

DIWC

ANNUAL REPORT
2014/2015



Dundee International Women's Centre

Dundee International Women's Centre has existed for over forty-six years.

WHY DO WE EXIST?

Some women living in Dundee face challenges in their life. They may have migrated with family to a country where they know no-one, they don't know the language, and they have no employment prospects. They need support.

Due to cultural reasons, some women have never been to school, and the Centre provides the opportunity to learn in a safe and supportive environment. Due to a lack of English women can be socially isolated which can lead to poor mental health, low confidence and self-esteem. Attending the Centre reduces isolation and contributes to improved mental health and increased confidence and self-esteem.

WHAT DO WE DO?

ENGAGE

- Youth group
- Over 60s group
- Cultural events



- Young women
- Older women
- Women from BME communities

EDUCATE

- Informal learning classes
- Formal SQA courses
- Study groups



- Non-English speakers
- Women with little education
- Women seeking new skills

EMPOWER

- Employment courses
- Work placements
- Volunteer Skills Award



- Women educated outside UK
- Women who have never worked
- Women lacking confidence

WHO DO WE HELP?

OUR SERVICES

SOCIAL CLASSES/GROUPS

Art, Baking, Crafts, Cooking, Cycling, Sewing, Macara, Bazorg

CULTURAL EVENTS

Burns Lunch, Chinese New Year, Diwali, Eid

INFORMAL LEARNING

Arabic, Basic IT, Study groups, Conversational English

EMPLOYMENT

WiSE programme, work placements, events/info stalls, workshops

FORMAL QUALIFICATIONS

ECDL*, ESOL**, NPA*** Childcare & Playwork, Volunteer Skills Award

*European Computer Driving License ** English for Speakers of Other Languages *** National Progression Award

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Cover photograph (left to right): Susan A'Brook: Project Support Team Leader, joined DIWC as a volunteer in 2007

Amina Nafees: Crèche Manager, joined DIWC in 2007 as a class participant, after migrating from Pakistan

Diarré Drameh: Project Worker, joined DIWC as a volunteer in 2009, having migrated from France

MESSAGE FROM OUR CHAIR



During 2014/2015 we have focused our efforts on ensuring we meet our core objectives to continue to support and address the needs of women with an emphasis on those from the BME community. Our aim and vision is to ensure that the most isolated women can access services which support them to meet their personal goals.

THANK YOU

All of our staff have worked extremely hard in a challenging environment to deliver high quality services and we have some fantastic success stories of women who have achieved their dreams as a result of attending our Centre. The Board would like to take this opportunity to thank all of the staff for their commitment, dedication, passion and hard work. We would also like to thank all our volunteers, without whom many of our services would not be possible. Our volunteers give their time and support freely in order to work with the women and we are grateful for their contribution to the Centre.

The Board continues to build its capacity and sustain a diverse range of skills to give the organisation the strategic leadership it requires to plan for the future.

CRÈCHE SUCCESS

We have also put into place a senior management structure that will allow us to continue delivering on our long term goals, work to build our staff team, enhance the quality of our services and allow us to diversify. As always, we will continue to offer services that are community focused and community led to the women we serve.

Over the past year the DIWC social enterprise business, Rise and Shine Childcare Service has gone from strength to strength

increasing our income and offering sixteen women employment opportunities

We have reviewed our internal operational systems and processes and simplified many of these to continue to ensure we are working efficiently and effectively to meet our outcomes.

Long term change comes about through time, through repetition and through listening and acting on feedback. In 2014/2015 we began to strengthen our work carried over the last 45 years and use our insights to inform policies that will result in changes to women's services in the future.

MOVING FORWARD

Our future plans include a flexible fundraising strategy, communication and awareness raising activities, improved services based on feedback from the community, training and development for our staff and support for our volunteers.

This has been another very busy and challenging year but one that has brought about great changes and support for all the women who use Dundee International Women's Centre.

We value your feedback and opinions so please get in touch with your views and any thoughts.

A handwritten signature in black ink that reads "Santosh Chima".

Santosh Chima, Chair at DIWC

Our mission:

To address the needs of **women**, with an emphasis on those from **black and minority ethnic communities**; to promote and create **opportunities** for **social, political and economic inclusion** and for the advancement of **education and employment**.

MESSAGE FROM OUR ACTING CENTRE MANAGER



I would like to take this opportunity to say how much I enjoy being a part of a charity that engages, educates and empowers women to achieve their personal goals through the work carried out at DIWC.

