ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales · Charity number 1120376

Details

Status	Registered
Legal form	Charitable company
Company number	06250781
Registered	2007-07-31
Register	View on the Charity Commission register

Contact

Address	89 Canterbury Road Croydon Surrey CR0 3HA
Phone	02086843784
Email	info@arccltd.com
Website	www.arccltd.com

Activities

Objects: FOR THE BENEFIT OF THE INHABITANTS OF CROYDON AND THE SURROUNDING AREA. IN PARTICULAR THEY ARE FOR THE BENEFIT OF THOSE INHABITANTS WHO ARE ASIANS OR OF ASIAN ORIGIN:1 TO RELIEVE POVERTY, SICKNESS AND DISTRESS, IN PARTICULAR BUT NOT EXCLUSIVELY BY THE PROVISION OF ADVICE, SUPPORT AND GRANTS;2 TO ADVANCE EDUCATION, IN PARTICULAR BUT NOT EXCLUSIVELY BY PROVIDING WORKSHOPS AND SEMINARS ON HEALTH;3 TO PROVIDE AND ASSIST IN THE PROVISION OF RECREATIONAL FACILITIES IN THE INTEREST OF SOCIAL WELFARE WITH THE OBJECTS OF IMPROVING THE CONDITIONS OF LIFE OF SUCH PERSONS;4 PROMOTE GOOD RACE RELATIONS FOR THE PUBLIC BENEFIT.

Activities: Capacity Building/Infrastructure support to Asian voluntary groups including Training, Seminars/Workshops. ICT, Monitoring & Evaluation Project, Social Enterprise, Health Awareness, Community Leadership Programme as well as Inter-Faith Projects. The charity consults with a wide range of groups and agencies in the Borough and makes representation to decision makers on their behalf.

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Classification

- **How:** Provides Human Resources, Provides Buildings/facilities/open Space, Provides Services, Provides Advocacy/advice/information, Sponsors Or Undertakes Research, Acts As An Umbrella Or Resource Body
- **What:** General Charitable Purposes, Education/training, The Advancement Of Health Or Saving Of Lives, The Prevention Or Relief Of Poverty, Arts/culture/heritage/science, Amateur Sport, Environment/conservation/heritage, Economic/community Development/employment
- **Who:** Children/young People, Elderly/old People, People With Disabilities, People Of A Particular Ethnic Or Racial Origin, Other Charities Or Voluntary Bodies

Geography

- **Area of benefit:** CROYDON
- Croydon
- Surrey

Finances

Period end	Income	Expenditure	Assets	Employees
2025-03-31	£736,119	£731,716	£601,947	17
2024-03-31	£802,529	£769,923	£597,634	9
2023-03-31	£905,554	£710,574	£563,028	15
2022-03-31	£622,116	£514,206	£370,236	8
2021-03-31	£497,636	£399,123	-	-

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Trustees

Name	Role	Appointed
Ashokkumar Balakrishnan		2019-11-27
Bhavin Patel		2026-03-20
Bipin Patel		2026-03-20
Chetna Kapacee		2026-03-20
DILSHAD SURELIA		
Dr Suraj Mani Paudel		2019-11-27
Hussein Ghor		2023-11-16
Kanchan Sharma		2026-03-20
MR SOMASUNDARAM KANAGASUNDARAM		
Rumel Ahmed Jahur		2014-10-28

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ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales - Charity number 1120376

Accounts



asian resource centre for communities







ANNUAL REPORT 2024/25

Supporting Communities for 25+ Years





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CONTACTS

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Registered Charity No: 1120376
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 foster, advance and champion community engagement and volunteer initiatives that enhance our local community's well-being, health, and overall quality of life.

Our vision encompasses a thriving, inclusive and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes

- 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 well-being of Asian communities



Celebrating
25 YEARS
OF SERVICE TO 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 grassroots 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

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

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



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

It gives me great pleasure to present the Annual Report for 2024/25 on behalf of the Asian Resource Centre of Croydon. This year has been one of growth, ambition and deepening collaboration as we continue our mission to serve and empower communities across Croydon and beyond.

