

# Annual Report

2021/22



asian resource centre  
croydon





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## CONTACTS

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# 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 and responsive services for local people
- Empowered and active communities
- Increased social inclusion and community cohesion
- An increase in social capital
- A strengthening of civil society
- Increased health and wellbeing of Asian communities

## Our approach is three pronged: -

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

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.



# 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.

# Values

## 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 with our actions. We will strive to identify and disseminate the knowledge base for good practice in all aspects of our work as a VCS (Voluntary Sector Organisation).

## 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

At last AGM, I announced several key issues we were facing as an organisation including:

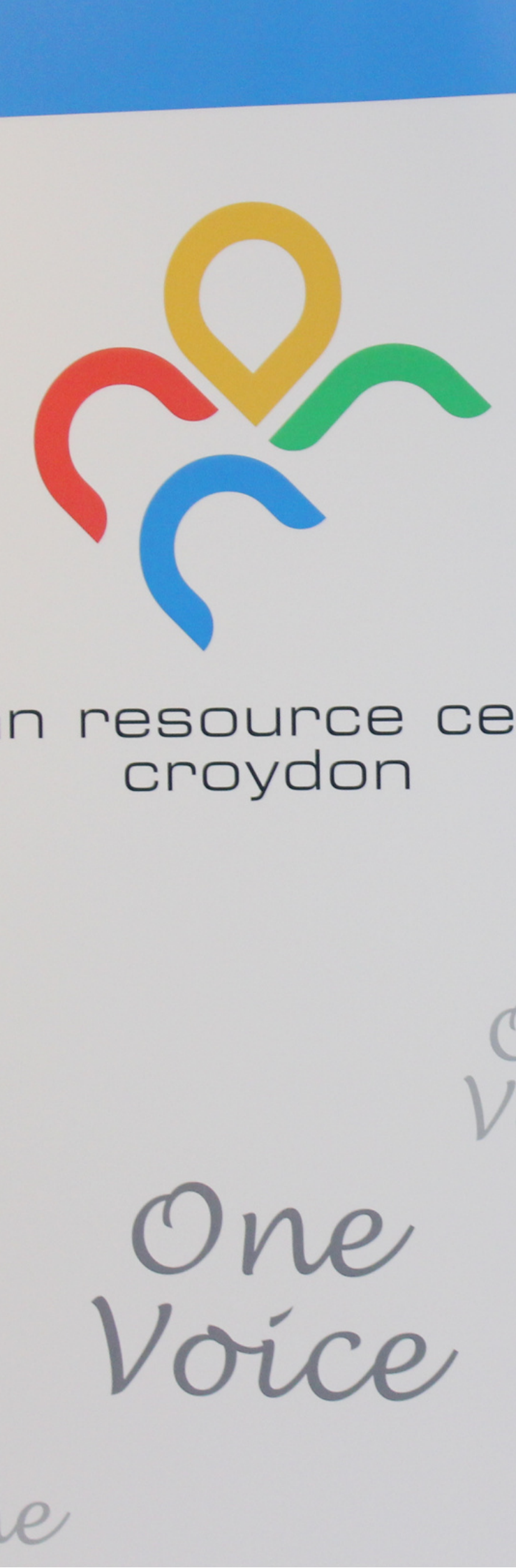
- the number of lives that were lost due to COVID-19 pandemic, job losses, how every human activity suffered in one way or the other with long periods of lockdown and government restrictions,
- how the Voluntary Sector organisations in the borough galvanised together to support the communities, especially the most vulnerable in our society when they needed us most,
- how we launched several initiatives in partnership with NHS to support and help our community members lead a healthier lifestyle and live longer as well as how ARCC embraced the unprecedented challenges to demonstrate our strength and resilience as an organisation in some of the most difficult circumstances to continue to deliver the services to our communities in a manner they expected from us.

I am proud of is the faith our funders have demonstrated to provide us with the funds to deliver the activities and initiatives to our community members. This has enabled us to increase our income for 2021/22 to over half a million pounds for the first time in our history. As a result, we have increased our staff team considerably to deliver an amazing array of projects for the community.

The organisation has seen an unprecedented growth over the past few years, when so many organisations are facing severe financial difficulties to survive, let alone grow their organisation. This is a testament to the hard work and efforts of the whole team. The staff and volunteers have been and will always be the backbone of this organisation. I am also grateful to all my fellow Trustees, who have helped me to demonstrate the strength in our leadership especially when we have had to take some tough decisions. It has been my pleasure to serve as the Chair of this wonderful organisation.

Finally, my message to our ARCC community members. Thank you for engaging with us for the support and services we provide to you. We will always remain committed to providing you the support you need. As an organisation we have laid strong foundations for you to engage with us in making a positive difference in your everyday life.





## **What is our vision going forward?**

Under community cohesion – I want to build stronger collaborations and partnership working with other community groups.

I want to expand ARCC's Business Forum membership so that they and our community members can engage with each other to build a cohesive and stronger community. I will continue with our effort to establish the long overdue ARCC Community Centre.



