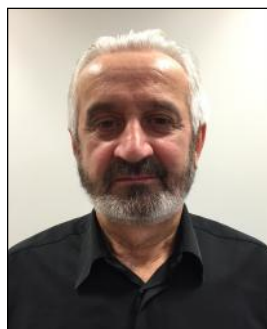
Nermina Webster



Hajrija Halilovic (vice)



Muhamed Siranovic (tr.)



Galib Drakovac (sec.)



Midhat Kapetanovic



Ahmo Salkic



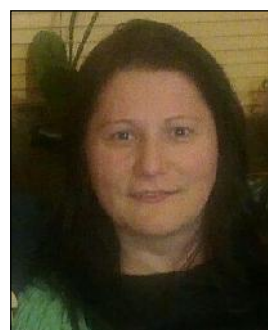
Amra Kapetanovic



Mujo Hrcic



Ramiz Bjelobrivic



Vernesa Subasic

## Committee Meetings:

In the past year 2014, the Derby Bosnia & Herzegovina Community Association Committee held regular meetings. On average, meetings took place every six weeks and there was eight in total.

Response to committee meetings was always positive, which meant, committee always had a sufficient number of members present to be able to make decisions. On average, out of eleven members, seven were present and four absent.

## Our Finances 2013-2014

	2013	2014		2013	2014
<b>Income Account</b>			<b>Surplus Deficit for year</b>	126	-24166
Grants	91706	42989	<b>Transfer between Funds</b>	0	12
Donation	431	3761	<b>Fund Balance brought</b>	400875	351002
Subscription. Miscen.	2607	3145	<b>Revaluation of assets</b>	- 50000	0
Fundraising	3949	2492	<b>Fund balance carried for</b>	351002	326836
<b>Total</b>	<b>98693</b>	<b>52387</b>			
<b>Expenditure Account</b>			<b>Balance Sheet</b>	<b>2013</b>	<b>2014</b>
Salaries & Assoc. cost	61103	50405	<b>Fixed Assets</b>		
Travel and trainings	5920	5968	Building at market value	300000	300000
Freelance fees	785	2310	<b>Current Assets</b>		
Telephone, Fax, Station	5157	3441	Balance at bank	50702	26536
Rent & Equip. Cost	8045	2931	Petty Cash	300	300
Heating, Lighting, util.	3966	3846	Debtors	0	0
The Centre maintenance	3234	863	<b>Total Assets</b>	<b>351002</b>	<b>326836</b>
Insurance Cost	2499	1396	Liabilities & Creditors	0	0
Management & admin	1867	1560	<b>Total net Assets</b>	<b>351002</b>	<b>326836</b>
Other General Cost	5991	3831	<b>Financed</b>		
<b>Total Expenditure</b>	<b>98567</b>	<b>76552</b>	Restricted Funds	7181	0
			Unrestricted Funds	343821	326836



## “ONE STOP SHOP” COLABORATIVE WORK WITH OUR NETWORK PARTNERS

### DERBY REFUGEE FORUM AND DERBY REFUGEE ADVICE CENTRE

2013-4 has been another year of blessings, celebrations, disappointments, frustrations, but above all one of determination and commitment of many people to bring justice and much needed support, a little hope and comfort to asylum seekers and refugees.

Several of our clients have been granted leave to remain. It is often in these early days of settlement when additional help is needed to access work, benefits, find housing and furniture, get set up with utilities etc. It is also at this point we often need to give food as there is a delay period between benefits when they are destitute.

Derby has accepted a great number of asylum seekers this year and this has been reflected in our numbers of new clients and increase in numbers seen each day we are open. For the size of the city, we have more asylum seekers than Nottingham and other cities.



**Chairperson: Mrs Joan Stannard**

It has become clear over the four years that I have worked at DRAC how important it is to support the health and well-being of our clients and to help them to integrate into society. It is not merely enough to make sure that they are linked to a doctor, education, and solicitor and have food to eat. Many have suffered bad experiences; have worries about family left behind, lost en-route, or children in refugee camps or with another parent or grandparent or family in war zones. There is plenty of time to think-for thoughts to

buzz around and fears to expand. It is with this in mind that the welcome in our lovely new centre encourages a shared cup of tea, a chat and watching T.V. together. This gives opportunity to meet others and build friendships.