Our vision for the year was clear: to strengthen partnerships with statutory organisations and local businesses, building a foundation that allows us to deliver greater impact together. I am proud to say we have made significant progress, working closely with a number of different organisations and departments including Croydon Maternity Unit, Sutton Women's Centre, the VHP, the Tamil community, Duffus Community Foundation, the Home Office, the Metropolitan Police, GSK and Croydon Council. These partnerships have enabled us to respond more effectively to community needs and ensure that our work is rooted in collaboration and trust.

We also expanded our reach into neighbouring boroughs, with Sutton becoming an important area of growth for our services. This extension of our work demonstrates both the demand for and the value of our approach, and we look forward to deepening this presence in the years ahead.

Our relationships with businesses such as Yorkshire Building Society and NatWest have further strengthened our ability to deliver community-led projects and to develop innovative and much needed partnerships initiatives such as the Abundance Project in partnership with universities and professors to tackle inequitable experiences of mental health care faced by marginalised groups.

As we come into this year's AGM, I am delighted to share that we have secured a permanent home for ARCC. The former Broad Green Library building will be transformed into a thriving community base, a space dedicated to learning, connection and support and one that will serve the benefit of all our communities.

This year has been a testament to what can be achieved when communities, statutory bodies and businesses come together with a shared purpose. On behalf of the Board, I would like to thank our staff, volunteers, partners and funders for their commitment and dedication. Together, we are laying strong foundations for a brighter and more inclusive future.



Jay Patel
Chair

CEO'S REPORT

This year has been one of maturity, resilience and strategic influence for the Asian Resource Centre of Croydon. We have continued to strengthen our role as a leading voice for equality and inclusion across South West London, deepening our relationships with statutory, voluntary and academic partners, and amplifying the voices of communities who are too often unheard. Despite the ongoing challenges of an increasingly difficult funding landscape, ARCC has remained steadfast in its mission- a testament to the dedication, collaboration and spirit of our exceptional team, trustees, volunteers and members.

Our partnerships this year have demonstrated the power of cross-sector collaboration.

Through our leadership in programmes such as the Healthy Communities Together Croydon Partnership, the Core20Plus5 Connectors Programme, and our ongoing work with the NHS South West London Integrated Care System, ARCC has influenced policy and practice to ensure that community insight shapes health and wellbeing services. We have also expanded our footprint beyond Croydon, with growing engagement in Sutton, Merton and other South London boroughs, ensuring that our approach to culturally competent, community-led support reaches further than ever before.



CEO'S REPORT

Nationally, ARCC's contribution to research and policy has been recognised through projects such as the Abundance Project with University of the Arts London, the Gestational Diabetes Study with Kingston University and London South Bank University, and the Race Equalities Project with King's College London. Each of these initiatives places community voice at the centre of systems change, reaffirming ARCC's role as a trusted bridge between communities, policy-makers and service providers.

This year we have also deepened our engagement with local residents through impactful initiatives like the Brigstock Road Community Hub, the Long-Term Conditions Project, and our Expert Patients Programme, which continue to improve health outcomes and empower residents to take control of their wellbeing. Our recognition as a GSK IMPACT Awards runner-up was a proud moment, an acknowledgment of ARCC's sustained excellence and innovation as a community anchor organisation working to reduce health inequalities.

I would like to express my deepest gratitude to our incredible staff, trustees, volunteers, members, funders and partners for their unwavering commitment. In a time of uncertainty for many local charities, our collective resilience and shared purpose have been our greatest strengths. The culture of empathy, excellence and empowerment that defines ARCC shines through everything we do. Together, we continue to build a stronger, fairer and healthier future for all the communities we serve.



