

Trustee/Chairperson's Report

2023-24

**Hounslow Multi-Cultural Centre
(Registered Charity No. 1081323)**

This year, Hounslow Multicultural Centre has continued to support the diverse communities of our borough by providing essential services that foster inclusion and address local needs. Our commitment to serving all, regardless of background or belief, remains at the heart of our mission.

Despite ongoing challenges, including delays in relocating to larger premises, we have made meaningful progress. Our food service, already a crucial lifeline for many vulnerable and older residents, has expanded significantly to meet increasing demand. This success highlights the compassion and dedication of our team and with appropriate resources, the Centre can achieve even greater impact in the years ahead.

I would like to express my heartfelt gratitude to the executive committee for their cooperation and to the London Borough of Hounslow for their ongoing grant funding. I am equally thankful to our local councillors and our trustees for their support.

Special thanks go to our Director, Mr. Channi Rapal, our Office Manager, Mrs. Daljit Major, and our kitchen staff for their unwavering commitment to serving our community and sustaining our services. I also wish to recognise the significant contributions of our volunteers and trustees, whose efforts have been instrumental to our success.

I extend particular thanks to Mona Rapal for her outstanding work on grant applications and to the Centre's members and well-wishers, whose energy and encouragement motivate us every day.

Together, we have made a meaningful and lasting difference in our community. With continued collaboration and determination, I am confident that we will build on these successes in the year ahead.



**Karamjit Bhullar
Chairperson/Trustee**

Director's Report
2023-24
Hounslow Multi-Cultural Centre
(Registered Charity No. 1081323)

Hounslow Multi-Cultural Centre has remained a vital and responsive community hub throughout 2023-24, committed to fostering inclusion, cohesion, and support for vulnerable individuals across the borough. We continue to work closely with the London Borough of Hounslow's Community Partnership Unit, Social Services, individuals from all the communities and various voluntary organisations.

In our 44th year of service, the Centre has further solidified its position as a trusted and essential resource for residents from diverse cultural backgrounds. This year, we continued to deliver valuable services, focusing on the needs of the older, disabled, and socially isolated individuals who rely on our support.

The Centre's core services—such as our nutritious, culturally appropriate meals, social activities, and well-being programmes—have remained vital lifelines for many of our members. Our meals service for our homebound, disabled, frail and isolated people has expanded, with over 8,000 meals served, both on-site and through home deliveries. These efforts are more important than ever as the demand for these services continues to grow.

Ultimately, that means that our elderly beneficiaries are treated with the due respect for their seniority and circumstances, which are often neglected at the present time, and assists them in their remaining years to live fulfilled, happy lives with the sense of purpose and involvement that is known to prolong life.

Key Achievements in 2023-24

- As the Meals on Wheels service by the London Borough of Hounslow ceased a few years ago, we became the only organisation to fill this big gap and during the year we served over 8000 freshly cooked healthy, nutritional and culturally appropriated veg and non veg meals to our homebound and most vulnerable clients. Five veg and non veg dishes were served to each home during lunch times 4 days of each week.
- Over 3,500 individuals from various communities benefited from our services this year, including our international lunch programme and mobile food delivery services.
- Continued offering a range of physical and social activities, such as befriending, Yoga, light exercise, dancing, singing and educational seminars that increases self confidence and promote mental and physical well-being.
- Hosted cultural events, faith festivals and community-building activities, which have seen increased participation and engagement from young and old from and from all communities.
- Delivered much-needed services to individuals facing isolation, helping to alleviate loneliness and promote a sense of belonging.

Value for Money

As always, HMCC remains focused on delivering high-quality services with a strong emphasis on value for money. We pride ourselves on the impact we have, particularly in the lives of older and vulnerable individuals who often face additional barriers to accessing services. Despite the limited funding available, the Centre continues to provide vital services that help improve the well-being of our members and the wider community.

A Heartfelt Thank You

None of this would be possible without the continued dedication and support of our staff, volunteers, and the Executive Committee. I would like to extend my deepest thanks to everyone involved, particularly Mrs. Daljit Major and the kitchen staff, whose hard work ensures that we meet the needs of those we serve.

We are also grateful to the London Borough of Hounslow for their ongoing funding, though we continue to face challenges in covering the full cost of services. We rely heavily on the generosity of the community and fundraising efforts to continue our work.

Finally, my sincere gratitude goes to the members of the Centre for their trust and engagement. Their participation in activities, support for each other and dedication to the Centre's mission are what keep this organisation strong and thriving.

A handwritten signature in black ink, appearing to read 'H S Rapal', with a stylized flourish at the end.

H S Rapal OBE
(Director)

General Secretary's Report

2023-24

**Hounslow Multi-Cultural Centre
(Registered Charity No. 1081323)**

The past year has been challenging, with uncertainty over our relocation causing significant stress. I commend Mr. Rapal and Mr. Bhullar for their resilience in handling these pressures.

Despite these challenges, the Centre's activities continued smoothly, thanks to the dedication of our committee members, volunteers, kitchen staff, and Office Manager, Daljit Major. My sincere thanks to them all for their hard work.

Our Tiffin service has grown significantly, providing healthy, delicious meals to an increasing number of vulnerable and elderly residents, particularly those who are housebound, thanks to the reputation of this tasty and healthy food. The senior citizens welcome this service as they are mostly housebound.

