



PETERBOROUGH ASYLUM AND REFUGEE COMMUNITY ASSOCIATION (PARCA)

2023-24

Annual Report

**Head Office: Unity Hall,
Northfield Road, Peterborough
PE1 3QH**

**Registered Charity Number
(England and Wales): 1152592
Company Registration Number
(England and Wales): 08397491**



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LEGAL & ADMINISTRATIVE INFORMATION

Charity Principal Address:

Unity Hall, Northfield Road, Peterborough PE1 3QH

Registered Charity Number: 1152592

Company Registered in England and Wales Number: 08397491

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TikTok: @parcapeterborough

Instagram: @Parca_peterborough

LinkedIn: Peterborough Asylum and Refugee Community Association (PARCA)

Board of Trustees

Mr Nondo John Kasensa (Chair)

Mrs Jamila Abdu

Mr Rusom K Embaye

Ms Khadija Ali Hussein

Mr Mubange Kumbi

CEO and Company Secretary

Mr Moez Nathu

Independent Examiner

Nashir Valani BSc (Hons) MAAT

VAT Accountancy Services

96 Bridge Street

Peterborough

PE1 1DY

AIMS AND OBJECTIVES

PARCA aims to improve the conditions and quality of life for refugees, asylum seekers and migrants who reside in Peterborough and its surrounding areas. It runs specific projects for young people and adults as well as through the following activities:

- Providing a one stop centre with advocacy; interpreting and translation; job search, training and skills development; advice and information including on welfare benefits and household matters.
- Providing refugees, asylum seekers and migrants with opportunities to meet one another, to access services including housing, education, and health, with activities to encourage the valuing of diversity, cohesion, and integration

VISION

Refugees, Asylum Seekers, BAME and migrant communities and other disadvantaged people all have the skills and confidence they need to realise their potential, and they are integrated in Peterborough, a city that respects diversity.

MISSION

To develop and run a one-stop community centre where refugees, asylum seekers, disadvantaged and migrant communities get all the support and services they need to build a life of quality and contribute to a cohesive community in Greater Peterborough.

MESSAGE FROM OUR BOARD CHAIR

During this year we have responded to increasing needs and greater complexities of refugees and asylum seekers seeking support. Dispute to our break in in our centre the damage was very high but couldn't stop to work and service the people in need.

In May 2023, PARA Centre was target in burglary and the damage caused left everyone shocked. The CEO ended up in hospital, the staff and volunteers were in discomfort, and the board has decided to reduce office opening hours from 9am to 2pm follow up with remote work. In meantime we have loss two tender of resettlement.

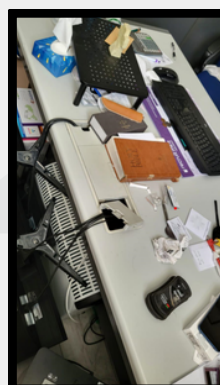
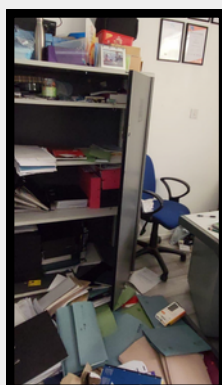
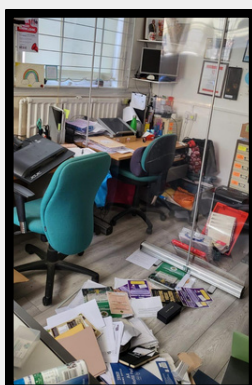
A good news for our CEO has been recognised by King Charles' in honour list of 2023 and awarded a British Empire Medal (BEM), Congratulation to everyone who has join our journey since 2004.

This year, we have had significantly more interactions with clients and prospective clients compared to the previous year. This reflects the growing challenges our clients are facing in the world out there.

Yet through the Centre, whether online or in person, they find a welcoming community and a hand of friendship; a place where they matter.

That we are able to do this is thanks to the generosity of our funders for their support and the dedication and skills of our staff team and volunteers who demonstrate care and compassion in all they do.

We have also welcomed in the year a number of new volunteers who bring strong experience and energy to our work. Together I believe we are confident in our impact and proud to provide the work outlined in this Annual Report that can and does make a deep difference to our community.



CEO MESSAGE

“At the Unity Hall Centre, home of the Peterborough Asylum and Refugees Community Association (PARCA), our mission has remained clear for the past two decades: to provide vital services and activities for individuals seeking sanctuary in the UK. We support these individuals as they navigate the challenging journey of settling into society and ultimately becoming active, contributing members of their communities.