Ima Miah
CEO

PROJECTS & ACTIVITIES

One Croydon Alliance - Community Facilitator Project

The Brigstock Road Community Hub, led by ARCC's Community Facilitators in partnership with Age UK Croydon, continues to serve as a vital access point for residents seeking health, wellbeing, and social support. The Hub was established to provide more local and accessible pathways into community networks, voluntary sector services, and specialist advice, using an early intervention and preventative approach. Residents are encouraged to drop in, speak with the Hub team, and identify their own goals and next steps towards achieving them.

Now in its third year, the Hub has delivered over 50 sessions and supported more than 1,600 residents. It brings together 16 regular support services and over 40 partner organisations, 80% of which are from the voluntary and community sector. Through strong collaboration, the Hub has also worked with partners such as the Home Office, South London and Maudsley NHS Trust (SLAM), and the Mayor of Croydon to address community concerns around immigration, mental health, and local governance.





PROJECTS & ACTIVITIES

A wide range of community-led workshops and awareness sessions have taken place throughout the year, covering topics such as healthy living, stress management, mental wellbeing, and creative activities including art, embroidery, and clay workshops. The Hub has also provided valuable volunteering opportunities, helping residents to build confidence and skills while giving back to their community.

Feedback from residents has been overwhelmingly positive, with 90% reporting they received the support they needed and 80% noting an improvement in their mental wellbeing. The Brigstock Road Community Hub has become a cornerstone for connection and empowerment, offering a warm, inclusive space where residents can find support, make friends, and feel part of a stronger, healthier Croydon community.



PROJECTS & ACTIVITIES

Healthy Communities Together: Croydon Programme

The Healthy Communities Together (HCT) programme was a national partnership between The King's Fund and The National Lottery Community Fund, designed to bring together the NHS, local authorities, and the voluntary and community sector to improve health and wellbeing and tackle health inequalities. With £2.6 million in grant funding and additional leadership and learning support, HCT created a national testbed for how cross-sector collaboration can lead to lasting systems change.

In Croydon, the programme built upon the foundations of the One Croydon Alliance and focused on shifting power, resources, and influence to the voluntary and community sector (VCS). The Croydon partnership, led locally by ARCC alongside NHS and Council partners, delivered three interlinked workstreams: Empowerment and Engagement, Funding and Commissioning, and Leadership and Representation. These workstreams aimed to strengthen community voice, develop equitable commissioning practices, and embed collaboration at every level of local decision-making. Through this work, Croydon established new models of partnership that foregrounded community-led insight, fostered trust between sectors, and created pathways for the VCS to influence statutory governance structures.

ARCC played a central role in leading the Leadership and Representation workstream, with our CEO serving as Chair of the Croydon VCS Leadership Board and Senior Responsible Officer (SRO) for the workstream. This workstream created a stronger, more unified voice for Croydon's VCS within local health and care governance, ensuring that smaller grassroots organisations were represented in strategic spaces. Under ARCC's leadership, the Board grew in confidence and legitimacy, developing new frameworks for equitable collaboration, leadership development, and community representation. The evaluation recognised Croydon's contribution to embedding relational approaches and balancing traditional power dynamics between statutory and voluntary sectors, a legacy that will continue to shape integrated working and inclusive decision-making across the borough.



PROJECTS & ACTIVITIES

NHS SWL ICS - LTC (Long Term Conditions) Project

NHS South West London works in collaboration with ARCC and Croydon BME Forum to deliver the Long-Term Conditions Project (LTC).

The Key aims of the LTC service includes:-

Targeted outreach to the communities that have the greatest need to raise awareness of LTCs and risk factors amongst disengaged communities and to encourage and motivate residents to recognise and engage in existing interventions i.e., NHS Health checks, NHS Diabetes Prevention Programme or their GP.

Increasing outreach activity to detect and protect members of the community:

- 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.
- people at risk of developing a long-term condition, such as people with raised blood pressure (hypertension), increased BMI and/or waist measurement or with a history of diabetes in the family.