**Jay Patel**  
**Chair | ARCC**

# CEO'S REPORT

This year has been largely focused on recovery and bringing services back to pre-covid state encompassing the new way of working. Staff have been largely home based for the first part of the year; and have worked hard to bring many services back to face-to-face delivery.

ARCC members have benefited from many new opportunities developed through a newly formed partnership with the NHS. We have also forged stronger partnerships with VCS colleagues with almost half of our projects in partnership with other local charities. This year ARCC has funded 24 local projects to deliver a wide range of services across the borough.

Our membership and reach has continued to grow, and the organisation's income sources are more diverse than ever before. Whilst several major projects are coming to their last year of delivery, we have seen new and innovative projects set up, servicing developing needs.

This year has seen several challenges including a growing team and projects with limited core resources at our disposal.

The organisation is looking at several property options to accommodate the growing team and deliver our services to the community from a central and accessible location. A few of our major programmes will enter into the last year of delivery therefore sustainability and continuation funding is being actively sought.

As a part of our strategic planning, ARCC has aligned its delivery to the local strategic landscape, financial projections and more importantly community needs. We have identified several key priorities for the medium term;

- Building and securing good partnerships with Health, the Council and VCS
- Securing a resource centre for community benefit and income generation
- Aligning our delivery to localities working to address health needs and disparities in the borough for BAME groups and in particular Asian communities
- Engaging with businesses to enable CSR and local economic benefit



There is no doubt that the Councils financial position will have an impact on the whole of the Croydon VCS and ARCC is not immune to the effects of that internally and as a membership organisation.

As we are drawing closer to the end of the Community Fund and thus services in the borough are reducing, it's ever more important for us to build new alliances and diversify our income streams further. We will be working hard to find mitigations for us and our member organisations to reduce the impact. Several funding applications are on their way, our Business Forum is being strengthened up and properties for our community centre are being considered.

We are deeply embedded in the work of the One Croydon Alliance and leading the way for more resources being shifted into the VSC. We are in regular dialogue with the Council and Health partners to keep an eye on the financial situation by supporting and advising as well as challenging and lobbying where we feel community voices need to be heard.

I would lastly like to take this opportunity to thank my team for their hard work and dedication over the past year. They have worked tirelessly to ensure we provide and maintain a high level of service delivery to the community.

I would also like to thank the ARCC Board of Trustees, especially the Chair, Mr Jay Patel for his selfless dedication and vision for the organisation to bring it to where it is today. I would like to personally thank our funders, partners and stakeholders for investing their money and time in us.

I must also thank the community for all the support and positive feedback we continuously receive for our work in the borough. I look forward to yet another exciting and encouraging year ahead.



**Ima Miah**  
**CEO | ARCC**

# PROJECTS



## LBC Community Fund Infrastructure Programme

Over the last two decades ARCC has supported and built the capacity of groups through our infrastructure support and delivery. Our work 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

During this year we continued to face ongoing challenges due to the lingering Covid-19 pandemic.

We continued to find innovative ways of delivering our services and adapt to emerging needs. Some of our partners were still not ready for face-to-face delivery and offered their services virtually or through ARCC.

Switching back to face-to-face delivery has been challenging especially for the older people's projects. We have communicated with the groups on a regular basis to support them through remote working and adapted our contract management accordingly giving them the flexibility to deliver with a focus on emergency Covid relief work first and foremost and secondly with the project delivery plan as best as they could.

We continue to work with our partners on a one-to-one basis through contractual, capacity and delivery issues. The support we have received from the Council has enabled us to deliver good outcomes under very difficult and changing circumstances. We are proud of what all the groups have been able to do to support their respective communities in very difficult times.



## LBC Community Fund Outcomes Programme

Our HHC (Happy Healthy Communities) Partnership Programme brings together 5 grassroots organisations to deliver partnership support for older Asian people to live a healthier and more connected life free from isolation, loneliness and poor health.

The main purpose of the HHC programme is about delivering a range of community activities to promote health and wellbeing in the borough. This year was a combinations of Covid-19 pandemic in the first two quarters and then phasing back to resume their normal face-to-face activities after a long wait, although there is still a mixture of online and hybrid options available to some of our service users who are finding it hard to face the challenges to come out and about.

Generally, we have seen the morale of the groups and members has increased and they seem a lot happier as they are now able to socialise and resume their usual activities. This year we have supported groups and their community with health and wellbeing activities, health checks as well as focusing on mental health support, training and one-to-one support to ensure they feel looked after and cared for.

In order to support our groups we have taken a true partnership approach and are holding joint activities and events to get the different communities involved to set a clear direction for 2022.





## Winter Pressure

ARCC took active part in making Winter Pressure Check calls during February & March 2022. We supported local vulnerable residents 65+ in Croydon to check on how they were coping over the harsh winter months.

This project was a joint partnership working with Age UK Croydon, and Croydon Neighbourhood Care Association. The programme was funded by Croydon Council through One Croydon Alliance.

