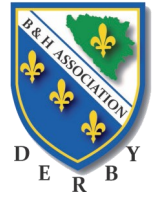


THE DERBY
BOSNIA-HERZEGOVINA
COMMUNITY ASSOCIATION



2018/2019 ANNUAL REPORT



Bosnia & Herzegovina Centre
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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 & Her-

zegovinians 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.



Every time I sit to write end of your report I wonder where has the year gone? I look back over all that has been achieved over the last year and report to you with such astonishment that our centre staff, children, volunteers, committee members and partners have yet again achieved over and beyond of what we all expected.



Our committee consists of 16 members with a number of our committee members holding professional roles within the City of Derby. Their knowledge and experience continues to benefit our Centre greatly.

What we have done:

11,382 people visited the Centre, 4129 of those came to seek help, in a form of an advice session (DBHCA=1185, DRAC=2944).

Advice was provided on the following issues:

- ◆ Benefits issues including Job Centre 139
- ◆ Housing/Council Tax Benefit 75
- ◆ Immigration 376
- ◆ Letter Translation 88
- ◆ Interpreting Outside Office 185
- ◆ Multiple issue 159
- ◆ Other issues 163

Out of 1185 advice sessions, 439 were outreach visits.

We held and attended a number of events which included Holocaust Memorial Day 2019, Srebrenica Memorial Day 2019, Supplementary School Gathering, Bosnia & Herzegovina National Independence Day to name a few. We also continue to hold weekly Saturday activities and supplementary school for children. I am pleased to report that 17 children enrolled and we will continue to encourage other children to join us in the coming year.

We also continued to hold dance classes open to all children every Friday afternoon and had strong attendance by 13 children.

Funding

As a charitable entity we rely on funding from various sources in order to carry out the work that we do at the Centre. This is how our financial situation has revolved over the last year:

Saturday Activities

Our Saturday activities have been and continue to be funded

solely by the Centre reserve funds as our funding ran out last year. We have made several applications for funding but have been rejected. We will continue to support this wonderful activity as it benefits the children greatly. I would encourage anyone who is able to provide further support in obtaining funding for this activity to contact myself or another committee member.

End of Life Project

We secured new funding in May 2018 from Dunhill Medical Trust. The project started in September 2018 and was a 12 month project. During the project, staff worked closely with St Mary's Hospice in Birmingham and Royal Derby Hospital, undergoing intense training to get equipped with the knowledge on how to provide excellent End of Life Care for All. This was a combined project with BH UK Network which created an employment opportunity for one person on a short term contract.

"Refugees Supporting Refugees" Project

This was our final year of the project which completed successfully with all of the funding being exhausted appropriately and in accordance with the Project Plan.

Successful Application

Lastly we have been successful in obtaining funding from the National Lottery Funding in partnership with Derby Refugee Forum. This is for a term of 5 years and we will work together with our partner organisation to bring this project forward in accordance with the project plan.

A huge thank you to Centre staff including staff at Derby Refugee Forum, volunteers, parents, children, BH UK Network, Remembering Srebrenica staff, and lastly our committee members for all the amazing work that you all did and continue to do.

Nermina Webster
Chair

Chair Summary - Derby Refugee Forum

Derby Refugee Forum has completed another busy year from 2018 to 2019, culminating in the great news that we shall be able to continue our work for at least another 5 years because of new lottery funding.

The volunteer team has remained very stable with only a couple moving on and four new members. Everyone contributes to ensuring a dignified, respectful, supportive and friendly environment where asylum seekers and refugees hopefully feel welcomed and very much part of our community. Almost 50 volunteers, many of whom are asylum seekers or refugees themselves, bring an amazing variety of skills, expertise and empathy as well as wonderful personalities, fun, laughter and extraordinary commitment. Volunteers and the Centre staff welcome people into the building, register them and identify their issues. Further volunteers then make tea and coffee; distribute food; run the kitchen; provide hand and shoulder massage; haircuts; creative activities and trips. In addition volunteers run English and Maths classes; shop for the food cupboard; record information; produce statistics and provide advice sessions and interpreting support.

Over the year we have carried out 2209 individual advice sessions with 747 different service users from 41 countries. To facilitate this we have provided interpreting support through 11 volunteers for 11 languages. We continue to advise more asylum seekers than refugees but the proportion is narrowing as we are the only organisation in Derby to focus on helping refugees with the moving on process, once they get leave to remain, through our agreement with Derby City Council. Consequently benefits and housing are the primary issues for over 60% of refugee advice sessions.

