



Annual Report

2020-2021

The Derby
Bosnia-Herzegovina
Community Association



Bosnia & Herzegovina Centre



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OUR ORGANISATION AND COMMITTEE

Committee 2020/2021

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

Due to the coronavirus pandemic and following government guidelines, over the past twelve months, committee held their meetings mainly via Zoom platform, however, face to face meetings have been reintroduced from November 2021.

Response to meetings was not always as we would have wished, averaging around six members attending and six being absent per meeting. This is mainly down to some of the committee members not being equipped with technical knowledge and unable to use Zoom. Most importantly, low attendance didn't affect the meetings and the committee always had a sufficient number of members present in order to be able to make decisions. One of the main reasons for not as good

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.



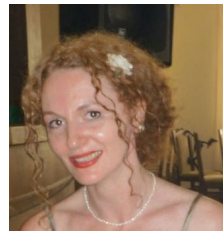
Nermina Webster
Chair



Alma Pasic
Vice Chair



Muhamed Siranovic
Treasurer



Mualja Karahasani
Committee Member



Hajra Halilovic
Committee Member



Midhat Kapetanovic
Committee Member



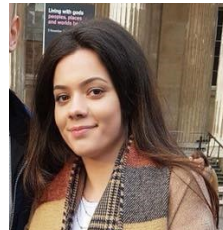
Ahmo Salkic
Committee Member



Elma Gopo
Committee Member



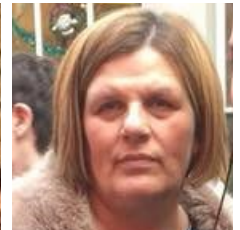
Amra Bjelobrvic
Committee Member



Ajsa Cenanovic
Committee Member



Alen Cenanovic
Committee Member



Irfeta Pobric
Committee Member

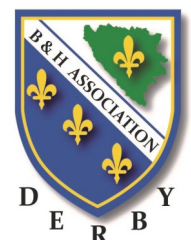
About Us

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.



Our Year 2020-2021

Just when we thought we were starting to go past the interruption of COVID 19, on 4th January 2021 we were thrown into yet another lockdown and the uncertainties that came with the lockdown were once again upon us.

I am pleased to report that we were better prepared to cope with further lockdowns and were able to roll out the necessary precautions which enabled us to stay open and to provide our services to those mostly in need.

Our committee consists of 12 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.

2,549 people visited the Centre. 1081 advice sessions were done and we dealt with different issues including, Benefits issues, Housing/Council Tax Benefit, Immigration, Interpreting Outside Office and many other issues.

We held and attended a number of events which included online Holocaust Memorial Day 2021, Srebrenica Memorial Day 2021 held outside our Centre, 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 14 children enrolled in September 2021 and we will continue to encourage other children to join us in the coming year. We surprised our children with Santa delivery of presents during the Christmas and New Year Period in 2020 and are working towards doing the same this year.

We also managed to arrange and run a Level 2 Interpretation course with 7 people attending and passing the course, including two of our staff members.



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 in 2019. 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.

Successful Application

Lastly, as we reported previously, we were successful in obtaining funding from the National Lottery Funding in partnership with DRAC in 2019. During the second year of the project, Centre provided over 357 food parcels and more than £2,590.00 worth of food and clothes vouchers to those most vulnerable.

COVID-19

Centre remained open during both lockdowns, our staff at the Centre continued working and dealing with emergency cases.

A huge “**thank you**” to Centre staff including staff at DRAC, volunteers, parents, children, B&H 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

Summary - Derby Refugee Forum

This has been another difficult and frustrating year for Derby Refugee Forum. We have been keen to return to offering positive social activities, trips and workshops, but ongoing covid restrictions have made this impossible.



We want to see the Centre full and buzzing, with refreshments, conversations and mutual support as soon as it is safe to do so. Let's hope we can achieve that in 2022.

We have continued our core service of providing individual advice sessions, averaging 15 sessions on Tuesdays and on Thursdays with our dedicated and professional group of volunteers; who have been brilliant throughout the pandemic. To maintain social distancing we can only operate with 4 advisors at any one time which limits the number of sessions we can offer. We are still using an appointment system rather than drop in, to control numbers, but we would like to return to some drop in services as soon as practicable. We do try to ensure that we respond to people in emergency situations if they come on spec. Over the year we have given just over 1000 advice sessions to many different service users of whom 170 were new clients this year. We saw an incredible 36 different nationalities.