We supported vulnerable elders in the borough over 65 years of age who are not in receipt of any statutory care package or other support from a statutory organisation. ARCC devised an online survey to capture the needs of the residents and several residents were signposted to Carers Crisis Prevention Service and Adult Social Care for further support based on their specific needs. Between the three organisations we had a target of making 1,500 calls to residents and by the end of the project we reached our target.



## London Sport

This project has been a remarkable success. We have delivered Thai boxing, Keep fit, Dancing, and the Freedom Programme to women in Croydon. Majority of the women have formed friendship groups from trauma and physical exercise sessions, they have created their own WhatsApp focus and support groups.

The sessions have brought women from diverse cultures and economic status together. Women have told us learning basic self-defence has helped them develop greater confidence and feel safer and able to walk home. The classes have helped women who have recently moved to England, meet new people, and develop their English language skills.

The classes have provided several benefits for those who suffer from mental health problems, such as managing stress, reducing anxiety, building self-esteem, and helping them connect with others and build healthy positive relationships.



## One Croydon Alliance LVP Mental Health

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

As part of our "Hear to Talk" project we have been raising awareness of Mental health within Croydon, especially amongst the Asian community, acknowledging that it is still a taboo topic.



The project aims to increase people's awareness of mental health risk factors and to support people to seek help without feeling isolated and to reduce the stigma attached to Mental Health.

Project aims and objectives:-

- Targeted out-reach work to raise awareness of mental health issues and risk factors amongst the Asian community, and to encourage and enable patients to recognise and present to existing interventions i.e. SLaM, Talking Therapies, Befriending Services.
- Supporting individuals to consider lifestyle changes to reduce their risk of further or increasing mental health issues.
- Asian residents with mental health, their families and carers may feel more comfortable speaking to our health champions in their own community setting and language, rather than presenting to their GP.

During the past year we held a number of training and awareness raising sessions to support the community. We had mental health champions keeping in touch with clients to ensure their support needs were met as well as signpost individuals to various activities and events. As the project develops we will be offering in-house counselling services in a culturally sensitive way.



## People Health Trust

Our Community Chats Project delivery looked to strengthen connections, enable friendships between the participants and improved social networks between people.

As part of the project we delivered a number of different activities including: -

- Community Chat Sessions
- Pilates Sessions
- Gardening Sessions
- Art Workshops
- Music Workshops
- Introduction to Digital Skills

We are fully back to delivering this project face-to-face and have exceeded our targets due to demand.

Our community chats have been an excellent space for older people to meet and connect with others. It is a safe and friendly space where regular and newcomers welcome each other.

Many friendships have been formed keeping in touch outside of sessions e.g. going shopping together, coffee Shops, attending other community activities and events.



## TNL Community Fund CCDP Project

We were funded in 2020 to deliver a three 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 included ten organisations from different backgrounds working with different communities across the borough.



## NHS SWL CCG

### Covid-19 Vaccination Uptake

ARCC worked this year on a vaccine confidence project specifically designed to target Bangladeshi and Pakistani communities. The main aim of the project was to get members of the public to take the vaccine since it was found that there is a low take up among Bangladeshi and Pakistani communities. The project reached out to Mosques, Community Centres, Businesses, Schools, Colleges, GP's and Pharmacies which as a result reached 400+ people of Croydon community.



## Local Trust

ARCC has been the Local Trusted Organisation (LTO) for Big Local Broad Green since 2017.

BLBG's vision for the Broad Green and their priorities are to: -

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

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 here.

The project is funded by Local Trust. ARCC have continued our work to fulfil our responsibilities as the LTO for BLBG funded by the Big Lottery via the Local Trust.



## NHS Communities Trust

Lifting Lockdown - ARCC ran a pilot for 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.

The aim of the pilot was to: -

- Raise awareness and support high risk groups, to identify/minimise risk, manage existing conditions post lockdown, before/during second wave.
- To facilitate enduring and sustainable behavioural change through coaching.

