

# ANNUAL REPORT 2015-2016

## THE DERBY BOSNIA-HERZEGOVINA COMMUNITY ASSOCIATION

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



### Chair Summary: Nermina Webster



We have come to an end of yet another busy year at the Derby Bosnia & Herzegovina Community Association.

The Centre staff, Refugee Forum, and our volunteers have worked very hard to deliver some amazing results this year. In particular I would like to thank them all personally and on behalf of our DBHCA Committee on the following:

1. Excellent progress of year two of the Project "The Refugees Support Refugees". A total of 4,719 people were seen and given help under the project. 1116 advice sessions were

supplied by DBHCA, with 499 of those being outreach visits with the remaining 617 being held on the premises. An amazing achievement for both organisations. We have continued to report to our sponsors, reporting that we are achieving the project objectives set;

2. Successful completion of the Heritage Lottery Project resulting in a monument which was placed outside at the back of DBHC premises, a hard cover book supplemented by a DVD and an Exhibition which was held at the Centre and the Derby Museum.

As always, the Centre organised a number of events throughout the year 2016; Monument Unveiling (10<sup>th</sup> July 2016), Refugee Week (18<sup>th</sup> June 2016 to 25<sup>th</sup> June 2016) where an exhibition was displayed in the Centre and the Bosnian Pearls performed on 18<sup>th</sup> and 25<sup>th</sup> June 2016), New Year 2016 presents were given to the children (32 presents were given), Holocaust Memorial Day (Museum exhibition on display from 26<sup>th</sup> October until 15<sup>th</sup> January 2017).

In addition, the Centre has continued with the weekly activities, such as

Bosnian Folklore where an average attendance per week is 16 children and the Bosnian Supplementary School, where the attendance on a weekly basis ranges between 24 to 31.

With the full agreement of the DBHCA Committee, the Bosnian Jamaat has used and continue to use, free of charge, the Centre premises for Friday prayers, children prayer tuition every Saturday, during the month of Ramadan and for other prayers as and when required.

As you can see from above, we have been very busy this year and the Centre continues to be invaluable to our members, children and people from all walks of life who rely on our Centre and the Refugee Forum for advice, help, activities and more.

I would like to take this opportunity to thank all of our staff at the Centre, our volunteers' and the Committee members for all of their time and hard work this year.

I hereby propose the adoption of the Annual Return 2015-2016.

**Kind regards,  
Nermina Webster (Chair)**

### BRIEF HISTORY OF DERBY BOSNIA-HERZEGOVINA COMMUNITY ASSOCIATION

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. Centre was officially opened in 2001. It was a place of gathering for Bosnians & 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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2015/2016 COMMITTEE

Derby Bosnia and Herzegovina Comm. Association 2015/2016 Committee was made up of eleven members who were elected during the last Annual General Meeting which took place on the 11th of December 2015.

We would like to take this opportunity to express our

gratitude and appreciation to all the members of our incredible committee for all their hard work and efforts during the past 12 months.

This professional commitment is indeed a tremendous donation of time and talent to Derby Bosnia and Herzegovina Community

Association. Membership on this committee requires many hours of work during evenings and weekends.

Again, thank you for your support. Your personal commitment and energy have greatly contributed to the overwhelming success of our organisation.



