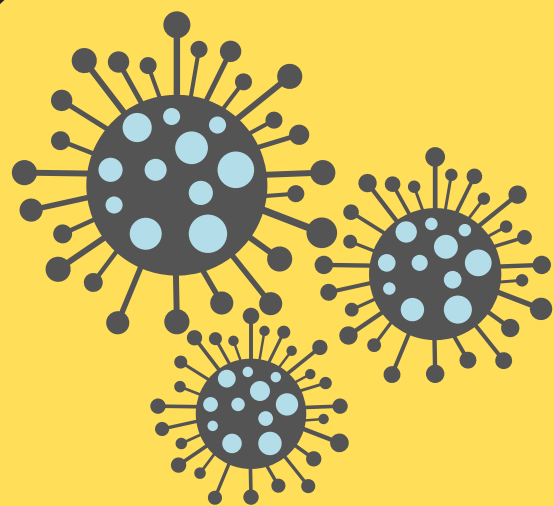


Annual Report

2020/21



asian resource centre
croydon



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CONTACTS

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Registered Company No: 6250781

ABOUT US

Asian Resource Centre of Croydon was established in 1999 as a charitable organisation with a view of bringing together Asian Communities & Businesses.

Our mission is to support, develop and promote voluntary/community activity that enhances the quality of life in Croydon. Our vision is of an inclusive vibrant and sustainable voluntary and community sector that enhances local quality of life.

Our Key Outcomes Are

- More effective, responsive services for local people
- Empowered and active communities
- Increased social inclusion and community cohesion
- An increase in social capital
- Strengthening of civil society
- Increased health and wellbeing of Asian communities

Our Approach

ARCC believes in a holistic approach to delivering services and achieving impactful outcomes.

Our approach is three pronged

1. Partnering with organisations to deliver an ABCD grass roots response that builds on community strengths and advances equalities for addressing needs and issues faced by marginalised communities.
2. Enabling voluntary sector organisations to develop and grow, providing infrastructure support to VCS to deliver quality services.
3. Gathering evidence of community conversations in relation to community issues, needs and gaps affecting Asian communities in particular.

OUR VALUES

4E's

1. Empathy
2. Equality
3. Excellence
4. Empowerment

ARCC takes pride in providing a quality and accessible service to communities by delivering against a set of principles we call the 4E's.



Empathy

We believe Empathy at its simplest, is awareness of the feelings and emotions of other people. It is a key element of Emotional Intelligence, the link between self and others, because it is how we as individuals understand what others are experiencing as if we were feeling it ourselves.

Equality

Ensuring everybody has an equal opportunity, and is not treated differently or discriminated against because of their characteristics such as age, disability, race, religion or belief, gender including gender reassignment, sexual orientation, marriage and civil partnership, and pregnancy and maternity.

Excellence

As an infrastructure organisation we will inspire and lead action. We will strive to identify and disseminate the knowledge base for good practice in all aspects of our work with the VCS.

Empowerment

We believe empowerment is about supporting communities and people to gain control over the factors and decisions that define their lives.

CHAIR'S PREFACE

Welcome to ARCC's 2020/21 Annual Report. I want to thank you all for making the time to read this report. Your trust and support is so important to us, it gives us the confidence to push ourselves, overcome the challenges and complexities and to deliver the services to our communities in a manner they expect from us year after year.

Firstly I want to share some reflections on the past year, a year that has been an extraordinary year for ARCC in every sense. There have been unprecedented challenges, however despite this we have demonstrated our strength and resilience as an organisation, as well as our capacity to adapt and improve our services for our community members.

The dramatic shift to living and working online has altered the entire landscape for ARCC especially when we had to find new ways to come together, collaborate and engage with the community members and in some cases the most vulnerable in our society. We have seen the rise in the use of unprecedented technology transformation. I am so proud of our staff members who have achieved this form of hybrid working and shaping the next normal for all of us.

The pandemic with total cases over 7.26 million and a price of over 134,000 deaths along with thousands of jobs lost, has been a grave concern to all of us. With long periods of lockdown and government restriction, undoubtedly, every individual in the UK; children, parents, elderly or the most vulnerable in society has been affected by the lockdown and restrictions. Every human activity has suffered in one way or another – some worse than others. I want to thank those that have also shown courage and extraordinary commitment to respond to the crises when they were needed most. This includes our NHS staff, Doctors, Paramedics, Police, Charities and VCS groups and some of the businesses that were allowed to remain open for essential services even though they were facing real risks to themselves.

