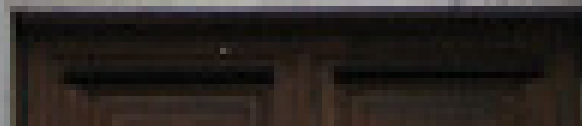




The ICCA



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The ICCA Annual report- July 2010



1. Significant developments since the last meeting

We took possession of the ground floor of The ICCA Centre in May 2008. Since then we have tendered for and commissioned the fit-out works for the first floor.

The 'fit out' works were managed directly by The ICCA and were carried out by a number of suppliers. Whilst managing the work directly did take longer it did however, mean we were able to deliver the final phase within budget. Thanks go to Balraj Johal and Dilip Desai who project managed the fit out works. Maintaining the building and ensuring everything functions well is now the responsibility of Atma Dhillon and Hasmukh Mistry.

The completion of these has enabled us to offer an expanded range of services. In addition to having a dedicated conference and banqueting suite on the ground floor we have a bespoke room for day care, a fitness suite, office space and another fully fitted kitchen on the first floor.

The day care services were relocated to the 1947 Suite on the first floor at the end of March 2010.

Since we opened the Dosti and Saffron suites we have made some additional investments in order to enhance our customers' experience. The dimmable spot lighting has been fitted out throughout the space. Additionally we installed integrated speakers to ensure we are able to get sound to all corners of the suites.

ICCA Care is going from strength to strength, (see later section for details). As well as having dedicated space on the first floor that has been fitted out to the latest standards, We have provided a private consultation room, showering facilities for disabled users, a fitness suite and showering and changing facilities for both men and women.

Part of our longer term objective is to have a high quality care for the elderly from the ICCA. We are pleased that to report the integration of the Gujarat Samaj luncheon club into ICCA Care, which took place July 2008 and then Long Meadow day centre in June 2009. This means we are well on our way to becoming the one place where older people of different Indian backgrounds can be catered for. It also means that we will set the standards that other clubs should aspire to and where this is not possible, then our members should be given a choice to relocate to The ICCA.

In May 2009, The ICCA was hired by a member of our community to host a private function for the India Cricket Team. The team enjoyed our facilities and they were very impressed with the building. Over 200 selected guests had an enjoyable evening in the company of the Indian team.

In June 2009 a new board was established and no election was necessary. As part of the election process, we were able to renew our membership, which currently stands at 3642 and is increasing.

A number of long serving board members decided to step down after many years of service. (Full details of the changes are in the next section).

However, special thanks go to Michael Johal, Gurpal Johal and Balraj Johal who were instrumental

in leading the new centre project entitled Building for the Future. Further thanks go to Jagdip Lehal, Sukhjinder Basi, Sunil Limbachia, Mrs Lall, Gursev Sanghera and Surinder Kaur Samra for their contribution to the development of The ICCA.

A number of new faces joined the new board for the first time in June 2009 and they have been supported with some of the previous board members. However, in June 2010 Jagjivan Gajree and Dilip Desai resigned after ensuring the Building for Future project had been completed. Our thanks go to both of them.

The new board has taken a number of initiatives to increase the use of the centre for both cultural events, core services such as the day care and private and corporate hall bookings.

All of this is aimed at ensuring we offer additional experiences for our members whilst increasing revenues to cover the costs of the new building. In summary we have:

- Celebrated cultural events, with Consul General of India, Gururaj Rao joining our members for Vaisakhi
- Launched ICCA Wednesdays from December 2009
- Opened Dosti Social club every Wednesday and some additional days to cover cricket and football matches;
- Communications improved with our regularly updated web-site and weekly e-bulletin.
- Hosted conferences at which the minister and shadow minister for skills were the keynote speakers.

More recently we have taken steps to strengthen the capacity of our staff team in order to take the organisation to the next stage of its development with the recruitment of a chief executive.

2. Board composition

The following resigned as a trustee ICCA and Director of ICC(Property) Ltd
On the 22 June 2009

Sukhjinder Basi
Balraj Singh Johal
Gurpal Singh Johal
Michael Kuldip Johal
Swadesh Lall
Sunil Limbachia
Bilasha Phakey
Jagdip Lehal
Baljeet Sahota
Surinder Kaur Samra
Gursev Singh Sanghera
Anna Shah

The following continued to serve at 22 June 2009

Dilip Desai
Jagjivan Gajree
Kashmeera Gorecha
Sudheer Gupta
Gurmeet Vohra

The following were appointed as trustee of ICCA at 22 June 2009 and Director of ICC(Property) Ltd

Resham Singh Aujla
Nila Chauhan
Atma Singh Dhillon
Hasmukh Mistry
Balraj (Steve) Johal
Navkiran Johal
Jarnail Johal
Aneeta Purwaha
Parminder Samrai
Satinderpal Sharma
Nick Singh
Manoj Tugnait