Visits by refugees have again just outnumbered those by asylum seekers. For refugees issues relating to benefits and housing have been the main focus, with council tax debt being a major concern. During the pandemic many who work through an agency have had intermittent employment, leading to variable income, plus the cut back of £20 weekly in Universal Credit has really made for financial difficulties for many people. A major issue for asylum seekers in May of this year was the changeover to new aspen cards. For many the transition did not go smoothly, leading to days and occasionally weeks without money. We were able to provide supermarket vouchers and extra food, and staff and volunteers in reception responded quickly and efficiently to numerous enquiries from stressed and desperate service users. Burton and Burton and

IAS Solicitors have continued to support us whilst working from home.

We have continued to build on good professional working relationship with other organisations in Derby, especially the British Red Cross, Upbeat Communities, Derby City Council and Derbyshire Refugee Solidarity as well as groups within City of Sanctuary. This has been essential to ensure people access the service most appropriate to their needs at a time when support has been needed more than ever.

Three English and one Math's class started again in March with an additional English conversation group held on Monday afternoons. These are limited to 12 participants at the moment but are popular, especially with asylum seekers based in local hotels and the Initial Accommodation Centre.

Our lottery projects have been seriously curtailed, but we have remained actively involved with theatre projects: thank you Nasrin for all your hard work and liaison with Maison Foo, plus one of our ex volunteers, Adam, starred in an excellent award winning production of 'Destinies' at Derby Theatre. We have carried out a training session with staff at St Thomas Road Surgery, supporting them to understand the specific issues faced by asylum seekers and we contributed to a report by Healthwatch Derby concerning access to GPS.

Thank you to all our volunteers who give so much of their time, energy and skills and a very special thank you to the Bosnia-Herzegovina Community Association and Ferid and Nedzad who provide the basis for everything we do.

Janet Fuller
Manager - Derby Refugee Forum

Refugees Support Refugees Plus



Despite all the difficulties we faced with two national lockdowns and COVID-19 restrictions in place, we have still managed to successfully complete the second year of our five-years long Refugees Support Refugees Plus project. This is our main project which we are doing in partnership with Derby Refugee Forum and is funded by the National Lottery Community Fund who continues to provide our core funding.

When UK entered national lockdown in March 2020, 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 Community Fund 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, during September and October last year, we were able to provide 200 food parcels worth £15 each accompanied by a £10 Primark Gift Card taking the

total of each donation to £25. Remaining £500 was spent on Aldi vouchers worth £10 each. These were handed out to destitute Asylum Seekers with no support and they accompanied regular weekly food parcels which we provide from Centre's Food Bank.

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.

We continued to provide regular advice sessions almost to the same capacity that we were doing before the pandemic. During the second year of the project, our organisation carried out 1081 advice sessions and Derby Refugee Forum did 1000 exactly, making the project total of 2081, out of which, 239 were outreach visits to those who are homebound, elderly and unable to come to the centre for different reasons. In order to operate safely, Tuesday's and Thursday's drop-in sessions were replaced with an appointment based system in order to avoid crowding at the Centre.

Classes and trainings were reintroduced first in September 2020 and then again at the beginning of March following government's relaxation of rules for education sector. We are pleased to say that seven people attended and successfully passed the Level 2 Community Interpreting course, some of whom are now working as paid interpreters.

There has been support available for writing CVs to improve work chances and we hope to expand other social activities again in the near future. This does much to support the health and wellbeing of clients who feel very isolated. Many have been waiting two years or more for Home Office decisions and it can be soul destroying, especially when they see others arriving much later being processed more quickly in the system.

At the moment, we have returned to a much greater capacity than we were at this time last year. Huge thank you to all the people involved in the project will continue to provide a great service to those in need.



Refugee Futures During - After Pandemic

Working with Futures during the period of September 2020 and August 2021, we were able to successfully engage 50+ learners, where over 35 successfully finished the programme despite the global pandemic and national lockdowns. We initially interviewed approximately 80-100 people, where we picked out those who met the ESF requirements and enrolled them onto a course that was most suited for them.



We ran a range of courses such as ESOL from pre-entry to Entry Level 3, Life in the UK, Driving Theory, Community Interpreting L2, Office of immigration L1, CV and IT skills. We have an 86inch SMART board, along with new laptops to further cultivate our courses and to ensure they are delivered to a high standard.



Although during lockdown we had a few issues in completing the courses face-to-face we soon overcome this obstacle as we introduced online learning via zoom, through WhatsApp sessions, and finally we reduced class sizes to ensure the safety of all employees and students in the class. This is still practised today as we still believe everyone should be kept safe and at a distance from one another.