We have also, through the hard work of our administrator, Hannah, put on courses such as First Aid, photography, creative writing, C.V writing etc. All the contributors have given these workshops without charge for which we are grateful. They have been much appreciated, build self-esteem and help with employment in the future. It also provides evidence for the courts that asylum seekers are beginning to engage in the community.

Thanks also to Sarah, Helen and Maureen who continue to run our outstanding English course which is so popular with those who cannot access Derby City funded groups.

**Mrs Joan Stannard**

### NCISI “SOCIAL INCLUSION” - Alternative Way Of Development and Employability Project

For last several years, we have been exchanging information and working with around 22 new organizations representing Eastern Europe, Africa, South East Asia and the Middle East areas. From an earlier research ncise Derbyshire has found that most of new communities organization were experiencing a deep crisis. Their infrastructure is very poor; majority of ethnic community groups operate from home. (Bosnian Community offered to three of them to operate from “Bosnia & Herzegovina Centre” on one day basis each with no rent or other cost).

“New communities have something very unique and common between them, even though they come from very culturally diverse parts of the world. They are people who experienced great difficulties but had the courage to take a risk and look for a better life” by Comm.Worker

This led into deeper exclusion and undermined some efforts of integration. Economic benefits of diversity remain locked and combined effort is required to build capacity of migrant and refugee organizations and give them an opportunity to reorganize their work towards commercial activities. From DCCG funding we set up infrastructure services to these Community Groups, providing one to one advice, fundraising events, practical help with filling in Grant application form, guidance through the project, basic book keeping. Also, this year we have got funding from ESF, towards the Employability Project, targeting AS and refugees.

27 unemployed and economically inactive refugees, who signed for JSA in Derby City, were recruited for the project. Twenty-one weeks of ground workshops and one-to-one coaching/mentoring sessions on Wednesdays and Fridays were delivered throughout of Project. Initial assessment, Individual Learning plan (ILP) including personal planning and goal setting helped meet the specific needs of project participants. An ESOL mentor and support volunteers who spoke the participants' first languages helped them to overcome language barriers.

The above mentioned measures, the flexibility in the course structure and the delivery of the sessions according to the participants' individual needs, free lunch, travel fee and child care encouraged them to attend the course regularly. by Community Support Worker

The project was successful in achieving its goal. Out of 27 participants: ten have found full-time employment, five found part-time jobs, three transferred to other professional training providers, and others successfully finished the course. Only three withdrew from the course.



## PRE SCHOOL ACTIVITIES — AN IMPORTANT PART OF COMMUNITY LIFE

## Holocaust Memorial Day 2014

On Monday, 27th January 2014, Bosnia and Herzegovina Community Association marked the Holocaust Memorial Day, the Day of remembrance to all those innocent victims from WW2 and all victims from conflicts after that including victims from Bosnian civil war.

We will never forget those people, children, women, elderly, war prisoners, unlawfully raped, massacred and executed in Bosnia by Cetnik nationalists.



*New Year's Present at Pre-School and Supplementary School*

2013/2014 Academic Year saw a decrease in the amount of children who attend pre-school activities. In total, only four children attended. Main reason for decrease is that children grow older and are automatically enrolled into supplementary school. We have offered a range of structured educa-

tional experiences based on learning through the play. The activities have involved play with mix of toys, games, singing, story-time, reading and painting.

The children have been rewarded with a trip to London. We have also organized and given away New Year's presents to children.

***Preschool gives children a chance to interact with others. Interacting with other children means learning how to wait, how to take turns, and how to listen. Young children learn social skills when they interact with other children. These skills are critical to Developing personality.***

## BOSNIA & HERZEGOVINA CENTRE VOLUNTEER

My Name is Zorica Huseinovic and I have been volunteering for Bosnia and Herzegovina Centre since the beginning of November. The reason I enjoy volunteering is the impact it has on the community. Volunteers are often the glue that holds a community together. Volunteering allows me to connect to my community and make it a better place. Even helping out with the smallest tasks can make a real difference to the lives of people as well as organizations in need. Volunteering is a two-way street which benefits me and my family as much as Bosnia and Herzegovina Centre. Dedicating my time as a volunteer helps me make new friends, expands my network and



*Zorica Huseinovic at work*

boosts my social skills. While some people are naturally outgoing, others are shy and have a hard time meeting new people. Volunteering gives me the opportunity to practice and develop my social skills, since I'm meeting regularly with a group of people with common interests. Once you have momentum, it's easier to branch out and make more friends and contacts.

