



ANNUAL REPORT 2019/2020

The Derby Bosnia-Herzegovina Community Association



Bosnia & Herzegovina Centre
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OUR ORGANISATION AND COMMITTEE



Nermina Webster
Chair

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.



Alma Pasic
Vice Chair



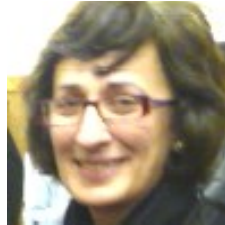
Amra Bjelobrvic
Secretary



Muhamed Siranovic
Treasurer



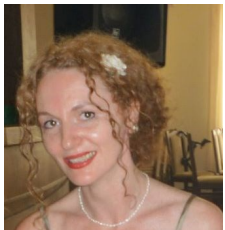
Midhat Kapetanovic
Committee Member



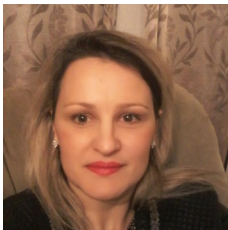
Hajrija Halilovic
Committee Member



Ahmo Salkic
Committee Member



Mualja Karahasani
Committee Member



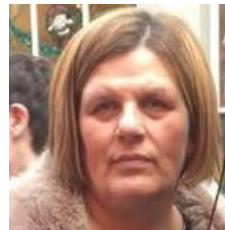
Elma Gopo
Committee Member



Ajsa Cenanovic
Committee Member



Alen Cenanovic
Committee Member



Irfeta Pobric
Committee Member



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Hana Demirovic
Committee Member

About Us

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 organisation Derby Refugee Forum. 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.

Committee 2019/2020

Derby Bosnia-Herzegovina Community Association Committee is made up of thirteen members who were elected during the last Annual General Meeting which was held in December 2020.

Due to the coronavirus pandemic, over the past twelve months, committee had only one face to face meeting, however, each member was regularly kept up to date with project progressions and all other relevant matters.

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.



CHAIR SUMMARY

It seems that every time I am asked to write my end of year summary the whole year has gone with a blink of an eye. It is especially true this year, which has unexpectedly taken us all by surprise, as we spent the whole year under COVID 19 pandemic.



Plans we made were disrupted slightly during the first lockdown and I am pleased to report that our staff at the centre quickly adapted to the new lockdown restrictions and made changes to ensure that we can provide our services compliantly, adhering with the rules and regulations set out by the government.

In total we had 6,087 people visit the centre over the year with 2,961 seeking help from Derby Bosnia Herzegovina Association and the Derby Refugee Forum. The following data was captured to show the type of help provided; benefits issues including Job Centre, Housing/Council Tax Benefit, immigration, letter translation, interpreting outside office and many more.

Due to our funding running out last year, the committee took the decision to fund Saturday activities for children using the reserve funds of the Derby Bosnia-Herzegovina Association. In the academic year of 2019/2020 12 pupils enrolled in September 2019, with 21 Saturday activities being held before the lockdown in March 2020.

We were successful in securing funding from ESF in January 2020 which lasted for 6 months. This funding helped us secure one part time employee position and offer multiple courses including, English, Maths, Interpreting Level 1, Immigration, Job Search and Interview Techniques, Driving Theory Training, Life in the UK Course for 25 students and to monitor their progression into employment and report back to funders. This project was slightly challenging as we lost valuable time during lockdown. Fortunately, the deadline was extended by two months and we have successfully completed the project and secured funding for the next round from the same funding provider.

Our success in obtaining funding continued as we

secured funding from the Foundation Derbyshire which enabled us to purchase a large 86" Smart Educational Board for easier delivery of lessons. We also secured funding from Severn Trent Water in the sum of £2,000 for food parcels during lockdown.

An additional sum of £17,000 was obtained from the National Lottery Community Fund to spend on food and other running costs during COVID-19 Crisis.

Thanks to additional funding and donations from our members of the Bosnian Community we provided over 900 food parcels and more than £3000.00 worth of food and clothes vouchers to those most vulnerable living in our City.

We have also managed to hold some events such as Holocaust Memorial Day holding the reception on our premises to our distinguished guests just before the lockdown. During the lockdown we held an outside event for Remembering Srebrenica Memorial Day.

This year our AGM will have to be organised in accordance with rules that will govern our Tier at the time. More information will follow shortly once we have received an update from the government.

I would like to take this opportunity to thank our staff, committee members, our partners: Derby Refugee Forum, Bosnia UK Network, Remembering Srebrenica and lastly our community who have continued to help us in many different ways throughout this last year.

I therefore propose that this Annual Report 2019/2020 is acknowledged and adopted.