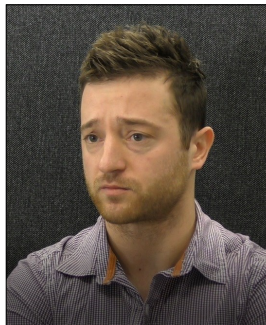
**Nermina Webster  
Chair**



**Muhamed Siranovic  
Treasurer**



**Hajrija Halilovic  
Vice**



**Arnes Pobric  
Secretary**



**Midhat Kapetanovic  
Committee Member**



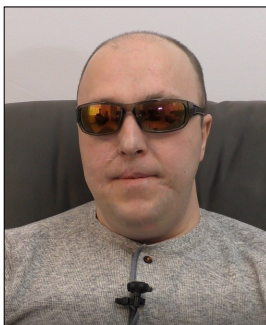
**Mujo Hrcic  
Committee Member**



**Alma Pasic  
Committee Member**



**Ahmo Salkic  
Committee Member**



**Eldin Isovica  
Committee Member**



**Leila Halilovic  
Committee Member**



**Cerim Alija  
Committee Member**



*2016 Committee during their first meeting.*

COMMITTEE MEETINGS

Over the course of the year 2016, eight members of the year 2016, attending and Committee held three being ab-regular meetings. sent per meeting On average, which meant that meetings took the committee place every six weeks and there was eight of members present them in total. in order to be able to make decisions.

Response to meetings was always positive, averaging around

## DERBY REFUGEE FORUM - Manager's Report

2015-2016 has been another very challenging year for Derby Refugee Advice Centre. We have had over 3,000 visits to the 'drop in' from more than 700 clients. There have been an increasing number of asylum appeals and asylum support issues for those going through the asylum process as well as benefit, National Insurance number and accommodation problems for new refugees. We are also seeing an increase in destitution. This has been coupled with a loss of Derby City Council funding and more difficulty accessing national support organisations.

We are applying for new funding from the Police and Crime Commissioner Grant, New Beginnings, Lottery People's Project and Foundation Derbyshire who have already granted £1000. We have received around £6,000 in donations from many very generous benefactors including local churches and community groups.

Burton & Burton and Duncan Lewis solicitors have sessions here with Rakiba on a Tuesday and Gurpinder on a Thursday. This is an incredibly useful service and enables people to access legal advice quickly

We were very sorry to say goodbye to Hannah at the beginning of October. She has worked with such enthusiasm and passion over the past 3 years, setting up over 100 creative activity sessions for the clients, liaising with external agencies to help people



**Monday's English Class, Organised by Derby Refugee Forum**

progress and generally providing a vibrant and positive atmosphere. Equally Joan has resigned as Manager after 5 years of commitment, dedication and expertise. Luckily she is still doing advice sessions so we haven't lost her totally and she can still share her knowledge. Janet has now taken over the Manager's role.

Thank you to all the valued volunteers who have left this year and welcome to those who have joined

English classes are progressing well. Sarah's classes on a Tuesday and Thursday are full and the 'drop in' English and Living in the UK class on Monday morning with Maria can have anything from 10 to 35 people. She and Michael are able to respond to a varied group some of whom have

little or no English.

Since October a Creative Writing Project has been running on a Thursday with City of Sanctuary and East Midlands Writing. Many of our service users will be performing at the Voice Box at 12.00 on 20<sup>th</sup> December with stories of their lives and experiences.

The Bosnia Herzegovina Centre provides amazing facilities and support without which the Refugee Advice Centre could not function in the way it does. A huge debt of gratitude to Ferid for all his help, both organisational and financial and to Nedzad for the incredible variety of jobs he does on our behalf, so too with Ermina.

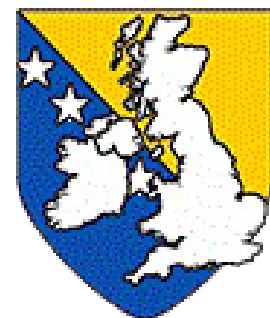
**Janet Fuller**  
Manager—Derby Refugee Forum

## BiH UK NETWORK - Another Year of Successful Cooperation

We would like to sincerely thank Bosnia and Herzegovina UK Network for their support, cooperation and idea sharing during the last twelve months. We assure you that this venture between Derby Bosnia-Herzegovina Community Association and BiH UK Network will benefit both the organizations for a very long period of time.

It is encouraging to see the employees from both organisations maintaining the already established good working relationships and mutual respect amongst each other.

These are inevitable factors to both, positive workplace and success of the organisations.