***Zorica Huseinovic***

## SECURED FUNDING FOR BOSNIAN PEARLS

Thanks to "Awards For All" Big Lottery Fund and our Project/Centre Manager for a successful application, funding has been secured which will see Bosnian Pearls Dance Group carry on with its lessons and performances into 2015. Total of £8,195 has been awarded for the period between September 2014 - August 2015. This grant has enables Bosnian Pearls Committee to pay for trainer costs, refreshments, stationary, publicity, volunteers travel costs and travel costs for different performance events. Part of this grant is to be spent on new costumes, tops, shoes, hats and belts. Another part will go towards management costs as well as electricity and gas usage.



*Performance: Bosnian Pearls*



## BOSNIA &amp; HERZEGOVINA SUPPLEMENTARY SCHOOL

Supplementary School offers traditional curriculum subjects, English, maths and science as well as cultural studies, mother-tongue classes, wider knowledge of history and geography and other activities. It helps children improve their National CV and gives them smoother integration and cohesion into this society.

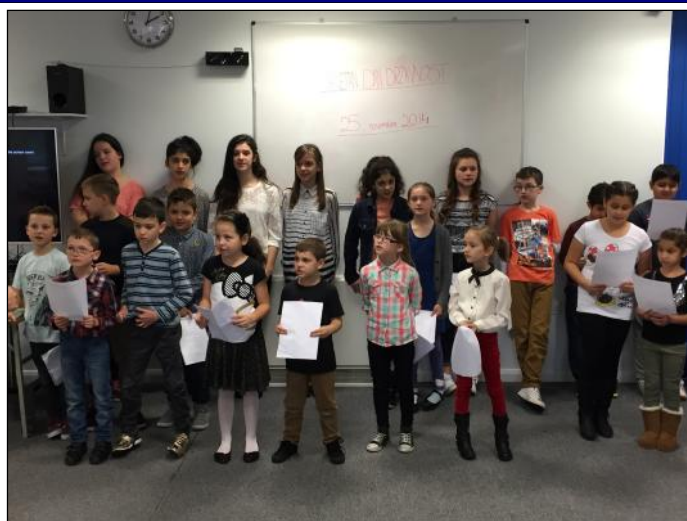
Some other benefits attributed to attendance at supplementary school are developing positive attitudes towards education (including more focused, attentive, better behaved and more motivated learners), positive identity reinforcement, an increase in self-esteem/self-awareness, increased confidence in asking questions/speaking out aloud/socialising with others in and outside school and better understanding of one's cultural background (heritage, language, religion).

Most of our children are aged between 5 and 18 and all are eager to take up opportunities to learn Bosnian language as well as develop new skills which will help them in future. Our supplementary school's aim is to preserve community's heritage and raise the attainment of its children.

In 2013/2014 academic year, 28 children have been enrolled. They all attended supplementary school every Saturday for approximately three hours. In order to offer a quality service to our students, we continued with two groups. Alma Hrcic provided teaching for preschool children through to year 3 and Azra Basic, supported by Amela Zahirovic took charge of years 4 to 8. We are pleased to say that all children achieved good grades at the end of the school year.

Parents provided support in a form of preparing snack and cleaning premises at the end of the day.

In the last 12 months, Bosnia and Herzegovina Community Association provided a series of events and activities for families and children. These ranged from meetings to educational and cultural events. Such as Centre opening ceremony and Holocaust Memorial Day. Our Bosnia and Herzegovina Supplementary School was part of all these activities.



*Supplementary School Pupils*



*Teachers: Amela Zahirovic, Alma Hrcic and Azra Basic*

Majority of children speak English language, however, our teaching is in Bosnian. This is because we aim for our children to be bilingual once they leave supplementary school.

At the end of the School year we attended traditional Supplementary School's Achievement Day. This took place at Finchley, London and was attended by seven Bosnian Supplementary Schools across England.





