



Annual Report 2014



History

Turkish Cypriot Community Association (TCCA) established in 1976 is a Company Limited by Guarantee (Company Number 3851759) with Charity Status (Charity Number 1080926). As a charity it has been providing culturally, linguistically and religiously sensitive services to Turkish and Kurdish speakers residing in the

UK. TCCA operates from two premises 117 Green Lanes (L.B. Islington) and 628-630 Green Lanes (L.B. Haringey) and delivers needs led projects within the remits of Greater London. All projects are developed based on assessed need and thereafter provided in partnership with beneficiaries, stakeholders and members.

Our Vision and Mission

Our raison d'être is to support our community through our self-funded and also internally created and externally tendered projects. These projects must provide a springboard for Turkish speaking people to either increase quality of life or gain training and support that will ultimately result in them not requiring government benefits to survive. Through

recognising the developments within our own community and contact with government bodies and locally sympathetic NGO's, the TCCA will in time create more fresh projects and offer help in the most deprived corners of our community. Our ambition is to improve lives for the short and long term and to contribute to wider society. Our full charitable objectives and

breakdown are as set out in our memorandum and articles of association. Copies of these are available at the TCCA office for anyone who wishes to review them.



Governance and management

We adhere to a strict governance policy for making and putting into action all decisions and spending. Our board of Trustees takes responsibility as a collective for the overall running and financial pro-

cesses in the organisation. As we are keen to that we remain transparent we are inspected by CQC, Your Value, Pre-viable and Cache we also adhere to PQASSO, Investors in People, Investors in Communities

and Hackney Health. Further to main trustees meetings we have sub committees that are appointed from time to time current committees include: Finance, Bulletin, Homecare, Property and Staffing

At all times we adhere that Trustees will promise to:

- Act within their powers, using the correct procedures
- Act in good faith and only in the interests of the charity
- Adequately inform themselves, each other and all staff
- Take into account all relevant factors and evidence
- Disregard any irrelevant factors
- Manage conflicts of interest and interested parties
- Make decisions that are within the range of decisions that a reasonable trustee body would make

Our trustees for 2013-14 are:

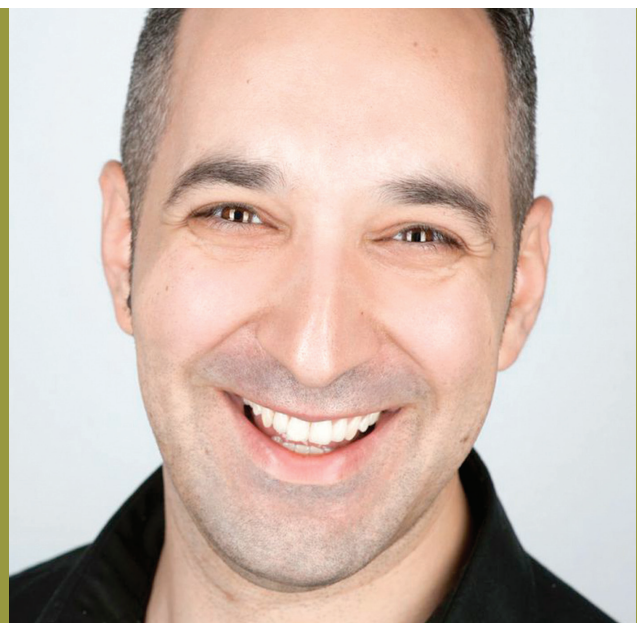
- Onur Ibrahim (Chair)
- Turkey Hadji-fillipou (Treasurer)
- Mustafa Korel (Secretary)
- Mustafa Kadir (Staffing)
- Cagir Cosar (117)
- Gizem Utkan (legal guidance)
- Duran Husnu (Health and Hygiene)
- Husseyin Osman (Public Relations)
- Sencan Cubak (Youth)

Chair Report

Onur Ibrahim

TCCA provides a range of services that cater for the social, educational and welfare needs of Turkish Speaking Communities. Our services and projects currently include a Home Care Project, Advice Surgery, Legal Advice session, ESOL classes, elderly luncheon club, dance classes for young people, News Bulletin, Health Screening, well-being classes/sessions, supplementary educational support, homecare training and acts as a community meeting space.