By Futures offering us the chance to manage and undertake this project we have found how successful it has been with all the participants involved. The project has enabled participants in becoming more confident and independent. A lot of all learners were lacking these skills especially as English was not their first language however by taking courses has given them that confidence boost to begin conversations and deal with simple things such as making appointments, paying bills etc. It's given participants the chance to further enhance their skills not only needed to enter the labour market but also to increase their knowledge academically which will help them gain a personal achievement. It's also refreshed their skills which will enable them to compete in the labour market.

We've also pushed them towards using more ICT technology by instilling such methods into the teaching programme. Also helped them in learning how to use a smartphone in ways they never knew.

We hope to carry on working in partnership with ESF and Futures to ensure all Refugees and Asylum seekers are given the chance to progress further which will allow them to enter the labour market and give something back to the community.

Alisha Sajid
Project Coordinator

Funded by



Fu+ures



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.

As with everything else, COVID-19 pandemic had a huge impact on our Supplementary School. We were not able to offer face to face classes to pupils due to government restrictions and, after consultations with parents, we started with online lessons instead which were very popular and children really enjoyed it.

Wherever possible we concentrated 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.

Lastly, we would like to say a big thank you to all the parents and tutors for providing support.

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.



Outreach Worker's Remarks

Last year turned out to be a bit more challenging than the previous years. Two lockdowns impacted number of visits that we do as we followed government guidelines and reduced home visits to only those absolutely essential. Support was provided over the phone whenever possible. On the other side, a good proportion of our clients were reluctant to have home visits due to fear of infection.



During the second year of the project, 239 outreach visits were carried out, out of which, 226 were home visits while the other 13 were the outreach visits to GP Surgeries, Hospitals, Schools etc. 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 agencies, schools, health professionals, pharmacies and care agencies, spending an estimated 200 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.

Going forward, we have a new Outreach Worker who will be working closely with our frail and elderly. Aleksandra is the latest addition to our team and is very talented young individual who is looking forward to continuing to deliver the excellent level of service that our organisation has been doing for many past years.

I would like to take this opportunity to welcome Aleksandra to the team and wish her a good luck and many successful years with our organisation.

Nedžad Salkic
Outreach Worker

Holocaust Memorial Day 2021



On 27th January 2021, 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.

Due to Covid-19 restrictions, were not able to organize the event in the way we usually do. Instead, the whole program was pre-recorded and made available to general public on the HMD Derby YouTube channel and on our Facebook page.

Our organisation’s contribution to the whole program consisted of the address of the Chair of our Association, Nermina Webster, a survivor testimony by Samir Dizdarevic, laying flowers at the monument outside the Bosnia & Herzegovina Centre, recording of the last broadcast of Srebrenica reporter Nihad Nino Catic and the address of Bosnia and Herzegovina Ambassador in London, His Excellency Vanja Filipovic.



Srebrenica Memorial Day 2021



Derby Bosnia-Herzegovina Community Association marked the 26th anniversary since Srebrenica Genocide. Event took place on 10th July 2021. Due to public safety, most of the event 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 followed by screening of an award winning movie “Quo Vadis, Aida?”, a Bosnian war film written, produced and directed by Jasmila Žbanić .

Refreshments were provided but limited to only certain items having in mind safety of everyone involved.

Bosnia & Herzegovina Statehood Day



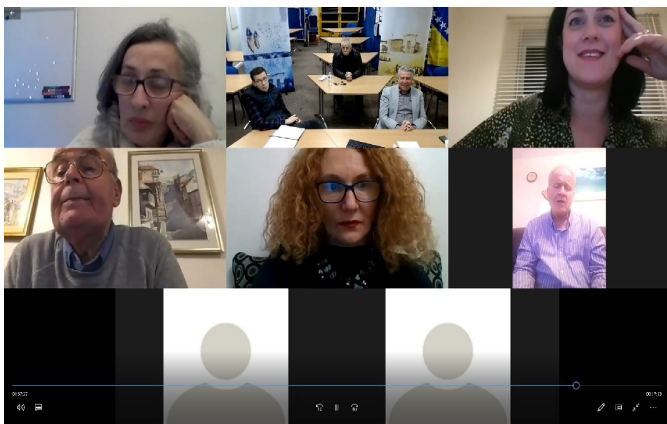
In November 2020, an online event was organised to mark the Statehood Day of Bosnia and Herzegovina. Extensive programme was prepared and pre-recorded by the pupils of Derby Supplementary School and broadcast through our Facebook page on the day.