Supporting patients to consider lifestyle changes to reduce their risk of developing a long-term health condition:

- ARCC in partnership with the Croydon BME Forum have continued to hold health and wellbeing awareness raising and health checks throughout Croydon including at health centres, GP Practices, community groups, faith centres and various events.





PROJECTS & ACTIVITIES

NHS SWL ICS - EPP (Expert Patient Programme)

ARCC continues to build on the success of the Expert Patients Programme (EPP), funded by the NHS South West London Integrated Care System, empowering Croydon residents living with long-term health conditions to better manage their wellbeing. The six-week course, based on Stanford University's Chronic Disease Self-Management Programme, combines group learning, peer support, and practical self-management tools delivered both in-person and online.

Survey results show significant improvements in participants' confidence, communication with healthcare professionals, and problem-solving skills with 45% more participants feeling confident to raise concerns with doctors and 40% more able to manage new health challenges.

Attendees also reported benefits such as improved nutrition awareness, better relaxation and exercise habits, and reduced isolation.

Now in its fifth year, EPP continues to expand its reach, supporting people with conditions including hypertension, COPD, diabetes, cancer, mental health challenges, and obesity, as well as carers. The programme's inclusive approach ensures that diverse communities across Croydon can access the knowledge and confidence needed to live healthier, more independent lives.





PROJECTS & ACTIVITIES

SWL ICS - Core 20 Plus 5 Connectors Programme

The Core20Plus5 approach is part of the NHS goal to tackle healthcare inequalities and aiming to:

- support communities to remove barriers that prevent access to health and wellbeing services
- build trust and create opportunities for Community Connectors to be the voice for their communities.
- help shape service provision that better meets the needs of those communities.

The project focussed on five key clinical areas of health- maternity, severe mental illness, chronic respiratory disease, early cancer diagnosis and hypertension. These were key areas which required accelerated improvement, ensuring continuity of care for those from the 20% most deprived in our population. This group historically has included a significant proportion of Black, Asian and minority ethnic communities.

Through this project, we successfully delivered over 25 events that focussed on the five areas of health. We ran Health and Wellbeing days which brought multiple organisations under one roof with the aim of educating the community, raising awareness and encouraging residents to live a healthier independent life with the tools we provide.

We partnered with organisations and individuals such as MIND, NHS Cancer, Respiratory and Mental Health teams, Midwives and doctors, Parents Education and Learning, Macmillan Cancer, St Christopher's Hospice and many more in a combined effort to achieve better healthcare outcomes for deprived groups.

The health and wellbeing events covered a wide range of topics such as osteoporosis, health and nutrition, mental health, menstrual health, mindfulness, different types of cancer awareness, living with chronic respiratory diseases, support for long term conditions, high blood pressure, gestational diabetes, motherhood and others. This information was delivered through workshops, talks, interactive group sessions and regular weekly sessions. The events reached over 540 residents in the community across Croydon.



PROJECTS & ACTIVITIES

Community Health & Wellbeing Workers

A successful program from Brazil was launched in Croydon with ARCC delivering it in collaboration with NHS SWL, Croydon BME Forum and One Thornton Heath PCN. The community health and wellbeing worker (CHWW) project is a holistic model that has over 250,000 workers in Brazil and serves over 75% of the population for all of their health and wellbeing needs.

This programme was launched in Croydon within Thornton Heath where we served 250 households within a specified geographical area designated as a “village”.

The CHWW addresses the needs of all households within that “village” in all areas that may affect their health and wellbeing, including household repairs, benefits, support from social services and access to the community.

Contact is maintained on a monthly basis, this builds trust and gives residents the confidence to be open with the barriers they have to accessing health, social, employment or community services. Work is done in partnership with the GP practice to ensure their health needs are being met, via monitoring of scheduled vaccinations and screenings.