The year 2023-24 has been marked by a mixture of sadness, joy, and adversity. A break-in at our centre resulted in significant damage, and I was hospitalised for a few days as a consequence of the incident. Despite these setbacks, our commitment to supporting those in need remained resolute. With reduced hours and remote work, we ensured that assistance continued to reach those who rely on us.

In the face of these challenges, I am deeply honoured to have been recognised in the King’s Honours List of December 2023 with the British Empire Medal. This award not only reflects my personal dedication but also stands as a testament to the hard work and unwavering commitment of the entire team at PARCA.

A major highlight of this year has been our continued support for refugees and asylum seekers. Our Support Packages, initially launched during the pandemic, have proved to be an essential lifeline, and we are immensely proud to continue providing this crucial service. These packages help individuals meet their immediate needs, ensuring they have the resources necessary to begin rebuilding their lives.

In addition to our core support packages, we remain committed to evolving and adapting in response to the ever-changing needs of our clients. We continue to actively listen to their feedback and make adjustments to our services to better serve them.

As you read through this report, I hope you can sense the compassion and dedication that drives the work carried out at the Centre. My team works tirelessly to uphold our high standards of support, and we are continually seeking new ways to expand our capacity. We are currently pursuing funding to extend our hours of operation and create more opportunities to bring additional staff on board, ensuring that we can meet the growing demand for our services.

We are eager to continue our work and look forward to connecting with you to share these experiences and progress together.

Thank you for your ongoing support and partnership.”

Moez Nathu BEM
CEO

FUNDERS

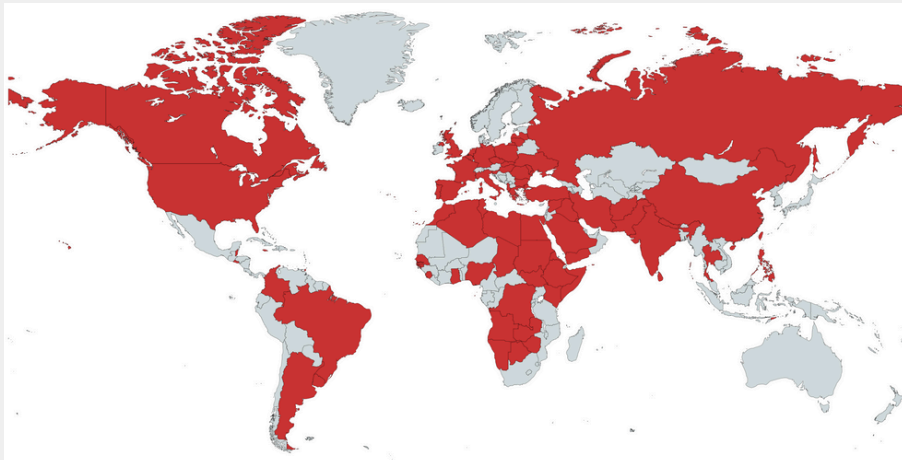
National Lottery Community Fund
Resettlement / PCC
Home office / EUSS / Windrush
East of England / SMP
AB Charitable Trust
Cambridge Community Foundation
The Tudor Trust
British Red Cross
Household Fund / PCC
HALF Project/ PCC
Viridor Fund