## BBC CHILDREN IN NEED HELPING CHILDREN AND YOUNG PEOPLE

During the last 12 months, Derby Bosnia-Herzegovina Community Association continued with the Saturday activities for children and young people supported by BBC Children in Need.

The effort we put in organizing these activities is because we consider it absolutely necessary that our children here in Derby have the opportunity to attend additional activities/classes in their native language and that is the main reason we put an effort into organising this event. It helps our young people develop a lasting and profound interest in their homeland of Bosnia-Herzegovina and its people, towards the birthplace, preservation and enrichment of the mother tongue in all forms, introduction to geographical and other characteristics of our country, learning about cultural and other achievements of our homeland and promoting tolerance and mutual respect amongst all the people.

Most of our children are aged between 5 and 15. They are all eager to take up opportunities to learn Bosnian language as well as develop new skills which will help them in future. The aim of this project is to preserve our community's heritage and raise the attainment of our children.

31 children enrolled and attended the 2015/2016 academic year. They all attended supplementary school, every Saturday, for two hours.

Supported by  
 **BBC**  
**Children in Need**  
© BBC 2007 Reg. charity England & Wales no. 802052 and Scotland no. SC039557

In order to offer a quality service to our pupils, 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.



*School Gathering Event, Coventry, May 2016*

It's important to mention that all those who work with children have been checked by the Disclosure and Barring Service (DBS).

We would like to say a big thank you to all the parents for providing support in a form of preparing snack and cleaning premises.

Following on a success from a previous year, we offered work placement to couple of students. Kristine Volodka and Olive Oswong, both University of Derby students, spent ten weeks with us during the months of January, February and March. While completing ten workshops, they both demonstrated exceptional skills of working with children.

According to parents survey, this project met the expectations of all those involved.

### PRE-SCHOOL ACTIVITY

2015/2016 Academic Year remained low in terms of children who attend pre-school activities, only two children attending in total. Main reason for the decrease is that children grow older and are automatically enrolled into supplementary school coupled with many parents declining our invitations for their children to take part with our Saturday activities.

During the last 12 months, we have offered a range of structured educational experiences based on learning through the play. The activities have involved play with mix of toys, games, singing, story-time, reading and painting.

Pre-school gives children a chance to interact with others. Interacting with other children means learning basic discipline. Young children learn social skills when they interact with other children. These skills are critical to Developing personality.



*Saturday Workshop*

**HERITAGE LOTTERY PROJECT**

*Bosnian War People and Children Saving History, Language and Culture in East Midlands*



We are pleased to say that, in August 2016, we have successfully completed the “Bosnian War People and Children Saving History, Language and Culture in East Midlands” project. This project was funded by Heritage Lottery and has a significant importance to all the Bosnia & Herzegovina Community, not just here in East Midlands, but in the whole of UK.

Aim of this project was to highlight, better interpret and explain the way Bos-

nian people integrated into the life in United Kingdom, what difficulties and barriers they faced and how they managed to overcome them.

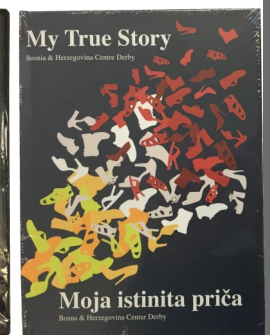
We achieved this by recording 25 family oral history interviews which we then published in a book which was written in two languages, English and Bosnian. Also, parts of the interviews were used to produce a film called “Our Life, Our Transition”

ography, recording, video editing and interviewing. The skills they learned during those workshops was then used by them to conduct productive interviews with clients.

As part of the project, we also created the exhibition and a book archive. Exhibition is currently on the display in the “Derby Museum and Art Gallery” where it will be displayed until 15th of January 2017 before being returned and displayed in our Centre again.

Lastly, as a final but probably most important outcome of the project, a stone monument was designed, carved and placed in the rear garden of our centre. After many consultations with the committee, it was decided that the monument should be dedicated to Bosniak mother, witness and victim of genocide in Bosnia and Herzegovina.