I am grateful to our overstretched kitchen staff for maintaining high standards under pressure and to our drivers and volunteers for their dedication in delivering this vital service.

During the year we have had a number of seminars on various subjects for the benefit of our elderly, seniors' lunches and 2 day trips including one international trip alongside celebrating four festivals from different faiths.

All activities were well attended and warmly received; with participants expressing how much these events meant to them and uplifted them. The feedback was excellent and they want these kind of uplifting activities more and more. On the whole we tried to keep things going with different activities like Yoga, games, quizzes, clouting, Sudoku, word searches, anagrams etc trying to keep mind and body active.

I deeply appreciate the tireless efforts of our committee members, staff, and volunteers in ensuring the success of all our activities and addressing the needs of our community.

Thank you for your invaluable contributions. Together, we will continue to make a difference.



Amarjit K. Bakhshi BEM
General Secretary

Treasurer's Report
2023-24
Hounslow Multi-Cultural Centre
(Registered Charity No. 1081323)

I have been associated with Hounslow Multi-Cultural Centre for several years. The Centre does a superb job in helping all the communities in the borough and welcomes all regardless of cultural background.

This report cover the period from April 2023 to March 2024 and I am very pleased to say that despite being a difficult year, we are showing a profit of £18,862, due to more grants received during this period than the previous year. The grants received are allocated to the Centre's ongoing projects for which they were specifically granted. Furthermore, we have a dedicated and extremely hard working team of staff members that are always keen to serve the community to the best of their ability, and at the same time, looking for ways to minimize costs wherever possible.

As always, the major expenditure has been the running cost of the Centre's activities. The accounts clearly illustrate all the activities which generate income and where the main expenses occur. The staff of the Centre is very committed to keep its activities going even though we face challenging financial circumstances. It is very important to note that the office staff took a 20% cut in their wages 25 years ago to keep the services running as smoothly as possible. Even after all these years of service, the staff wages are still the lowest compared to any other organisation. Our survival is an ongoing battle, but we keep on working hard and hope for better times to come in the future.

I am very grateful to our Director, Mr. Rapal, and staff for their hard work to raise the profile of the Centre and also make the Meals on Wheels service very successful for us to survive during this difficult period.

I regularly attend the Centre to oversee the accounts. My sincere thanks to our Director, Mr. Rapal, and our Office Manager, Mrs. Daljit Major, for their co- operation in providing me with any information when needed and for keeping the books up to date as possible.

Thanks are also due to our excellent kitchen staff. The running of the Centre would not be possible without them, who are ever willing to serve our customers with a welcoming smile.

I would sincerely like to thank all members of the executive committee for their help and support throughout the year. Our friend councilors also deserve big thanks for their continuous support.

I am grateful for the services provided by our Accountants, J S Associates, for auditing our accounts.



Manjeet Singh Matharoo
(Treasurer)
HMCC

HOUNSLOW MULTI CULTURAL CENTRE

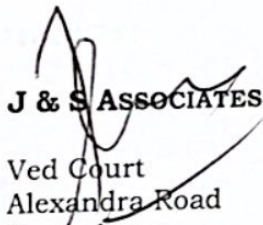
**FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2024**

J & S ASSOCIATES
Ved Court Alexandra Road
Hounslow

HOUNSLOW MULTICULTURAL CENTRE

ACCOUNTANT'S REPORT

The financial statements give a true and fair view, in accordance with United Kingdom Generally Accepted Accounting Practice, of the state Of Hounslow Multicultural Centre's affairs as at 31 March 2024 and of its incoming resources and application of resources, including its income and expenditure, for the year 31 March 2024.



J & S ASSOCIATES

Ved Court
Alexandra Road
Hounslow
Middlesex
TW3 1LS

BALANCE SHEET AS AT 31ST MARCH 2024

Akbar Ali
Treasurer/secretary
Chairperson

HOUNSLOW MULTICULTURAL CENTRE

YEAR ENDED 31ST MARCH 2024

	£	£
	2024	2023
HALL HIRE	2900	1885
DONATIONS	2804	965
MEMBERSHIP	178	193
LBH CONTRACT	40500	31177
OTHER GRANTS	17209	4739
OTHER INCOME	2500	500
OUTDOOR TRIPS	0	490
HOME DELIVERY FOOD	59309	57858
	0	0
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	125400	97807
	=====	=====

HOUNSLOW MULTICULTURAL CENTRE
INCOME & EXPENDITURE ACCOUNT
FOR THE YEAR ENDED 31ST MARCH 2024

	£	£ 2024	£ 2023
INCOME		125400	97807
LESS OVERHEADS			
Salaries	59241		58945
Water Rates	271		516
Light/Heat	5846		3621
Insurance	1419		770
Telephone and internet	968		363
Printing/Postage/Stationery	0		0
Materials and Catering	22418		16267
Cleaning/MAINT	3751		571
TV Licence	0		167
Accountancy Fees	675		675
Other Activities	4123		3072
Outdoor Trips	0		0
Deliveries Cost	7326		6145
Depreciation	500		693
Sundries	0		1770
		106538	93575
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NET PROFIT (LOSS) FOR THE YEAR		18862	4232
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