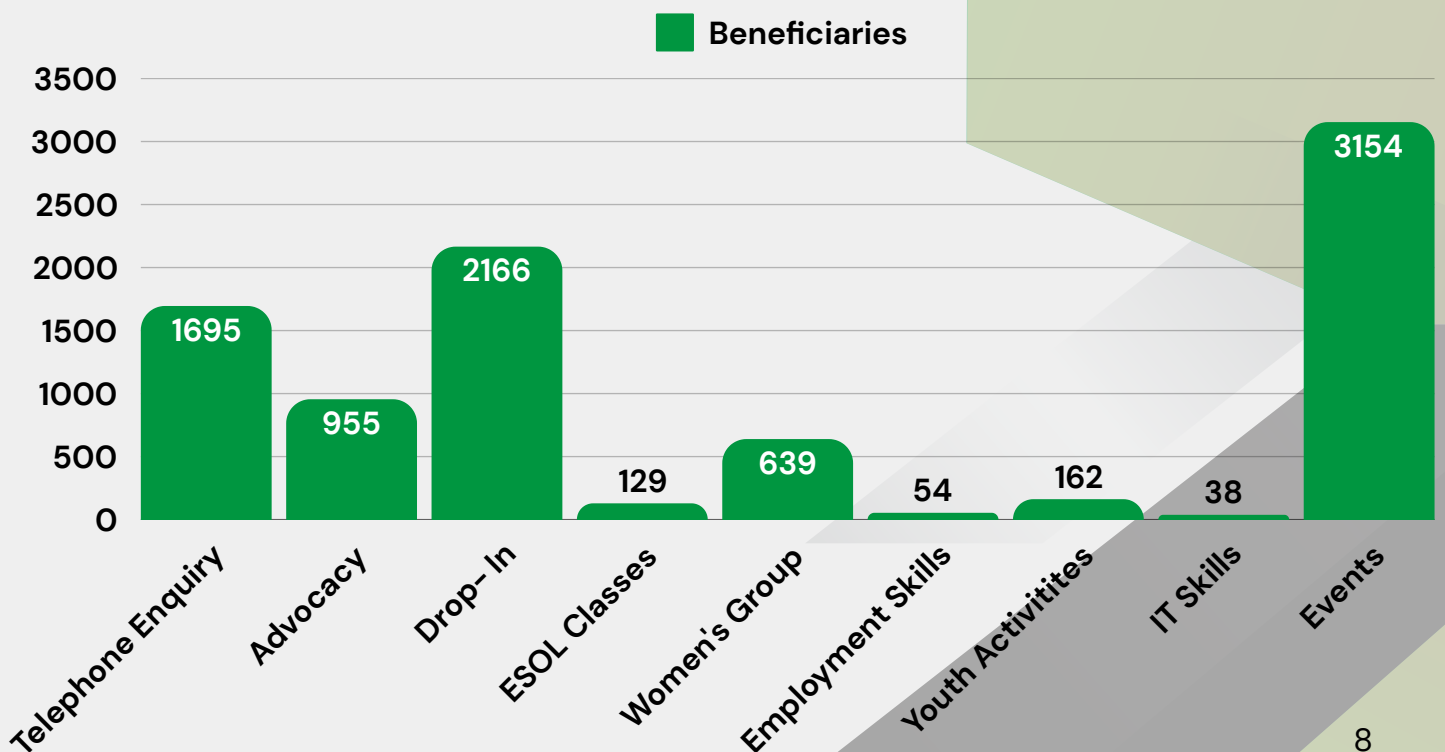
BENEFICIARIES

Please find below the different nationalities of service users we have supported this year:

1. Afghanistan
2. Albania
3. Algeria
4. Angola
5. Argentina
6. Belgium
7. Belize
8. Bolivia
9. Botswana
10. Brazil
11. Bulgaria
12. Canada
13. Chad
14. China
15. Columbia
16. Czech Republic
17. DR Congo
18. Egypt
19. El Salvador
20. Eritrea
21. Ethiopia
22. France



- | | | | |
|-------------------|---------------|------------------|------------------------------|
| 23. Gambia | 34. Kenya | 45. Philippines | 56. Spain |
| 24. Germany | 35. Kuwait | 46. Poland | 57. Sri Lanka |
| 25. Ghana | 36. Latvia | 47. Portugal | 58. South Sudan |
| 26. Greece | 37. Libya | 48. Romania | 59. Sudan |
| 27. Guinea-Bissau | 38. Lithuania | 49. Russia | 60. Syria |
| 28. Hungary | 39. Moldova | 50. Saudi Arabia | 61. Taiwan |
| 29. India | 40. Morocco | 51. Senegal | 62. Thailand |
| 30. Iran | 41. Namibia | 52. Sierra Leone | 63. Timor-Leste |
| 31. Iraq | 42. Nepal | 53. Slovakia | 64. The Netherlands |
| 32. Italy | 43. Nigeria | 54. Slovenia | 65. Trinidad & Tobago |
| 33. Jamaica | 44. Pakistan | 55. Somalia | 66. Tunisia |
| | | | 67. Türkiye |
| | | | 68. Ukraine |
| | | | 69. Uruguay |
| | | | 70. United Kingdom |
| | | | 71. United States of America |
| | | | 72. Yemen |
| | | | 73. Zambia |
| | | | 74. Zimbabwe |



TRUSTEES ANNUAL REPORT

The Trustees, who are also Directors of the Charity for the purposes of the Companies Act, submit their annual report and the financial statements of Peterborough Asylum and Refugee Community Association (PARCA) for the year that ended 31 March 2024.