Nevertheless, ARCC can acknowledge that, this year, we do have reasons for optimism that we did not have a year ago. At the time of our last AGM, the world had no Covid-19 vaccines. Nor did anyone know how soon one could be produced when we held our last historic AGM online virtually. ARCC in partnership with NHS Croydon has played a crucial role in ensuring the vaccine uptake with the communities we represent. I can assure that ARCC will not be complacent to protect the communities we represent.

This brings me to another topic that ARCC has been heavily involved over the last 12 months. We have launched a number of initiatives in partnership with the NHS that cover helping our community members lead a healthier lifestyle and live longer. We want our community voices to be heard, especially for social care services so that their expectations are met by people responsible for policy making at a strategic level.

I am also proud to announce that the number of staff have increased from 9 to 16 since our last AGM. This workforce has been operating remotely in exceptionally difficult circumstances. Under new leadership and with additional expertise we have brought into the organisation significant progress, which has been achieved through the dedicated team at ARCC. The success we have achieved last year on both fronts and the foundation we have laid can only strengthen our belief & our reasons for optimism for the years ahead.

Yes we recognise that the journey this far has demanded difficult decisions and support from my fellow ARCC Trustees and senior staff management team.

For me the challenge is to make ARCC a much more fluid and efficient organisation that earns its reputation from promises that are delivered, and to expand the community & business partner membership.

I am grateful to our staff members who work tirelessly, I am also grateful for the commitment from the ARCC Board of Trustees for the strength in our leadership. Our journey will be long, and a challenging one. But nothing is impossible if we all maintain a positive mindset.

To the funding organisations who provide us with the funds to deliver the activities and initiatives to our community members and to most of all our community members, volunteers, and to all our staff we are grateful and welcome for your continued support. We look forward to repaying the faith you have placed in ARCC as an organisation.

I will finish by saying to give pleasure to a single heart by a single act is better than a thousand heads bowing in prayer. It's the action, not the fruit of the action, that's important. You may never know what results come from your actions. But if you do nothing, there will be no result.



Jay Patel
Chair | ARCC

CEO'S REPORT

This has been an unpredictable year in terms of the unforeseen challenges presented by the pandemic crisis.

We started the year with our partners by inviting them to meet and discuss a programme of activities that would shape our delivery. As the pandemic unfolded we mobilised ourselves and our partners to work in the new norm and adapted our delivery to achieve our targets in a new and innovative way. As an infrastructure organisation ARCC had to hand hold and work closely with some of the member groups and partners.

During the past year of delivery we have worked with thousands of people in the borough through our various services exceeding our own expectations considering the difficult circumstances and the challenging environment we found ourselves in.

ARCC staff have found innovative ways to continue our services and adapt to emerging needs during the pandemic.

During Covid-19 our Food Club became a fully fledged Food Bank delivering free food parcels to people with underlying health conditions or individuals who were self isolating.

We have delivered essential items such as medication to our members who cannot leave their homes due to underlying health problems or mobility issues. We have also started a telephone befriending service by calling individuals on a weekly basis for a friendly chat and to combat loneliness.

Some of the challenges we have faced during the past year have been related to government guidance on delivering face to face services, with several lockdowns and a tier system in place, we have had to make last minute changes to face to face work which has been planned from months ahead, partnership meetings have been shifted to online and majority of the projects have been via online platforms.

Our office location was not suitable for working during the pandemic due to lack of ventilation and the size of the space meant we would not be able to practice social distancing. We have since shifted our services to our Big Local Broad Green Project at The Hub Broad Green, where the space was adapted to make it Covid safe for us to be able to deliver some face to face work.

Some of our partners initially closed their services and the various lockdowns have meant switching from face to face to online has been challenging especially for the older people's projects. We have consistently kept in touch with our partnership on a weekly basis to support them through remote working and adapted accordingly, primarily focusing on emergency Covid relief work alongside delivering our usual projects. We continued to work with our partners on a one-to-one basis through contractual, capacity and delivery issues. The support we have received from all our funders has enabled us to deliver good outcomes under very difficult and changing circumstances. We are proud of what we have been able to achieve in supporting the communities in a global health crisis.

Despite the restrictions we continued to support the groups and their service users with IAG, remote befriending calls, prescription collections, delivery of cooked meals and groceries from our food bank as well as giving them reassurances that we were here to support them with whatever help and support they needed from ARCC.

ARCC has played a crucial role in transforming how projects are delivered and supporting the Council, NHS and Public Health to reach thousands of people in the borough.

We have used our cultural expertise and wide reach to get covid messages across the community, which has been received very positively.

