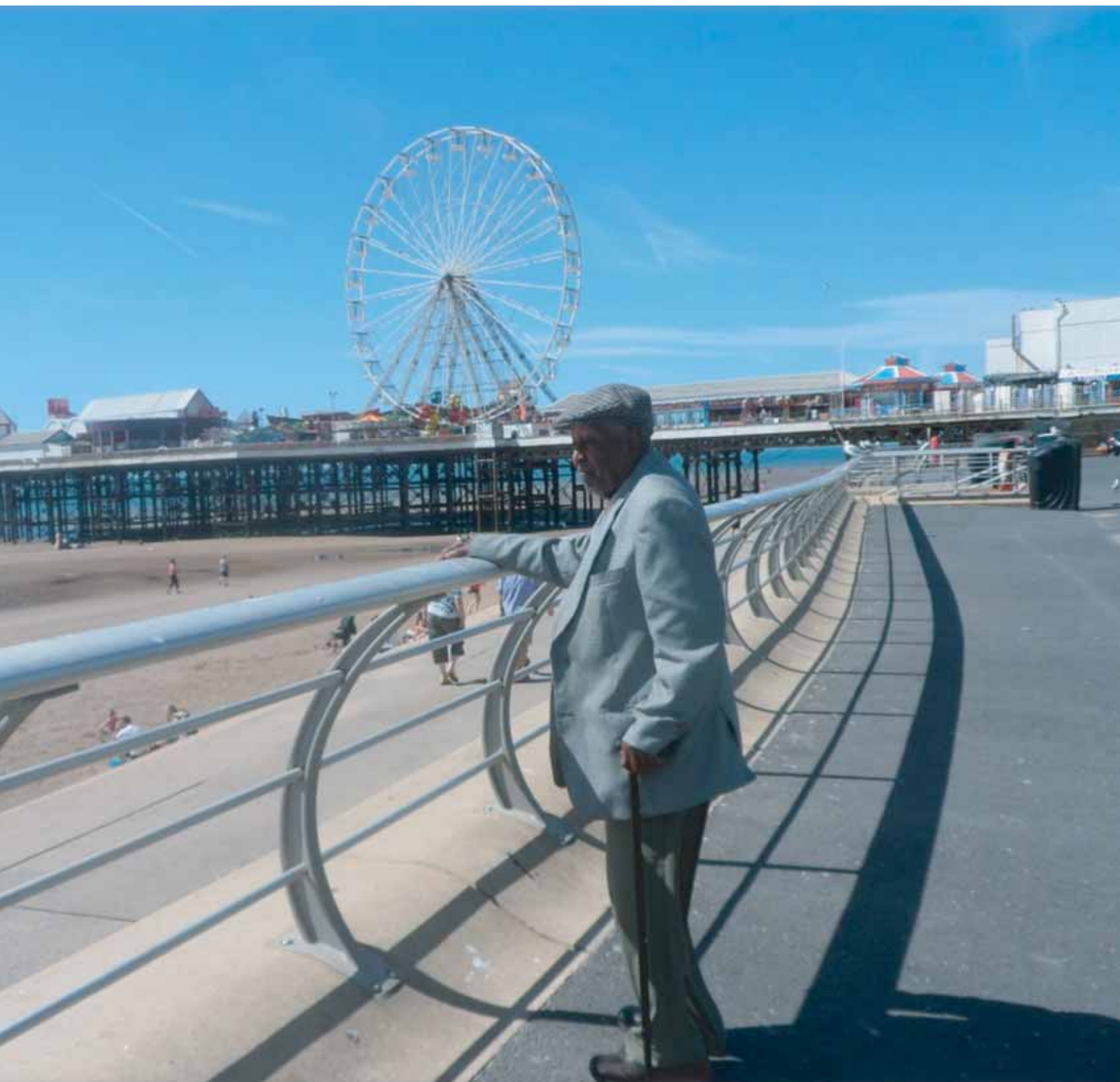




# Annual Report

April 2018 - March 2019



Milen Care



Getting ready for a competitive Carrom Board competition



Enjoying a conversation in the sun over a cuppa

# Contents

	<i>Page</i>
Chair's Message .....	1
Vision Statement.....	2
Mission Statement.....	3
User Member's .....	4 - 8
Views	
Milen Care Advice .....	9
Service Statistics	
Accounts.....	10
Balance Sheet .....	11
Organisation Chart.....	12

# Chair's Message



Welcome to Milen Care's (M.C) Annual Report. It is my great pleasure in presenting to you Milen Care's (M.C) Annual Report which I hope you will find an interesting read.

I believe very strongly about care in the community to be delivered by competent staff and to a very high standard, taking into account of cultural and faith values of our user members. The care must be offered with utmost respect and dignity to everyone who access Milen Care provision.