The Trustees confirm that the annual report and financial statements of the Company comply with current statutory requirements, the requirements of the Company's governing document and the provisions of the Statement of Recommended Practice (SORP) "Accounting and Reporting by Charities" (FRS 102).

The Board of Trustees are satisfied with the performance of the charity during the year and consider the charity to be in a strong position to continue its activities during the coming year. The Trustees confirm that the charity's assets are adequate to fulfil its obligations. The legal and administrative information is set out in this report. The financial statements comply with current statutory requirements for the management of charity finances.

STRUCTURE, GOVERNANCE AND MANAGEMENT

PARCA is a charitable company limited by guarantee. The Company was established under a Memorandum of Association, which established the objects and powers of the charitable company and is governed under its Articles of Association.

The Trustees are legally responsible for all aspects of the governance and management of the organisations; its finances, its employees, its services and its legal obligations to the Charity Commission. The Board meets bi-monthly to consider all matters of strategic management, financial probity, policy and direction. Smaller sub-groups or working parties may be formed and meet between these full meetings. Responsibility for day-to-day general management and expenditure within planned budgets is delegated to the CEO and the Senior Management Team

THE METHODS ADOPTED FOR THE RECRUITMENT AND APPOINTMENT OF NEW TRUSTEES:

It is the responsibility of the Trustees to seek out suitable new recruits to add skills and experience to the board. Potential Trustees are nominated by a current trustee or, if a member of PARCA for at least one year, they may put themselves forward for election at the AGM. The Board may also co-opt a new trustee to meet the specific skills needed by the board.

THE POLICIES AND PROCEDURES ADOPTED FOR THE INDUCTION AND TRAINING OF TRUSTEES:

An induction procedure is in place for new trustees to ensure they are fully aware of the work of PARCA and their responsibilities as a trustee such as being issued with the Models and Articles of Association, key policies and CC3 (guidance on the role of trustees issued by the Charity Commission).

THE ORGANISATIONAL STRUCTURE OF THE CHARITY AND HOW DECISIONS ARE MADE:

Strategic decision making is the responsibility of the Board of Trustees. The implementation of these decisions is the responsibility of the CEO and Senior Management Team, who relay any key information to the staff and volunteers.

THE MAJOR RISKS TO WHICH THE CHARITY IS EXPOSED AND SYSTEMS TO MITIGATE RISKS:

The trustees identify the major risks to which the charity is exposed each financial year when preparing and updating a strategic plan, in particular those related to the operations and finances of the charity. The trustees then review any major risks which have been identified and establish systems to mitigate those risks. The charity is satisfied that the systems are in place to mitigate exposure to any major risks which have been identified.

The trustees consider that the main risks for the continued undertaking of PARCA's work relate to:

Fundraising – The way we raise and manage the funds and resources we have needs to be considered. We are reliant on relatively small grants that only cover part of the resources we need to continue our core activities. To reduce risks of inability to secure the funds needed to cover our core work, we need to identify and develop suitable projects that are deliverable over several years, in order to stabilise the growth experienced during the 2023/2024 financial year.

Staff Retention – We are dependent on the services of a very small team of specialist staff. If we were to lose key staff members this would make it very difficult to continue to deliver services at the current scale of what is needed. To mitigate this risk, we will undertake reviews with staff to ensure we are offering the development opportunities they need, therefore increasing the likelihood of retaining staff who are well motivated to serve PARCA and our communities.

Restructuring – We need to explore the correct structure to be able to deliver at the size and cope of our expanded delivery. This means really exploring the management structure and the staffing needed to deliver projects. We need to identify what core roles are needed in order for us to continue to serve communities in need, to guarantee that we have the paid staff needed and to ensure that volunteers who are essential to successful delivery feel supported in their roles.

Organisational Structure – We need to take some time to reflect on how we work and review systems that can be utilised to make us as efficient and effective as possible. We need to ensure we are always looking to improve how we work, so we can continue to use our resources effectively and continue to meet the growing needs of the community.

Partnerships – We need to continue to identify and bring on board new partners who refer individuals and families in need of our services. We also need to identify and develop new partners that we can refer on to, so that the people we encounter in our work can access the support that is available across different organisations. In this way, we will be able to ensure that people facing disadvantages have access to services needed to help lift them to achieve their true potential. We know that we cannot do everything that our service users need and it is prudent and effective use of our time to know who else can provide relevant services.