Following on from our Chair's address I want to thank the staff and volunteers including our board members who give their time voluntarily to govern and provide long term strategic support for the organisation.

CREATING COMMUNITIES

DIWC contributes to reducing isolation, building confidence, increasing self-esteem, reducing mental health issues and creating communities who help one another. We do this by:

- Helping women to integrate through improving their English
- Providing opportunities to engage with others
- Offering various employability training courses
- Offering social opportunities
- Providing courses for skills development and confidence building
- Increasing women's chances to gain qualifications

• Raising women's awareness of a range of local and national issues

• Raising women's awareness of political impacts

This is what we do, this is why we exist. We will continue to provide these services and others depending on the needs of the community we serve.

GETTING IT RIGHT

2014/2015 saw challenges for us in terms of finances and the funding environment is likely to get yet more difficult in coming years. With this in mind we have diversified our income streams and fundraising strategies and are seeing improvements so far. We grew our staff team in addition to increasing the range of services we offer. One exercise that proved very useful was a full review of our current processes, enabling us to remove or simplify processes that were too internally focused. This has allowed us to ensure we are working as efficiently and effectively as possible.

One area where we have seen growth is our mobile crèche services, we have been all over Scotland providing crèche services to charities and businesses with excellent feedback. Our Care Inspectorate score reflects the fact that our staff are committed to putting the children at the centre of everything we do. We continue to work within the Care Inspectorate guidelines and the Getting It Right For Every Child (GIRFEC) curriculum.

THE FUTURE

Over the next year our plans are really exciting. We will be in a position to offer more women, especially those identified as being at high risk of isolation, spaces within our services and we are also looking at ways of accessing the most isolated by taking our services out to those communities.

Our accredited training continues to develop and our new SQA employability award 'Working with Others' will prove popular with women looking to gain employment.

As always we move into the new academic year with determination, passion and the view that we all have the luxury of looking out for ourselves but we, the staff at DIWC, also have the privilege of looking out for others.

It is our honour.

Caroline McKenna,
Acting Centre Manager, Strategy & Operations

OUR PEOPLE

RISE & SHINE STAFF

Amina Abbas
Kalpana Acharya
Abeer Al-Hussein
Juan Dalo
Attia Khalid
Ummay Lubna
Sabina Meah
Maria Mondal
Amina Nafees
Rubina Hanif Gani
Fathima Hussain
Sinta Nurhidayati
Lala Rukh
Dalia Sabeeh
Javairia Sheikh
Sahrish Rizwan

OFFICE STAFF

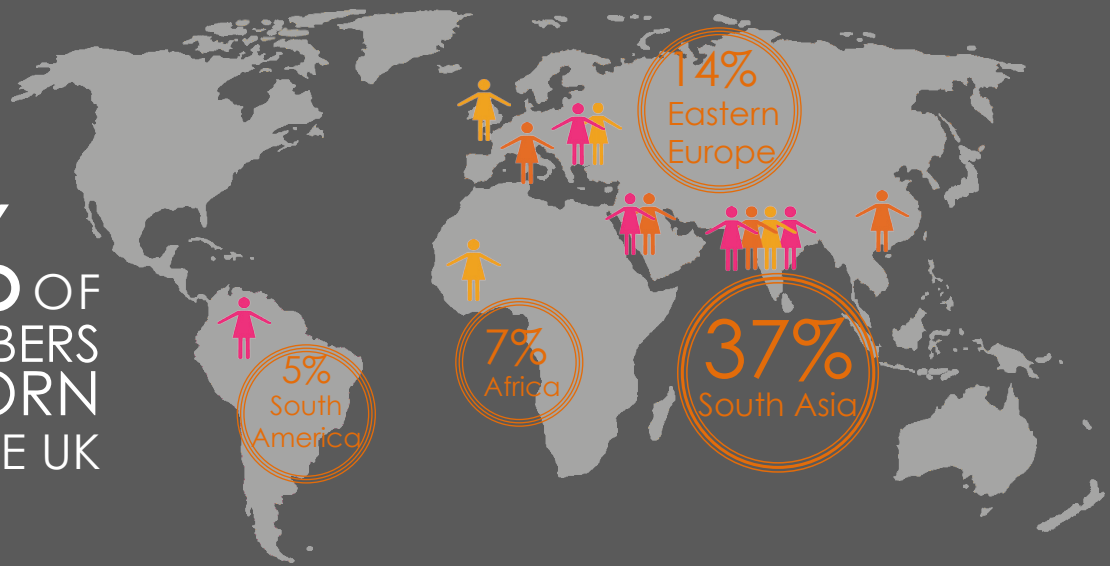
Pervin Ahmad (left 12/14)
Susan A'Brook
Irene Berry
Dana Dalziel
Laura Darling
Vicky Higgins
Janice Hills
Anna Kulezsa
Marzenna Kozlowska
Faiza Bashir Hussein
Shakira Hussein
Caroline McKenna