At Milen Care we never become complacent, and I am pleased to say that our user members are very satisfied with the service we provide. The feedback we have received from our user members is very positive and encouraging. Promoting the interests of our user members and improving their health and well being is at the heart of everything which we do.

I am sorry to report that Shahed Mayet left Milen Care at the end of August 2019 after over 15 years of excellent service. Shahed worked with a great deal of commitment and dedication at Milen Care and contributed to improving many areas of our work and services. He built up an excellent relationship with Members, Kirklees Council and other partners and agencies.

I know that Members are very sad to see him leave, and on behalf of all the Members, Management Committee and staff we all wish him the very best for the future.

I am very pleased to say that we have appointed Mohammad Ibrahim as our new Manager to replace Shahed Mayet. Ibrahim commenced with Milen Care in September 2019 and has made an excellent start and he has become very popular with Members. Ibrahim is from Bradford but is no stranger to Batley as he previously worked in Kirklees and is very familiar with Batley and surrounding areas. In his previous role as the General Manager at Khidmat Centres in Bradford, he was responsible for the overall management of Khidmat Centres, substantially contributed to the organisation's health and education programmes, business planning and funding opportunities thus ensuring the long term direction and sustainability of the organisation. Khidmat Centres is a frontline community organisation with both positive and changing dynamics set in one of the most deprived areas of Bradford.

May I take this opportunity to say a 'Big Thank You' to everyone who has worked with Milen Care and I would particularly like to acknowledge the support of Kirklees Council.

I would like to say huge and sincere thank you to all the Management Committee members and the members of staff for their commitment time and drive to champion the needs of our vulnerable and older people.

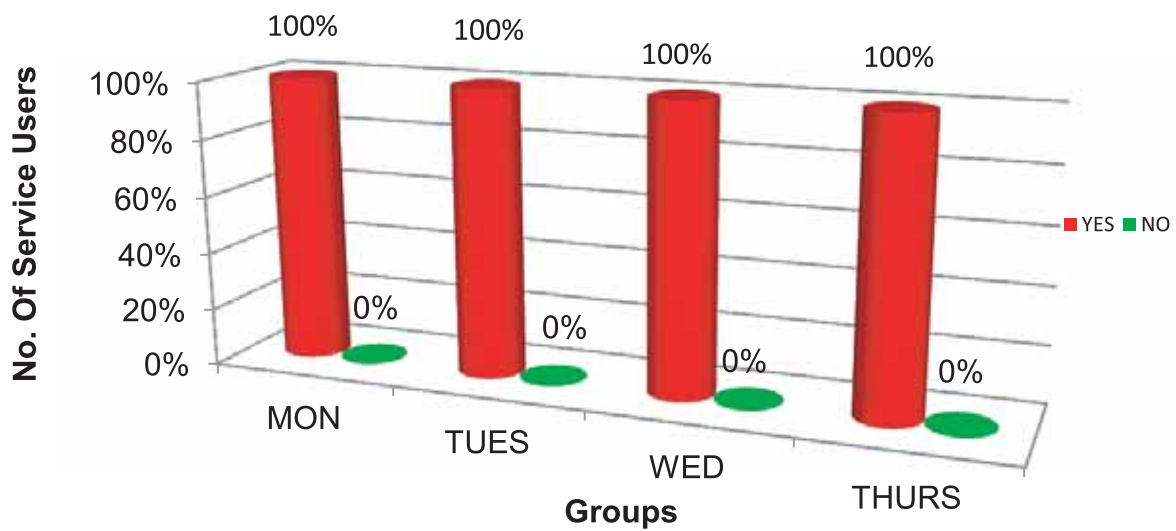
**Aziz Daji**  
Chair

# Vision Statement

“ To be a provider of quality community care services, which meet the ongoing identified needs of local communities”

We regularly seek user member’s views on the services provided by Milen Care, so that we can improve our services and provision.