We would like to take this opportunity to express our gratitude to all the volunteers who were involved in this project



Another aim of the project was to provide opportunities for young people to learn interview and research techniques, language translation, photography and filming. Children were involved by attending many different workshops and learning pho-

Exhibition consists of traditional items that constitute Bosnia and Herzegovina heritage. Book archive is also in place and already has many hundred of books, all written in languages used on the former Yugoslavian territory.

and people who kindly accepted our offer of an interview. Big thank you to Ed Duay for his help with video editing and Andrew Tebbs for a high quality carving he has done on the monument.

## HOLOCAUST MEMORIAL DAY 2016

On Wednesday, 27th of January 2016, Derby 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.

With this year's theme being **"Don't Stand By"**, we took the opportunity to remind people about the atrocities that happened in our homeland with the main emphasis on Srebrenica Genocide which marked its 20th anniversary this year and also to highlight some of the hero's and heroines who paid with their own lives for trying to save lives of their neighbours and friends who were being tortured and brutally



*Amongst our guests, Deputy of Ukrainian Embassy, Mr Ikor Kyzym and Consul of the Armenian Embassy, Mr Hayk Khemchyan.*

murdered just because of their ethnicity.



## EXHIBITION LAUNCH EVENT

In October 2016, the official opening of our exhibition took place. which is hosted by the "Derby Museum and Art Gallery". It goes by the name of "Our Life, Our Transition" and it will be on display until 15th January 2017.

This exhibition was organized by our Community Association in co-operation with Derby Museums and its aim is to present our culture and heritage to the people of Derby and wider.

It was an afternoon of music, dancing, crafts and food celebrating Bosnia-Herzegovina Culture and Heritage.

Samples of traditional dishes were prepared and served by the members of our Community. Visitors were able to make their own Bosnian - inspired crafts while our traditional dance group "Bosnian Pearls" entertained them with traditional dances throughout the afternoon.

Our new film, "Our Life, Our Transition" was screened throughout the afternoon and the accompanying book, "My True Story" was on display.

Museum staff marked our launch event as a very successful one, with the footfall counter saying that it was attended by 156 people, many of whom left positive comments.



*Traditional Costumes on display at the Museum*



*"Bosnian Pearls" at the Exhibition Launch Event*

**SREBRENICA MEMORIAL**

The Bosnia and Herzegovina Community Association in Derby marked Srebrenica Memorial Day on Sunday July 10 2016 by holding a memorial event during which a monument dedicated to the Bosniak mother, victims and witnesses of genocide in Bosnia and Herzegovina was unveiled.

The event featured prayers, speeches, survivor testimony, poetry and food, bringing together members from the Bosnian community, local dignitaries and supporters of the project.

The monument, which was funded by Heritage Lottery, was unveiled by the volunteers who helped with the project, the Mayor of the City of Derby, Councillor Linda Winter, and Zemka Zahirovic, a mother who lost her three sons and husband and has lived in Derby for the last 20 years.



*Exhibition at Bosnia & Herzegovina Centre During the Refugee Week*

**NEW YEAR'S PRESENTS**

On 27th December 2015, Derby Bosnia-Herzegovina Community Association Derby treated all our Supplementary School pupils with New Year's gifts. In total, 32 gifts were given away and it was

a pleasure to see delightful faces of our youngsters who turned up to this event in large numbers. As well as Santa handing presents away, magician also attended.



*New Year's Presents Party*

**WORK PLACEMENT**

One of our ongoing commitments is supporting local education system, therefore, as we do every year, we offered a ten week placement to Kristine Volodka and Olive Oswong, both University of Derby students.

While completing ten workshops, both, Kristine and Olive demonstrated exceptional skills of working with children.