For asylum seekers immigration and NASS Support (finance and housing) are the most frequent concerns, and we have also recorded a doubling of destitution over the period, generally resulting from failed asylum claims. This is a major concern as people are then no longer entitled to public funds and potentially become even more vulnerable.

The new Migrant Help telephone referral system has created many problems. We and the service users frequently wait



over 2 hours for the phone to be answered and we have then been cut off on many occasions. Hopefully these initial difficulties will be resolved but they are making it much more stressful and complicated to effectively address the often complex and urgent issues that asylum seekers and refugees bring to advice sessions.

We continue to play an active role in the City of Sanctuary group, campaign for change to the immigration system and work closely with other organisations to build a positive city in Derby that welcomes refugees and asylum seekers, in order to combat what is termed 'the hostile environment'

Ruth, Volunteer Coordinator and Admin Officer is continuing to develop a broad and stimulating range of workshops and activities alongside really positive relationships with other organisations. She is concentrating on our 5 areas of expansion agreed with our lottery funder including gardens and green spaces; school liaison; theatre projects; involvement in NHS training and awareness raising and building links with prisons. These are challenging and exciting projects that should enable us to encourage independence, community cohesion and better mental health alongside pleasurable and informative experiences.

Thank you to YAPP Charitable Trust, The Hilden Charitable Fund, The National Lottery and many, many churches, individuals and organisations who are so generous with funding and donations.

The Bosnia Herzegovina Centre provides, as ever, the roots for everything we do. The building, the equipment, the support, the understanding, the advice are all invaluable. Thank you Ferid and Nedzad for enabling so many people to have the opportunity, with support, to move forward with their lives in the UK.

Janet Fuller
Manager - Derby Refugee Forum



One of the key objectives of Derby Bosnia-Herzegovina Community Association is to continue to provide mother-tongue classes in Bosnian concentrating on language, core curriculum and cultural activities alongside activities such as music and dance.

Wherever possible we concentrate on making link with National Curriculum and supporting pupils' overall attainment and progress, however we also recognise that the impact of supplementary school on our pupils is not limited to their academic attainment, and indeed, there may be many wider benefits to their confidence, well-being, development of character and skills which are likely to be as important to the pupils and their parents.

The main aim continues to be preserving our community's heritage and incorporating it into our British way of life. We are still managed and run by our community members, on voluntary basis, and we teach children from a range of age groups, from pre-school to young adults. All of those involved in working with our pupils have been subject to Disclosure and Barring Service (DBS) checks.

We continued with an 'open classroom' policy where parents have the opportunity to watch their children being taught and participate or help with any classroom activities. Progress is key and so far, evidence shows, this is a great initiative and each pupil is making progress on their individu-

al learning journey.

In order to continue meeting the needs of our children we resume to work with two groups. During the 2018/2019 Academic Year, Alma Hrcic provided teaching for preschool children through to year 4 and Azra Basic, supported by Amela Zahirovic took charge of years 5 to 8.

On June 30, our pupils attended the annual Supplementary School Gathering event which this year was organised and co-ordinated by the Derby Bosnia-Herzegovina Community Association.

For our preschool children, we continue to offer a range of structured educational experiences based on learning through the play.

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.

Despite all our efforts, we continue to see a decline in number of children attending Saturday Activities. 19 children were enrolled during the 2018/2019 academic year, two of whom have now graduated.

For the second year running now we have failed to secure funding for the Saturday Activities and have funded it from our own budget.



The existence of Bosnian Pearls dance group dates back to the year 2000. Ever since the group was formed, a very large number of group members were involved, and they have performed at many festivals, parties, celebrations, events marking various important dates, social gatherings, etc. It's a group that has become one of the most liked in the city of Derby where many know about us and invite us to perform at different events and celebrations.

Last year, group performed at some events, although a few less than in previous years. Holocaust Memorial Event in January and Supplementary School Gathering in June were the biggest and most visited events where hundreds were able to enjoy the traditional music and dance from our motherland performed by a generation born in this country.

Classes were held every Friday from 17:30 till 19:30 and everyone was welcome to come and join. It's a relaxed atmosphere where we all join in at times, no matter what age or gender.