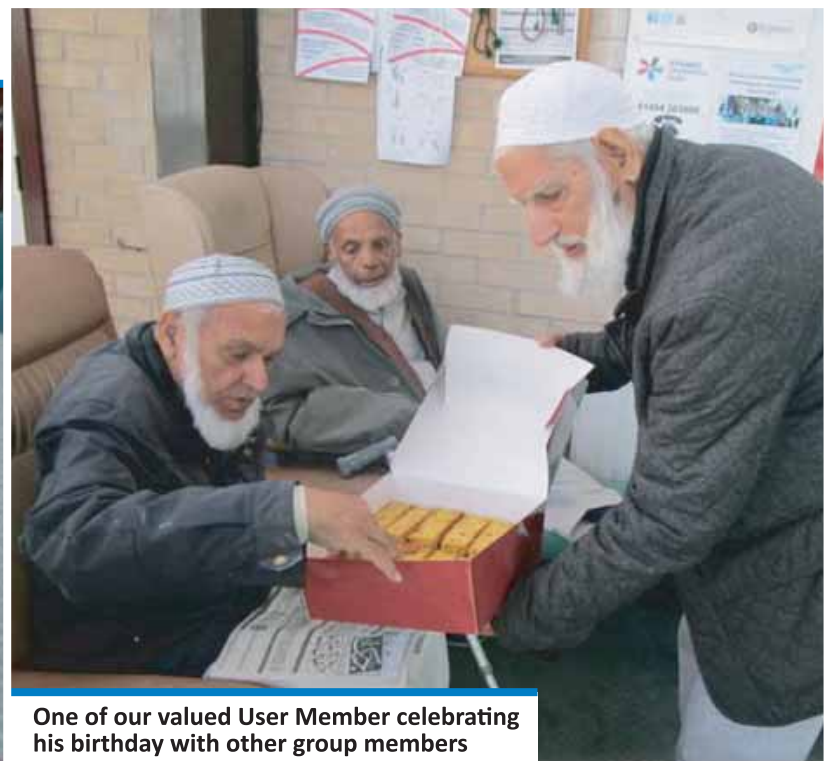
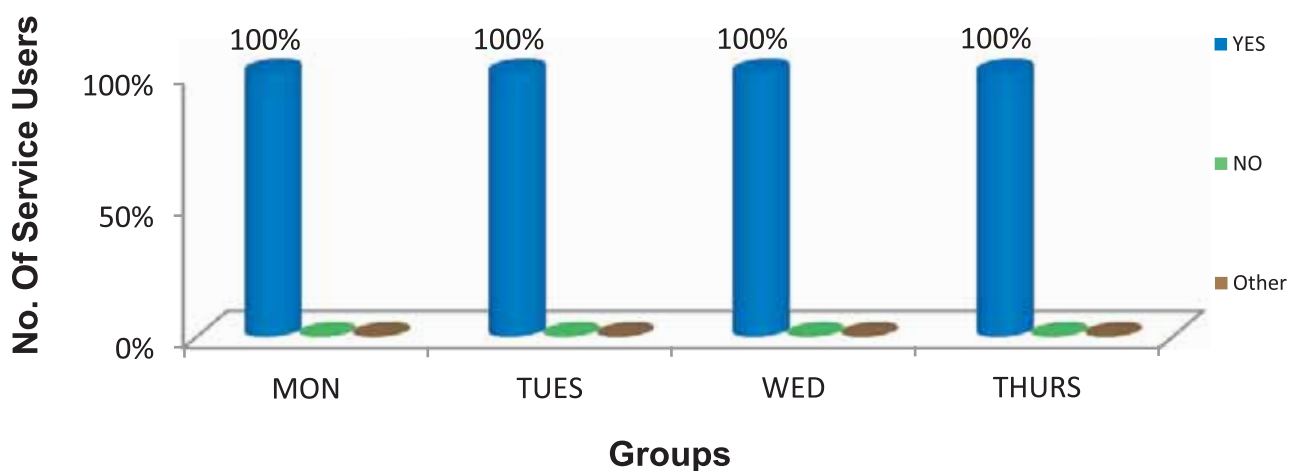
Do you receive information in a format that you can understand?



# Mission Statement

“ To provide quality care and support that is culturally sensitive and promotes independence, dignity and choice for frail older people and their carers”

**Do you know what time your Day Care Assistant is supposed to pick you up in the morning in the Mini bus / Taxi?**



# User member's views

"I really enjoy my time at Milen. I feel like I am stress free. The staff are very helpful"

User Member

"I love coming to Milen for the games. It really relaxes me and freshens my mind"

User Member

"Coming to Milen takes my mind off from my health problems"

User Member



Working together to make a healthy salad

"The place is always very clean and tidy. Food is excellent. Members of staff are very good and the manager is very good."

MA

"Milen is the only time I really get out. All staff really look after us."