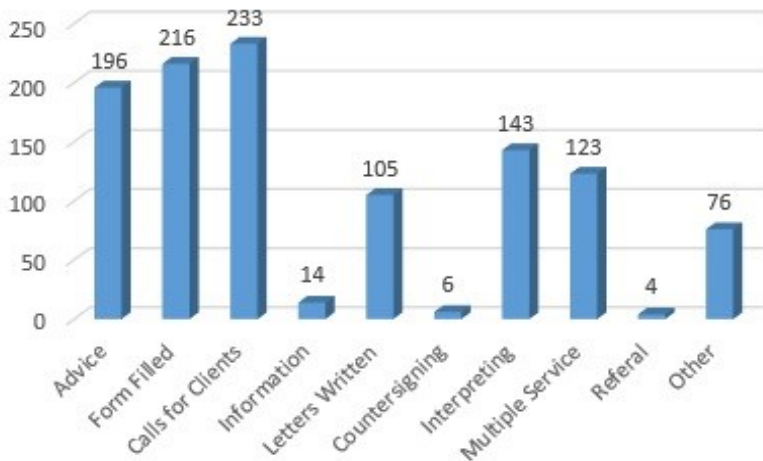
*Kristine and Olive*

**REFUGEE WEEK**

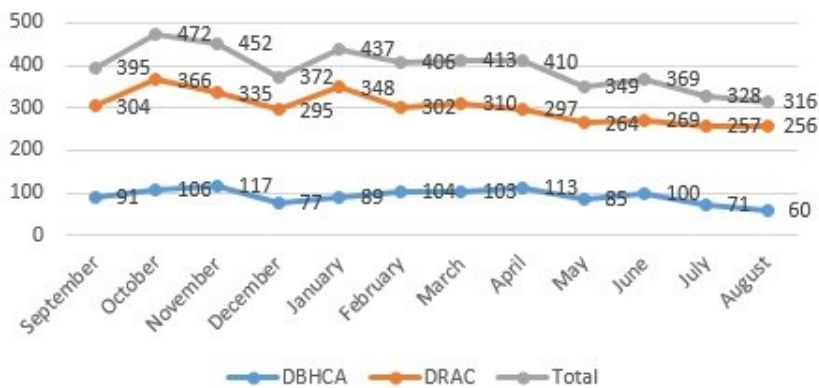
Derby Bosnia-Herzegovina Community Association once again took vital part in marking a refugee week.

We had an exhibition set up at our Centre which was in place for one week. Additionally, our dance group "Bosnian Pearls" also took part with two separate performances in the space of seven days between them.

## Service Type (DBHCA)



## Number of Clients Seen By Month

Statistical Information  
For The Period  
September 2015 - August 2016

- ◆ 4719 Advice Sessions
  - \* DBHCA 1116
  - \* DRAC 3603
- ◆ 499 of DBHCA sessions were Out-reach visits
- ◆ 75 Applications to Home Office, 85% of which were for Travel Documents
- ◆ 11,491 Centre Visits (Including Advice Sessions)
- ◆ 6 Events Organised
- ◆ 42 Saturday Activity Sessions
- ◆ 42 Dance lessons
- ◆ 5 Bosnian Pearls Performances
- ◆ 10 Training sessions for staff and volunteers
- ◆ Work experience was provided to two students, both from the University of Derby
- ◆ 229 Advice Sessions were for Roma families.
- ◆ 18 New Volunteers Trained

## OUTREACH WORKER REPORT

Year 2015/2016 once again has been very successful. On a regular basis I have visited 18 families and 39 individuals, I have made 398 visits and I have spent 478 hours altogether. The majority of them live in Derby and a few of them live in Nottingham. They are all of different ages, gender and religion, however most of them are elderly Bosnian Muslims and Bosnian Romas, many of whom have serious mental issues. I have supported them in different areas; interpreting for them when emergencies have occurred, giving them advice, listening to them in person, over the phone and understanding their concerns, making telephone calls on their behalf, filled forms, liaised with local authorities, GP's, housing associations, schools, health professionals, pharmacies and care agencies. I have also visited the clients when they have been in hospital and in Nursing homes. I am sad to say that

4 clients have passed away in the past year.