Due to the disproportionate effect of Covid on BAME (Black Asian Minority Ethnic) Communities the pandemic has brought to light structural and social inequalities to the fore. We have worked on addressing some of these inequalities and supporting the findings through our own consultations and tried to support BAME communities to access support that they might ordinarily miss out on due to lack of knowledge and awareness or cultural and language barriers.

My sincere thanks goes to all our funders, board of trustees, staff, colleagues from the wider VCSO's and all the friends and supporters of ARCC, without you we would not have been able to serve the community in such an impactful way.



Ima Miah
CEO | ARCC

PROJECTS



LBC Community Fund Infrastructure Programme

Our infrastructure support delivers work that strengthens the ability of community organisations and groups to build their structures, systems, people and skills so that they are better able to define and achieve their objectives and engage in consultation and planning, manage community projects and take part in partnerships and become stronger community enterprises.

We deliver outcomes by delivering a hub of infrastructure services which encompasses Capacity Building and Community Development, particularly for the Asian and ethnic minorities. We deliver in house activities and training reflecting the principles of empowerment and equality.

Our infrastructure project is delivered through a partnership with other infrastructure organisations in the borough however our focus is to ensure that our membership and community are receiving support that is bespoke and responsive. Our service builds capacity through:-

- Organisational development and growth
- Developing organisational knowledge skills and human resources
- Building strength through developing networks and partnerships
- Having a stronger voice and involvement in decision making

LBC Community Fund Outcomes Programme

Our HHC (Happy Healthy Communities) Partnership Programme brings together 5 grassroot organisations.

The partnership's overall aim is to support older Asian people to live a healthier and more connected life free from isolation, loneliness and poor health.

The programme is about delivering a range of community activities to promote health and wellbeing in the borough.

Our service has had to significantly adapt during Covid-19 pandemic and we have withdrawn from face to face work.

During the past year of delivery we have worked with over 6,000 people in the borough through our various services exceeding our own expectations considering the difficult circumstances and the challenging environment we found ourselves in.

Majority of these events have been held online. These events have seen a host of guest speakers that are internationally and nationally recognised as well as local speakers including doctors, community leaders and business leaders participating in our events throughout the past year.



LBC Covid-19 Emergency Fund

Coronavirus remains a serious threat across the country this year. Like all other Councils, Croydon also has provided some emergency Covid-19 Fund to support Local Businesses and charities. ARCC has been active throughout the pandemic period delivering a range of services to provide emergency food relief as well as vaccination uptake.

ARCC has been working to deliver a proactive prevention and awareness raising programme targeting Covid-19 high risk Asian families and vulnerable people in Croydon/SWL through participative community outreach, using established community engagement and social prescribing practices.

Our services included;

1. Food bank
2. Befriending
3. Information and care packs
4. Culture specific cooked meal service
5. Delivery /collection
6. Shopping
7. Prescription collection and drop-off
8. Feeding the homeless



The National Lottery - CCDP Project

We were funded in 2020 to deliver a 3 year programme by The National Lottery Community Fund. The CCDP (Croydon Community Development Partnership) Project was designed to holistically create an environment where Asian and local communities can thrive, and community led grassroots activities contributing to building an environment that engenders responsibilities and nurtures the positive things which people are willing to do to make their locality a better place to live and work.

The programme offers a core strengthening of the Asian VCS through partnership working;

- To build family resilience, improve community cohesion and combat social isolation.
- To enable volunteering opportunities throughout the programmes, so the strong can share skills with struggling people and Carer's can be given support and some respite.
- To support parents to understand the educational system and thereby be able to support their children with their studies, engage young people using sport to have community conversations to prevent them being misled into a radical ideology.
- To enable volunteering opportunities for young refugees and asylum seekers to support them to integrate into the community, backed by greater support to learn English.
- To provide a provision of culturally specific DASV services to prevent domestic abuse.

Project delivery partners include;

1. British Bangladeshi Society of Croydon
2. Eastern Oasis
3. Elmwood Community Centre
4. Freedom Together
5. Jagruti Women's Group
6. Lighthouse Educational Society
7. Empowering Tamil Families
8. Tutoring Today
9. Under One Sky
10. Unique Roots



Local Trust - BLBG

ARCC is proud to be LTO (Locally Trusted Organisation) to Big Local Broad Green since 2017 and our role is to manage the staff, finance, premises and funder liaison on behalf of the steering group.

BLBG's vision is that Broad Green village will be a vibrant and thriving place. Its people, young and old are united, connected, resilient to change and proud to live in the area. The project is funded by Local Trust for 10 years since inception.