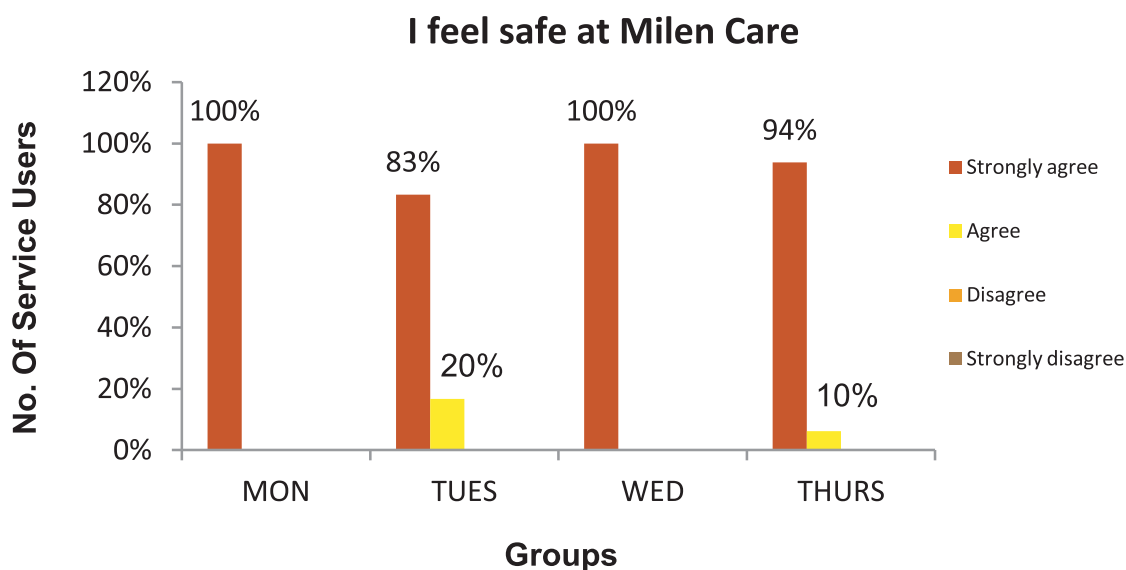
SD

"Thank you for helping me with my paperwork. Don't know where I would be without your help"

MH

"I really enjoy coming to Milen. It gives me a break and I feel a lot more refreshed. If I didn't like the Centre, why would I be attending?" laughed the SU

IA





Mayor Cllr Gwen Lowe speaking at Milen Care's AGM 2018



Full House at the AGM 2018



Halima Mira receiving an award for 1st place in the quiz competition



Some User Members shopping in Huddersfield Market



Sunny day at the seaside - Scarborough

"I've always liked and appreciated Milen but having seen the lack of support for elders in India, I think we should be grateful to Kirklees and the government"

User Member

"I really enjoy Carrom board and looking forward to the competition. I must say you really do look after us"

YP

"Milen is excellent and it helps me forget my troubles."

EC

Unable to speak but when asked how she feels about Milen services and the care staff provided, she gave a big smile and raised her thumb to express she is happy.

NA

"I get excellent service and enjoy talking to people"

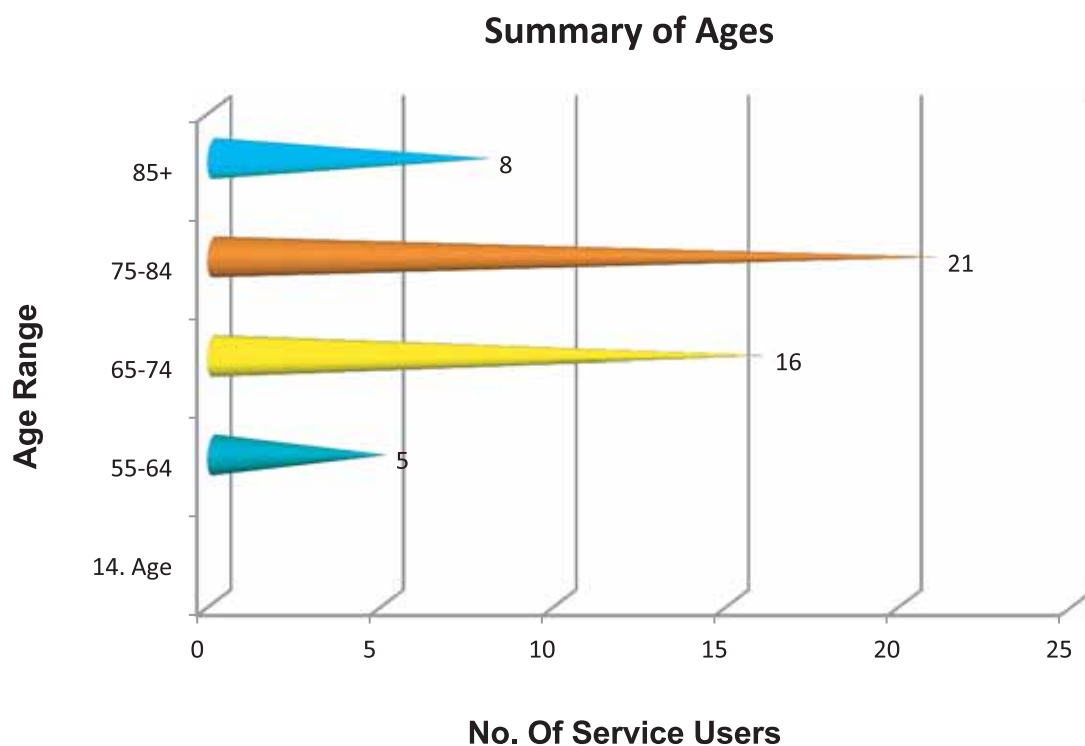
PA

"I'm very happy at Milen. Staff are very good and caring and help me sort things out too"