Nermina Webster
Chair - Derby Bosnia-Herzegovina Community Association

Chair Summary - Derby Refugee Forum

Like other organisations and charities throughout the country Derby Refugee Forum has faced its most challenging, frustrating and soul searching year.

It started off well as we were able to use our lottery money to expand our pilot projects of liaising with primary and secondary schools; working with Derby Theatre and Maison Foo and starting to support asylum seekers in Serco accommodation to work on their gardens and enjoy the therapy of nature. We were also actively involved in GP training and contributing to a Healthwatch Derby report into the problems faced by asylum seekers and refugees when accessing healthcare.

Initially we continued as normal our core service of providing individual advice sessions, averaging 25 sessions on Tuesdays and Thursdays with our dedicated and professional group of volunteers. Over the year we have given 1826 advice sessions of whom 302 were new this year. We saw an incredible 41 different nationalities. For the first time the visits by refugees outnumbered those by asylum seekers. For refugees issues relating to benefits and increasingly housing were the main focus and for asylum seekers a worrying further increase in destitution plus immigration and support queries were the most common. Burton and Burton and IAS Solicitors were still doing outreach at the Centre until March 2020 and have continued to support us whilst working from home.

We have maintained a very good professional working relationship with other organisations in Derby, especially the British Red Cross, Upbeat Communities and Derby City Council, as well as groups within the City of Sanctuary remit, albeit through telephone links and zoom, to support refugees and asylum seekers through the pandemic

Ruth, Volunteer Coordinator and Admin Officer,



worked incredibly hard to organize 95 workshops, activities and trips, pre lockdown, with 1145 participants overall. Social activities are such an essential part of what the Forum offers to promote positive mental and physical health, learning experiences and community integration. Hopefully we will be able to start again sometime in the New Year.

We effectively closed from 19th March 2020 to the end of June except for our food bank. Ferid and Nedzad worked tirelessly 5 days a week during that time to provide Tesco, Aldi and Primark vouchers as well as food to 283 people with money from The Martin Lewis Corona Virus Emergency fund.

From July we started individual advice sessions again. These are on a much reduced basis, adhering to all government safety guidelines and with volunteers who feel able to contribute, with no more than 3 advisers operating at any one time. Our interpreter volunteers also work in reception to ensure service users follow the guidelines and keep us all safe. On average we are able to see half the number of people wanting advice as pre covid. We did start English and Maths classes again with a maximum of 10 students but unfortunately these have closed again due to the current restrictions. Hopefully in the Spring we can move towards normality

Thank you so much to all our volunteers who have remained incredibly supportive throughout and most of all to the Bosnia-Herzegovina Community Association because they are the foundation of our service.

Janet Fuller
Manager - Derby Refugee Forum

THE NATIONAL LOTTERY COMMUNITY FUND

The National Lottery Community Fund



The National Lottery Community Fund continues to be our core fund, providing financial support for the running of our Refugees Supporting Refugees Plus Project. This is a five-year project and we have just successfully completed our first year.

When UK entered national lockdown at the end of March, we saw an increased demand for food which put Centres' Food Bank under strain. Many people were losing jobs. Some were caught in transition from Asylum Seeker to being granted Refugee Status with their support being stopped. There was huge pressure on DWP with many people applying for Universal

Credit meaning that people had to wait for several weeks for their first payment so they had no choice but to turn to food banks.

In addition to our five-year project, The National Lottery kindly provided us with an additional £17,000 to help our organisation through the COVID-19 pandemic, £5,500 of which was to be spent on food for those in need. Thanks to this support and support of £2,000 from Severn Trent Water, we were able to easily meet the demand. In fact, we went a step further, extending the distribution to all the Asylum Seekers in Derby.

More than 900 parcels were distributed during the first year of the project, many of which were accompanied with food or clothes vouchers. In excess of £3,000 was given in vouchers.

In addition to this, extra funding of £5,500 from The National lottery enabled us to provide additional 200 food parcels, each accompanied with a £10 Primark voucher enabling service users to buy essentials such as underwear.

Decision for clothes vouchers to accompany food parcels was made based on findings during a previous pilot project with our partner organisation Derby Refugee Forum following which was concluded that newly arriving Asylum Seekers lack funds to buy basic necessities such as underwear, socks and other essentials.

Local MP was invited to our Centre to discuss this issue and recommendation was made for Amanda Soloway (MP) to raise this issue at the parliament and suggest a one of small payment to all newly arriving migrants to enable them to purchase above mentioned essentials.