We also have the remnants of projects that are dormant but still provide the community with an archived base of knowledge. These include our Turkish Cypriot Heritage project originally funded by the Heritage Commission for which we on a daily basis receive requests for copies of the film documentary, books and photographs. This year we rebranded TCCA, and now have a new logo, a community information screen, new website, a monthly news magazine, redesigned stationary and new online media site. We have created a new database for membership details and in line with our ethos to support local community groups and activities. This year we launched our new computerised room booking system which encourages the use of all our spaces by not-for-profit organisations. This has seen



the use of our main building increase two-fold, and has led to subsequent partnerships that have formed the basis of joint working.

TC Homecare has continued to grow and become both systemised and scalable. It now employs about 55 people with full training and insurance to service over 200 clients in need of care throughout North London. One of our major changes of last year was to staffing; we now have a new CEO, a new Office Administrator and a new Desktop Designer.

CEO Report

Erim Metto

After one year as CEO of The Turkish Cypriot Community Association (TCCA), I am pleased to report that the association continues to be centre of attention within the local area and amongst the Turkish speaking communities of London. As an association we are seen as one of the most successful community-based organisations, that continues to grow amidst the tidal wave of cuts and restricted funding, by mentality achieving more with less.

Our key achievement in 2014, has been receiving recognition from our peers as TCCA accepted the CEN-TUS award as Top UK not for profit association. We



have also achieved a number of new quality standards and have maintained full compliance with the Care Quality Commission. As an association we have hosted major international events, have provided a platform for community organisation to operate

and in May 2014 we held an event that introduced newly elected councillors to the local community. We have formulated partnerships that have helped galvanise community support and launched a staggering twelve new services/projects that range from Needs Assessments for housebound extremely frail through to Zumba classes for those who are active.

We recognised the need that our foundations should remain strong and in line with community expectations. Therefore we have carried out a comprehensive review of all our policies, procedures and our memorandum and articles of association. We have conducted a critical review via Community Matters - Your Value Independent Review and Pre-Visible - Community Health Check and in all cases have moved forward in addressing any issues that have been raised. TCCA held an Away Day where the association together with partners, stakeholders, trustees, staff, volunteers and beneficiaries agreed on basic principles of what we have done so far and here we should do as an association. We have taken what we have learnt and imbedded them in our five year Business Plan which we hope will help with the association's long-term growth.

On a final note I wanted to sign off by extending my gratitude to staff that have ensured the organisation delivers 24 hours a day 365 days a year through to the trustees who overlook the processes with no financial reward.

Homecare

TC Homecare (Turkish Cypriot Homecare) has been in existence since 1993 and continues to provide culturally sensitive care services to the elderly and disabled community members to enable them to continue to live in their homes independently in a dignified manner whilst maintaining their safety. TC Homecare is currently working with 7 London Boroughs and 3 Primary Care Trusts as well as several private clients who fund their care privately or receive funding to purchase their own care in the form of Direct Payment or Individual Budgets. Unlike other care agencies as we are a charity we focus on Additionally, giving the old and frail in our community more ie Free Benefits checks, Free Legal Advice, Free Annual Hamper, Free health Checks, Free Access to Gentle Exercise classes, heavily subsidised Luncheon Club, and comprehensive signposting when we cant help

TC Homecare constantly work extremely hard to develop the project further and raise the standard and quality of care provided by organising appropriate mandatory training for the all care workers. The Homecare office staff members have attended numerous meetings and training opportunities with local authorities. The Homecare project provides employment and training to approximately 60 members of the Turkish speaking community. The majority of these carers (over 90%) have or are working towards an NVQ level 2 or 3 in health and social care. All of our carers complete an initial induction training before starting work followed by mandatory trainings such as First Aid, Food Hygiene, People Handling, Health and



Safety, Adult Abuse and Medication Training. The organisation continues to develop staff members through QCF accreditation standards and status as an accredited in-house provider is imminent.

TC Homecare works in partnership with Local Authorities, Health Authorities and Health Professionals to ensure the safety and wellbeing of our service users. Our care provision is

us staff treated them with "lots of respects". People felt that their needs were met because staff were "very helpful" and they had risk assessments and care plans. We noted the staff were aware of and responded to people's cultural, language and spiritual needs. These meant people's individual needs were met. People had information about how to make complaints. This enabled them to report to the manager when

Our latest CQC report stated full compliance and noted...

“People told us that they were, very happy”

monitored by the Local Authorities we work with and is regularly inspected by the Care Quality Commission. Our latest CQC report stated full compliance and noted...