FD

"I'm very happy at Milen and all the staff are very good and they care for us. I often say at home the manger is like my son"

SK







Health Trainer giving a talk on how to live a healthier lifestyle



Shopping along famous Buxton Street in Leicester



"Feels just like home"

---

**School children from  
Batley Parish C of E J I & N School  
visited to have a chat  
with the User Members  
about their lives.**

---



"I sit at home all day on my own therefore, attending Milen really helps me as I get an opportunity to speak and laugh with people. The staff are very good here and they look after me well. And I think the Manager is very good too. He always sits and spends some time with us and makes jokes"

PA

"I really like coming to Milen, they really look after me well, for example, during meal time. They look after me and help me to move around. The facilities at Milen are very good. All the staff are excellent"

FD

"Batley is a small town, like a small village. And where I live, there is nothing to do as there are no parks etc where I can go so I am always indoors. Coming to Milen, I get the opportunity to meet my friends on a regular basis which otherwise I would not be able to do so. I enjoy the activities and the talks and I regularly read the papers and play Carrom board. Plus, I get an opportunity to discuss politics with people which I and some other members at Milen find enjoyable discussing. The staff treat all of us very well too"

MP

"I enjoy coming to Milen. They really help me out. Talking to Shahed helps me because he listens and also appropriately advises where necessary. I enjoy the food here and the Tai Chi exercises"

KA

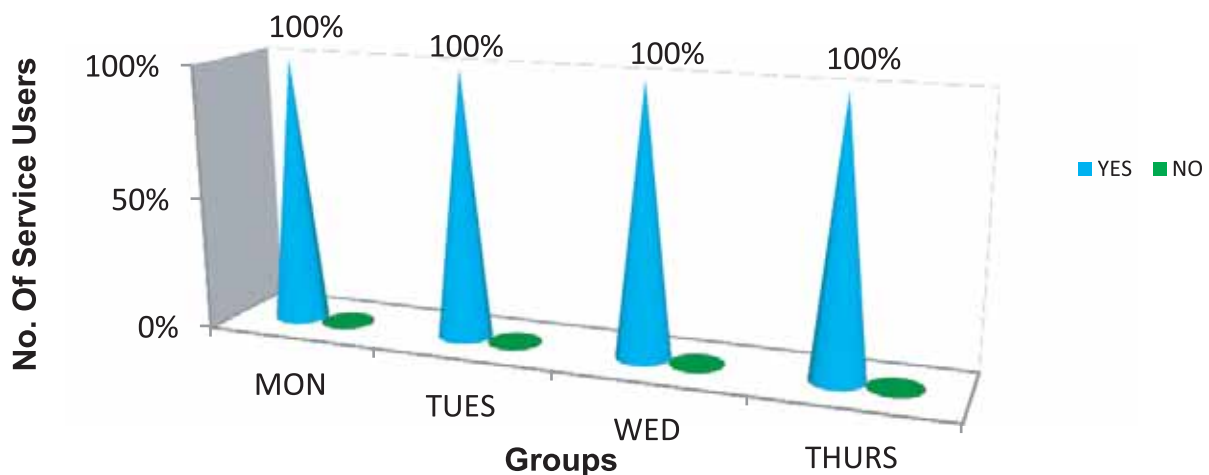
"Since my wife passed away, I have been very lonely and really have no contact with people with whom I can interact with and understand my issues. I enjoy playing Carrom board which I look forward to very much. Playing with friends makes my day and I become happy"

MD

"Having recently been abroad I've come to understand more about the service Milen Provides and why"