## LBC VCS Covid-19 Programme

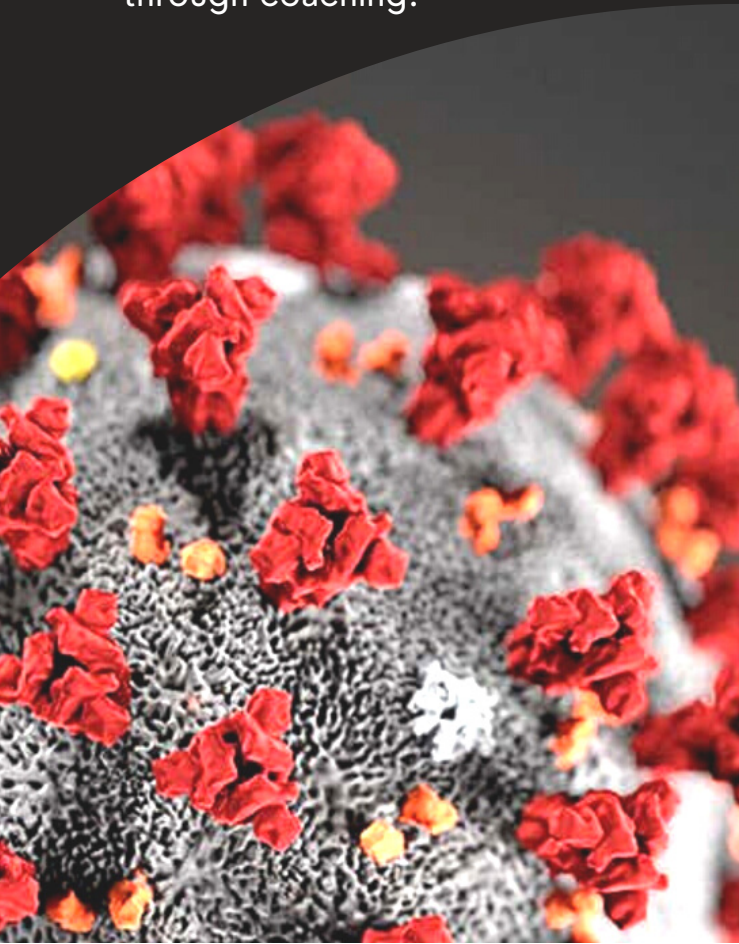
ARCC ran a VCS Covid-19 Programme around Community Health engagement with Public Health Infection, Prevention, and Control Regulations.

ARCC took the following approaches for communities to develop covid resilience:

- Encourage and support residents to comply with Hands, Face, Space, Replace
- Encourage residents to comply with self-isolation requirements if they have received a positive result of COVID-19 or if they have been identified as a contact
- Support residents to access COVID-19 tests
- Encourage residents to minimise number of contacts to stop the spread of the virus

Follow Make Every Contact Count (MECC) approach to:

- Address vaccine hesitancy
- Encourage residents to contact and access healthcare when required





## NHS SWL CCG

### Community Facilitator

In April 2021, the One Croydon Alliance Local Voluntary Partnership Board funded ARCC to host Community Facilitator (CF) posts. The CFs are funded as part of The King's Fund Healthy Communities Together programme and have a critical part to play in linking the VCS with statutory services, helping evidence our progress and achievements and using their knowledge and expertise to raise the status of the VCS to become an equal partner across the Health and Social Care sector.

The outcomes of the projects are around:

- Greater self-management in community
- Stronger, resilient communities
- Increase in participation in community life (physical and social activity)
- Increase knowledge of health professionals on the community assets within each locality
- Stronger and more effective partnership working across Croydon's VCS, Council and Health services.
- Increased confidence in One Croydon

The facilitators are setting up Community Hubs in Croydon's 6 localities for people into social support networks, community-led activities, and specialist voluntary and statutory services. They are located in existing Voluntary and Community Sector (VCS) venues that are known and accessible to local residents and are open regularly on a set day and time.



## NHS SWL CCG

### Expert Patients Programme

ARCC continued with our Expert Patients Programme training, a course for any adult living in Croydon who have one or more LTCs (long-term health conditions)

In a bid to support those managing a LTC, Croydon BME Forum and the ARCC received funding from South West London CCG to continue the EPP.

Although this programme is primarily for any adult living in Croydon with hypertension (high blood pressure), COPD (chronic obstructive pulmonary disease) and diabetes, it is also currently open to carers and those in the borough living with other long-term health conditions.

This programme is a UK version of Stanford University's acclaimed Chronic Disease Self-Management Program (CDSMP) which has been proven to help older adults better manage their chronic conditions, improve their quality of life, and lower health care costs.

The programme is delivered over 6 weekly sessions covering a range of topics including dealing with pain and tiredness, coping with depression and anxiety and healthy eating. Each session is for two and a half hours a week and is led by two trained facilitators; one or both of whom are living with a long-term condition themselves.





## NHS SWL CCG Long Term Condition

ARCC has been funded by the SWL CCG to deliver a Long-Term Conditions Project (LTC). The Key service aims for the LTC 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 Southwest London Clinical Commissioning Group (CCG) and Croydon NHS, to provide our local community with education and support in managing LTC's in Croydon.

In addition to the LTC programme ARCC took on the DoSA (Diabetes for South Asians) project, a FREE Type 2 Diabetes Learning Programme; specially developed for people of South Asian origin and/or lifestyle. The programme is 12 weeks of interesting learning about diabetes. Along with regular support from the facilitator, the DoSA is a programme that the whole family could get involved with too.

# OTHER ACTIVITIES



## Virtual Coffee Mornings

We held a number of virtual coffee mornings during the year covering various topics including stress awareness, hypertension, COPD, diabetes and men's health. We had guest speakers.

## Pop-up clinic

Vaccinating, testing blood pressure, pulse and running health checks for homeless people, refugees and asylum seekers and people with no recourse to public funds. This was a special health check and vaccination event designed to reach the most deprived people.