The following have resigned as trustees and director of ICC(Property) Ltd

Jarnail Johal
Navkiran Johal
Aneeta Purwaha
Nila Chauhan
Dilip Desai
Jagjivan Gajree

The following has agreed to serve as co-optee board member

Kamal Bowry
Satvinder Nanua

Office bearers for 2010-11

Resham Aujla- Chairman
Manoj Tugnait- Vice Chair
Gurmeet Vohra- Vice Chair
Kamal Bowry- Treasurer
Satvinder Nanua- Assistant Treasurer
Parminder Samrai- Secretary
Kashmeera Gorecha- Assistant Secretary

3. Financial report

Board member leads: Kamal Bowry/ Resham Aujla/Dilip Desai

Overview

When we moved our operations to the new centre, our financial strategy was to increase the income, reduce our dependency on public sector funding and to ensure that assets are protected. Our objective was to become self sufficient within 3 years. In practice this will mean that our activities have to be delivered and managed in a way that generates a surplus. In the short term this will compensate for the loss of grants and in the longer term will help finance further investment in our facilities and to expand our services.

Financial review 2008-09

During 2008-9 The ICCA Charity, incurred a deficit of £134,924. This was after a contribution of £160,000 towards the refurbishment of the property. This compared to a loss of £301,949 in 2008.

During 2008-9 ICC (Property) Limited incurred a loss of £46,231. Whilst we have now started to generate more revenues from our operations, it will take time to build these up to a level where we break-even and ultimately generate surpluses. On the other hand operating costs, most of which are property related, have increased significantly compared to our centre at Rawson Street. The Board had anticipated this and had set aside financial resources to deal with this.

Extracts from the accounts are included:

INDIAN COMMUNITY CENTRE (PROPERTY) LIMITED				
NOTES TO THE DETAILED PROFIT AND LOSS ACCOUNT				
YEAR ENDED 31st MARCH 2009				
	£	2009	£	2008
		£		£
ADMINISTRATIVE EXPENSES				
Establishment expenses				
Rates and water	546			
Light and heat	18,339			
Insurance	10,472		8,744	
Repairs and maintenance	1,576			
Cleaning of premises	13,434			
		44,367		8,744
General expenses				
Travel and subsistence	118			
Telephone	4,862			
Hire of equipment	2,353			
Computer expenses	754			
Printing, stationery and postage	1,506			
Staff training	280			
Miscellaneous expenses	35,001		151	
Advertising	121			
Legal fees	284		1,763	
Licences and subscriptions	2,754			
Auditors remuneration	1,500		1,000	
Depreciation of office equipment	17,579			
		67,212		2,914
Financial costs				
Bank charges		536		107
		112,115		11,765
INTEREST RECEIVABLE				
Bank interest receivable		1,406		4,123

Financial outlook 2009/10

The board agreed to try and become self-sustaining within 3 years of moving into the new building.

At the time of presenting this report, 2009-10 management accounts indicate the income has increased which has resulted in a reduction in the loss when compared to 2008/9. Overall ICCA will produce a small surplus whilst ICC (Property) Ltd will show a reduction in the loss compared to 2008/9.

The board have introduced a number of initiatives including additional marketing efforts, last minute deals etc, to stimulate bookings and the launch of ICCA Wednesdays and Dosti Social Club to attract more users to centre on a regular basis.

Finally, one has to appreciate the difficult climate we all face at present. Inevitably this will put pressure on potential revenues from our operations. The board is taking steps to address this and the ICCA will increase its marketing efforts.

4. Sales and marketing review

Board member lead: Nick Singh

We had a wide range of bookings during the year. In the last financial year April 2009 – March 2010 we had 70 events. Whilst the number of conferences has increased year on year, we still need to attract more private bookings for the different suites. To that end we are looking at new marketing initiatives to increase usage of the space.

Those that do use The ICCA for their events have had a good experience as shown by the testimonials received from clients

Client Enable: Colette Bryne - April 2010

'Your attention to detail and the extraordinary level of customer service received from yourselves, as the organisers and by our delegates was faultless. We have co-ordinated events in other areas in Nottinghamshire and used large private organisations but we have never received the high level of service that we experienced with the ICCA today (and at our AGM in March 2010).'

Client Redlime : Lesley Pashley- March 2010

'Hi Suresh – on behalf of Redlime and Framework. I would like to thank and your staff for the excellent service at last Friday's conference. I can't fault anything – food was delicious, the staff were courteous and extremely helpful and your project management was brilliant. I can honestly say that the service we received from you was better than any other venue we've ever used.'