The project is led by a steering group made up of local residents who live, work or study in the area. BLBG's vision for Broad Green and their priorities are about;

1. Leaving a legacy of a more united and stronger community
2. Support to vulnerable people
3. Improving our environment
4. Support financial literacy

We have continued our work to fulfil our responsibilities as the LTO (Local Trusted Organisation) for BLBG funded by the Big Lottery via the Local Trust.

After securing the hub in 2019 over the past 12 month The Hub Broad Green has been the focal point for our covid relief work by ARCC and BLBG. The project has flourished delivering a range of activities including weekly Food Bank, Befriending Service, Care Packs, Christmas Hampers, Free School Meals, Mental Health Sessions, DASV Training as well as hosting many other community events and activities.

During this year The Hub Broad Green was adapted to make it Covid safe allowing staff to continue working face to face, whilst allowing for other activities to take place.

One Croydon Alliance LVP - Family Guide Coordinator

Research suggests that Asian communities require a bespoke programme of support that is not necessarily met through standard BME programmes or mainstream services. These are due to specific cultural, language, diet, and faith needs.

ARCC employed a Family Guide Coordinator funded by One Croydon Alliance LVP to support, supervise, train and manage our family guides across our programme. Our volunteer Family Guides are unique in that they often come from within the communities they serve i.e. mother tongue and cultural knowledge.

Our family guides support people with issues around:

- Finance and debt problems
- Poor health and lack of exercise/poor health management
- Mental ill health
- Lack of community cohesion/integration
- Social Isolation & bereavement



One Croydon Alliance LVP - Mental Health

ARCC has been funded to deliver a Mental Health awareness raising programme for 2 years. The project will reach into communities through health champion conversations and targeted events.

The positive impact on the community will be providing people currently suffering exclusions from services by traditions and beliefs; with a trusted stepping stone to appropriate services, and support them to bypass the stigma thus enabling them to receive a more tailored service attentive to their needs.

The project aims to give a better understanding of mental health issues and a clearer and less imposing pathway to better mental health creating a multitude of benefits including reducing language barriers to enable better engagement and raising awareness of local services.

The long term impact of the project will be improving knowledge, attitudes and behaviour towards people with mental health problems within the Asian community and get measurable results so we can learn more about what works to change knowledge, attitudes and behaviour within a specific BME population using a tailored social marketing intervention.



CCG - Expert Patient Programme

ARCC has been funded by the SWL CCG to carry out a FREE 6 week Expert Patient Programme training, a course for any adult living in Croydon who have one or more long-term health condition such as;

- Chronic obstructive pulmonary disease (COPD)
- Diabetes
- High blood pressure (hypertension)



CCG - Long Term Conditions Project

ARCC has been funded by the SWL CCG to deliver a Long-Term Conditions Project. The Key service aims for the long-term conditions service includes;

- Targeted outreach work to raise awareness of LTCs and risk factors amongst harder to reach communities, and to encourage and enable patients to recognise and present to existing interventions i.e., NHS Health checks, NHS Diabetes Prevention Programme or their GP
- Increasing opportunistic case finding activity to detect and protect two key cohorts of patients i.e., those living with a diagnosed long-term condition for which the clinical treatment targets are not being met, and those with an undiagnosed long-term condition
- Identification of people at risk of developing a long-term condition, such as people with raised blood pressure (hypertension)
- Supporting patients to consider lifestyle changes to reduce their risk

ARCC in partnership with the CBME Forum are working on behalf of the South West London Clinical Commissioning Group (CCG) and Croydon NHS, to provide our local community with education and support in managing long-term health conditions in Croydon.

CCG - Covid-19 Vaccine Sessions & VCS Post COVID-19 Joint Solutions Meeting

We have done several events around Covid-19 to raise awareness, mythbusting, mental health, seasonal infection and help with vaccination uptake of the Covid-19 Vaccine. The sessions were attended by members of the public, frontline staff and Council staff.

We have held small sessions which saw between 20-40 people and large sessions attended by 274 people in our January. These sessions targeted particular topics and communities. Question and answer sessions between the public and local health specialists and GPs.

We held a VCS Post COVID-19 Joint Solutions Meeting with all of our delivery partners, other VCS organisations and community leaders. The aim of the meeting was to have a round table discussion with our member groups, VCS managers and leaders with a view to finding a joint solution for a way forward post Covid survival for VCS organisations.