I am very pleased to say that more people are still approaching me if they are in need of help and I am very happy with the trust that all the clients have in me. I hope next year will be as successful as this one, if not even better.

Social gathering is still held every Friday evening, but unfortunately not as many people attend as I think would be able. In the past some events were organised and not many people would attend and because of that it has become very hard to organise further events. So I would appreciate it if people would express their wishes regarding social gatherings or to give suggestions what they would like in the future.

**Ermina Zahirovic-Algie**

*Here is a short report from one of my clients;*

*Ermina has provided support for my mum Sadeta Dautovic on many occasions. She has attended hospital appointments to support and interpret for my mum. This has meant my mum hasn't just had to rely on when I'm free in order for her to attend hospital appointments. Ermina has also liaised with my mum's GP practice to improve the management of my mum's health i.e. my mum now has her medication delivered in blister packs ensuring she takes the right medication at the right time as she was struggling with this.*

*Ermina has also took pressure of myself relating to my mums care as I work full time and struggle to manage the care of my mum on my own.*

**Adela Dautovic**



## STATEMENT OF FINANCIAL ACTIVITY YEAR ENDING 31 AUGUST 2016

Income Account	2015	2016
Grants	127415	120100
Donation	1687	2055
Subscription	430	755
Fundraising and Misc.	7635	0
<b>Total Income</b>	<b>137167</b>	<b>122910</b>

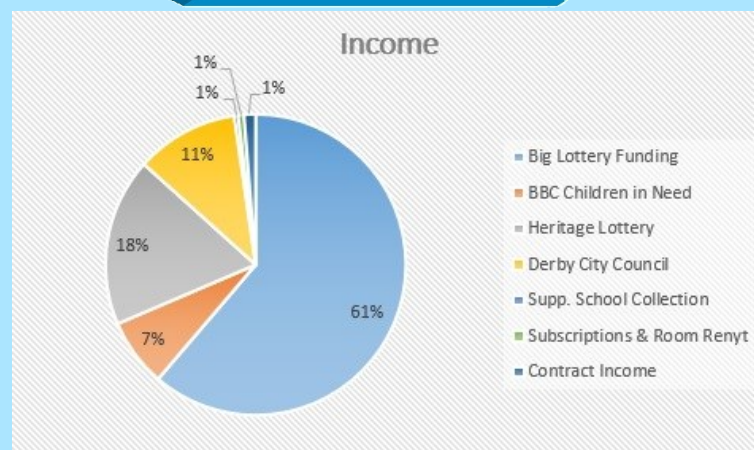
### Expenditure Account

Salaries & Associated Cost	66971	80487
Travel and Trainings	5465	8311
Fees	3067	6210
Telephone, Fax, Stat.	5257	4694
Rent & Equipment Cost	2902	3301
Heating, Lighting, Utilities	3696	3719
Centre Maintenance	1184	2700
Insurance Cost	4138	2969
Management & Admin	2254	242
Other General Cost	4211	15302
<b>Total Expenditure</b>	<b>99145</b>	<b>127935</b>

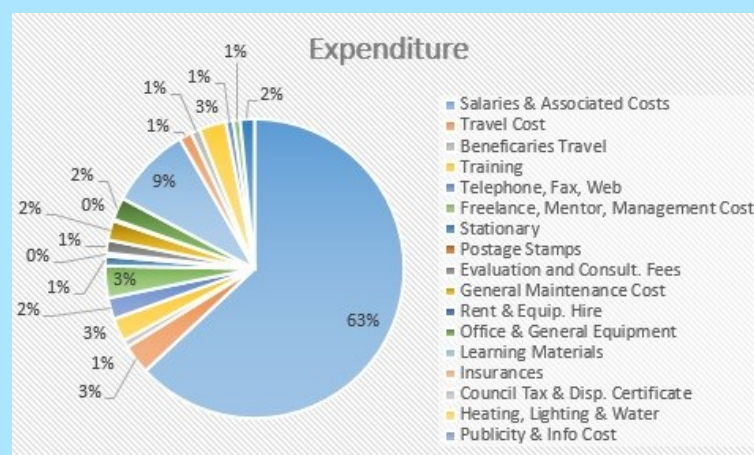
<b>Surplus Deficit for Year</b>	<b>38023</b>	<b>-5024</b>
Transfer Between Funds	0	0
Fund Balance Brought	326836	364859
Revaluation of Assets	0	0
<b>Balance Carried Forward</b>	<b>364859</b>	<b>359835</b>