We would like to thank the following members for their efforts and dedication during the last 12 months:

Group One: Adna Bjelobrvic, Aldijana Pobric, Sara Akram, Sana Akram, Sarah Gopo and Emina Hrcic.

Group Two: Lejla Hrcic, Amina Zahirovic, Dzenita Salkic, Vedad Trnovac, Adnan Trnovac and Ayad Custic.

We would also like to express our gratitude to all the parents for their time and efforts when it comes to bringing their children to the rehearsals. Despite significant decrease of the members, we have managed to maintain the continuity of performances, programs and rehearsals.

Lastly, I would like to say thank you to everyone who supported us over the past twelve months.

Outreach Worker's Remarks

2018/2019 turned out to be very busy, enjoyable and, at times, challenging year. We continued to support our elderly and frail members of the community as well as those who are unable to come to the Centre due to their mobility issues or other health reasons.



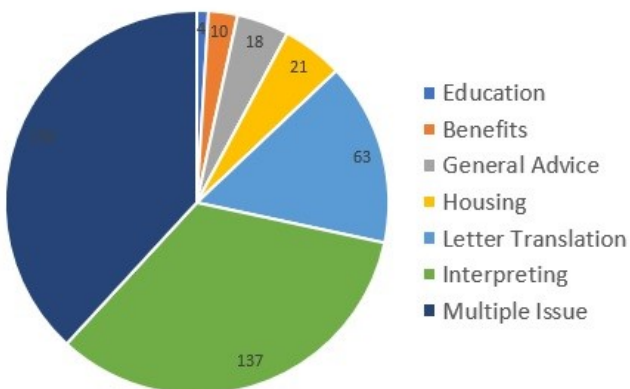
During the year four of the project, 439 outreach visits were carried out. This is a combination of home visits and visits to other local agencies for the purpose of interpreting, supporting or representing clients. In total, 49 individuals benefited from outreach visits.

Out of 439 visits, 302 were home visits to 28 different families. Many different issues were dealt with including Housing Benefit and Council Tax, Benefit Related Issues, Housing, Immigration and many more. The remaining 137 outreach services were in a form of interpreting or representation at Schools, GP Surgeries, Hospitals and other local agencies, spending an estimated 340 hours during the 12 month period.

whom suffer from various levels of physical or mental health issues.



Service Provided



Majority of clients live in Derby, however, few of them live in Nottingham. They are all of different age groups, gender and beliefs, however, most of them are elderly or members of Bosnian Roma Community, many of

Support was provided in many different areas; interpreting, giving relevant advice, providing a listening ear and understanding their concerns, making telephone calls on their behalf, filling forms, liaising with local authorities, GP's, housing associations, schools, health professionals, pharmacies and care agencies.

I'm very pleased to say that our organisation has secured funding for the next five years, meaning those in need will not be left alone and uncared for. So far, current project year has been very successful and I look forward to continuing to deliver the excellent level of service that our organisation has been doing for the past few years.

Nedzad Salkic
Outreach Worker



In May last year, Derby Bosnia-Herzegovina Community Association, in partnership with BH UK Network, was successful at obtaining funding from Dunhill Medical Trust. Project was a collaboration between the above organisations, St Mary's Birmingham and St Christopher's Hospice in London.

The overall goal of the project was to provide a high level of culturally appropriate care in the homes of the long-term sick and those in our community who are terminally ill. This goal was achieved by educating key staff of both Associations through QELCA (Quality End of Life Care for All) program.

The staff of both above mentioned Associations have undergone a series of training, including internships. The acquired knowledge will then be used in practice but also transferred to a group of volunteers who will be equipped with the knowledge of how to best handle the difficult moments that the patient and his immediate family are going through at that moment.

As a result of funding and many training sessions

attended, our staff are now very well equipped with knowledge required to provide emotional support and practical care for those facing serious illnesses.

For more information on this project, please contact one of the association's employees.

Achieved outcomes of the funding are:

- increased knowledge of the principles of palliative care
- increased confidence in the knowledge of the management of specific symptoms or issues relevant or related to their own practice
- increased confidence in own ability to initiate conversations related to end of life issues with colleagues, patients & relatives
- change in own practice that has improved patient experience
- implantation of changes in practice across teams and organisation which have improved patient experience.