## Pilates

We held weekly Pilates to improve the health and wellbeing of hard-to-reach communities and individuals.

## Mental Health Care Support

We hosted a focus group in partnership with SLAM to input into the new strategy for mental health looking to ensure all service users are treated equally.

## Tuesday Talk's

An informal gathering of up to 20 people to test out how the community were feeling about returning to face-to-face activities. We also invite guest speakers to come and speak on various topics.



## Dance Therapy & Community Chats

Allowed participants to stay active whilst having the opportunity to converse with others in the local community about different topics including their hobbies and recent news and events.



## What is Ramadan

Our Special Guest Speaker Kaushar Tai, a Management and Training Consultant and the founder member and Director of Aksaa, specialising in delivering soft skills training and Islamic Cultural Awareness and Cultural Competency Training delivered an Islamic Awareness Courses on "What is Ramadan?" to working professionals hosted by ARCC.

## Healthy Homes Workshop

We held a workshop on how to save money on energy bills and provided debt advice on how to access grants and funding. The session covered topics like saving money on bills, debt advice and grants available.

## NHS Campaign Video

We were proud to be part of a major NHS campaign to keep South Asian communities safe from COVID-19 featuring Adil Ray and Art Malik. Our CEO was invited to be part of a research study to understand the concerns that Black and South Asian communities have about the current pandemic and to help the community deal with the risk of COVID-19. The project resulted in a short film to give out positive covid messages from community leaders. Click [HERE](#) to watch the campaign video.



## Community Art Workshop

We held a six-week community art workshop painting daytime cityscape with a local artist.

## Croydon Talking Therapies

We invited Croydon Talking Therapies to a session to introduce their services as a part of SLaM trying to increase take up of services by Asian communities.



## Health Checks

We held a number of health checks throughout the year to measure people's BMI, Blood Pressure, Diabetes Risk, COPD, Heart Rate as well as providing them with health tips, advice and guidance. This was held at various locations and events including at the Croydon Carnival, Boxpark, Environmental Fare, Business Live Expo, South Norwood Church Hall, Pathfinders, Lantern Hall, Thornton Heath Library, Croydon Mosque, Al-Hidaya Croydon, Croydon Methodist Church, Shirely Muslim Centre, Croydon Disability Confident Fare, Thornton Heath Medical Centre, at the Launch of the Active Communities Hub and Upper Norwood Library.

## Easy Stress Management

Session held looking at how to reduce stress and improve mind and body.

## What will they say?

Session held to raise awareness of Mental Health Issues in the Asian and Croydon Communities focusing on suicide awareness, a topic that is normally very difficult to talk about.

## Asian Fashion & Bridal Show London

ARCC were delighted to be chosen as the charity partner for the Asian bridal show 2021 where we were able to showcase our work and raise awareness about services in the borough at a London level.

## Islamic Counselling

We organised an online session on "What Makes Islamic Counselling Different?". The workshop was organised to raise awareness of Mental Health Issues. We invited two prominent speakers including Sabnum Dharamsi the founder of the first accredited Islamic Counselling Training in the UK and Ayesha Powell an Islamic counsellor who has worked with a variety of Mental Health issues. The recording can be viewed by clicking [HERE](#).



## Covid-19 Updates: Omicron Protecting Yourself & The Community

Due to the widespread and increasing cases of Covid with the new variant Omicron we hosted an information and Q&A session giving an update on Covid-19 and how the community can protect itself from Covid. This was a partnership event in collaboration with; NHS South West London, Croydon BME Forum, Croydon Neighbourhood Care Association, Croydon Voluntary Action, Croydon Council and The Asian Resource Centre of Croydon.

We had expert panellists including Rachel Flowers - Director of Public Health Croydon, Dr Agnelo Fernandes MBE, Croydon Borough GP Lead and Becky Board - Associate Director of Operations Covid Response and Recovery. Click [HERE](#) to view the recording.

## Working in Primary Care

In partnership with SWL Training Hubs we hosted a session on Working in Primary Care. This partnership came about through community members asking us about job opportunities in the NHS and how to get a foot in the door without having medical training, qualifications or experience.

There were a series of presentations, and our guest speakers were from roles in primary care. They shared their experience of how they got into their jobs and what it involves. Click [HERE](#) to watch the full session.



## BBC London News

We were invited to take part in a BBC news piece on a genome study that is being carried out with BAME communities to better understand why particular communities are hit hardest and could help get vaccination rates up and answer questions about the role of genetics in Covid.

## What is Advocacy

We held a workshop on "What is Advocacy?" with Alan Levey from Advocacy for All who have been helping and supporting people with Advocacy services for over 30 years. Advocacy for All currently operate in South East England and are passionate about improving lives and making a positive change. We also invited Michael Edwards from Mind in Croydon. Click [HERE](#) to watch the recording.

## Anger Management

We held a session on Anger Management with Gurpreet Singh, who works as a Counsellor and Psychotherapist. The aim of the session was to find out what causes anger and how one can manage the situation to improve one's health and wellbeing.