Covid-19 Community & Survey Report

ARCC in partnership with BLBG produced a powerful report making recommendations of what works and what doesn't and what the community feels the government's priority should be. The report highlights important data and carries a comparative study across different demographics and BAME groups that could have a profound impact on how services are delivered to particular communities. Our delivery model also provides good practice for other organisations that find themselves operating during a crisis situation.

City Bridge Trust - Wave 4 - LCRF

We received City Bridge Trust funding to deliver Covid support work during the first lockdown. The programme was for the development and implementation of tailored communications, training and support for specific community members who have trouble accessing existing IAG and service provision (initially online). Also to employ, train and support a group of community champions (family guides) to do social prescribing, digital support and signposting on an outreach basis.

This is a proactive prevention and awareness raising programme targeting COVID-19 high risk Asian families and vulnerable people in Croydon through participative community outreach, using established community engagement and social prescribing practices.

Click on the links below to read our Covid-19 Community Report & Covid-19 Community Survey Report: -



OTHER ACTIVITIES



IAG & Care Packs

A care package for individuals including, service information, bereavement counselling, funeral information and sympathy cards.

Food Bank

Essential food items and household goods to support vulnerable people during the pandemic. A host of volunteers from community organisations, business communities and individuals came together to support the food bank by volunteering and delivering food packs.

Remote Befriending Service

A remote befriending service calling individuals on a weekly basis for a friendly chat in order to combat loneliness, as well finding on additional support needs.

Honour Based Abuse & Forced Marriage Seminar

We held a Honour Based Abuse & Forced Marriage Roadshow Seminar at Croydon Town Hall in partnership with National honour based violence agency Karma Nirvana and Croydon Council.

Knife Crime Seminar

Supported The Mayor of Croydon with this event aimed to give a strong message to the Youth to call for an end to the gang and knife culture of the borough.

Christmas Hamper Project

250 Christmas Hampers delivered to local families. The hampers contained food, toiletries, children's games/toys/books, masks, sanitizers, toothbrushes and other household items.

Silver Sunday Event

Supported MS Foundation with a virtual Silver Sunday event Over 60 older people participated in this session and received mini breakfast hampers from MS Foundation.



Paying Respect to Sgt Matt Ratana

We represented the Asian community paying tribute and sending out a strong message to condemn the horrific murder of a local Police Officer.

ARCC AGM

We held our first virtual AGM via Zoom with almost 100 people in attendance where we updated the community on the previous year's work of the organisation, about our future plans.

One Croydon Alliance Consultation

Representation of the VCS at the CVSA (Community and Voluntary sector Alliance) Meeting. Our CEO Chaired the community consultation element of the meeting with the One Croydon Alliance.

Free School Meals

Our Chair Jay Patel invited local business Spice Village to distribute free School meals to 30 families during the half term break including local nurseries.

Virtual Coffee Mornings

During the pandemic our flagship Monthly Friends Coffee Mornings went Virtual with a focus on health topics.

Wilton Park Virtual Dialogue

We took part as a key speaker at a Foreign Office dialogue on 'Addressing the disproportionate impact of COVID-19 on minority ethnic communities and to identify what support and action is required to protect minority ethnic groups from the adverse impacts of COVID-19.

An Evening with Crown Prosecution Service

We hosted an evening with the Crown prosecution service CPS with the first BAME public prosecutor with ARCC and BME Forum to target young people of BAME population to get involved with the Crown Prosecution Service.

Seminar on Harmful Practices

Presented at the Harmful practices seminar in partnership with the FJC (Family Justice Centre) and Croydon Council.

Cross Borough Public Meetings

Our CEO has been doing lots of work cross borough and highlighting the work that is happening in Croydon through shared learning events with multiple Bangladeshi organisations.

Health Awareness Event

A session on stroke awareness with speakers including doctors and stroke consultants from Croydon University Hospital who gave a presentation on the topic and took Q&A from the public.

Community Chats

We launched a new online weekly community chats project delivering a total of seven sessions with a total of 110 participants.



Mental Health & Social Isolation

ARCC presented a Virtual Coffee Morning on 13th Jan 2021 with specialist Panel, Dr Vaishali Shetty (Governing Body GP Member Croydon CCG), Dr June Brown (Friendship Bench Project, Tanya Kirrage (Senior Psychological Wellbeing Practitioner, SLAM).

Healthy Nutrition

South Asian Diets - ARCC conducted a Virtual Coffee Morning on Nutrition, Diet and Healthy Eating Session on South Asian Diets with Croydon Health Services NHS Trust dietician Georgia Kemp.

Covid Secure Space

At our BLBG project the premises at The Hub Broad Green was made Covid secure by building a glass partition so that staff could work in a safe environment whilst allowing for other activities to take place at the premises.