My name is Sana Akram and I am a year 13 student studying an Extended Diploma in Health and Social Care at Derby Moor Academy sixth form. Starting from the 14th October I did 2 weeks' worth of work experience at the Bosnia & Herzegovina Centre. I participated in a range of activities during my work experience. I supported an English class on my first day and played 2 games of bingo with the clients. I also went to individuals who required support with Nedzad on Mondays and Fridays and helped with shopping for the clients. I also created a leaflet for Saturday supplementary school and designed a cover page for an annual report. Similarly, I helped prepare booklets and leaflets with other volunteers. The staff were very friendly and ensured I was busy and helped to complete tasks that required to be done. I was able to communicate with staff members if I was unsure about something, and they provided me with the necessary support. The atmosphere was calm and relaxed, even on the centre's busiest days. I enjoyed my work experience as there was a range of activities which were beneficial for my future career as a social worker and also for my assignment for school. I would like to thank the Bosnia & Herzegovina Centre for allowing me to do work experience at their place!

BH UK Network

We would like to sincerely thank BH UK Network for their support, cooperation and idea sharing during the last twelve months. It has been a very successful year for both Organizations.

We assure you that this venture between Derby Bosnia-Herzegovina Community Association and BH UK Network work will benefit both organizations for a very long period of time.



My name is Sarah El Rayyes, I'm 24 years old, and I moved from Bosnia to the UK in September this year. I started volunteering at the Derby Bosnia-Herzegovina Centre soon after. I volunteered at the reception desk and helped with the registration of refugees who come to seek advice from the Derby Refugee Advice Centre, located in that same building. This way I was able to get a good idea of how truly lively and diverse it can be at the centre, and what challenging situations refugees and migrants find themselves in. Almost everyone helping out at the centre was a volunteer, selflessly dedicating their own time and effort to help refugees. The atmosphere was always welcoming and relaxed no matter how busy it got.

Thanks to the wonderful staff of the Bosnia-Herzegovina Centre I was able to get my first job in the UK a lot quicker than I expected. I am now the Office Administrator at the Multi-Faith Centre, an organisation that seeks to build respect and cooperation between people of different religions and convictions.

Sarah El Rayyes



**BOSNIA &
HERZEGOVINA**
UK NETWORK

It is encouraging to see the employees from both organisations maintaining the already established good working relationships between themselves. These are inevitable factors to both, positive workplace and success of the organisations.

Supplementary School Gathering



Supplementary School Gathering is an annual event organised in June or July every year. It is probably the largest gathering of Bosnians and Herzegovinians living on the Island, providing a unique opportunity to see and refresh old memories and make new friendships.

This year's event was organised and hosted by the Derby Bosnia-Herzegovina Community Association, and, according to the feedback, was one of the best ones so far.

In excess of 400 people attended, including the representatives from the Ministry of Human Rights from Bosnia & Herzegovina, representatives from Bosnian Embassy in London, BH UK Network, Derby Refugee Forum, Derbyshire Fire Service and many more.

Schools who took part in this year's program are Derby, Birmingham, Manchester, Coventry, Hertfordshire and London Victoria.

Bosnia and Herzegovina National Day



In November, 2018, we organised an event to celebrate the national Day of our homeland. Program was prepared by pupils of Derby Supplementary School.

Holocaust Memorial Day 2019



On Monday, 28th of January 2019, Derby Bosnia and Herzegovina Community Association marked the Holocaust Memorial Day, the Day of remembrance of 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 **"Torn From Home"**, 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 24th anniversary this year.

Our event was attended by the Mayor of the City of Derby, chancellor Mike Carr, The Ambassador of Bosnia & Herzegovina in London, her excellency Valentina Maricic, representatives from Ukrainian Embassy, Armenian Community and many more.

Program consisted of guest speakers, exhibition, watching a short movie "Escape from Bosnia" and laying flowers on the monument outside the Centre.

Refreshments were provided after the program.



Srebrenica Memorial Day 2019



This year, Derby Bosnia-Herzegovina Community Association marked the 24th anniversary since Srebrenica genocide.

Amongst local Bosnians, this year's event was attended by the mothers of Srebrenica Ramiza Gurdić and Fadila Efendić, both of whom are survivors of genocide and both of whom shared their stories.