PROJECTS & ACTIVITIES

NHS SWL ICS- CKD

ARCC delivered Pentathlon sessions to the community as part of this project. Since the beginning of this project, we have had 220 members from the community engaging in this project.

We have delivered over 20 pentathlon sessions in Croydon including Norbury Library, Brigstock Community Hub, Purley Masjid, Croydon Refugee Day Centre, Broad Green Library and a few sessions over zoom.

The pentathlon sessions have since been integrated into the LTC Programme.





PROJECTS & ACTIVITIES

NHS SWL ICB- Hear to Talk

We are in the final year of delivery for our pioneering “Hear to Talk” project, a mental health initiative reaching individuals through One to One culturally sensitive counselling sessions, support sessions with a Mental Health champion, awareness workshops and outreach sessions in the Community.

Participants who used our Counselling service reported increased self-awareness, improved coping strategies and greater emotional resilience. We also provided mental health First Aid training to residents including faith and community leaders, local healthcare workers, Carers and people from all walks of life empowering them with tools to identify and support individuals who may be experiencing distress due to mental health issues. Despite challenges of reaching grassroot communities we increased engagement by visiting community groups to do outreach work in their own surroundings and raising mental health awareness through delivering wellbeing talks.

Over the lifetime of this project we supported:

Category	Sessions	People
Outreach & Awareness Raising	1,637	32,925
Counselling Sessions	1,157	217
Mental Health Champion Support	817	182
Mental Health First Aid Training	24	335
Total	**3,635**	**33,659**

**For the project duration 2021 - 2025*





PROJECTS & ACTIVITIES

Although the Hear to Project has now come to a close, ARCC is incredibly proud of the positive impact it made within Croydon's Asian community. The project created a safe and culturally sensitive space for individuals to talk openly, be heard, and access meaningful support. It played a key role in reducing stigma around mental health, promoting open conversations, and encouraging community wellbeing. While the project's delivery phase has ended, its legacy of compassion, inclusion, and empowerment continues to shape how we approach mental health support across our wider programmes.

ARCC are strongly advocating for the need of projects like Hear to Talk and exploring ways similar models can be funded and sustained in the future. This project demonstrated the impact of tailored and culturally informed services in delivering equitable access to mental health support that truly understands and reflects their experiences





PROJECTS & ACTIVITIES

SWL - EMHIP (Ethnicity & Mental Health Improvement Programme)

Over the past year EMHIP has continued to deliver direct, professional, culturally-sensitive mental health support to Black, Asian and Minority Ethnic (BAME) people across South West London. Our primary work has been intensive one-to-one emotional support, advocacy and casework, helping people in deep distress and depression to stabilise, access appropriate services, and move back toward daily life, work and family responsibilities. EMHIP workers provide sustained outreach, practical support (for example liaising with councils, workplaces and GPs on behalf of clients), crisis intervention and personalised wellbeing plans.

This hands-on, relational approach is the heart of what we do: trained EMHIP staff build trust with clients, listen to lived experience, reduce isolation, and create realistic pathways out of depression and crisis. Many people who came to us in acute need have reported improved mood, regained functioning and clearer futures after our sustained support.

As important complements to our core casework, we run group activities including arts and crafts workshops and reflective sessions that give clients safe spaces to express themselves, practise coping skills and build social connections. These creative sessions support recovery by promoting calm, confidence and peer support.





PROJECTS & ACTIVITIES

EMHIP is designed by and for the communities we serve; our staff are trained practitioners delivering culturally attuned, compassionate care. We continue to prioritise direct client work, crisis responsiveness, and community-based recovery approaches that respect cultural identity while improving access and outcomes for BAME people.

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Key Priorities and Ongoing Areas of Focus

- Sustained one-to-one support & casework - continuing intensive, personalised work that stabilises clients and helps to positively impact their situation.
- Accessible Mental Health & Wellbeing Hubs - safe, community-based spaces for ongoing support.
- Improving Crisis Care and Choice - rapid, compassionate responses that keep people safe and supported.
- Reducing Coercion and Improving Client Experiences - advocacy and person-centred approaches across care settings.
- BAME-focused outreach and engagement - meeting people where they are and building trust through culturally aware practice.