YEAR OF ACTIVITIES



SUMMARY OF MAIN ACTIVITIES

PROJECTS IMPLEMENTED

Peterborough Empowerment Activity Community Hub (PEACH)

PARCA completed its five-year project in August 2023, funded by The National Lottery. Although we were not successful in securing additional funding, we are now covering core costs through our unrestricted funds, with generous matching support this year from AB Charitable Trust and Tudor Trust. Over the past 12 months, we have accomplished the following as part of this comprehensive project:

- **English Language Skills for Beginner and Intermediate**

Delivered Face to Face. Classes take place 8 times a week and a total of 16 hours are delivered of varying levels. Demand for ESOL is high and the classes are delivered by trained staff and volunteers.

- **Youth Club**

The youth group meets twice a week, offering a wide range of activities for young people, including sports, music, arts, games, stop motion animation, and outdoor adventures. Now that we're back to meeting face-to-face, the group enjoys socialising, playing table football and hockey, and just having fun together. Session times vary depending on whether it's during term time or school holidays. We were also able to purchase a new pool table and air hockey table, providing even more options for the youth to enjoy when it's safe to host activities at Unity Hall.



CHILDREN'S HALF TERM ACTIVITIES

Building on the success of our summer club, PARCA has been offering children's activity sessions during school summer & half-term holidays. These sessions feature a variety of arts and crafts activities, such as creating seed pictures, decorating plant pots, and flower-making workshops. Additionally, children enjoy party games and snack time, both highly requested by parents and kids alike.

We've received wonderful feedback from parents, many of whom have expressed interest in more sessions due to their children's enthusiasm. The success of these sessions is thanks to our dedicated team of staff and volunteers who work hard to organise and prepare engaging activities for the children.



During the sessions, we have engaged with parents and gathered feedback about their experiences. The responses were overwhelmingly positive:

- Many parents mentioned that their children enjoyed the activities and made new friends.
- Some expressed relief that their children were spending time away from devices and online games for a few hours.
- Parents appreciated the quality time their children spent at the sessions, noting that it can be challenging to achieve this at home, especially for housewives and mothers.
- The sessions provided a valuable break from daily routines and an opportunity to engage with the broader community.
- Several parents were happy to volunteer and support activities, noting that this was their first time doing so.

SOCIAL ACTION, VOLUNTEERING, AND CULTURAL ACTIVITIES.

Throughout the financial year, prioritizing social and cultural activities was essential for us in addressing isolation, loneliness, and anxiety. Out of respect for privacy and the protection of those seeking sanctuary in the UK, we refrained from photographing these events. This year was exceptional, marked by the successful launch of several large cultural events and activities.

While hosting these significant cultural gatherings was immensely rewarding, we remained committed to encouraging volunteerism among our clients.

We also expanded our social media presence this year, creating an informative platform where people could come together and connect.



DROP IN

PARCA is a welcoming center open to anyone in need of support, with drop-in hours available four days a week. This year, we helped 1,642 individuals from various nationalities, each facing unique challenges. Our dedicated team of staff and volunteers is ready to listen, offer guidance, and work together to address each issue. For those who require ongoing or extended support, we arrange appointments to help ensure effective resolutions are reached.

At our drop-in sessions, we offer a variety of services, including:

- Assistance with form-filling, such as housing applications and GP registration
- Translation and interpretation across multiple languages
- Coordination with other agencies and partners, on behalf of or alongside our service users
- Support with phone calls, emails, photocopying, and printing
- Help with claims for Universal Credit, CHD Benefits, National Insurance numbers, and more
- Material support, including clothing, food, toiletries, and SIM cards
- Help with reading and understanding essential documents, such as Home Office letters



UK RESETTLEMENT PROJECT UKRS & ARAP

In September 2023, PARCA did not receive a positive outcome for the tender. As a result, we discontinued our support for families in the Syrian and Afghan Resettlement Scheme, whom we had been assisting through our befriending service. For many years, we have successfully supported new refugees in integrating into the city through a program led by Peterborough City Council. With the end of the TUPE agreement associated with this procurement, our staff have now been transferred to the new provider appointed by Peterborough City Council.

MULTI AGENCY FORUM (MAF)

PARCA continues to lead a Multi-Agency Forum (MAF), which meets six times a year—three in-person sessions and three online—to provide flexible attendance options for members. The forum includes representatives from professional organisations, local authorities, Serco, SMP/EELGA and others.

This forum serves as a crucial link in the city, fostering collaboration between statutory bodies and the voluntary sector. Chaired by Moez Nathu (BEM), who led since 2015, the forum has consistently seen strong participation. It offers a valuable platform for all organisations working across the city and the East of England, helping to address and resolve numerous local issues.



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