

Contents

- Chair's forward
- Introduction
- An Overview
- One to One Service
- Community & Regeneration
- Health
- Working together
- Users Analysis
- Service Providers and Users
- Transforming our services
- Hamaara Centre
- Way Forward
- User Information

Chair's Forward

During the last year there have been many exciting and significant developments making year 2003-2004 a challenging and busy year.

In the light of considerable difficulties encountered in terms of staffing and resources, I am indebted to the excellent contribution of all our dedicated staff, volunteers, service providers and users. Without them Preston Muslim Forum would not be the well respected organisation that it is.

I welcome addition of two new part time team members, male community development officer and the admin officer respectively. I am also pleased to welcome Siraz Natha who has voluntarily assumed overall responsibility in the areas of policy and resources. I am sure that his experience and expertise will bring enormous benefits to PMF.

PMF through considerable hard work has evolved into an effective 'partner' organisation, providing a much needed link with the community and a platform to reflect the ever changing and diverse needs of the community.

I on the behalf of management board have no hesitation in affirming our commitment to our following mission statement, which always remains at the heart of what we do:

- Enable deprived people in the community from all backgrounds to reach their full potential
- To produce user and community led solutions to meet the needs and desires of people within the community, at social, economic and cultural level, having particular insight into the needs of the Muslim community as one of the most deprived groups in Preston.

Iqbal Patel
Chair
Preston Muslim Forum

Introduction

This report summarises Preston Muslim forum's work between April 2003 and March 2004. It describes our main achievements during these 12 months and also talks about the challenges we have faced, some of which are continuing.

Vision Statement:

'PMF seeks to improve the lives and well being of Muslims and the community at large by developing community led solutions fostering understanding and co-operation between communities, advocating culturally sensitive and effective public services'.

Following is the staff and volunteers responsible for day to day running of the organisation:

<u>Name</u>	<u>Role</u>
Sirraaz Natha	Policy & Resource Lead (Volunteer)
Ismail Seedat	Immigration/Passports (Volunteer)
Sabiha Rashid	Community Development Officer(F)
Anis Faruki	Community Development Officer(M)
Saleemah Bargit	Admin.Officer
Nafeesa Ahmed	Admin Assistant

Following members sit on the management committee and are responsible for steering strategic issues:

<u>Name</u>	<u>Profession</u>
Iqbal Patel	Sales Executive
Farooq Patel	Chartered Accountant
Arif Barber	Solicitor
Yasmin Shakur	Co-ordinator-Residential Homes
Khadija Aziz	Qualified youth worker
Fateema Master	Probation Officer
Latifa Patel	NSPCC-Child welfare
Ismail Patel	Local priest
Sohail Nawaz	Accounts Manager
Siraz Natha	Diversity Advisor



An Overview – Last 12 months

The priorities for PMF during the 12 months that this report covers, agreed by the management board have been to:

- Develop and maintain a clear future direction for the organisation
- Ensure we have a sound and secure finances by exploring diverse funding initiatives
- Seek continuous improvement in the quality of all our services by reviewing the existing processes and adopting good practices
- Listen to views and experiences of service users
- Raise organisation's profile

The report covers the progress we have made towards meeting all these priorities. There is still room to make further progress in the future.

Listening to the views and experiences of those who use our services continues to be our most important source of feedback.

The environment in which we operate is experiencing significant changes and presented us with a number of challenges, for example:

- Increase in number of organisations providing similar services
- Volatility of funding opportunities
- Funders quite rightly demanding better value and cost effectiveness for their funding
- The growth of PMF had impact on it's infrastructure and resources and there has been need to review this to ensure that our costs are met and kept within an acceptable level

One to One Services

Information, Advice and Guidance continues to be the core services and also one of the most popular. This involves drafting a plan of action, completing application forms, conduct mock interviews, assisting with job search including networking with relevant agencies such as employment services, NOW network, LSC, training providers and connexions and monitoring client's progress.

Performance 2003-2004

Services	Numbers
Number of people trained and obtaining qualifications	37
Number of people benefiting from projects promoting personal and social development	93
Number of people given access to new health facilities/opportunities	79
Number of people given access to new sports facilities/opportunities	20
Number of communities provided with capacity building support	4
Number of residents accessing employment through targeted advice and training	38
Number of disadvantaged groups obtaining jobs	14
Number of people benefiting from projects designed to enhance or improve attainment	72
Number of community safety initiatives	1

The above figures for the year 2003-2004 not only reflect the popularity and demand of these services but also PMF's expertise and commitment for successful deliverance. PMF was successful in securing additional quota of IAG clients from NOW network, on top of their existing target. The Female Community Development Officer is in process of undertaking NVQ 4 in Advice and Guidance, which on completion will bear the hallmark of a quality and professional service.

Life long learning courses for women and ESOL for men continues to grow since they were first established. Additional classes have been set up at PMF to meet the growing demand.

Job Centre plus advisor received highest numbers of referrals from PMF compared to his other outreach surgeries in Preston.