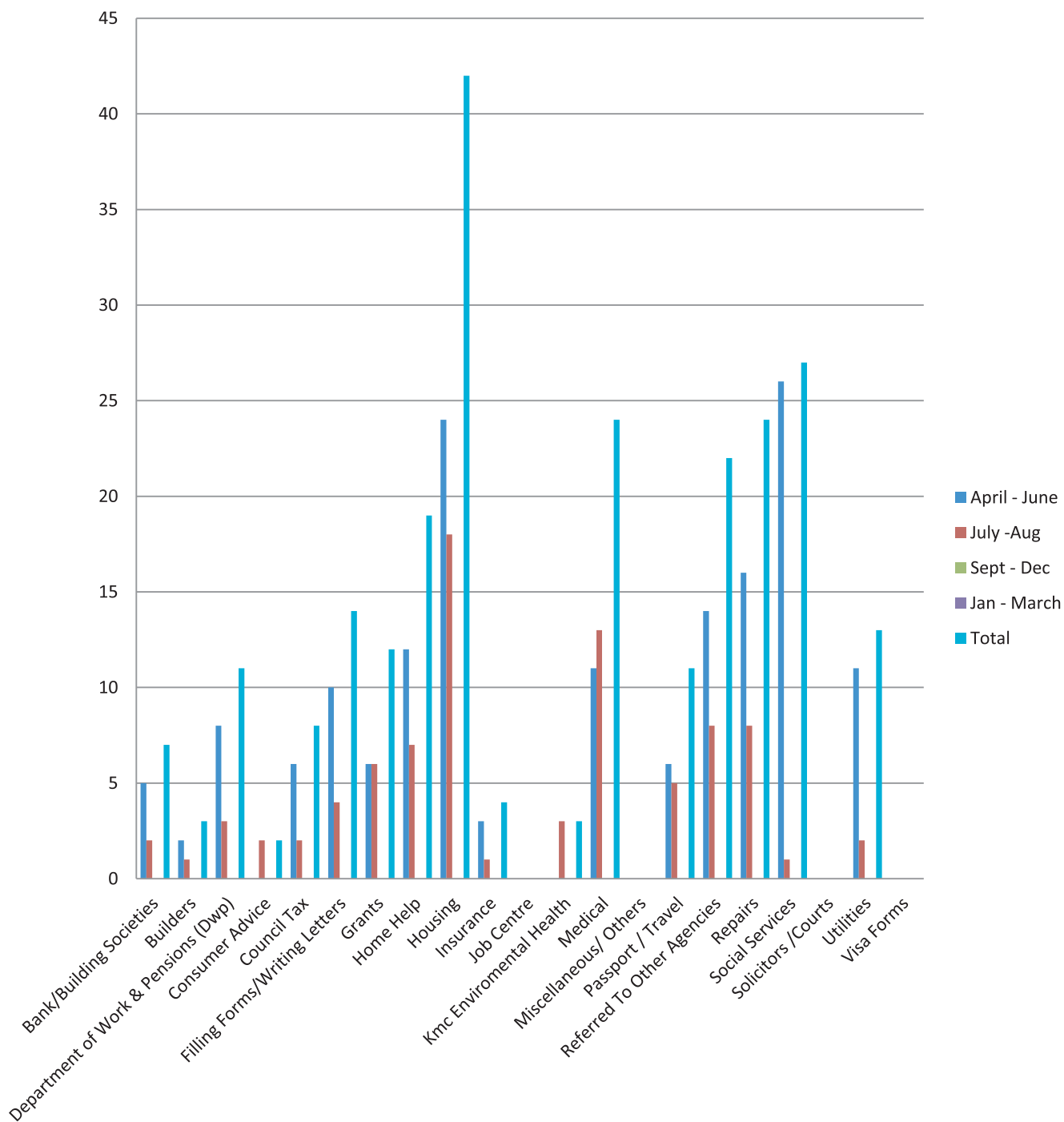
SK

### Do you know how to make a complaint about the Day Care you get or your Day Care Assistant?



# Milen Care Advice Service

Statistics 2018 - 2019

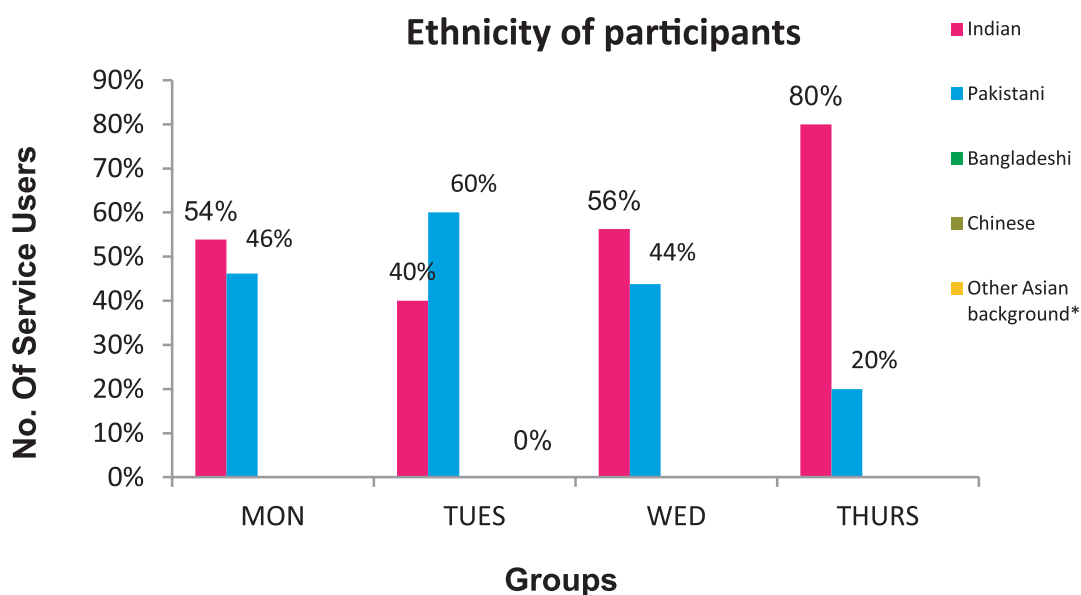


# Accounts

## MILEN CARE

### INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDED 31 MARCH 2019

	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>2019 Total</u>	<u>2018</u>
<b>Incoming Resources</b>				
Day Care Income	-	28,803	28,803	20,002
Kirklees Council	-	157,342	157,342	147,493
Donation	-	-	-	-
Locala Grant	-	18,021	18,021	24,028
Training Grant	-	-	-	-
Other income	-	104	104	-
<b>Total Incoming Resources</b>	<b>-</b>	<b>204,270</b>	<b>204,270</b>	<b>191,523</b>
<b>Resources Expended</b>				
Management and administration	-	145,322	145,322	144,661
<b>Total resources expended</b>	<b>-</b>	<b>145,322</b>	<b>145,322</b>	<b>144,661</b>
<b>Net Income</b>	<b>-</b>	<b>58,948</b>	<b>58,948</b>	<b>46,862</b>