The event featured, speeches, survivor testimonies, prayers, laying flowers on the monument outside the Centre and refreshments, bringing together not only members from the Bosnian community but also wider population.

We would like to thank all those who took the time to attend this very important event.

Celebrating Independence Day



Event was organised at Bosnia & Herzegovina Centre to mark the Independence Day of Bosnia and Herzegovina where a program was prepared by the pupils of Bosnian Supplementary School featuring poems and songs and refreshments.

Annual General Meeting 2018



Derby Bosnia-Herzegovina Community Association's Annual General Meeting was held in December 2018 where our Organisation's work for the past twelve months was presented to the audience.

Turnout was very good and a new committee of sixteen members was elected. 15 out of those 16 people served in the committee in the previous year.

Refreshments were provided after the meeting.

New Year's Presents



On 30th December 2018, Derby Bosnia-Herzegovina Community Association Derby treated all our Saturday Activity members with New Year's gifts.

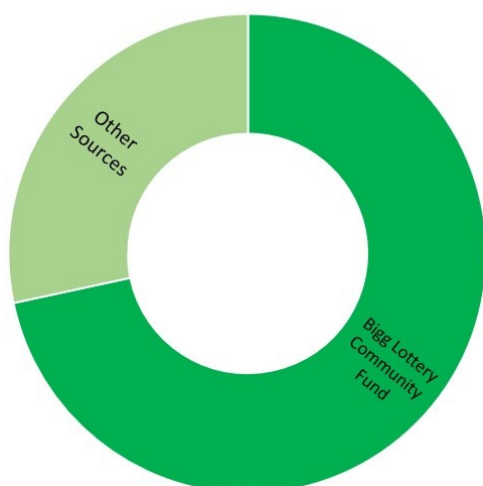
In total, 28 presents were given away and it was a pleasure to see delightful faces of youngsters who turned up to this event in large numbers as usual.

As always, a magician and our friend Jasmin Mesic did an absolutely fantastic job in entertaining children until Santa arrived.

DERBY BOSNIA HERZEGOVINA COMMUNITY ASSOCIATION
RECEIPTS AND PAYMENTS ACCOUNT
YEAR ENDED 31 AUGUST 2019

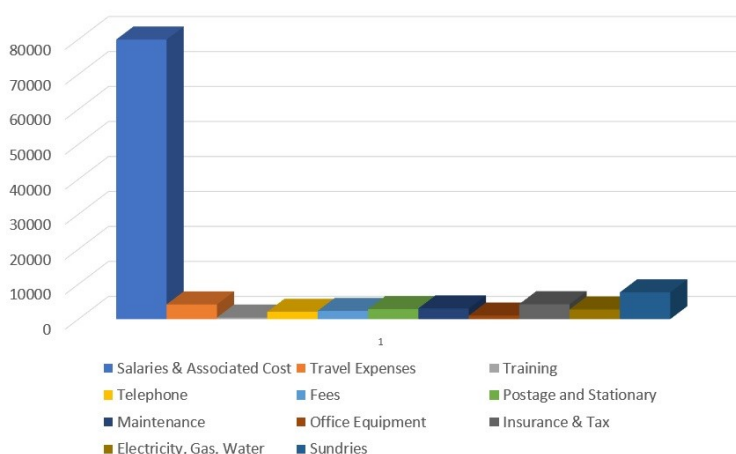
2018		Unrestricted Funds £	Restricted Funds £	2019 Total £
Total £				
	Income			
84099	Grants	0	87788	87788
4680	Donation & Invoiced Income	34170	0	34170
3116	Subscriptions	410	0	410
11067	Fundraising & Miscellaneous	70	0	70
102962		34650	87788	122438
	Charitable Expenditure			
74739	Salaries & Associated Cost	16639	63313	79952
4851	Travel Expenses	3117	1098	4215
830	Training	150	303	453
2305	Telephone	0	2112	2112
1654	Fees	0	2371	2371
1981	Postage and Stationary	1207	1678	2885
1721	Maintenance	0	3090	3090
266	Office Equipment	0	1030	1030
3680	Insurance & Tax	184	4096	4280
3272	Electricity, Gas, Water	0	2753	2753
4281	Sundries	3338	4330	7668
99580		24635	86175	110810
0	Cost of General Funds	0	1050	1050
400	Managing & Administering the Charity	0	430	430
99980	Total Expenditure	24635	87655	112290
2982	Surplus (Deficit) for year	10015	133	10148
61354	Funds Brought Forward	64336	0	64336
64336	Closing Balance	74351	133	74484

INCOME



We continued to receive funding from more than one sources. The Big Lottery Community Fund was again a core funding. We have managed to raise funding from other sources: hiring centre, subscription, fund-raising, etc. in around £34,650. Part of this sum came from BH UK Network, covering the costs of a joint Quality End of Life for All project. This kept us on track with planned long term objectives. We continue to keep our financial sustainability very healthy.