“People told us that they were “very happy” with their carers. They told

they were not happy about their care. We noted that the agency had enough staff available to provide the care that people needed. People told us that staff turned up on time and completed tasks. This ensured that people received care and support that met their needs”

Our Homecare Staff

4



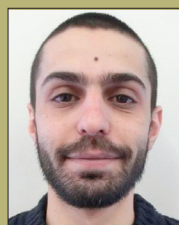
Mr Nurhan Mustafa
Care Manager



Miss Yesim Yurtseven
Co-ordinator



Mrs Selda Senyapili
Finance Officer



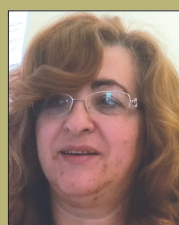
Mr Ahmet Mustafa
Administration



Mrs Selcan Kemal
Administration Relief



Mr Sarac Cankaya
Auxiliary Manager



Mrs Engul Abdullah
Training / Risk
Assessment Officer



Room Bookings

TCCA continues to enhance the services it provides to the community through the hiring of its community spaces. TCCA manages a selection of community spaces which can house a variety of groups. The venues are ideal for community, voluntary, statutory, commercial and resident groups.

In the year of 2013-2014 the range of

affordable facilities generated interest and accommodated training sessions, meetings, conferences, parties and a multitude of events and activities.

TCCA has traditionally preferred to work with groups and individuals who support the local and wider community. Some of the regular groups of TCCA include; Learning Gym who provides after school tutoring to children; Excel Education who provide language courses and naturalisation support to adults; and Enderun Musiki Dernegi, an open choir group celebrating Turkish Classical Music. TCCA was also proud to be a host for 'My Istanbul Photo Exhibition' organised by the SOYAC in Maltepe University, Istanbul.

In this financial year, TCCA Room Bookings has been able to generate revenue and increase its profit margins by 60%. TCCA works with local partners to deliver a range of services that include homecare for the elderly and disabled members of our community as well as social, leisure, cultural and educational activities for the local community. The money received from room bookings has been fully reinvested into the betterment of the community services TCCA provides. TCCA has accepted bookings for their flagship venue in Haringey; however is

in the process of commencing a similar service in their Hackney based community spaces. TCCA is committed to provide a range of support within the community and aims to develop the available services through the hiring of their Hackney community spaces to groups that offer provisions for the local and wider community.



Small room



Meeting room



Hall

Regular Groups using TCCA

April 2013	6
June 2013	7
August 2013	7
October 2013	13
December 2013	19
February 2014	20
April 2014	24

Our Room Booking Staff



Miss Sule Ibrahim
Office Administration



Mr Giray Eminolu
Office Assistant /
Caretaker



Vacant
Communications Officer

Advice Project



The Advice Surgery is still continuing to provide information advice on Thursday mornings at 628, Green lanes, Haringey, for the members of Turkish speaking communities and groups. The participants are mainly Turkish Speakers who live in London Borough Haringey boundaries and their backgrounds were mainly Turkish, Kurdish and Turkish Cypriots.

TCCA takes into consideration the views of the service users and understand their needs by helping them as far as possible within the available resources of the Turkish Advice Surgery. We always take into account the interest and potential needs of all of the service users to improve the quality of their living in London and to create a positive image of Turkish speaking communities in general. The Advice Surgery has identified that there is a big demand in service provision. The language barrier of users and the difficulty in accessing services and resolve issues are still a main problem that the community members have. It is extremely important for TCCA to continue to providing this service, as the statistics and evaluation show that there is a big need. As well as the service users, the council is also benefiting from the service as a lot of issues are dealt and solved faster in an effective way.

Over the past 12 months we have held 40 sessions each session the project delivers advise to around 8 beneficiaries.



Mr Turgay Ertim



Bulletin Magazine

The TCCA Bulletin is a mixture of a magazine and a newsletter which was initiated with the projection of creating a publication that celebrated the community services offered by TCCA and to expand the awareness of these services to not only the local communities but the wider communities. From its inception, the magazine has targeted key people and groups within the community establishing social links with the honest intention of reaching the wide spread groups that would benefit of the services offered.

Founded in January 2014, the TCCA Bulletin is a monthly publication which has an average circulation of 400 copies with the ambition to grow in numbers.

On each issue the TCCA Bulletin contains staff and group interviews, main news, activity and project listings, feature and guest articles as well as featured events.

Currently a printed publication,

the TCCA Bulletin has plans to make their issues available online with the objective of targeting online browsers and spreading the word of TCCA's accessible community services. To date we have circulated 2200 copies of the Bulletin.