Client: Greater Nottingham Partnership: Rachel Salmon- January 2010

'I would like to take this opportunity to all at the ICCA who assisted us in our working and skills convention on January 13th.

The organisation of over 150 delegates, with two key note speakers ran like clockwork. The venue is superb in its décor, facilities and catering. The standard of the catering deserves a special mention in its freshness, it was plentiful, well prepared and presented. The main conference room was spacious and set out to our specifications. The professionalism the ICCA offer makes any conference organiser job easier. We will be using the services of the ICCA in the future and I would recommend them to our partners and colleagues.'

5. Review of activities

ICCA Care Board member lead: Sudheer Gupta

Day Care services at The ICCA continue to provide a stimulating, safe and secure environment. Our service provision is based on a person centred model of care for older people, people with sensory or physical disabilities and individuals with mental health problems. Our service also aims to provide respite to carers.

Meals service provision continues to be popular as is evident from the figures below:

Meals/Food Total	Portion Served 9,433	Income Received £ 24,585.00
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There was an increase of 28% for meals/food portion as compared to 2008/2009 when a total of 7352 meals/food portions were served. Similarly, the income increased by 39% in 2009/2010 as compared to 2008/2009 in which £ 17,668.55 was collected.

Meals on Wheels

The Meals on wheels service continues to provide healthy, freshly prepared meals tailored to the needs of users, and delivered direct to the door (where required). 1327 meals on wheels were supplied in the financial year 2009/2010.

Highlights for the year 2009/2010 included:

- Successful and smooth relocation of the Day Care Services to 1947 suite providing a dedicated space with use of a fitness suite and much improved facilities
- Regular input from community heart nurses conducting personal cardio vascular disease risk assessment covering blood pressure, blood sugar levels etc.
- Continence clinics
- Regular shopping trips, yoga classes, visits to Nottingham's Art Exchange and more.
- Personalised diet plan sessions
- Surgeries from staff at the Disabilities Living Centre
- Activities for Diabetes and Obesity awareness week (25th – 29th June 2010)
- Participation in post discharge hospital care survey
- Input from health promotion team on diabetes
- Falls Prevention programme review
- Trips to places of interest including Matlock Baths, Whitby and Carsington Waters
- Surgeries by safer neighbourhood beat officers
- Participation in Physiotherapy clinic
- Arthritis care session
- Participation in City Arts and Art in Mind group to promote mental health and well being

Dosti Luncheon Club

The lunch offering was re-branded as Dosti Luncheon Club from March 2010.

Total number of meals served to the general public:

09/10 Meals/Food	Portion Served	Income Received
Total	10,257	£ 37102.80

The ICCA Cultural events programme (Board member lead: Hasmukh Mistry)

We have continued to develop cultural events for our members. Last year and for the first time, we celebrated Navratri at the centre.

Over 550 people attended Diwali, New Years Eve celebrations (in partnership with Nottingham Asian Arts Council and West Nottingham Lions Club), and Vaisakhi celebrations at the centre,

We also celebrated Republic Day on 26 January which attracted over 300 people. As part of our celebrations we organised an arts workshop, delivered by ArtCore and with an independence theme for over 25 young members. The material from these workshops is now proudly displayed in the 1947 Suite.

ICCA Youth (Board member lead: Parminder Samrai)

We have been pleased to provide the following services for our younger members: ICCA cricket- (see below for more details), Dhol classes, Bollywood dance classes, 'Kick Fit' martial art classes and art workshops.

We are intent on building on the success of the activities offered by developing the ICCA Youth brand and by offering further sports, artistic and social activities. The planned development of our IT suite will provide for setting up an ICCA education/learning club.

We have started the process of trying to involve our young people in the development of services as part of ICCA Youth. We envisage an ICCA Youth sub-group and are keen to hear from anyone who is interested to step forward and become actively involved in the decision making process. Some of our young members are preparing to set up an ICCA Youth Forum/ Facebook group which should greatly assist in participation and engagement. Watch out for further details in the e-bulletin.

ICCA Cricket

ICCA cricket goes from strength to strength thanks to tremendous efforts of lead volunteers Hemant Patel and Kailash Dal and the team of core volunteer coaches, trainers and team managers: Dipak Desai, Paven Jumbu, Gary Wild, Hasmukh Mistry, Gurj Landa, Suhkbinder Sidhu, Shiv Sharma, Parminder Samrai, Asit Biswas, Manish Makhecha, Jagjit Shah, Sushrut Kulkhani, Hemant Bagalkote and John Griffiths.

A special thanks to our core youth volunteers Anuj Dal, Pritpal Aujla and Ankith Kamath – all of whom benefited from the coaching and are now helping to coach other youngsters.