EXPENDITURE



The expenditure came around £11,000 higher then the previous year. This is partly down to annual salary increases but also wages and associated costs for an additional member of staff covering the EOL Project. The expenditure was kept to the minimum level possible. The building expenditure was planned as part of Projects delivery. 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.

Balance Sheet

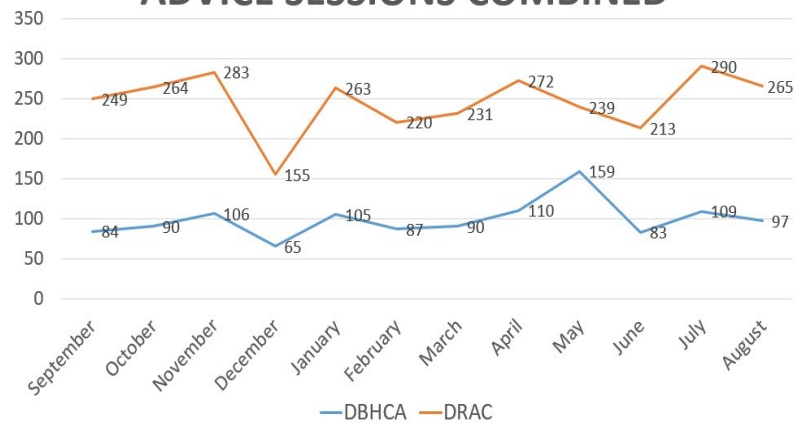
2018		2018	
Fixed Assets			
300000	Building	300000	
0	Depreciation	0	
300000		300000	
Current Assets			
64036	Balance at Bank	74184	
300	Cash	300	
0	Debtors	0	
64336		74484	
Liabilities			
0	Creditors	0	
364336	Total Net Assets	374484	

Statistical Information

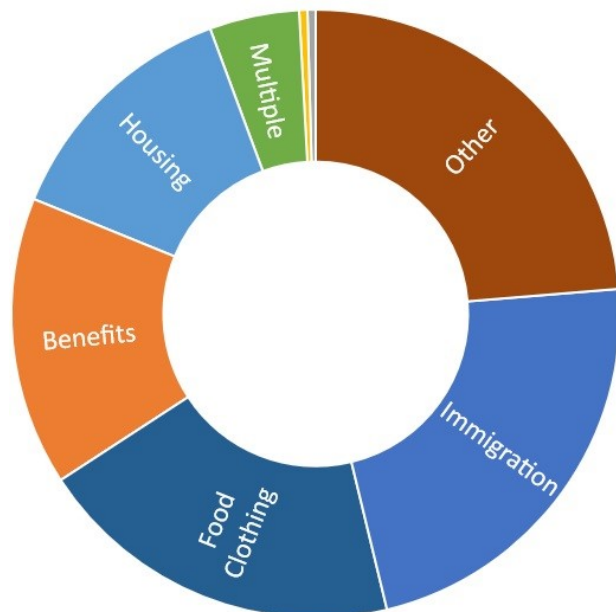
Sep 2018 - Aug 2019

- **4129 Advice Sessions**
 - ◆ DBHCA 1185
 - ◆ DRAC 2944
- **439 of DBHCA advice sessions were outreach visits**
- **104 Applications to Home Office**
 - ◆ Travel Document 88
 - ◆ Biometric Card 4
 - ◆ ILR Settlement 5
 - ◆ Citizenship 7
- **11,382 Centre Visits**
(Including Advice Sessions)
- **7 Events Organised**
- **37 Saturday Activity Sessions**
- **32 Dance lessons**
- **2 Bosnian Pearls Performances**
- **Training sessions for staff and volunteers**
 - ◆ Immigration *(two day course)*
 - ◆ QUELCA - Quality End of Life for All
5 full day sessions
- **Work experience was provided for two student from the University of Derby who held Therapeutic Dance Therapy Classes.**
- **Placement was provided for two students, one from Nottingham Academy and the other from Derby Moor Academy**
- **173 Advice Sessions were for Roma families.**