The Male and Female Community Development Officers (MCDO & FCDO) promote volunteering as a credible entry route into employment and for personal development purposes. Further work is under progress to promote the concept of volunteering within the community. FCDO and MCDO have succeeded in recruiting 9 plus 5 additional volunteers respectively.

Community and Regeneration

Following community led projects have been delivered:

- Level 1 youth project
- Development of life long learning courses
- Courses in ESOL, Henna painting, bead work, personal development.
- Multi sports Mums and Daughters
- Women's Healthy Cooking and eating sessions
- Mens' Health Sessions on healthy eating, exercise, relaxation, aromatherapy and fun activities for 50+ age group
- Health 4 All sessions for men offering medical check ups
- Presentation for older people on Diabetes, Blood Pressure and Tuberculosis.
- Research Project-Barriers in to employment for Asian Women
- Set up of outreach surgeries
- Preparation and distribution of Culturally Sensitive Health Packs
- Organised visits to local mosque for Inland Revenue staff
- Arranged to establish Islamic prayer at the local school assembly

Following 3 new women's groups have been supported to deliver regeneration activities:

- DAWA
- Maa aur Bachcha
- Madrasatul Imam, Bairstow Street

Preston Muslim Forum is a non-religious organisation and cherishes the values of social cohesion. The organisation journey since it's inception over a decade ago from a community action group to a full-fledged partner organisation is acknowledged and respected equally by the

community and the service providers alike. PMF has worked hard to bring different communities and groups together. This is evident from the assistance and expertise PMF has provided to numerous groups over years to establish, function and deliver community and regeneration activities, from the secular perspective. PMF is proud to lead the agenda and is fully aware of its social responsibility.

Mosques – Prayers and Participation:

We have already embarked on some bold initiatives such as:

- Encouraging local mosques to set up and promote community and regeneration activities. The responses from some of the mosques have been positive and the negotiations are underway to develop a joint project.
- To deliver course to help Madrasah Tutors gain teaching skills and qualifications as part of the 'Teaching Skills' project. Large number of young people in Preston attends Madrasahs where local volunteers act as tutors. Many community tutors though learned in their subjects have no formal training in teaching. The customised programme will cover all aspects of modern teaching benefiting tutors and children alike.

This initiative will not only widen the IAG sphere but will also enable mosques to engage with community in other constructive activities and contribute to social cohesion.

Health

PMF assisted Primary Care Trust in organising Men's Health Screening and advice sessions through mosques. The participants were offered full body check up and general health advice.

PMF in partnership with University of Central Lancashire conducted survey among Gujarati Males on self-management of diabetes and cultural impact on the health beliefs. The findings of the survey will be incorporated in the final report to be produced by the University.

We also organised interactive Men's Health sessions for elderly people and covered topics such as herbal medicine, exercise, healthy and positive living, aromatherapy and food. Age Concern and NWDA supported the project.

PMF is active in addressing community health issues and have organised presentations and workshops related to smoking cessation, tuberculosis and blood pressure.

Working together

PMF's recognises the importance of working closely with other voluntary and statutory agencies. PMF over the years has successfully built and maintained meaningful relationship with these organisations and continues to welcome new links.

Working together supports our commitment to be more enabling and responsive to our client's needs and also assist in our aim to achieve continuous improvement in the quality of project work.

PMF works closely with:

Preston City Council
Lancashire County Council
Lancashire Constabulary
PLTP
Preston College
Age Concern
University of Central Lancashire
NOW network
Job Centre plus
AvenCentral

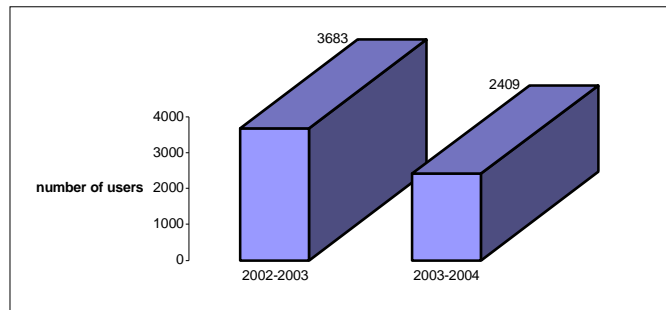
In addition to already established links, PMF has also succeeded in developing further links with the agencies and initiatives such as CRT, Preston Domestic Violence Forum, ADS advisory group, Community Futures, TUC, Harris Museum, Connexions and so on

PMF also represents the community it serves at:

Surestart(Fishwick & St. Mathews) Executive Board
Sure start East
H4 All-PCT Steering Group
BME Pact (Lancashire)
Inner Preston Regeneration Partnership
Faith Forum
Primary Care Trust
Women's Task Group
Local Area Network
Preston Community Network
Preston Mela