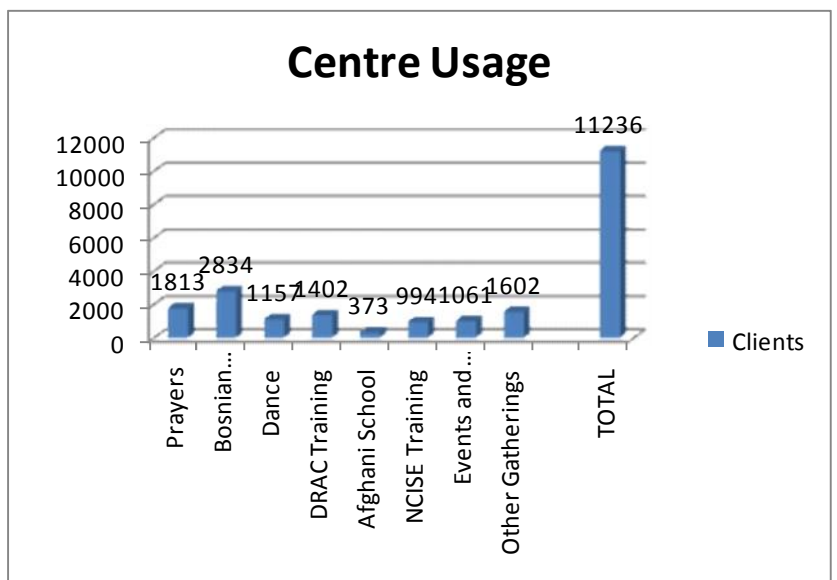
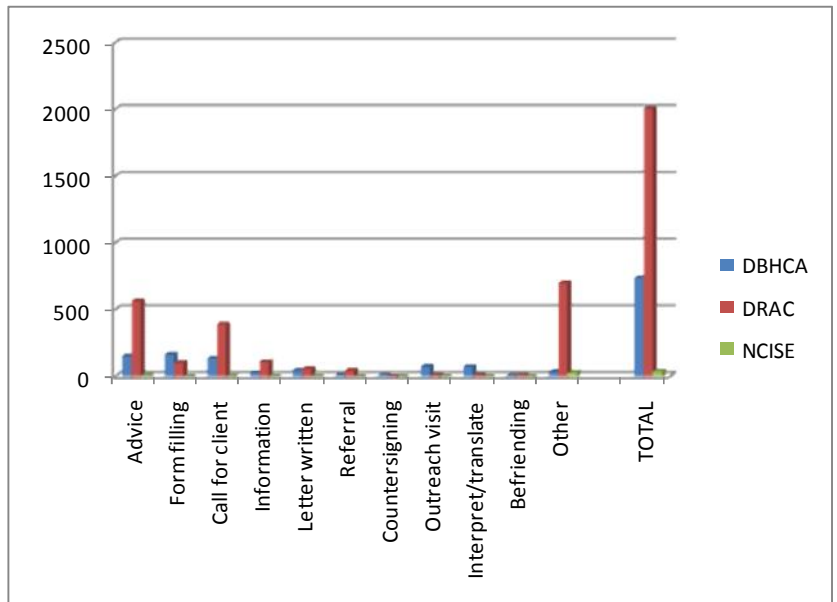
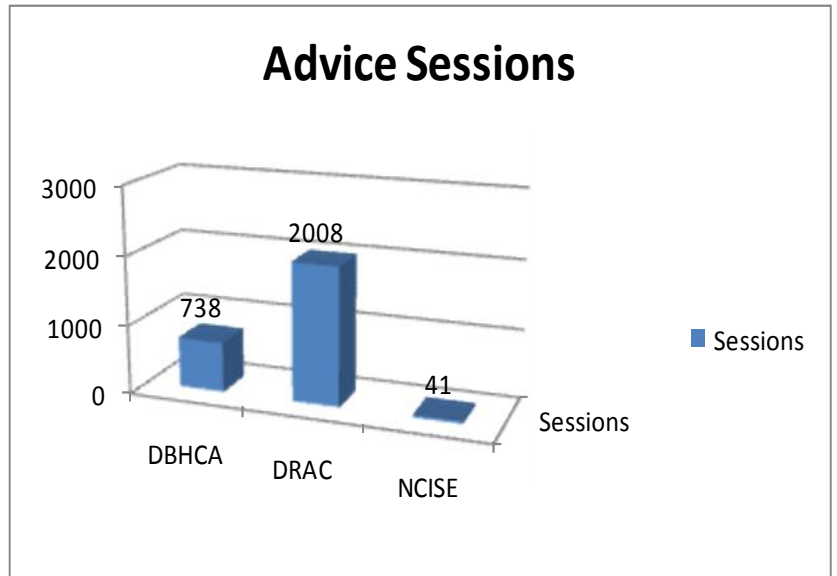
“ONE STOP SHOP” Service Provision and Query