“1,200 copies circulated”

Our Bulletin Staff



Sule Ibarhim
Editor



Erim Metto
Standing Article /
Spotlight



Tarkan Mustafa
Wellbeing Feature



Cem Soydancer
Accounts Feature



Dr Gungor Kucuk
Health Feature



Ipek Bekir
Legal Feature

Legal Advice Surgery

“85 people have benefitted from free legal advice”



I am very lucky to have been accepted into the TCCA family! For the past 6 months, I have been attending TCCA on Wednesday afternoons on a weekly basis with a view to providing pro bono legal advice and assistance to those in need.

I specialise in family law, which covers a broad range of issues, including but not limited to divorce and separation, division of assets and property, children act proceedings, domestic violence and pre and post nuptial agreements. However, I am able and have

advised on a number of other areas namely, immigration matters, employment issues, civil claims, welfare benefit matters, housing related problems and debt disputes.

Furthermore, I write an article for the monthly TCCA news bulletin which focuses on hot topic issues in matrimonial law including bringing you up to speed with law changes and provides guidance in others areas such as wills and probate. Over the past six months 85 people have benefited from free legal advice.

Legal Adviser



Ipek Bekir
Legal Advice Surgery

LESTER | DOMINIC
solicitors



Assessment Project

“has helped beneficiaries access an additional £16.360 pa.”

TCCA Assessment Project has now been operating for over four months; during that time 22 elderly and disabled housebound Turkish Speakers have received a full needs assessment related to financing, access of services and additional need.

In many cases this segment of the population would be recognised as the forgotten sector, as their issues have no way of reaching decision makers. The project will redress these imbalances and apart from ensuring that beneficiaries are receiving correct information and advice are signposted to providers who can help them beyond the short term of the project. The areas we have targeted score high of the ladder of deprivation, and lack support services that can reach those most in need due to isolation. We are also keen to point out that many of those that were helped lacked extended family networks and have limited contact with the outside world.

Of the 22 beneficiaries that the project supported; 16 were able to access further benefits, 14 were signpost 14 for additional services, 15 received additional help through TCCA and the total value of new income for those we helped was an additional £16.360 pa. All who evaluated the project rated it as 5 out of 5.



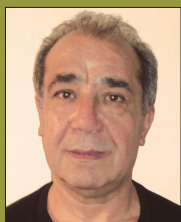
Ayşe Oyuncu
Assessment Officer

THE HAMPSHIRE WELLS
AND CAMPDEN TRUST

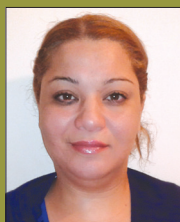




Cyprus Kitchen



Mustafa Muhtar



Sidika Gulseverer

Cyprus Kitchen is a long standing project of TCCA offering customers traditional home cooked Turkish Cypriot food. With its friendly and homely atmosphere it continues to welcome primarily the Turkish, Greek and Turkish Cypriot communities as well as wider communities. It provides a space where communities can meet and enjoy themselves whilst being served mouthwatering dishes. The restaurant brings to life Cyprus Kitchen also supports the

hiring of TCCA spaces by offering catering packages for parties, events as well as meetings and trainings. Cyprus Kitchen is also the home for the Luncheon club, a provision delivered through the joint collaboration with TCCA.

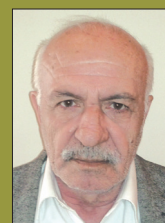
We see around 250 people use Cyprus Kitchen a week as place to have a low cost meal, meeting venue or a place to have a taste of traditionally prepared Cypriot cuisine, at a fraction of normal restaurant prices.



Luncheon Club

“Heavily Subsidised lunch for the elderly”

Our luncheon club is available for the Cypriot elderly community every Tuesday and Wednesday from 11am onwards. We offer subsidised lunch prepared in a traditional Cypriot way. Lunch is followed by bingo, cards, socialising and an opportunity to find new friends. Every week without fail over 20 people attend. During key festivals the number rises to over 60 with 85 attending our Christmas / new year event.



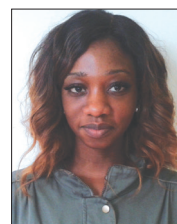
Huseyin Osman

Learning Gym

“Seven sessions per week”



Jonathan Walwyn
Learning Gym Manager



Oyinda Shofolahan
Learning Gym
Administrator



Learning Gym is a long standing project that is based at TCCA facilities and continues to provide tuition to young learners.