BOARD MEMBERS

Santosh Chima
Tamsin Gee
Sheena Gibson (left 06/15)
Vered Hopkins
Maria Law
Dee McIntosh (left 06/15)
Subah Mehmood
Tasneem Mehmood
Vaqar Salimi
Regan Shaw
Helen Smith
Lorraine Smith

2014/2015 OVERVIEW

78% OF OUR MEMBERS WERE BORN OUTSIDE THE UK



85% of our members say they come to DIWC to make friends

3 SQA ACCREDITED COURSES

30 CLASSES

4 LEVELS OF COLLEGE ENGLISH

4/5 MEMBERS HEARD ABOUT DIWC VIA WORD OF MOUTH

408 WOMEN ATTENDED CLASSES

73% WOMEN FELT MORE PART OF DUNDEE COMMUNITY

30 WOMEN GAINED AN SQA AWARD IN ENGLISH

6802 LEARNING OPPORTUNITIES

27 new volunteers joined DIWC this year, bringing skills to our existing classes & creating 2 new ones.

From **social groups** to **certificated courses** and everything in between, at DIWC we design our timetable to **meet the needs of the community.**



Inci Ekici (left) with Project Worker Fatima Ramzan

A RECIPE FOR SUCCESS: THE INSPIRING STORY OF INCI EKICI

Inci Ekici came to DIWC knowing barely a word of English: she was socially isolated and her confidence was at rock bottom. Despite on-going health problems Inci has never let anything stand in her way, and through hard work and determination she has gone on to achieve amazing success.

This is her story.

Six years ago Inci moved to Dundee with her husband and young child. Outside her family group she knew very few people.

“When I come (sic) to Scotland I felt I was in another world compared to my own country.”

On joining DIWC, Inci’s self-learning journey began in our cooking class, which offered her the chance to learn conversational English and socialise with like-minded women. At first quiet and withdrawn, Inci soon developed a talent for demonstrating her own recipes, showcasing delicious Mediterranean Turkish cuisine. Inci’s recipes remain a favourite and are often used in this class.

As her conversational skills grew through this social class, Inci progressed onto English college classes, successfully completing each course and eventually achieving the highest level offered by DIWC. Alongside her English studies Inci also attended our Driving Theory and Life in the UK courses and was the definition of a model student. After passing her Driving Theory exam she went on to pass the practical test. For Inci, the ability to drive has given her personal

freedom and independence, no longer having to rely on her husband and public transport. Despite challenges posed by poor health, Inci attended regularly at DIWC. Her dedication, commitment and hard work mark her as one of the most motivated students we have seen at DIWC.

“If I can get through this course with taking such strong medicine and studying with young children...anyone can”

After the birth of her second child Inci resumed her education with gusto. She is one of the first students to successfully complete the ECDL (European Computer Driving License). This internationally recognised course requires passing seven modules and gives the student a recognised IT qualification. Inci managed to achieve this within the impressive time frame of one year.

Always looking for new challenges, Inci plans to enrol in the WiSE program (Women into Sustainable Employment) with a view to further strengthening her confidence and enabling her to get a job.

Women like Inci are the reason DIWC exists. She is a role model for women who wish to become active citizens and make a better life in the UK. By using DIWC’s full range of resources, Inci has been able to progress constantly in her education and personal development. From social classes through to formal education, and onto employment, there really is no stopping her!

HOW DIWC WORKED FOR INCI

1. SOCIAL CLASS (COOKING)

- ▶ Develops confidence through shared activity
- ▶ Improves English by socialising with group

2. EDUCATIONAL CLASSES (ENGLISH & ECDL)

- ▶ Confidence grows with each achievement
- ▶ English skills allow for further study

3. STUDY GROUPS (DRIVING THEORY & LIFE IN THE UK)

- ▶ Learns to drive a car: gains independence
- ▶ Studies to become UK Citizen

CLASSES & GROUPS: CELEBRATING ACHIEVEMENT

ECDL

Two of our members have successfully completed all seven modules of the European Computer Driving License. A huge well done to Sarwat Hamid and Inci Ekici! This is an excellent achievement.