Service, Provision, Query

Sep 2019 - Aug 2020

- **DBHCA provided 1,135 advice sessions**
- **325 Outreach visits**
- **143 Applications to Home Office**
 - ◆ Travel Document 68
 - ◆ Biometric Card 5
 - ◆ ILR Settlement 62
 - ◆ Citizenship 5
 - ◆ Other 3
- **6,087 Centre Visits**
- **6 Events Organised**
- **21 Saturday Activity Sessions**
- **2 Bosnian Pearls Performances**
- **Training sessions for staff and volunteers**
 - ◆ Community Interpreting Level 1
- **135 Advice Sessions were for Roma Families/individuals.**

In January 2020, Derby Bosnia-Herzegovina Community Association was successful in obtaining funding from The Futures Group, who are jointly funded by the Education and Skills Funding Agency and the European Social Fund.

Community Grants are given to small voluntary and community organisations with a turnover of less than £500,000, providing the opportunity to access funds to deliver projects that help engage and progress 'hard to reach' individuals towards the labour market. The grants are designed to support participants' progression so that they are confident in their ability to move into employment.

Our commitment was to provide 25 individuals with the opportunity to access different courses including Interpreting Course Level 1, Introduction to Immigration Advice (OISC), ESOL, Maths, ICT, Life in the UK, Driving Theory and many more. Every individual's progression was monitored to see how successfully the project was delivered.

Due to national lockdown, classes were suspended at the end of March, causing some valuable time to be



CV, Interview and Job Search Course

lost, however, our deadline was kindly extended by two months giving us the opportunity to successfully complete the project.

Further application for next round was submitted in July and was conditionally approved, condition being that previous round was completed successfully which in the end was the case.

Lastly, we would like to express our gratitude to The Futures Group, ESF and SFA for the opportunity and for their support during this difficult time.

Funded by



Futures



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.

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.



**BOSNIA &
HERZEGOVINA**
UK NETWORK

Saturday Activities



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.

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 individual learning journey.

Due to the Coronavirus pandemic, Saturday activities ran from September through till early March when they had to be suspended in order of safety of everyone as well as following government guidelines. Also, due to the pandemic, this year there was no annual Supplementary School Gathering event.

Lastly, we would like to say a big thank you to all the parents for providing support in a form of cleaning premises after activities took place.

Outreach Worker's Remarks

Last 12 months turned out to be very busy, enjoyable but also challenging. 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 first year of the project, 325 outreach visits were carried out. Out of 325 visits, 256 were home visits. Support was provided in many different areas; interpreting, 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, spending an estimated 240 hours during the 12 month period.

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

Our visits were reduced to only those that are essential during the first wave of the pandemic in order to protect our clients and staff, but also to be in line with government guidelines.

I look forward to continuing to deliver the excellent level of service that our organisation has been doing for many past years.

Nedzad Salkic
Outreach Worker

Holocaust Memorial Day 2020



On 27th January 2020, 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 **"Stand Together"**, 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 25th anniversary this year.

Our event was attended by the Mayor of the City of Derby, chancellor Frank Harwood, the representative from Bosnia & Herzegovina Embassy in London, Igor Basic, Ukrainian, Armenian and Jewish Community representatives, and many more.

Program consisted of guest speakers, exhibition, testimonies and laying flowers on the monument outside the Centre. Refreshments were provided after the program.



Srebrenica Memorial Day 2020



This year, Derby Bosnia-Herzegovina Community Association marked the 25th anniversary since Srebrenica genocide.

Event took place on 11th July 2020 and due to COVID restrictions at the time, it was held outside and limited to a maximum of 30 people.

The event featured speeches, prayers and laying flowers on the monument outside the Centre. Refreshments were provided but limited to only certain items having in mind safety of everyone involved.

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

Bosnia and Herzegovina National Day



In November 2019, an event was organised to celebrate the national Day of Bosnia and Herzegovina. Extensive programme was prepared by the teachers and pupils of Derby Supplementary School.

EVENTS

Celebrating Independence Day and International Women's Day



In March 2020, event was organised at Bosnia & Herzegovina Centre to celebrate the independence day and International Women's Day. Extensive program was prepared by the pupils of Bosnian Supplementary School featuring poems and songs and refreshments. Celebrations continued late in the evening with live music and entertainment.

Annual General Meeting 2019



Derby Bosnia-Herzegovina Community Association's Annual General Meeting was held in December 2019 where our Organisation's work for the past twelve months was presented to the audience.

Turnout was very good and a new committee of thirteen members was elected. 11 out of those 13 people served in the committee in the previous year and 2 new members joined the committee. Refreshments and entertainment were provided after the meeting featuring Bosnian Traditional Dance and live Iranian music.

New Year's Presents



On 28th December 2019, 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, entertainment was provided and this time it was Loopy Lou with her magic tricks that provided outstanding entertainment for youngsters until Santa arrived.