In the last 12 months, Learning Gym has taken on its first apprentice: Oyinda Shofolahan. It has also received the promise of substantial funding from private partners. Learning Gym, however, conscious of child protection issues and the potential to use a vehicle like tuition in a way that would not allow it to retain its integrity, remains cautious about such opportunities. The director, Jonathan, has just completed a successful year at, what The Times Newspaper has called ‘the best non-selective school in the UK’ for two years running. Whilst this has been useful from a personal perspective, his dual activities have affected the tuition numbers which have fallen. Nevertheless, the retention rates of new customers are double what they were: although Learning Gym only has 50 students, they are staying twice as long. This can be attributed to far better communication links with parents who are now kept informed of their children’s progress by text, email and through written progress reports. As of 7th May, Jonathan is now back to work full-time on the project and with exciting opportunities, such as use of the TCCA main hall, there is no ceiling on the number of local students

that can be supported. In the last week alone Learning Gym gained 8 new students and their target for August is 150. These students are ones

which, in the majority of cases, would not be able to afford tuition otherwise and would be an achievement to be proud of!

Excel Education

Has been at TCCA for just over three months, they offer a range of short courses delivered by a team of friendly, highly qualified and experienced tutors. They prepare learners for TOEIC examinations and refer them on to nearby TOEIC centres where they can sit the examinations. The team ensure that our learners select the most suitable course for them and are given the support they need to succeed.

The TCCA building is used as eXcel Educations London base and are keen that over time that their base here would grow to match that of their Croydon Office. eXcel aims to provide high quality education and training that meets the demands of the current market place and develops individual potential. All of our management and lecturing

teams are highly qualified, with extensive experience of the education and training sectors. More importantly, they are dedicated to making sure our students receive effective information, advice, guidance and support to assist them in reaching their education and career goals. During the last academic year our pass rates for ESOL Entry Level tests have averaged 99%.



Areti Samartzidou
Excel Officer



Ayse Balman
Excel Officer

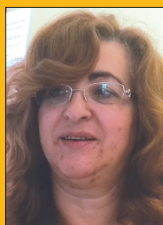


Training

TCCA has been developing and updating their training standards. Meeting CQC standards is the basic aim, but further development for the staff is the main goal, development the growth of the company.

TCCA has looked into using training Centres for Continuing Professional Development (CPD) and The Qualifications and Credit Framework (QCF), as such has a strong working relationship with in-house training providers Excel and Learning Gym. Apart from the expense of this route the difficulty we face is the language barrier and that there is no funding for level 3.

TCCA is now working on obtaining Work Development Funding (WDF), with the funding TCCA will support staff to obtain their QCF diplomas. We have filled all requirements WDF and have been accepted by The Berkshire Skills for Care WDF Partnership. At present the NMDS needs to be updated and sent for confirmation for the funding to start.



Engul Abdullah
Training Officer



TCCA has applied for CACHE for accreditation, which should be imminent. Policies and procedures are being developed and updated; with the accreditation we will be able to run our own courses in Health and Social Care occurring to the needs of the staff at the standards of QCF. Once accredited, TCCA will offer stock of 15 courses to our staff, trustees, stakeholders and partners.

Tottenham Active!

“ 65 attendees participated in sessions. ”

Current sessions

Zumba

Taekwondo

Gentle Exercise

Table Tennis

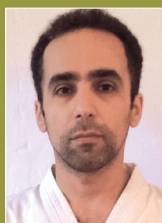


A three-year project to get Tottenham residents playing sport and tackle the borough's health inequalities stated last year when TCCA was awarded funding to hold four ongoing sessions from the centre.

After six months of holding the activities, TCCA successfully gained additional funding for another two sessions. The only association in Haringey to be awarded funding from two rounds...



Harriet Heath
Zumba



Arian Salih
Taekwondo



Fehmi Sitki
Gentle Exercise



Patrick Bluntz
Table Tennis

Coming Soon
(June 2014):

Self defence Classes
& Creative Dance



ADC College

“TCCA has supported 32 Apprentices in the past 12 months”

ADC College has been collaborating with Turkish Cypriot Community Association and Erim Metto on work experience projects for the last 2 years. TCCA welcomed and trained more than 30 students on short term work experience projects in collaboration with ADC College.

The aim of the projects is to give international students from vocational schools the chance to gain work experience and develop their professional skills in UK. Students are coming from different EU countries among which is Poland, Germany and Czech Republic.