MACARA YOUTH GROUP

Our Dalguise residential was so good last year; we will be visiting there again this summer. The young women displayed courage and bravery completing activities like the giants swing, trapeze and Jacobs's ladder. One Macara member commented:

"I thought the trip was very beneficial for team work and I feel that I grew as a person through my personal and skills development"

NPA (NATIONAL PROGRESSION AWARD) IN CHILDCARE

12 students completed this course, gaining experience working in our Rise & Shine crèche. By achieving this qualification students are registered as support workers with the SSSC (Scottish Social Services Council).

ART CLASS

This year the class has benefited from a mixture of activities such as clay modelling and canvas painting. The new timetable of activities has seen an increase in learner uptake, and the group's work was put on display at DIWC events throughout the year.

ENGLISH CONVERSATION CLASS (PRE-INTERMEDIATE)

The class has enjoyed taking part in a History Trail project and covering projects such as Scottish Culture and Language. Students liked applying their English skills to different contexts.

BEGINNERS COMPUTING

This year the class has seen four students increase their skills and confidence to sign up for the ECDL class next year. By progressing in this class our learners gain skills in IT that improve their employability and chance for further education.

"DIWC IS THE BEST CURE." HOW AMINA ZAVERI IS FINALLY LIVING HER DREAM

At the age of 63 Amina Zaveri finally has time to do something for herself. Having fulfilled her life long ambition to be able to read and write she has set her sights on becoming a teacher, and DIWC is helping make her dream come true.

In 1986 Amina moved from Malawi to London with her husband. Like many newly arrived migrants, the family worked very hard to survive and Amina worked in a factory for five years to support her family. The early years in London were not easy: she struggled with the language and culture. She was desperate to learn English, never having received any formal education before.

"I never had the chance to go to school"

While in London, she took a short course in English but never got the opportunity to complete it. She learned a few words that helped her get by and at the same time learned how to sign her name for the first time. After

spending seven years in London, Amina and her family moved to Dundee. Now a full-time mum taking care of four children, lack of interaction with the outside world caused Amina to lose confidence and self-esteem.

"I used to be so afraid to go out and meet people, I became very sick."

Realising her problems, Amina's children encouraged her to go out and do something for herself. Her daughter brought her to DIWC so she could spend time with other women. The centre gave Amina hope and a new meaning to life. She attended English conversation classes and can now read and write.

Amina gained the confidence to try new things, and she joined one of our IT classes where she learned how to operate a computer. She can now send emails and is brushing up on her Microsoft Office skills.

She is now confident to drive a car by herself and is not afraid any more of leaving her house

DIWC EVENTS: BRINGING COMMUNITIES TOGETHER IN DUNDEE



EastFest, DIWC Arts and Crafts stall

At DIWC we regularly organise cultural events within the Centre and at venues in the local area. These events aim to be inclusive of all cultures, to reach out to potential new members and to engage with the wider community.

EASTFEST

In November DIWC held a festive craft fair at Morgan Academy. The event featured delicious Middle Eastern cuisine prepared by our volunteers, stalls from local craftspeople and beauticians, and a raffle. For the children there was a Santa's Grotto and a very popular bouncy castle.

DUNDEE INTERNATIONAL WOMEN'S WEEK

May saw the return of DIWC's much-acclaimed *Cooking from Around the World* courses: part of the Dundee-wide programme of events. Participants learned how to cook dishes from different cultures including Arabic, South American, and the sell-out Indian Banquet. Feedback was excellent, with many women saying they would like the classes to run more regularly.

BURNS LUNCH

This January our members enjoyed a three course Scottish lunch, with volunteer Agnes Neish performing the traditional Address to the Haggis with great panache. The meal was followed by a Scottish dancing demonstration.