# Balance Sheet

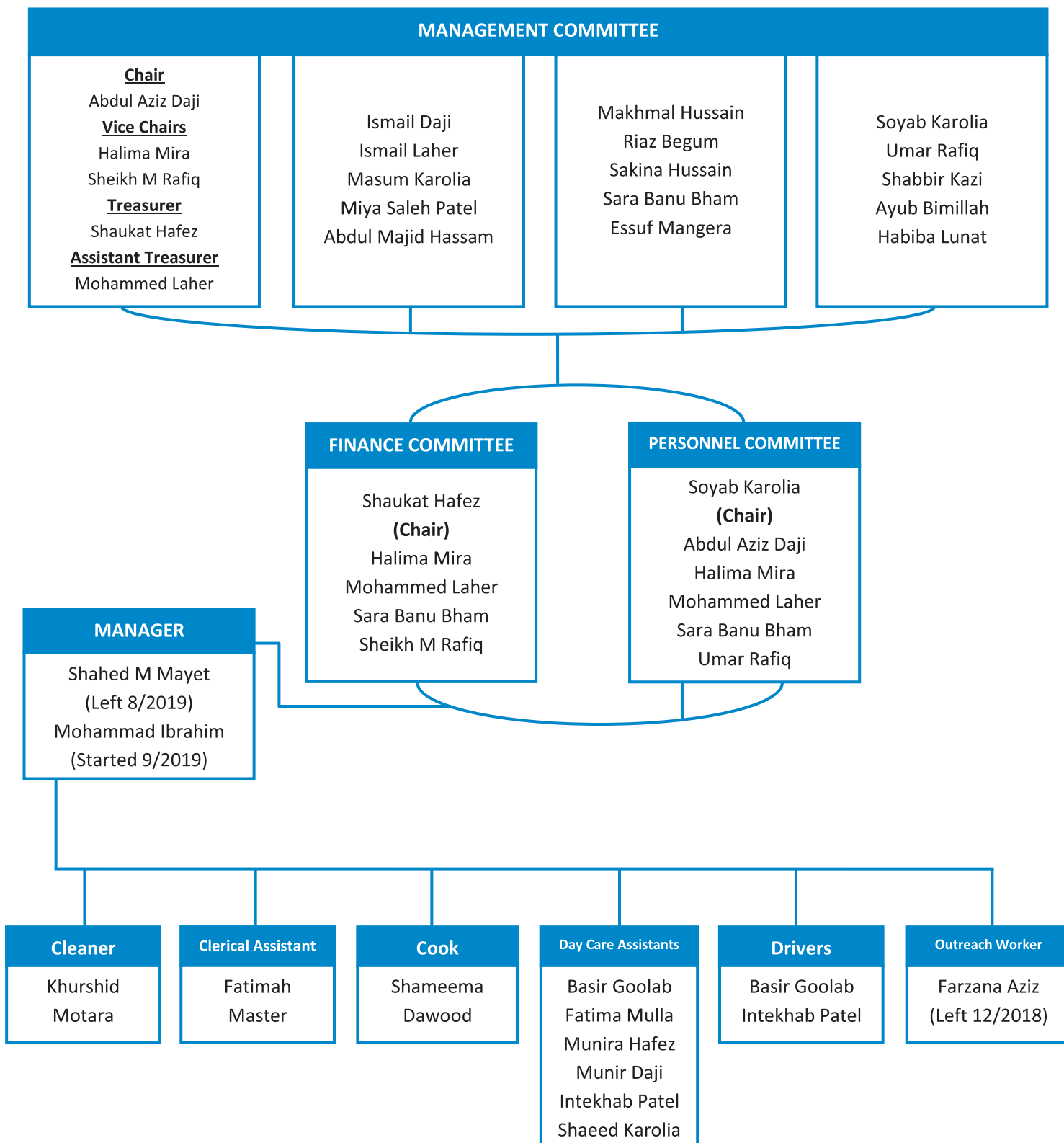
## MILEN CARE

### BALANCE SHEET AS AT 31 MARCH 2019

	<u>Unrestricted</u> <u>funds</u>	<u>Restricted</u> <u>funds</u>	<u>2019 Total</u>	<u>2018 Total</u>
<b><u>FIXED ASSETS</u></b>				
Fixtures and Fittings	-	1,250	1,250	1,471
Motor Vehicle	-	189	189	252
	<u>-</u>	<u>1,439</u>	<u>1,439</u>	<u>1,723</u>
<b><u>CURRENT ASSETS</u></b>				
Debtors	-	4,615	4,615	10,667
Bond	-	240	240	-
Balance at Bank	-	277,332	277,332	213,297
Cash	-	1,008	1,008	84
	<u>-</u>	<u>283,195</u>	<u>283,195</u>	<u>224,048</u>
	<u>-</u>	<b><u>284,634</u></b>	<b><u>284,634</u></b>	<b><u>225,771</u></b>
<b><u>CURRENT LIABILITIES</u></b>				
Creditors and Accruals	<u>-</u>	<u>1,409</u>	<u>1,409</u>	<u>1,494</u>
Net Current Assets	<u>-</u>	<b><u>283,225</u></b>	<b><u>283,225</u></b>	<b><u>224,277</u></b>
<b><u>REPRESENTED BY:</u></b>				