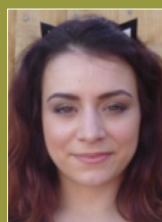
The projects are funded by the EU initiated programme Leonardo da Vinci / Erasmus+.

TCCA has provided work placement in different areas. Students came from backgrounds such as Business Administration, Media or IT. The tasks involve general clerical work in the office, creating and editing videos or working in Excel, or assisting with IT support.

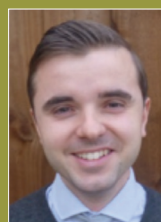
Students have always felt welcome at TCCA and found the work experience extremely beneficial.



Marc Wolter



Bianca Balcanu



Tommaso Pallanch



Magdalena Ciolek

CAPA International Education & TCCA Partnership

CAPA International Education is an international education organization (IEO) committed to empowering student learning through personal choice, academic integrity, and engagement in urban environments abroad. CAPA's approach to international study is unique and provides a holistic learning abroad experience that challenges, excites and inspires students.

CAPA's Internship Program matches the goals and interests of students with those of TCCA. This collaborative and ultimately personalized approach has made CAPA International Education the trusted global leader since 1972. Through their Internship Program in London, students engage in internship placements at TCCA as part of their university level academic degree. All CAPA students have met rigorous academic requirements and completed an extensive application process before being accepted to the Internship Program. These students have been placed in various roles at TCCA, including but not limited to; Policy Development Finance, Grants and Funding, Film Production and Media & Marketing.

With an exceptional work ethic, a “can do” attitude, and extensive skills and abilities to offer, these interns have provided numerous benefits to our organisation; by working with TCCA, these students gain invaluable international work experience whilst becoming a valuable and productive member of our team.



Craig Kench
Director of
International
Internships



117 Green Lanes

Since the demise of Toplum Postasi, 117 Green Lanes has remained closed. This year a decision was taken to move forward with the re-opening of 117 Green lanes, the ultimate aim to provide high quality needs led services from the place TCCA call home for over 20 years. In Jan 2014 with the help of hands on London we redecorated the ground floor and basement spaces. In late March we launched one day a week an advice and sign-posting service and now are moving towards the provision of dedicated daily service.

Councillor Surgeries

TCCA continue to offer a wide range of professional support services to the local and wider community. In recent months TCCA has initiated regular councillors' surgeries through the support of Councillor David Schmitz and Liberal Democrat Candidate for London Turhan Ozen, and has provided Haringey residents, in particular the Turkish, Kurdish, Turkish Cypriot communities in Haringey the opportunity to have face-to-face advice meetings with their local councillors. The public councillors' meetings are a chance for the local residents of Haringey to ask questions about the council and its policies, or raise concerns about problems in their area.

12

Education project



Based on TCCA's successful holiday education program that provides support to Turkish Speaking children that are under achieving in primary school. TCCA has started to work with 10 schools (in five boroughs (two in each borough (identified as those with the highest concentration of Turkish/Kurdish young people)), The formula adopted to help the children is by introducing parents to initiatives that help them become more involved in their child's education. The process is facilitated by weekly sessions that parents are en-

couraged to attend with their children then work together with the school on how techniques that can be used within the framework of homework, in general this sees a dramatic improvement in achievement levels.

Unfortunately the project is on volunteer basis which limits the time allocated towards delivery of the project. In order to move the project forward we aim to attract funding and have a number of applications that we are awaiting decision on.

As this report went to print we was notified that TCCA had secured one year's funding from Children in Need, which will be released within six weeks.

Hands on London



David Handson
Team Leader

TCCA is now one of Hands on London's longest standing charity partners with whom we have worked for almost 2 years. We have completed many great corporate projects with TCCA and have built a strong ongoing relationship with the organisation. All of our corporate partners have thoroughly enjoyed their experiences helping at the TCCA community centres and have always been made to feel welcome and that their work

is appreciated. As such, we are always more than happy to send any volunteers we get through Hands On London, whether it be individuals or corporate groups, to TCCA and will continue to do so. It has been a pleasure working with TCCA so far and we look forward to working with everyone there a lot more in the future.



Policy & Procedures

Through the internship scheme with CAPA, TCCA also welcomed Deborah Kick as a legal intern to provide her expertise in reviewing and updating TCCA's existing policies and procedures as well as its constitution.