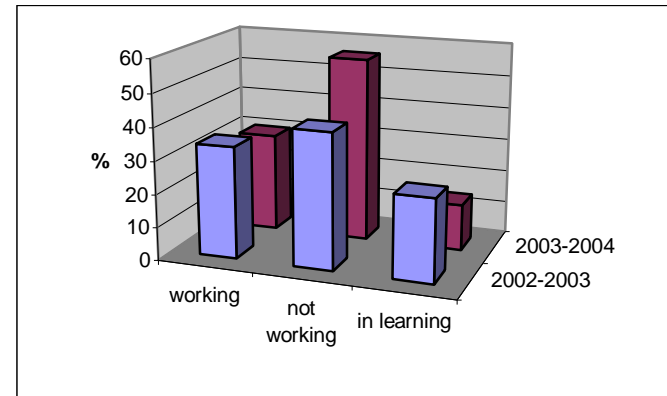
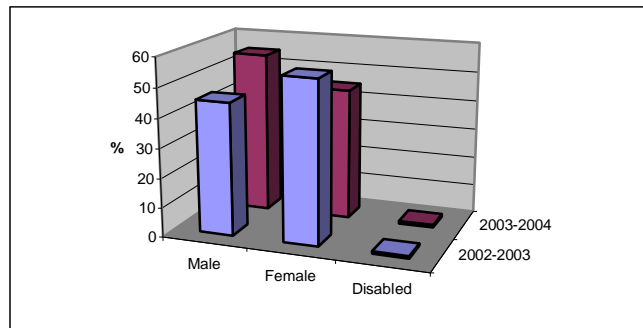
Users Analysis

As highlighted by our Chair in his forward, the constraints related to staffing and resources during most part of the year 2003-2004 has severely undermined PMF's ability to deliver effective and professional services, as reflected in the comparative analysis below:



The quality and breakdown of the service users however remained unchanged as the following comparative data shows:

□



Service Providers & Users:

"After working permanent nights in a factory since last 10 years I had lost motivation and hope of securing another job. The male community development officer at PMF advised me of other available career options, assisted me in completing application forms, preparation of CV and mock interview. I now work as an administrative officer in the government department. Thanks to PMF this career change has been one of the most rewarding experience of my life'

Male Client

'After being on a long-term sick leave I was desperate to update my skills to enhance my job prospects. The female community development officer assessed my situation and enrolled me in ESOL class run by Preston College at PMF and also arranged with Preston College to have one to one session for skills related course. I am currently doing courses in ESOL and carpentry and feel more confident about my job prospects'

Female Client

PMF continues to work resolutely towards the improvement of lives within the community, and we value it immensely for the bridges it has built-and enabled our services to cross
Lancashire Constabulary

'The surgery at PMF is one of the most successful among all the community centres in Preston focussing on employment and training. It is a huge success. Jobcentre is looking forward at working with PMF more closely.
Ethnic Minority Partnership Manager - Jobcentre Plus

'I got positive response from PMF in setting up a focus group and promoting our services to the men and women'
Development worker – Families & Children together (FACT)

Transforming our services:

We have a large and diverse client base and we ensure our services to reflect the diversity. We do this by:

- Enhancing staff training and management support
- Constantly reviewing policy developments
- Monitoring client's feedback
- Up to date IT and Business system to make best use of our resources

Hamaara Centre:

We envisage our additional facility to be fully operational by May 2004. Hamaara centre will deliver following services among others:

- Computer courses
- Other courses
- Youth Club
- Old people's activities
- Crèche facilities

We will also encourage other organisations to use the venue for organising other community and regeneration activities.

Way Forward:

- Expansion of building capacity
- Development of volunteers capacity
- Diversification of services
- Increase in staff
- Recruitment of Lead volunteers
- Establishment of Youth Club
- Strengthening the social cohesion

User Information 2003-2004

Numbers of users

Drop in enquiries	1859	Male	1325
Telephone enquiries	550	Female	1084
Total	2409	Total	2409

Breakdown of users

Age Group (years)	
-18	66
18-30	504
31-40	883
41-60	465
60+	491
Total	2409
Other categories	
In learning	320
Working	730
Non-working	1359
Total	2409
Wards	
Avenham	53
Central	198
Deepdale	1868
Fishwick	65
Fulwood	134
Riversway	15
St.Mathews	20
Blaclburn/Bolton	22
Manchester/Bradford	6
Lancaster/B'Pool	19
South Ribble	9

Total	2409
Ethnicity	
Indian	1562
Pakistani	567
Whites	120
Others	160
Total	2409
Disabled	
	24
Surgeries at PMF	
Council tax	141
Housing	52
Benefits	122
Police	48
MP	38
Job Centre Plus	30

In-House Learning (enquiries & participation)	282
Queries	
Home Office	360
Domestic	86
Miscll	428

Other Services	
Fax	137
Photocopy	185
Translation	62
Referral to other agencies	184



Preston Muslim Forum, 17 Holmrook Road, Preston PR1 6SR –
Telephone: 01772 889000



Hamaara Centre, Rear of 158, Castleton Road, Preston PR1 6QG
Telephone 01772 259147