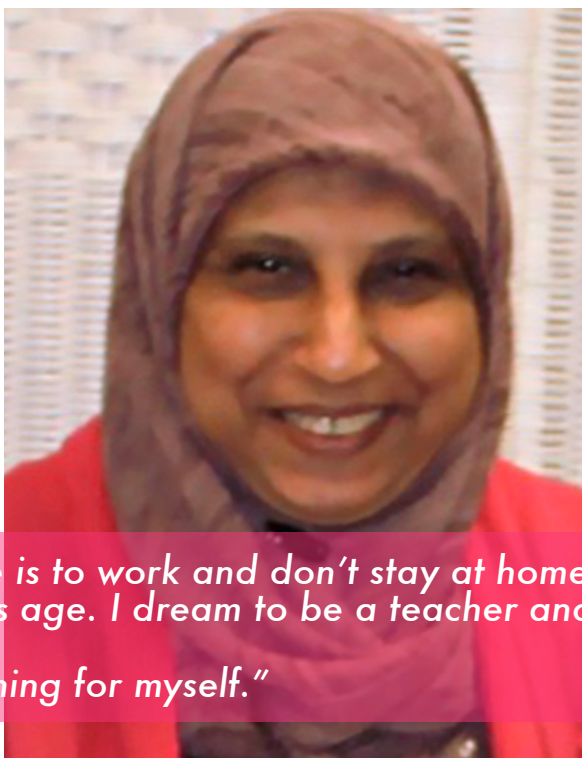
EID

DIWC'S ever-popular Eid Party provided a fun, safe environment for women and children to come together, celebrate with friends, and meet new people. The party featured Middle Eastern food, activities for the children and entertainment.

and going places. Amina admits that the centre helped her to overcome a lot of difficulties in her life, mainly recovering from depression. She has reduced her medications and claims that the DIWC is the best cure for her.

Her message to other women is that if they want to achieve something they need to believe in themselves and start doing it.

Amina is a great example of how persistent women with determination are able to achieve whatever they want and be successful with the right support and guidance, regardless of age.



"My advice to all women of my age is to work and don't stay at home. We all need to be independent even at this age. I dream to be a teacher and share my knowledge with other women. Now I am so happy I can do something for myself."



At DIWC we favour a **holistic approach**: many of our volunteers joined as class participants, and some of our permanent staff began as volunteers. **By sharing skills we develop together.**

"We wish to take this opportunity to thank our volunteers for their continual hard work and support."

Caroline, Acting Centre Manager

Background photograph shows some of DIWC's volunteers. Clockwise from top left: Anam Younas, Vicky Higgins (volunteer co-ordinator), Ishrat Saleem, Kusar Hussain, Souad Meziane, Catherine Hamilton.

VOLUNTEERING

2014/15 saw **49 volunteers** contributing to classes and events at DIWC. Classes led by volunteers include Arabic (Amal Abukrais), Art (Nicola Wiltshire), Baking (Caroline Adamson), Make Do & Mend (Lynne Tadden) and Sewing (Ishrat Saleem).



Our weekly Lunch Club is run by volunteers. They do a fantastic job producing a variety of delicious recipes for our members.

1 400
VOLUNTEER =
HOURS

£9 100
VALUE TO
DIWC

8 members of
DIWC staff began
as volunteers

LEADING BY EXAMPLE: MARIAM OKHAI HAS BECOME A TRUE ROLE MODEL

At just eighteen years old, Mariam Okhai cuts an impressive figure at DIWC. Whilst studying full-time for an MA in Psychology and Business Economics with Marketing, Mariam holds the roles of Youth Leader and Board member, and has recently completed a work placement based at the centre.

Here we find out how DIWC has helped her realise her potential, and what makes her such a role model.

Five years ago, Mariam was quiet and lacked confidence. A friend suggested she come along to the Macara Youth Group as a way of meeting new people outside of school. Mariam quickly made new friends, enjoying the range of activities and excursions provided. As her confidence grew, when the opportunity to become a Youth Leader arose she jumped at the chance to develop her skills.

“Being part of Macara has helped me develop skills such as confidence, leadership and independence.”

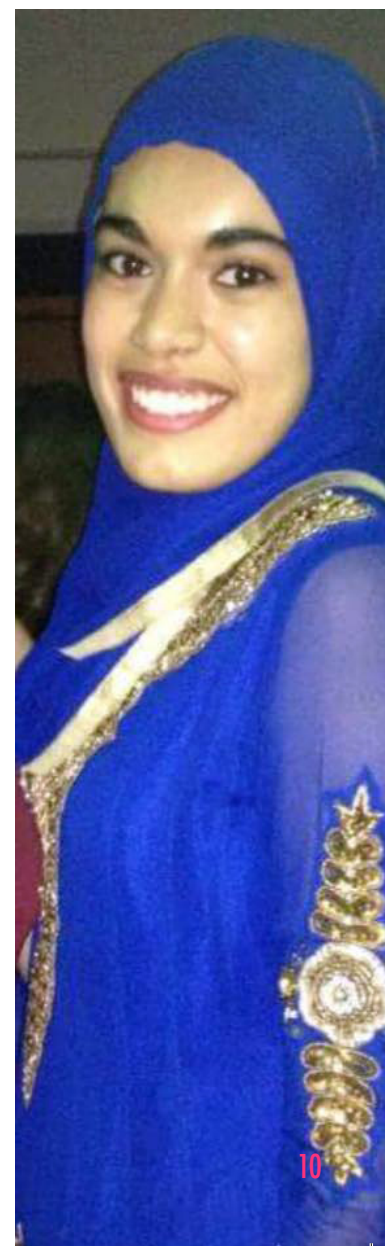
As part of her Youth Leader role Mariam is working towards the Ascent 500 hour Saltire Award, a certificate which recognises commitment to volunteering. Over the past year Mariam has shown great leadership skills through the planning, delivery and evaluation of several drama