The policies and procedures have been thoroughly revised and corrections made to ensure that they are effective and comprehensive. They are now efficiently worded with minimal grammar errors, and, overall, maintain professional standards. The policies and procedures are all designed with the same template design as well as in the same font and general layout, which was a collaboration between Deborah Kick and Erim Metto, the CEO of TCCA.

The policies and procedures, are legally up-to-date and are in line with guidelines of government legislation, as well as the legal standards set out for Homecare organisations. The completion of these revisions now lays the groundwork for any future revisions or edits of the policies and procedures, and allows future interns, if necessary, a solid starting point to further sharpen the policies and procedures. This is also the case for the update and revision of the constitution.

Through the collaboration of Deborah Kick and key staff at TCCA, existing policies and procedures for the homecare, training and room bookings divisions were revised and edited and new ones were created. Deborah Kick further collaborated with Morgan Block to create a business plan for TCCA that set organisational goals for the next 5-10 years to come.



Deborah Kick
Policy Officer

Quality Mark

Through the internship scheme with CAPA, TCCA have been a host to interns with a variety of skills and qualifications.

Via this scheme TCCA benefitted of the services of Morgan Block who assisted in getting TCCA a step closer to achieving essential quality marks.

Through Morgan's support, TCCA ordered and received the PQASSO quality mark system. PQASSO is a self-assessment tool that requires evidence in the forms of documents for completion. A portion of the evidence has been found so far, but TCCA should be able to complete PQASSO's self-assessment process relatively quickly.

TCCA is implementing PQASSO as a means to gain more funding. If the self-assessment of PQASSO is completed, then TCCA will gain accreditation which will show funders and others that TCCA is

up to speed with certain standards. PQASSO is the most important quality mark to TCCA because it is specifically designed for the voluntary and community sector.

Also, TCCA is well on its way to ordering CACHE, another program that will help them achieve quality marks. Other quality mark programs that TCCA is looking to obtain are; EFQM, Investors in People, and Matrix. It is important to TCCA to complete these different quality marks because historically it has not received any of these accreditation.

Morgan Block also collaborated with Deborah Kick, another intern on the CAPA scheme to formulate a business plan to facilitate TCCA's progress and mission for the next five to ten years.



Morgan Block
Quality Assurance
Officer

Media Project



TCCA has recently launched its Media Project. A short stay project which will aim to empower members of TCCA with the necessary resources in order to tell their stories and also help TCCA in its aim to deliver services in a format that is accessible by all members of our community. The media project aims to create an awareness of services available to the community and advice on how those services can be accessed. The forum for platforming is via YouTube, our in house community screen, dvd's and our website.



Melina Fromme
Media Officer

Accounts

“Total number of employed by TCCA
58 plus 15 freelance support officer”

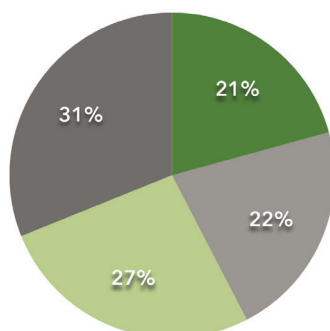
“Homecare successfully negotiated rate increases in three local authority areas”

Over the past 12 Months TCCA has been developing strategies and produces that streamline the organisations finances. This helps the organisation mirror the charity commission expectations of delivering high quality transparent and fully accountable services. Here are some stats



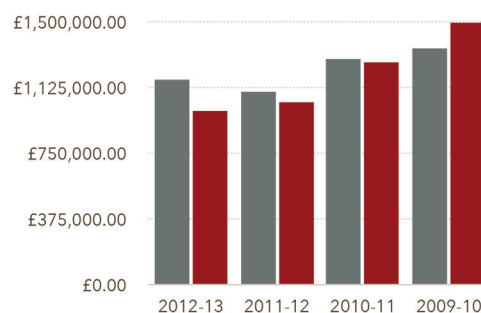
Cem Soydancer
Accounts

ACTUAL SUMMARY



● 2012-13 ● 2011-12 ● 2010-11 ● 2009-10

YEARLY BUDGET



■ Income ■ Expenditure

SUMMARY BY CATEGORY

Year	Income	Expenditure	Surplus/Loss
2012-13	£1,170,911.00	£999,130.00	£171,781.00
2011-12	£1,106,490.00	£1,043,929.00	£62,561.00
2010-11	£1,295,898.00	£1,277,156.00	£18,742.00
2009-10	£1,348,343.00	£1,499,166.00	(£150,823.00)
Total	£4,921,642.00	£4,819,381.00	£102,261.00

Homecare staff received an average of 3% uplift

New Financial Procedures

TCCA after numerous months considering moving its services from a SAGE to QuickBooks the association has finally started to utilise the positive benefits of the new system that include

- 1) Easier to enter invoices & payment.
- 2) Reporting can be simplified by a few clicks.
- 3) Credit control is much more efficient with aging being of the most important.