<b><u>CAPITAL ACCOUNT</u></b>				
Accumulated fund	-	91,847	91,847	71,847
Reserve	-	132,430	132,430	105,568
Surplus Income for Year	<u>-</u>	<u>58,948</u>	<u>58,948</u>	<u>46,862</u>
	<u>-</u>	<b><u>283,225</u></b>	<b><u>283,225</u></b>	<b><u>224,277</u></b>

# Organisation Chart

October 2018 - December 2019





Milen Care User Members out for a meal



At Milen Care, we encourage our User Members to get the most out of the warm weather to boost their Vitamin D

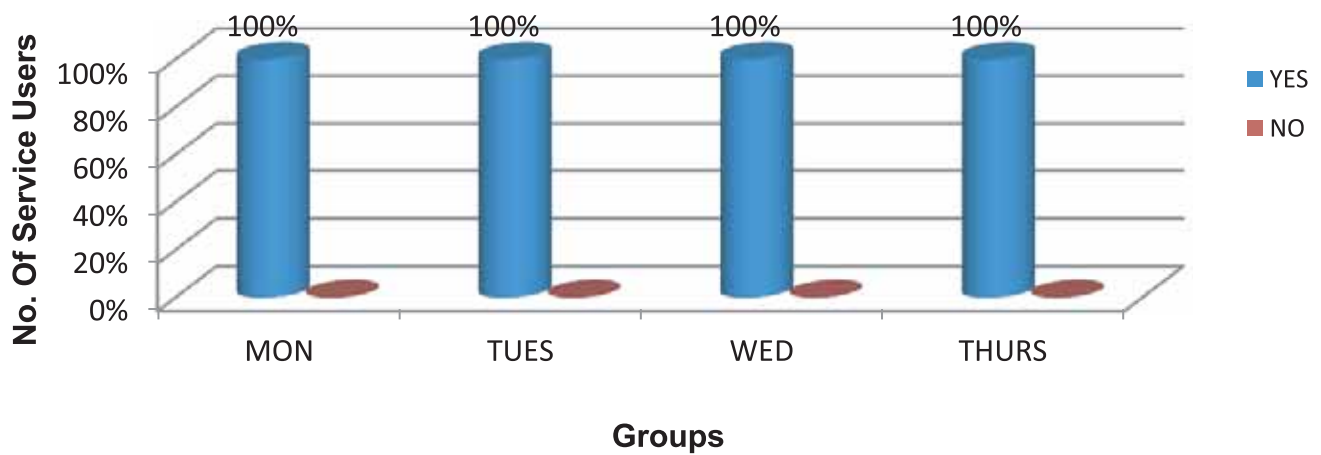


Enjoying Scarborough Seaside



Milen Care User Members out for a meal

### Do you have a copy of your care plan?





## Milen Care

Al-Hikmah Centre  
28 Track Road  
Batley  
West Yorkshire  
WF17 7AA

Tel: 01924 470 774

Email: [info@milen.org.uk](mailto:info@milen.org.uk)

Website: [www.milen.org.uk](http://www.milen.org.uk)

Registered Charity  
No.1128282