and health sessions to the Macara members. Her positive attitude and professional manner make her a great role model for the younger women in the group and an amazing support to youth work staff.

Having taken the opportunity to join the DIWC board of directors, Mariam is a valued contributor, representing the concerns of DIWC’s younger members.

More recently Mariam has started a work placement with the Women’s Equality Steering Group and is based at DIWC. She has taken this opportunity to challenge herself and gain valuable work experience while raising her awareness of societal issues affecting women.

DIWC continues to benefit from Mariam’s enthusiasm, hard work and sunny disposition, and she is keen to point out the positive impact DIWC has had on her development. Reflecting on the past year she says *“I feel that I have matured as a person. The main things I have achieved over the past year are independence- I now travel independently; work – I have completed a work placement; created new relationships with people that I have met through attending Macara, DIWC and the placement. Macara has given me a good insight into what I might want to do in the future and what I can do to help others.”*



SOCIAL ENTERPRISE: RISE & SHINE

Our in house and mobile crèche address the needs of our participants and the wider community, whilst generating income for DIWC's on-going work. The past year has seen impressive results, with profits from Rise & Shine accounting for nearly 15% of DIWC's annual income. Every member of our crèche staff is registered with the Scottish Social Services Council.

AFFORDABLE

Our in house crèche facilities provide our learners with a safe, fun environment in which they can leave their children while they attend classes. We charge a nominal fee to ensure the service remains accessible and inclusive. For many women it would not be possible to attend classes without Rise & Shine.

FLEXIBLE

Rise & Shine's Mobile crèche service has gone from strength to strength this year, achieving 85% of the total crèche income. The service continues to grow, with many regular bookings from outside organisations, and one-off events such as weddings and training days. Our staff receive excellent feedback, and many of our bookings come via word-of-mouth recommendation.

OPPORTUNITIES

Our Rise & Shine team comprise of women who have previously attended DIWC. This year twelve students have undertaken the NPA Childcare and Playwork course, with a view to working with children. Rise & Shine has provided work placements to two women who completed the WiSE (Women into Sustainable Employment) course in Childcare.

Our mobile crèche provides opportunities to long term unemployed women is one of our key objectives. Ten of our current crèche staff had never previously worked in the UK.

THE FUTURE

We aim to develop Rise & Shine by increasing awareness of our mobile crèche throughout the Dundee area and beyond. We have provided services across Scotland our team have worked at both corporate and private functions, receiving exemplary feedback. Our ultimate long term goal is to become self-sufficient as an organisation.

If you have an event planned and are in need of crèche facilities, call DIWC's reception on 01382 462 058 or email reception@diwc.co.uk

Rise & Shine Objectives

WHAT IS IT?

Affordable childcare	▶	DIWC participants
Flexible childcare	▶	Wider community
Job opportunities	▶	Women seeking employment
Income stream	▶	DIWC's beneficiaries

WHO BENEFITS?

WHAT DO PARENTS SAY ABOUT RISE & SHINE?

"Amazing staff took care of my son and his needs."

"This is the second year I have used this service, I look forward to next year."

"Excellent, caring, responsive staff who were willing to adapt to my children and react to their preferences. They had a great time."

"Love the way they are with the kids. Kids love the staff."

"A fantastic service and lovely staff."