Mirza Shipkoyle
Accounts Associate

- 4) making sure that all debtors are chased on the right time.
- 5) Management can get reports easier and all different ways; excel report, graphs and line chart.

With the use of this system staff will get more time on delivering services rather than updating payments via excel. In the long run this will lead to further internal savings, more transparency and better access to Management Information.





What people say

Ercument Ibrahim

Director of Enderun Music Association

"The staff at TCCA are very professional.... providing quality services at an outstanding venue"

Jem Djealal

Chair of Engage

"Probably the most engaging association within the community, slogan should be amazing work by amazing people"

Cllr Dogan Delman

Enfield Councillor

"TCCA is not just a community centre serving the Turkish community but all community and doing an exceptional work, they need to carry on doing what they are doing"

Ibrahim Dogus

Founder/director of the Centre for Turkey Studies and Development (CTSD) and Labour candidate for Enfield Southgate.

"TCCA is doing a great job in bridging the gap between the Turkish communities and the British mainstream community"

Nilgun Canver

Delegate to EU council of Europe

"TCCA is doing a tremendous job within the community and valued by all that use the organisation, thank you to all at TCCA for all your hard work"

Arzu Guler

SOYAC Chairperson (Maltepe University)

"Our experience of TCCA is of the highest quality"

Cllr PerayAhmet

Haringey Councillor

"It has long been an important building for the community & I remember it from when I was a child. Good to see vital services are still being delivered from here"

Nick Pelas

CEO Stage Theatre Company

"Provides the most outstanding provision from the point of venue and services for all the community, class act that many centres try to replicate but fail"

Heather Knight

CEO - STOP THE TRAFFIC

"TCCA provide an invaluable service of supporting communities and bringing them together. The reception is welcoming and the atmosphere is one of inclusion. They are committed to safeguarding the local community".

Marek Belka

ex- Polish Prime Minister

"We are excited about the prospect of future collaborative work with such a reputable association"

Oya Tuncali

TRNC consulate - UK Representative

"ToplumMerkezi provide a valued service to Turkish Cypriots living in the UK"

Arife Retvan

Chair of Limasollular Community Association

"We would like to thank all the employees at TCCA for the personal interest they pay to those disadvantaged within our community"

Lutfi Azhur

Public Diplomacy and Special Projects - Office of Malaysian Prime Minister

"Thank you for the opportunity of working together"

Cllr Catherine West

Labour's candidate for MP Hornsey and Wood Green - Islington Councillor

"The TCCA plays a crucial role in serving the community, both through its excellent cafe facility which provides nutritious, home cooked Cypriot food and its care services in the community, it is so important that the community has culturally appropriate services particularly where older folk or those with long term conditions suffer from social isolation. Well done to TCCA for another successful year at the heart of the community."



**Turkish Cypriot Community Centre
Haringey**

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Hackney - Islington

117 Green Lanes, London N16 9DA

Telephone

Main Reception: 020 88261080

Fax: 020 88290994

Homecare: 020 88261081

Room Bookings: 020 82681080

Learning Gym: 077 86637276

Excel: 020 83425693

Cyprus Kitchen: 020 88895947

Websites

TCCA: www.tcca.org

Room Bookings: www.tccabookings.org

Bulletin: www.tccabulletin.org

Learning Gym: www.learninggym.org.uk

Excel: www.excel.ac

Emails

Information: info@tcca.org

Finance: finance@tcca.org

Care: homecare@tcca.org

Room Bookings: giray@tcca.org

CEO: erim@tcca.org

Bulletin: sule@tcca.org

Learning Gym: nltutors@aol.com

Excel: ayse_baran@hotmail.co.uk

Social Media

 Facebook: www.facebook.com/tcca.haringey

 Linked-in: uk.linkedin.com/pub/tcca-haringey/8a/361/538

 Twitter: twitter.com/TccaHaringey

 You Tube TCCA

Room Bookings: www.youtube.com/channel/UCrYM3nvJMb815faPdr2bypQ

Company Number: 3851759 Charity Registration Number: 1080926