During 2009/10 season we have had 100 youngsters take part in the winter coaching and training offer at Nottingham Community Sports Ltd centre. 75 youngsters are currently involved the outdoor training at Grove Farm grounds of Nottingham University

For the last year we have entered junior teams in the U11, U13 and U15 and two adult teams in the indoor cricket league played at NCSL. Currently we have U11, U13 and U15 hard ball teams in the City of Nottingham Youth Cricket League. For the first time ever, we have entered an U10 team in the Nottingham Youth Cricket League. Further, for the younger players we have entered two teams in the U11 Notts Cricket Board Kwik Cricket competition.

We have many successes on the field which will be featured in the forthcoming newsletter.

ICCA Visa travel - Board member lead Satinderpal Sharma

The visa service provided by the ICCA still continues to be popular and would not be possible without the voluntary contribution of Mr Dial Basi. In the last year April 09'-March 10' a total of 1,281 visas were processed.

Many people are now being informed about the OCI (Overseas Citizenship of India) option, which is beginning to become more convenient for those who qualify and fit the OCI criteria. The OCI is a Lifelong Visa. In the last year April 09'-March 10' a total of 100 OCI applications were processed.

An advisory service is also available for Indian Passport queries, OCI queries and PIO enquiries.

The visa shuttle service continues to operate for visas to Birmingham Consular Office once a week during off peak months (April-June) and twice a week during peak months (July-March).

Dosti Social Club - Board member leads Steve Sanghera and Gurmeet Vohra

As part of ICCA Wednesdays, we launched our Dosti Social Club on 2 December 2009. Dosti Social Club opened every Wednesday offering a family friendly environment with a full bar service and a 'sizzler' food offer. We have also opened Dosti Social Club for additional nights for the football, cricket and mehfil.

During the summer we will be reviewing the first 6 months of Dosti Social Club and carefully considering its future.

ICCA 50s Men's group

The group meets every Tuesday and Thursday for activities for the over 50s. Almost 20 men attend the club and participate in activities whilst making friends and networking.

ICCA Ladies

This group was established in early 2010 to provide opportunities for women to meet and participate in fun/leisure/social activities together. Already set up are Keep Fit, Dholki and a book club.

ICCA Golf

ICCA golf was launched in 2009 to provide opportunities for golfers of all abilities to come together to play different courses. The virtual club is organised thanks to the voluntary efforts of Ajit Samra who is supported by his brother Jas Samra.

With nearly 40 members, the club is well attended at its regular golfing outings. The highlight in 2009 was in August when 12 players went to play the 2010 course at Celtic Manor, the course for the 2010 Ryder Cup.

6. 'Team ICCA'

Board lead: Manoj Tugnait

The ICCA continues to operate with a with a small core team of employees who are supplemented with a large pool of volunteers. A big 'thank you' to them all.

The current staff team consists of

Amardeep Bhattal - Full time Care Services Manager and supporting management of ICCA
Bali Sohal - Part time receptionist and administrator
Gita Keval - Part time receptionist and administrator
Jyoti Agheda - Part time Visa administration
Ramesh Lodhia - Full time caretaker
Suresh Mehan - Events Manager
Bally Sahota - Temporary part time Sales and Marketing

Day care team *All part time*

Sunil Lata Daddar - Care Assistant
Usha Naik - Care Assistant
Joylus Conrad - Care Assistant
Dinesh Chhatralia - Care Assistant
Jaswinder Kaur - Care Assistant
Kalpesh Desai - Community Care Assistant
Jayshree Chhatralia - Bus Escort

Catering team *All part-time*

Anita Sharma
Manjit Kaur
Ravinder Kaur
Santosh Kalia
Lalita Acharya
Gurdev Sanghera
Chanderkanta Bhurji

We are also hosting a number of Future Jobs Fund placements from PATRA/ACDA

Ashwin Patel - Marketing Assistant
Lauren Hunt - Events Assistant
Marcus Dickins - Assistant Caretaker
Jenny Towle - Catering Assistant
Christine - Bar Assistant

7. Thanks to our funders and supporters

The ICCA continues to receive funding from a number of organisations. We would like to thank the following for their support

- Nottingham City Council
- Nottinghamshire County Council
- Nottingham Asian Arts Council
- Greater Nottingham Skills

The ICCA has been able to complete the Building for the Future project with the financial support of the following organisations

- Donations from a large number of our members and supporters
- Sale of the previous ICCA Building
- Clothworkers Foundation
- Puri Foundation
- East Midlands Development Agency
- European Development Regional Fund
- Greater Nottingham Partnership
- New Deal for Communities – Nottingham
- Nottingham City Council
- Nottinghamshire County Council
- One Nottingham
- John Eastwood Foundation

Once again, we would like to say thanks to all those who contributed to the capital works for the building.