Beating January Blues

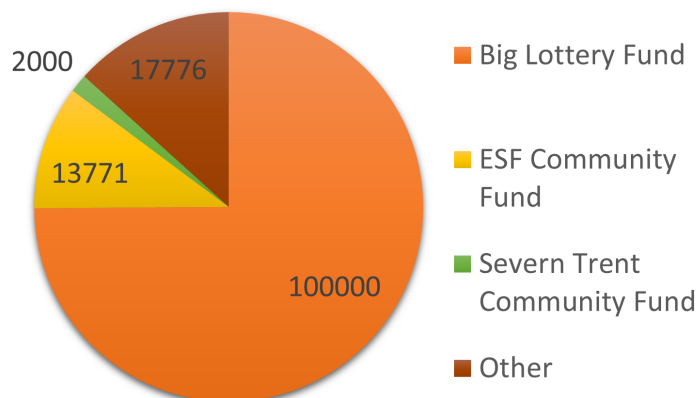


On 30th January 2020, Bosnia & Herzegovina Centre hosted a three-hour show organised in partnership with Derby Refugee Forum and BBC Radio Derby. It was a morning packed with entertainment and live music. Aim of the event was to help people overcome their January blues which affect many people following Christmas holidays and with nothing to look forward to but two solid months of continued dark winter misery.

DERBY BOSNIA HERZEGOVINA COMMUNITY ASSOCIATION
RECEIPTS AND PAYMENTS ACCOUNT
YEAR ENDED 31 AUGUST 2020

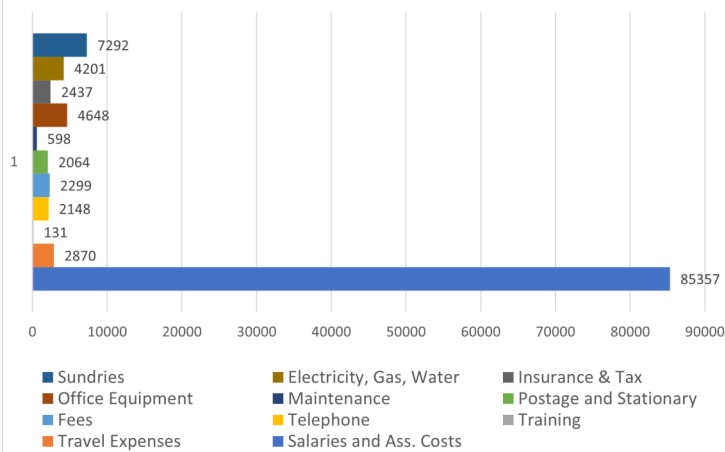
2019		Unrestricted Funds £	Restricted Funds £	2020 Total £
Total £				
	Income			
87788	Grants	0	115771	115771
34170	Donation & Invoiced Income	17416	0	17416
410	Subscriptions	360	0	360
70	Fundraising & Miscellaneous	0	0	00
122438		17776	115771	133547
	Charitable Expenditure			
79952	Salaries & Associated Cost	4227	81130	85357
4215	Travel Expenses	2260	610	2870
453	Training	55	76	131
2112	Telephone	601	1547	2148
2371	Fees	0	2299	2299
2885	Postage and Stationary	30	2034	2064
3090	Maintenance	0	598	598
1030	Office Equipment	0	4648	4648
4280	Insurance & Tax	0	2437	2437
2753	Electricity, Gas, Water	0	4201	4201
7668	Sundries	2126	5166	7292
110810		9299	104746	114045
1050	Cost of General Funds	0	450	450
430	Managing & administering the charity	0	450	450
112290	Total Expenditure	9299	105646	114945
10148	Surplus (Deficit) for year	8477	10125	18602
64336	Funds Brought Forward	74351	133	74484
74484	Closing Balance	82828	10258	93086

INCOME



We continued to receive funding from more than one sources. The National Lottery Community Fund continues to be our core funding. We have also managed to secure some funding from the ESF Community Fund and Severn Trent Water. Funding was also raised from other sources: hiring centre, subscription, fundraising, etc. This kept us on track with planned long term objectives. We consider ourselves extremely lucky for being able to keep our financial sustainability very healthy, especially during this very difficult times when many others are having a difficult time.

DIRECT CHARITABLE EXPENDITURE



The expenditure came around £3,000 higher than 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 ESF 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

2019		2020
	Fixed Assets	
300000	Building	300000
0	Depreciation	0
300000		300000
	Current Assets	
74184	Balance at Bank	92786
300	Cash	300
0	Debitors	0
74484		93086
	Liabilities	
0	Creditors	0
374484	Total Net Assets	393086