FINANCIAL REPORT

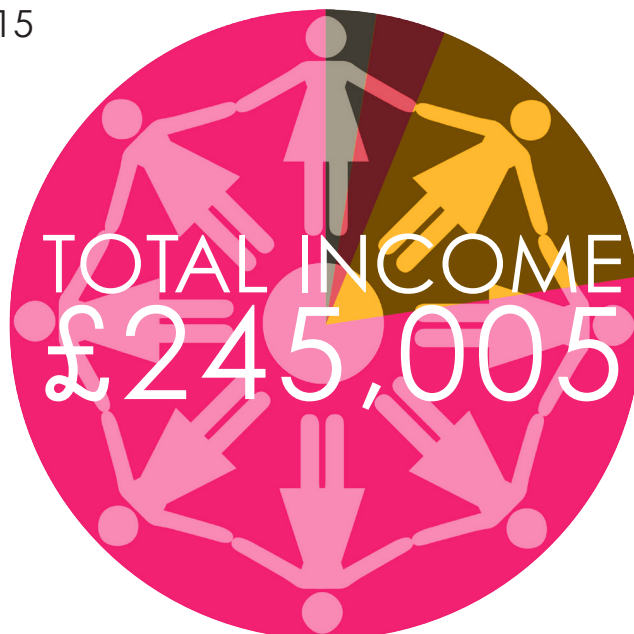
DIWC INCOME 01/04/14 - 31/03/15

FUNDERS
77.6%

CRÈCHE INCOME
14.83%

OTHER* 4.45%

CLASS INCOME
3.12%



* includes donations, events and membership fees

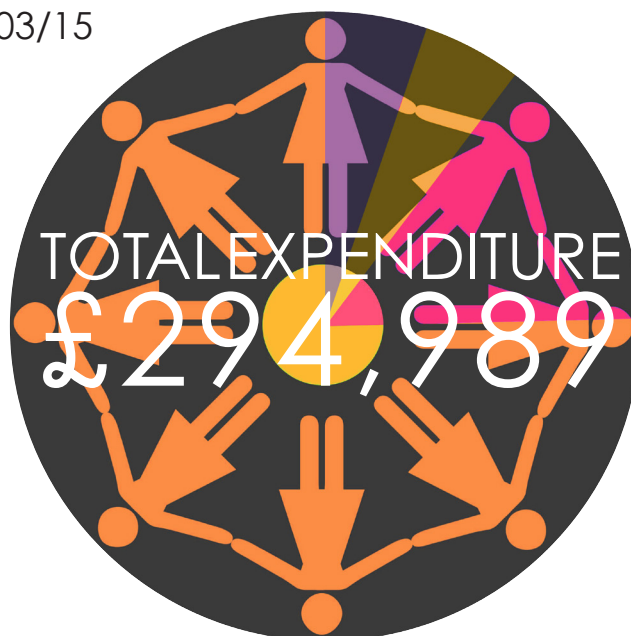
DIWC EXPENDITURE 01/04/14 - 31/03/15

STAFF COSTS
76%

OFFICE COSTS
13.5%

OTHER 4.5%

PROJECT COSTS
2%



DIWC has reduced its annual income from last year (£331,077 compared to £245,005) this year. However the expenditure costs also reduced (£303,401 compared to £294,989 this year) This has left us with a shortfall of £49,588 of which £45033 related to the expenditure of restricted fund balances leaving £4951 to come from unrestricted reserves.

We have a robust plan in place for 15/16 to continue to consolidate and grow our income from a wider range of income streams. We ensure we achieve income in excess of our expenditure in addition to topping up the reserves fund. We have been successful in renewing funding for our Scottish Government grants in addition to other funds and are confident our income for 2015/2016 will not exceed our expenditure costs.

EMPLOYMENT: WiSE (WOMEN INTO SUSTAINABLE EMPLOYMENT)

For many years we have known that a high number of the women we work with who have gained qualifications and experience in other countries cannot find work in Scotland. This is because either they or prospective employers perceive that their level of English is not adequate.

WiSE is an innovative project which DIWC has been running with our partners The Bridges Programme in Glasgow and City of Glasgow College.

Three groups of women have taken six week intensive ESOL (English for Speakers of Other Languages) courses aimed towards working

in different employment sectors including Early Years, Customer Service and Science. Following the course, the women take part in six week voluntary placements with employers to give them relevant experience in Scotland. They also receive one-to-one support in preparing CVs, applying for work and interview skills.

Feedback from the women and the placement providers has been excellent, with all the women telling us that the group settings helped their confidence in spoken and written English and many saying they wanted more lessons!



We have had enormous support from the following organisations who have offered placements for our students.

EARLY YEARS

Dundee City Council Nurseries (Balgay, Wallacetown, Law, Menzieshill)

Oranges and Lemons Nurseries (Rosebank and Belsize)

Rosebank Out of School Club

CUSTOMER CARE

Abertay Housing

Lawrence of Broughty Ferry

Learn Direct

Time Lifestyle Boutique

SCIENCE

Dundee and Angus College

James Hutton Institute

Morgan Academy

NHS Tayside

100%
EMPLOYERS
WOULD OFFER
PLACEMENTS
AGAIN

We would also like to thank the Maryfield Regeneration Team for allowing us to use their space at Arthurstone Library for teaching these courses.