**Some brief Statistical Information from September 2013 to August 2014:**

- **2787 Office Assistance Sessions**
  - 738 DBHCA
  - 2008 DRAC
  - 41 NCISE
- **11236 Visits to Centre**

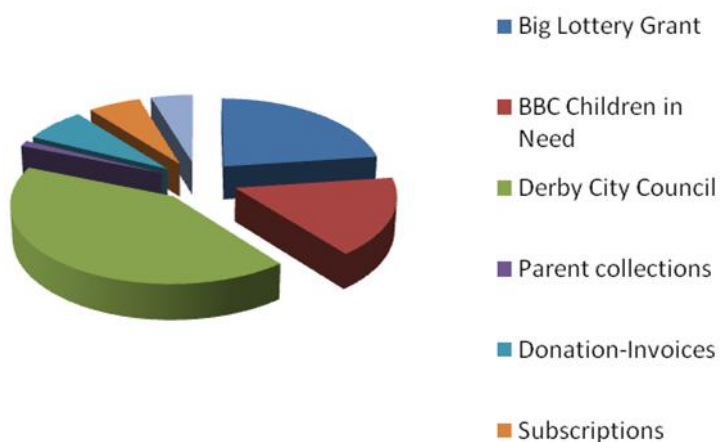
**DBHCA Clients and Service Provided:**

- **738 Office Assistance Sessions**
  - 152 Advices Provided
  - 164 Forms Filled
  - 137 Calls For Clients
  - 27 Where Information Was Given
  - 46 Letters Written
  - 12 Referrals
  - 10 Countersignatures Provided
  - 75 Outreach Visits
  - 74 Interpreting Sessions
  - 5 Befriending Sessions
  - 36 Other Services Provided
- **Work experience was provided for two students from University of Derby (40hr each)**
- **Outreach Hours Spent**
  - 40 hours in Nottingham
  - 100 hours in Derby
- **Working with 50% of Roma Families, eight of those families needed help regarding their children education.**
- **35 Volunteers Trained**
- **Organised four training sessions for volunteers**
  - Health & Safety
  - First Aid
  - Risk Assessment
  - Child Protection





## Income Sources 2013-2014



As previous Big Lottery Grant ended in December 2013 and decision about new one was late until July 2014, the organization had to use a community reserves accumulated from last several years.

In meantime the grant from Derby City Council has been reduced for 25%, so this year was very difficult.

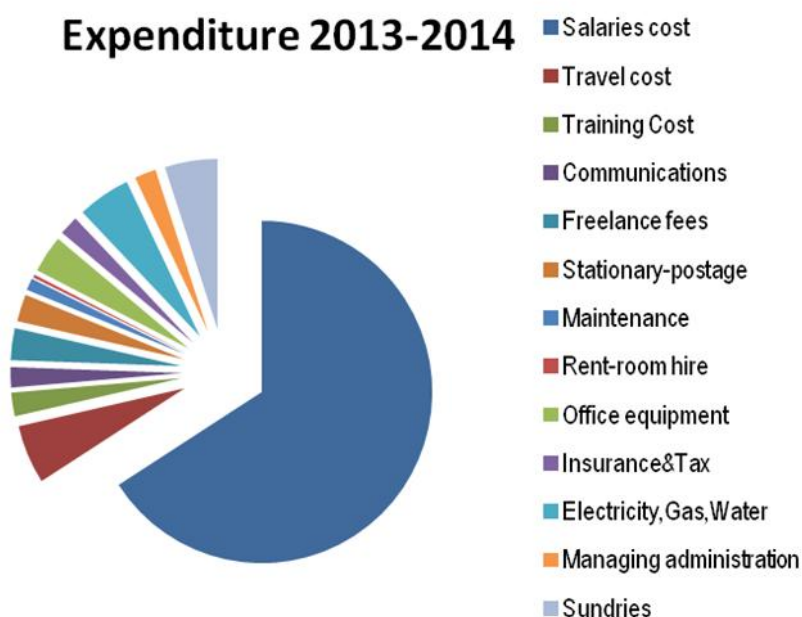
Thanks to good planning in the past, good allocation of the available sources of funding and fundraising (over £9000) the organization has overcome these problems and with new injection of Big Lottery Grant for 5 years starting in September 2014, streaming forward to tackle new problems DBHCA facing.