Covid-19 Vaccine: Your Questions Answered

Worked closely with the NHS CCG, Council and community groups to get out key communications in different languages. Your Questions Answered; by an expert panel of health professionals, had 274 people in attendance.

Should we take the vaccine? - Joint event with CBMEF

ARCC & CBMEF conducted a Q&A session with local Doctors, Community Leaders & Covid survivors and Deputy Mayor of London Dr Debbie Weeks-Bernard. 500 people in attendance.



Purley Mosque Vaccine Event

Purley Mosque held a Covid vaccine webinar and Q&A session targeting Muslim community to increase the uptake of the vaccine. Our CEO was a keynote speaker and gave her view on the challenges of Covid19.

Covid Vaccine Over 60's

Continuing our Covid online series another session was arranged specifically for over 60's.



Covid Vaccine - Places of Worship

ARCC supported the Council's Places of Worship Covid-19 session with a wide representation of different faiths. The Event was attended by an expert panel including Rachel Flower (Director of Public Health Croydon).

Covid-19 Vaccination with Cllr. Humayun Kabir

Former Croydon Mayor Cllr Humayun Kabir hosted a Covid-19 vaccine awareness session. ARCC Chair Mr Jay Patel was also invited as a guest speaker to talk about his experiences and challenges in the community.

Covid Vaccine Hindi & Urdu

ARCC arranged a Hindi/Urdu vaccination information and Q&A session with Croydon GP's Dr Vaishali Shetty in Hindi, Dr Kashif Aziz f in Urdu.

Covid-19 Q&A Videos

In partnership with a number of NHS GP's we have produced a series of Q&A's videos on Covid-19 Vaccine answering some of the common questions asked by the community.



Radio 5 Live interview

Following an article in the Telegraph about the effective and rapid response to vaccine hesitancy in Croydon. Our CEO was invited to a Radio 5 Live interview with Naga Munchetty where Ima spoke about the issues that were present in the BAME communities, myths, cultural norms, inequalities and mistrust in the government.

HRH Duchess of Cornwall Visits St Paul's Thornton Heath

ARCC were selected to meet with the Duchess of Cornwall during her visit to St Paul's in Thornton Heath. The visit was featured in local paper Thornton Heath Chronicles and Inside Croydon.

Meeting with Vaccine Minister Nadhim Zahawi MP

We attended a meeting with Nadhim Zahawi MP to ask him questions about the development and rollout of the vaccination programme.

Covid-19 Update

A multi agency event for the whole of the borough partnering Council, NHS and the Infrastructure organisations. The meeting saw different groups and communities come together to share their stories and ask questions to a panel of speakers.



Small Grant Launch by BLBG

A small grant pot ranging from £500 to £2,000 was launched by BLBG for groups based in or delivering projects in the Broad Green area specifically to improve the lives of local people. The Mayor of Croydon Cllr. Maddie Henson officially launched the funding.

Vaccine Story with ARCC CEO & Chair

ARCC has been working with the Croydon Council to send out positive messages to encourage people to take up the vaccine. Community leaders including our CEO and Chair recorded their vaccination story.

International Women's Day

ARCC celebrated International Women's Day (IWD) on 8th March 2021 to recognise Women's contribution in the society. Attended by over 110 people. Our inspirational speakers were Poet Aminah Rahman, Community Worker and Director Dinaz Stafford and Author Pinky Lilani CBE.

Volunteering

We have been supported by up to 20 dedicated volunteers on the ground. The Mayor of Croydon Cllr. Humayun Kabir attended our volunteer Certificate presentation ceremony as a mark of appreciation.

 **Big Local Broad Green**
The Hub Broad Green,
38 Keely Road, Croydon
 020 8686 3318
 info@biglocalbroadgreen.org
 www.biglocalbroadgreen.org

SECRETARY'S REPORT

2020 has brought into the spotlight social and economic inequalities in our society, although these realities are not new to the people we support. ARCC has continued to represent views of the Asian community and lobby local government for change. We have published key reports to inform the work of statutory organisations like the council and NHS in how to support the Croydon VCS and communities.

We are facing a global emergency. But sadly, many of the secondary issues brought about by COVID-19; such as mental health issues and social isolation, are not new for our members. Throughout the pandemic, BAME communities in particular South Asian people with long term health conditions have remained amongst the most vulnerable in our society, and in desperate need of support.

As with many other charities, businesses and services, 2020 was the most challenging year in the Asian Resource Centre's history. Whether it was global movements like Black Lives Matter, or local issues like the Council's section 115 declaration, we found ourselves having to rethink the organisation's way of working, our services and our future.