## AGM

Our Annual General Meeting for 2020/21 was held at Grand Sapphire Hotel and Banqueting. Over 100 people were in attendance. We were joined by a cross section of the community including individuals, community organisations, businesses, and many other statutory organisations from the borough. We were also joined by other guest speakers including The Mayor of Croydon Cllr. Sherwan Chowdhury, Dr Agnelo Fernandes and various prominent business people. You can watch the AGM highlights by clicking [HERE](#).





## Bring Money to Life

In partnership with Yorkshire Building Society we delivered a workshop to inspire young people and children to learn about money management. We delivered 9 sessions over 3 days at Yorkshire building society in Croydon seeing dozens of children benefiting from the session.



## Winter Grotto

Every year during Christmas ARCC tries to support a good cause in the community and this year was no different, as we partnered up with Start It Right CIC to support their Winter Grotto event at The Hub Broad Green. Click [HERE](#) to see a short video on our Twitter feed.

## Remembrance Sunday

Our Trustees paid respect on Remembrance Sunday at Croydon Town Hall by laying a wreath along with local politicians, VCS organisations, service men and women.

## Introduction to Digital Skills

We partnered up with Croydon Adult Learning & Training (CALAT) to deliver computer classes at CALAT Clocktower Centre. This course was designed for people that have very limited knowledge of using a computer and took them through how to use a mouse, access the internet, use a web browser to search for information, work safely with ICT equipment, understand how to be safe online and prepare for the next step.

## Frazzled Cafe

As part of our Mental Health Project "Hear to Talk" we held an information session on Frazzled Cafe. Providing a safe and confidential space where people can speak openly without worrying about judgement amongst a group of peers who understand how it feels to be frazzled.

## Musical Workshop

We held a six-week musical workshop course called 'Sing for Happiness' led by a professional singer, Bin Tan Davidson. The sessions were a part of our therapeutic workshops and included classical, pop and folk songs. The group started the sessions with light exercise and were able to make friendships with peers as a community of interest.

## Bangladesh Independence & 50th Anniversary Celebrations

We were proud to join The Mayor of Croydon, Cllr. Sherwan Chowdhury at a Bangladesh Independence & 50th Anniversary celebrations at the Council Chambers. We also heard from prominent Bangladeshis in the borough like the former Mayor of Croydon, Cllr. Humayun Kabir, and Leader of the Council, Cllr. Hamida Ali as well as The Mayor himself about their memories.

## International Women's Day

Every year ARCC joins in with celebrating the progress and achievements of women from all around the world and locally. We usually have a big event and invite inspirational women speakers, however given that covid still exists we held a small event with around 30 people and had a visit from Val Shawcross (Croydon Mayoral Candidate). This years theme was #BreakTheBias. We published social media posts with the IDW2022 pose to show our commitment.

## Sporting Memories Club

ARCC Sporting Memories Club was launched during the year. The project uses the power of reminiscence and talking about sport along with gentle physical exercise to tackle dementia, mental health, depression, and loneliness for anyone over the age of 60. This project is delivered in partnership with Sporting Memories Foundation and Peony Court Care Home.







## **Food Bank**

Our Food Bank was a pop-up project during Covid, which has been a lifeline for many residents in the borough and we continued to support the most vulnerable with our weekly food bank during the past year.

Due to the generous donation from the community, businesses, supermarkets and FareShare we were able provide a variety of staple foods, groceries, fresh fruit & veg as well as meat and dairy products.

We received lots of support from local volunteers, community groups and mutual aid groups supporting with our home delivery service and much of the running of the food bank.

## **Food Club**

Our exclusive Food Club for registered members provided additional support to local residents with their household groceries throughout the year. Members were able to collect a bag of groceries from us for £3, which would normally cost them around £15-£20 at a supermarket.

The aim is to support low income families and pensioners on a weekly basis with a nominal fee to alleviate food poverty.



## SECRETARY'S REPORT

I am delighted to have completed my first year as Secretary of ARCC. It's been a real opportunity for me to learn about the organisation in more granular detail and understand the impact we are making as a community group. It's been a real learning curve and firmed up my belief that the VCS has as important part to play as any other sector whether it's political, social or economic life in the UK.

ARCC has always met its governance requirements as a charitable company to a good standard and this year is no different. We had the systems and processes in place to meet our duties and a good set of trustees and staff to meet our charitable objectives. We are continuously risk assessing the financial position and monitoring our project delivery. The proof of this is the sheer amount of praise our charity receives about our work and impact it has on people's lives.

During my tenure I have seen the organisation grow amazingly and I am sure ARCC will continue to grow in the future. It is important for us to remain focused and relevant according to the needs of Croydon communities and beyond since our work is now cross borough in other SWL regions.