Celebrating Independence Day



In March 2021, online event was organised by The Derby Bosnia Herzegovina Community Association to celebrate the independence day. Extensive program was prepared by the pupils of Bosnian Supplementary School featuring poems and songs. Program was pre-recorded and broadcast on our Facebook page.

Annual General Meeting 2020



Derby Bosnia-Herzegovina Community Association's Annual General Meeting was held in December 2020 where work for the past twelve months was presented.

Due to situation with the Corona virus pandemic, we were not able to hold the Annual General Meeting at our premises as we would normally do, therefore, the meeting was organized online via the Zoom application. All our partners and community members were informed of the meeting in advance and sent detailed instructions on how to join the meeting.

During the meeting, Ferid and Nedžad presented the

work of the organisation during the past 12 months as well as Annual and Financial Reports. All reports including minutes from the previous AGM were unanimously adopted and there were no objections.

New committee of twelve members was elected for the 2021 Management Committee.

New Year's Presents for Students of Supplementary School



As we traditionally do, we provided all the children who attend Bosnia and Herzegovina Supplementary School with New Year's presents.

This time, it had to be organised in a different way than we would normally do. Being unable to organise a celebration at the Centre, we decided that Santa should visit and greet children at their own homes and hand over the presents.

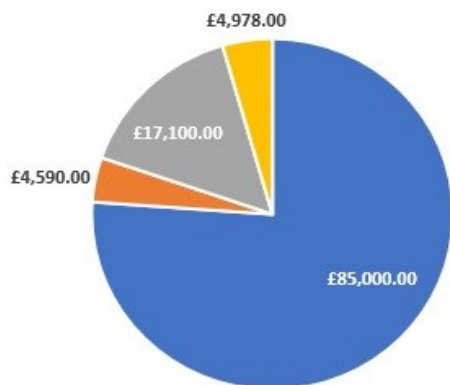
For most, it was a perfect way of ending a difficult year with the pandemic and everything else that has gone on.



DERBY BOSNIA HERZEGOVINA COMMUNITY ASSOCIATION
RECEIPTS AND PAYMENTS ACCOUNT
YEAR ENDED 31 AUGUST 2021

2019		Unrestricted Funds £	Restricted Funds £	2020 Total £
Total £				
	Income			
115771	Grants	0	111668	111668
17416	Donation & Invoiced Income	9455	0	9455
360	Subscriptions	0	0	0
00	Fundraising & Miscellaneous	280	0	280
133547		9735	111668	121403
	Charitable Expenditure			
85357	Salaries & Associated Cost	1000	90817	91817
2870	Travel Expenses	280	1301	1581
131	Training	0	4645	4645
2148	Telephone	0	2336	2336
2299	Fees	0	1081	1081
2064	Postage and Stationary	0	1599	1599
598	Maintenance	0	2372	2372
4648	Office Equipment	0	1125	1125
2437	Insurance & Tax	0	2519	2519
4201	Electricity, Gas, Water	0	3339	3339
7292	Sundries	690	5449	6139
114045		1970	116582	118552
450	Cost of General Funds	0	525	525
450	Managing & administering the charity	0	460	460
114945	Total Expenditure	1970	117567	119537
18602	Surplus (Deficit) for year	7765	-5899	1866
74484	Funds Brought Forward	82828	10258	93086
93086	Closing Balance	90593	4359	94952

INCOME



- Big Lottery Fund
- ESF Futures Round 2
- ESF Futures Round 3
- ESF Futures Round 4

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 considerable amount of funding from the ESF Community Fund. 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 finding it hard.

EXPENDITURE



The expenditure came around £4,500 higher then the previous year. This is mainly down to annual salary increases. The expenditure was kept to a minimum level wherever possible. The building expenditure was planned as part of Projects’ delivery. As always, 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.

Statement of Assets and Liabilities as at 31 August 2021

2020		2021	
	Fixed Assets		
300000	Building	300000	
0	Depreciation	0	
300000		300000	
	Current Assets		
92786	Balance at Bank	94652	
300	Cash	300	
0	Debitors	0	
93086		94952	
	Liabilities		
0	Creditors	0	
393086	Total Net Assets	394952	



OUR MISSION AND VISION

Our mission and aim is to provide support and confidential service to alleviate 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:

- The National Lottery Community Fund
- ESF Community 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 2020-2021

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 alleviate 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, disabled, 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.



Funded by



Education & Skills Funding Agency

Futures



European Union
European Social Fund

Contact us

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

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