ARCC has seen up to a 60% rise in demand in our services compared to 2019 and forced us to reshape some of our services like our food bank and coffee mornings and introduce new services like befriending and care packs.

More people than ever need our help in these unprecedented times, and, with many of our usual fundraising avenues reduced due to corona virus and the borough's financial situation, we are more in need of support and help from our partners, sponsors and members than ever. Still, ARCC are committed to continue delivering relevant and much needed services to some of the most disenfranchised people in our borough during the post pandemic phase and in many years to come.

I would like to convey my thanks to all our trustees, our funders and sponsors, our partners, businesses and community members. All those that have supported our work and attended our events. My special thanks to our staff and volunteers whose dedication and hard work has allowed us to thrive in what was a very challenging year.



Sophia Moreau
Secretary | ARCC

TREASURER'S REPORT

We have completed another successful year at ARCC. Our staff and Board members have again shown resilience and made significant contributions to the Asian and Minority Community.

In the Annual Accounts you can see that our Income has nearly reached half a million.

Last year due to the Covid pandemic most of our partners faced extreme difficulty but our staff team has helped them tirelessly so that they can continue to deliver their invaluable service to the community.

I am very glad to announce that this year apart from Croydon Council and The National Lottery funding we have been granted Covid related funding from NHS Trusts, Public Health and One Croydon Alliance, City Bridge Trust and NHSCT. Our Community work has branched out and diversified benefiting the community.

We have passed another significant year as the LTO (Local Trusted Organisation) for BLBG (Big Local Broad Green). The project has made an amazing contribution to the lives of the Broad Green residents.

The ARCC team has increased in number rapidly during the pandemic and we are now actively searching for a bigger space to relocate the team as a matter of priority for us to continue serving the community.

ARCC's Finance Sub-Committee oversees all the financial transactions and meets on a regular basis to monitor the finances of the organisation. Our Fundraising Sub - Committee has also been actively seeking new ways to generate funds for the charity.

The forecast for next year looks promising and I am sure with all our hard work we can pass through all the obstacles and achieve great things as an organisation.