WHAT DO WiSE WOMEN SAY? STUDENT FEEDBACK

"The course gave me more courage."

"The course met more than my expectations. I made a proper CV which might help me to get a job which I want in the future"

"Because it's related to science and I did pharmacy in India and I don't have experience in the UK, I want to brush up my knowledge and skills and get some experience"

"After coming here I know a lot of information about my career, how to get a job, I improved my English and got knowledge in making a CV. Definitely this course will help me in the future"

WiSE Early Years class (left to right):

Lola Ingles, Rehana Siddiqua, Kakali Paul, Sahrish Rizwan, Juan Dalo, Marta Wlodarczyk, Zean Ali, Shano Othman Mohammed, Sinta Nurhidayati, Fazila Metar, Uzma Sarwar

JUAN DALO: NEVER GIVE UP

Juan was born in Iraq and was part of the Kurdish community which suffered appalling human rights abuses under Saddam Hussein's regime. She managed to escape to the Netherlands with her brother when she was 13 years old. Discrimination against her community had meant that she could not go to school in Iraq and was not able to read or write. She was only able to learn for three years in Holland before having to go to work.

When Juan first came to Scotland at the age of 25, she faced a lot of barriers; she did not speak any English. After a year at the Centre, she was starting to feel more confident with her language skills and was able to help her son with his homework and read simple stories to him in English. She knew other women from the Iraqi Kurdish community in Dundee and encouraged them to come to the Centre.

"The Centre helps me so much, they help everybody, I'm very happy there."

Juan's dream was to work with children so she applied to join the National Progression Award in Playwork and Childcare. Unfortunately staff felt that Juan would still not be able to manage the written work needed, but she was determined to reach her goal and agreed a plan to continue with her English classes and learn to use a computer and reapply the following year. By that time we knew that her language skills would be good enough to cope with the course, but Juan was unsure and although she started the course, she felt shy in class and found it hard to contribute.

With the support of her friends and the DIWC staff, Juan

kept going and was happy that she had. Her teacher said *"Juan threw herself into DIWC, she took every opportunity open to her and her determination was phenomenal"*. As part of her course she had a placement in the Rise and Shine crèche and really impressed the staff with her hard work and interaction with the children, *"She was so keen, ready to learn and motivated"*.



In 2015 Juan achieved her goal of passing the NPA and now has a job in Rise and Shine and at the Rosebank Out of School Club and hoping to find more work.

"I never thought I would get a job in Dundee, my family ask me why I don't go back to Holland, but I'm so happy now, I would never leave."

Despite her modesty, Juan's determination to overcome barriers and achieve her goals makes her a great role model for all women.

OUR PARTNERS AND NETWORK ORGANISATIONS

WE WOULD LIKE TO THANK ALL THE ORGANISATIONS WE HAVE WORKED WITH OVER THE YEAR

Amina, Muslim Women's Resource Centre
Al Maktoum College of Higher Education
Armistead Child Development Centre
Backbone
Bowel Cancer UK
Bridges Programme
British Heart Foundation
British Red Cross
Celebrate Age Network
CEMVO Scotland
Children & Young Person's Protection Committee
Claverhouse Training
Coolmilk
CPAG
Dighty Connect
Dundee & Angus College
Dundee Carers Centre
Dundee City Blinds
Dundee ESOL Partnership
Dundee Healthy Living Initiative

Ethnic Minorities Law Centre
Equality Forum
Equality & Human Rights Commission
City of Glasgow College
Harmful Practices Working Group
Heartstart
Historic Scotland
Just Enterprise
Keepwell Project
KiddieKare Dundee
Learning Link Scotland
Lily Walker Centre
Madsons Basketball Group
Maryfield Community Planning Partnership
Maxwelltown Information Centre
McManus Galleries
Dighty Connect
Migrant Rights Scotland
Mitchell Street Centre
NHS Tayside
ODS Consulting
One World Centre

Parents' Early Education Partnership
Play on Wheels
Police Scotland
roshni
Saheliya
Scottish Government
Shakti Women's Aid
Skills Development Scotland
Social Enterprise Academy
Social Health Council
St Mary's Primary School
Tayside Fire & Rescue
University of Abertay
University of Dundee
Volunteer Centre Dundee
Volunteer Development Scotland
West of Scotland Regional Equality Council

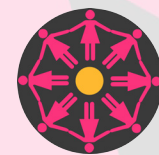
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