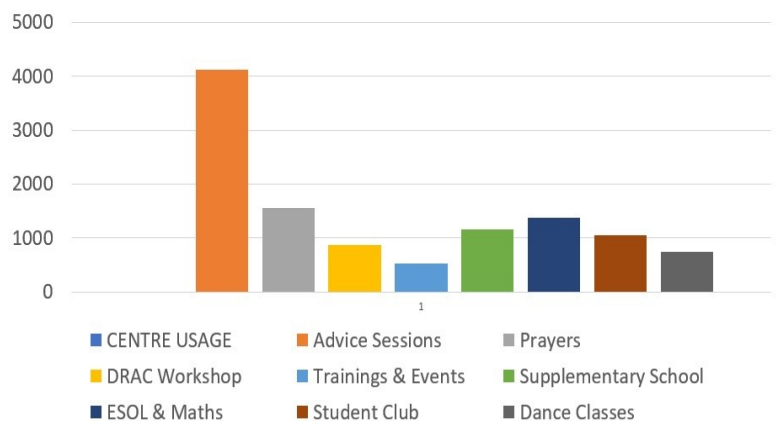
ADVICE SESSIONS COMBINED



QUERY TYPE



CENTRE USAGE



I would like to take this opportunity to express my gratitude and appreciation to all the members of our incredible committee for all their hard work and efforts during the past twelve months.

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



Nermina Webster
Chair



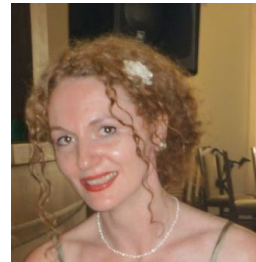
Arnes Pobric
Secretary



Muhamed Siranovic
Treasurer



Midhat Kapetanovic
Committee Member



Mualja Karahasani
Committee Member



Amra Bjelobrvic
Committee Member



Ahmo Salkic
Committee Member



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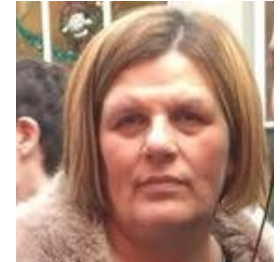
Hana Demirovic
Committee Member



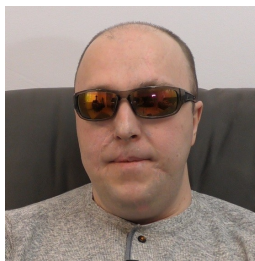
Ahmed Velic
Committee Member



Belma Velic
Committee Member



Irfeta Pobric
Committee Member



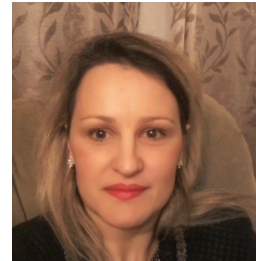
Eldin Iovic
Committee Member



Alma Pasic
Committee Member



Amela Akram
Committee Member



Elma Gopo
Committee Member



Ajsa Bjelobrvic
Committee Member

Derby Bosnia-Herzegovina Community Association Committee is made up of sixteen members who were elected during the last Annual General Meeting which was held in December 2018.

Over the past twelve months, committee held six meetings and response was always positive, averaging around ten members per meeting, which meant that the committee always had a sufficient number of members present in order to be able to

make necessary and important decisions.

I would like to take this opportunity to express my gratitude and appreciation to all the members of our incredible committee for all their hard work and efforts during the past twelve months.

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



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.

ACKNOWLEDGEMENTS

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

- Big Lottery Fund
- Derby City Council
- Derby Refugee Forum
- Embassy of Bosnia and Herzegovina in London
- Parents of Children attending Saturday Activities
- BH UK Network
- Our Volunteers
- Statutory or voluntary organisations we have been working with during 2018-2019

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.



Contact us

The Derby Bosnia-Herzegovina Community Association is a charity registered organisation. Registered in England and Wales number 1071955

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