This year was an excellent mixture of remote working and face-to-face working, and everybody has taken the challenge and proved their potential. Remote working has taught us a new way of working and opened new avenues. ARCC has successfully delivered various projects this year funded by the Council, One Croydon Alliance, NHS, The National Lottery, People's Health Trust and we are inspired to work with many other funders and partners.

Huge thanks to all my fellow colleagues for helping and supporting since I took on the role of Secretary. Thank you to all our Volunteers, Staff, Trustees, suppliers, and funders for all the support you have shown and the amazing work you do to support the community. I look forward to the future with optimism and hope in these difficult times.



**Sahadat Hossain**  
**Secretary | ARCC**

## TREASURER'S REPORT

Despite the many challenges faced during the past year we have once again exceeded all expectations as an organisation by completing a very successful year in terms of our project delivery and support we have provided to the community.

This year has especially been a milestone year for us as the organisation, surpassing the half a million-pound income threshold for the first time. Looking ahead we have already forecasted a higher turnover for the organisation at a time when the Council is in major financial crisis and reducing expenditure on social services and community funding. Being financially prudent is always at the forefront of our mind as an organisation in order for us to be sustainable going forward and we must focus on securing core income to ensure the core functions of the organisation remain resilient amongst voluntary sector uncertainty. I am pleased to report that this year we have diversified our income from various sources, which minimises the actual risk further. I am grateful to all the funders who have trusted us to deliver a wide range of services to the community.

Our staff team have worked incredibly hard during the past year, along with our core team of dedicated volunteers and we are ever so grateful for the tireless devotion and commitment to the organisation. The board of Trustees have supported strategically by providing the guidance and leadership needed as we now embark on a new chapter for the organisation.

We are constantly looking at new funding avenues and partnerships to explore new income streams and widen our reach.

I would like to take this opportunity to thank my fellow board members for all the support they have provided me as Treasurer over the past eight years, I am grateful for all the support.