## BALANCE SHEET

Balance Sheet	2015	2016
<b>Fixed Assets</b>		
Building at Market Value	300000	300000
<b>Current Assets</b>		
Balance at Bank	64559	55095
Petty Cash	300	300
Debtors	0	4440
<b>Total Assets</b>	<b>64859</b>	<b>59835</b>
Liabilities and Creditors	0	0
<b>Total Net Assets</b>	<b>364859</b>	<b>359835</b>
<b>Financed</b>		
Restricted Funds	25431	5593
Unrestricted Funds	339428	354242
<b>Total</b>	<b>364859</b>	<b>359835</b>



We continued to receive funding from more than one sources. The Big Lottery Reaching Communities Fund was a core funding. For 7 months we also have been supported from DCCG as match funding to the whole Project. During the year we have had funding from Heritage Lottery Fund, which has finished by the end of financial year. The Project has been very successful. BBC Children in Need was very supportive to our Saturday Children Activities for the last several years, but we have failed to provide funding for the year 2016-2017. We also have managed to raise funding from other sources: hiring centre, subscription, donations, etc. in around £9500, keeping on track with planned long term objectives. We keep our financial sustainability very healthy.



The expenditure looks like the previous year apart from staff cost for the HLF Project. The staff were responsible for whole work done for 5 different projects. The salary has been funded from three sources of funding showing the link between Funding and Project. The expenditure was kept to the minimum level. The building expenditure was planned as part of Projects delivery, including Heating, lighting, Water and Maintenance which were lower than planned due to saving energy and no wasting money on maintenance and by doing a lot voluntarily. Finances were examined by Derby Community Accountancy Services and the Annual Return to the Charity Commission will be submitted after AGM. We are satisfied with the level of spending comparing to the work carried out, according to external monitoring report.

## OUR MISSION AND VISION

Our mission and aim is to provide support and confidential service to elevate effects of poverty, sickness and distress of Refugees from Bosnia-Herzegovina and from the Former Yugoslavia and others, regardless of their ethnic origin and background. We believe that all refugees have the right to live in a just and equal society. We aim to achieve this by providing information, support, training and educational opportunity for all of them.

### Aims and Objectives

- ◆ to provide practical and social support to all refugees and others from Bosnia and Herzegovina and Former Yugoslavia, now settled in East Midlands.
- ◆ to provide advice services, support and a confidential information
- ◆ to elevate effects of poverty and distress to Refugees mainly from Bosnia-Herzegovina and refugees from the Former Yugoslavia, regardless of their ethnic origin residing in East Midlands.
- ◆ to equally provide independent and impartial advice and support those mentioned above people, who are on benefits or low income, disable, elderly and vulnerable, residing in East Midlands.
- ◆ further development of the B-H Community Centre as a "One Stop Shop" place, as an efficient service for the Refugees and Asylum Seekers from all over the World.



LOTTERY FUNDED



LOTTERY FUNDED



Derby Bosnia and Herzegovina  
Community Association

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## ACKNOWLEDGEMENTS

**We would like to say a special thank you to the following:**

- **Big Lottery Fund**
- **Derby City Council**
- **BBC Children in Need**
- **Derby Refugee Forum**
- **Embassy of Bosnia and Herzegovina in London**
- **Parents of Children in Supplementary School**
- **Community Action Derby**
- **B-H UK Network**
- **Our Volunteers**
- **Statutory or voluntary organisations we have been working with during 2015-2016**

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

*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.*