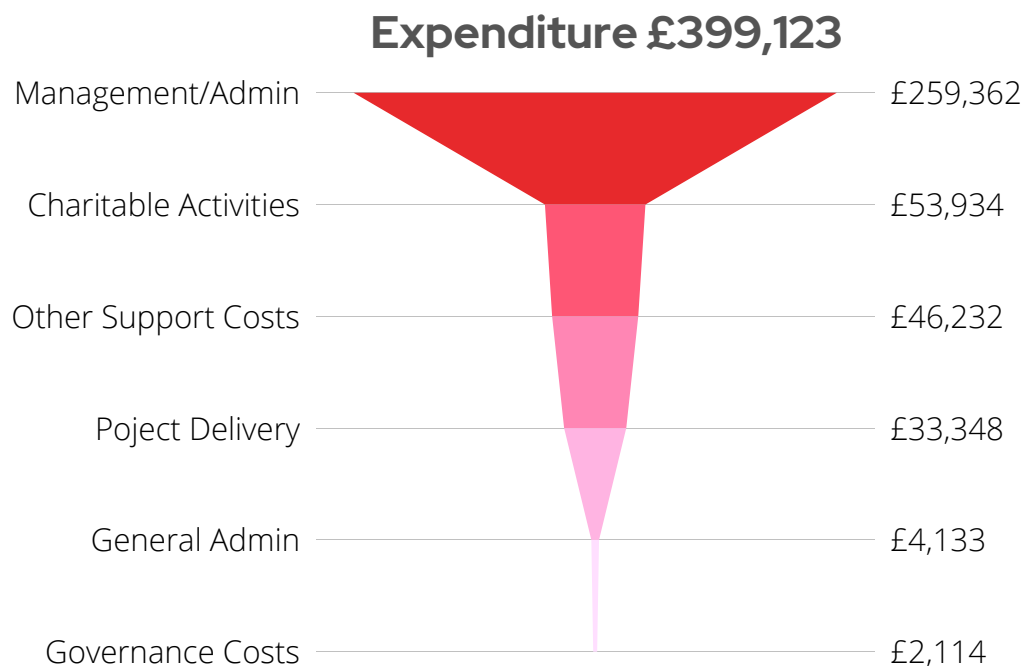
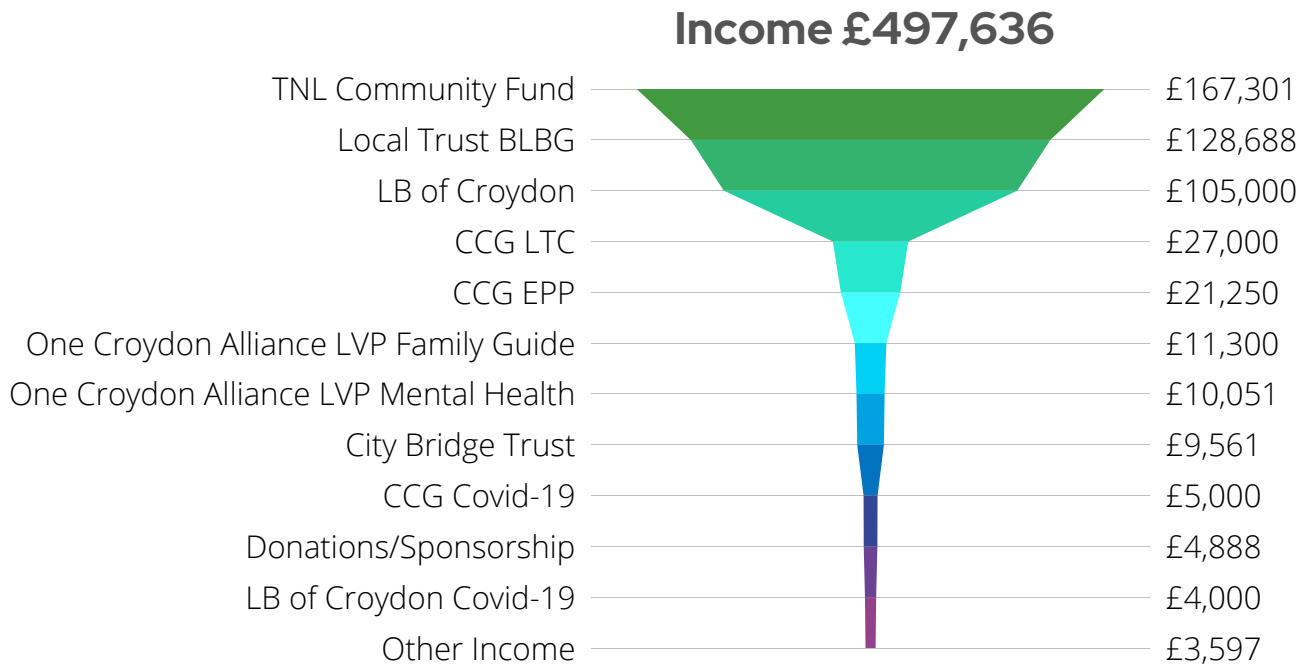
I am very thankful to all the funders who trusted us to deliver, all the stakeholders, members, delivery partners, board of trustees and the amazing Staff and Volunteer team for all their hard work and dedication and look forward to achieving well in the year ahead.



Rumel Jahur
Treasurer | ARCC

FINANCIAL SUMMARY

1st APRIL 2020 - 31st MARCH 2021



*Please note the full accounts are available to view on the Charity Commission portal

ARCC BOARD & STAFF TEAM

1st APRIL 2020 – 31st MARCH 2021

Jay Patel	(Chair)
Dilshad (Dilly) Surelia	(Vice-Chair)
Sophia Moreau	(Secretary)
Rumel Ahmed Jahur	(Treasurer)
Somasundaram Kanagasundaram	(Director)
Usha Patel	(Director)
Bushra Ahmed	(Director)
Dr Suraj Paudel	(Director)
Ash Balakrishnan	(Director)
Ashtaq Arain	(Director - Resigned 20th October 2020)
Raghu Shetty	(Director - Resigned 15th March 2021)
Sahadat Hossain	(Co-opted Member)
Bhupinder Bhardwaj	(Co-opted Member)
Dimple Siddhpura	(Co-opted Member)
Siddiqa Chaudhry	(Co-opted Member)
Ima Miah	(Chief Executive Officer)
Mamun Khan	(Programme Manager)
Debahuti Chakraborty	(Finance Manager)
Nayim Chowdhury	(IT/Project Support Officer)
Catrina Lynch	(BLBG Project Coordinator)
Richard Tait	(BLBG Hub Manager)
Lauren Ashley-Boyall	(BLBG Project Support Officer)
Lizzie Grashion Hewitt	(EPP/LTC Programme Coordinator)
Kay Kakad	(Sessional Worker)

VIDEOS





asian resource centre
croydon

Asian Resource Centre of Croydon Limited

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