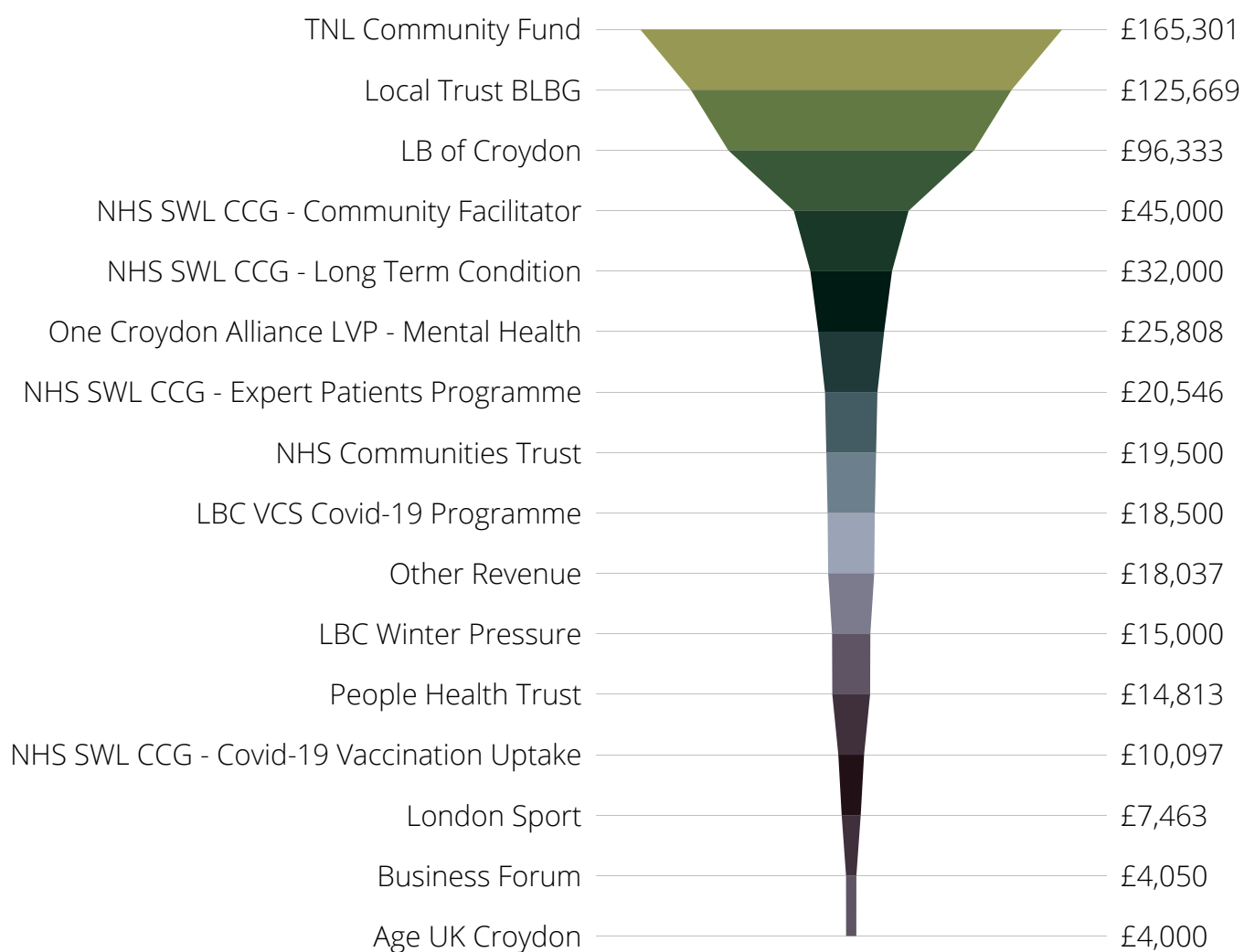


**Rumel Jahur**  
**Treasurer | ARCC**

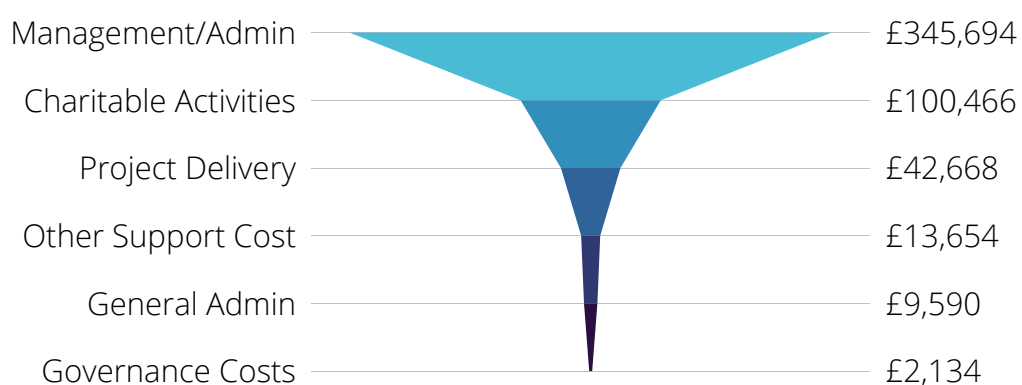
# FINANCIAL SUMMARY

1st APRIL 2021 - 31st MARCH 2022

## Income £622,117



## Expenditure £514,206



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

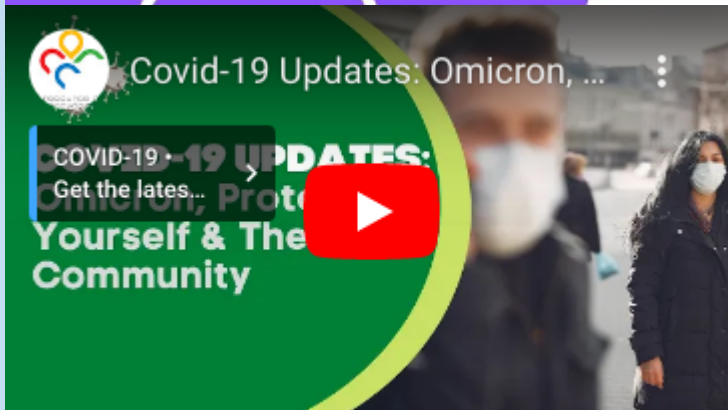


## **ARCC BOARD & STAFF TEAM**

**1st APRIL 2021 - 31st MARCH 2022**

Jay Patel	(Chair)
Dilshad (Dilly) Surelia	(Vice-Chair)
Sahadat Hossain	(Secretary)
Rumel Ahmed Jahur	(Treasurer)
Somasundaram Kanagasundaram	(Director)
Usha Patel	(Director)
Dr Suraj Paudel	(Director)
Ash Balakrishnan	(Director)
Sophia Moreau	(Director)
Bhupinder Bhardwaj	(Director)
Dimple Siddhpura	(Director)
Bushra Ahmed	(Director - Resigned 17th May 2021)
Siddiqua Chaudhry	(Director - Resigned 23rd January 2022)
Ima Miah	(CEO)
Mamun Khan	(Programme Manager)
Debahuti Chakraborty	(Finance Manager)
Nayim Chowdhury	(IT/ Project Support Officer)
Lizzie Grashion Hewitt	(EPP/LTC Programme Coordinator)
Catrina Lynch	(BLBG Project Coordinator)
Richard Tait	(BLBG Hub Manager)
Lauren Ashley-Boyall	(BLBG Project Support Officer)
Kay Kakad	(Project Support Worker)
Glenda Blonde	(Community Development Worker)
Jacqueline Molyneaux	(Community Facilitator)
Natalie Appiah	(Community Facilitator)
Mahfujur Rahman	(Community Development Worker)
Tanya Kabir	(Community Development Worker)
Bhavini Patel	(Casual Project Support Worker)
Tom Grashion	(Cancer Awareness Project Coordinator)
Sakina Ahmad	(Health Champion)

## VIDEOS





asian resource centre  
croydon

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Asian Resource Centre of Croydon Limited  
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Registered Company No: 6250781 - Registered Charity No: 1120376