For the first time in the last 10 years of our services, our expenditure crossed the red line and we spent more than we have earned during the whole year.

We were prepared for such an event, accumulating reserves during all these years in order to use them once we found ourselves in a great need and that has happened in this financial year. We used reserves just on time gaping time barriers, because we have been waiting for a decision of Big Lottery application, a combining project with Derby Refuge Forum and NCISE Derbyshire for more than 12 months. We could say that was well planned and money has been efficiently used. We have spent more than £20000 from reserves and in the future we will accumulate them again.

Structure of the expenditure is similar to the last year. Even we have spent less money than year before, but the quantity and quality of services have increased.

## Expenditure 2013-2014



This year we have seen very little support through any additional sort of funding. We have had a grant from the Big Lottery in the 1st quarter, BBC Children in Need and DCCG. Also we have raised some funding through hiring premises, from annual subscription and from fundraising but still we have overspent and our income was less than expenditure for more than £24000. We now face an additional problem with the world financial situation and recession, and we will have to monitor if this present situation is going to make harder to our effort of sustainability, but in the same time level of clients has increased. I would like to thank to Project/Centre Manager on his effort providing funding for another 5 years which is fantastic. I would like to thank to all volunteers and funders. Without their help the "dream will never come to true"

Remarks by Treasurer: Muhamed Siranovic



## OUR MISSION, OBJECTIVES AND GOALS

Our mission is to present Derby Bosnia and Herzegovina Community Association as a positive example and a community who is working towards the integration, cohesion and common living into this society, with preservation of our tradition, culture and language. Many members of our community have already become valuable members of this society, businessman, doctors, solicitors, engineers, managers, teachers, social workers etc. We hope that through our public work, the value of what we are doing and services we provide to those in needs, and those who work and cooperate with us, will be seen and publicly valued in future.

Our additional goals:

- To promote understanding of the Bosnia-Herzegovina history and culture amongst the wider host community and other Ethnic Community Groups in Derby and Derbyshire.
- To promote understanding of the Bosnia –Herzegovina heritage and maintain link with other Bosnian groups in UK.
- To satisfactory level meet the special needs of elderly, disabled, isolated people, people and families with post-traumatic stress, unemployed, asylum seekers and new community groups: with advice, practical training, social, educational and cultural activities.
- To open our Community Centre to other Ethnic Community Groups, to work towards the social cohesion and integration by sharing experience and helping each other.
- To provide signposting, advice, information, guidance in Welfare, Housing, Mental Health issue, Immigration and capacity building in our “One Stop Shop”.
- To be responsible partner with local statutory and voluntary agencies in the provision of advice and other relevant services to our clients group.
- To be an efficient organization with effective accountability to our stakeholders, (members, founders, users of our services, financial management and quality control).
- To develop and maintain a competent and well motivated professional team staff and team of volunteers.

*The organization's ethos are openness and networking with all organizations and agencies where we have something in common and where we can support each other.*

*We made an obligation that our help and support will be equal, without any discrimination, treating everyone equally, regardless of gender; disability; sexual orientation; age; religion; political or any other belief.*

### ACKNOWLEDGEMENT

*We would like to express our appreciations to all our supporters and would like to thanks to:*

- **Big Lottery**
- **Derby City Council**
- **BBC Children in Need**
- **Awards for All**
- **Embassy of Bosnia-Herzegovina in London**
- **Parents-Supplementary School**
- **Community Action Derby**
- **B-H UK Network**
- **Our Volunteers**
- **Statutory or voluntary organisations we have been working with during 2013-2014**



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