EMHIP's direct, professional intervention model demonstrates that culturally sensitive, relationship-based care is central to helping people recover from mental health issues and rebuild their lives.





PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

The Croydon Equality Diversity and Inclusion Project continues to build on our previous work by responding to the voice of the community and addressing the issues found during our original survey of 1000 participants. We have conducted focus groups and interviews with Croydon residents to establish the main issues that cause our communities to become disengaged with health services and what we can do to improve their participation in clinical research.

The main themes from our study has found that:

- Pharmacies are incredibly popular and valuable to the community
- Trust in the NHS, as an institution, is low in comparison to primary or secondary care services
- Our community is interested in alternative remedies
- Some of our residents feel that they are not listened to when accessing healthcare services
- Many in our community struggle to pay for services
- Our community do not know how to access clinical research programmes

The next stage of the programme looks to address these issues, with the use of a community champion and a series of events with NHS partners. Healthcare providers will engage with the community to learn first-hand their needs and concerns and for our residents to better understand our healthcare system and how best to engage with it.





PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust - Maternity Champions Project

ARCC led a year-long, community-led research project exploring maternity disparities in Croydon. Over 300 women, primarily from ethnically diverse and underserved communities, shared their experiences through surveys, focus groups, and discussions.

The findings revealed clear gaps in maternity support: women felt unsupported, unheard, and isolated, particularly postnatally. Many reported language barriers, cultural misunderstandings, and a lack of follow-up care.

This led to the development of the Maternity Champions Project, a community-based model providing culturally sensitive, emotional, and practical support through trained community champions.

This project is due to be implemented next year, with trained Champions, established referral and evaluation systems, and early client engagement, we intend to bridge the gap between clinical maternity services and the ongoing emotional, cultural, and practical support women need.
By the AGM, our Champions are supporting women, monitoring progress, and feeding back monthly to CUH. With the addition of the resource pack, annual survey, and wider collaborations, the programme is well-positioned to deliver long-term, measurable impact on maternity equity in Croydon.



PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust - Gestational Diabetes

ARCC was delighted to collaborate with researchers from Kings College London on a pioneering project exploring stigma surrounding gestational diabetes. The study aims to develop anti-stigma interventions that reflect the diverse experiences of women from different ethnic and language backgrounds, recognising that cultural perceptions play a significant role in how gestational diabetes is understood and managed.

As part of the project, ARCC supported community engagement and recruitment, helping to ensure the inclusion of women from Croydon's South Asian and wider ethnic minority communities. Plans include hosting focus groups at ARCC and co-facilitating sessions to provide a culturally sensitive, trusted environment where women can share their experiences. This collaboration reflects ARCC's continued commitment to community-led health research and addressing inequalities through inclusive, evidence-based approaches.



PROJECTS & ACTIVITIES

Developing an AntiRacist Health & Care System in South West London Community Engagement Project

KREC partnered with ARCC to deliver the Race and Equalities Community Engagement Project, exploring the experiences of minority communities when accessing health and care services across South West London. The project aimed to promote anti-racist practice and improve equity in healthcare.

We engaged with participants through surveys, focus groups and one-to-one interviews, capturing views from adults and children across Croydon, Sutton and Merton.

Findings revealed ongoing barriers to healthcare, including language challenges, difficulty using online booking systems, and limited cultural understanding among health professionals.

Financial pressures such as prescription and travel costs were also key concerns. Children often felt anxious or uncertain when visiting doctors and wanted friendlier, faster experiences.

Despite these challenges, many participants praised NHS staff for their care and commitment. They called for clearer communication, more cultural awareness, and community-based health support.

This project offered valuable insight to guide KREC's continued advocacy for fair, accessible and culturally responsive healthcare across South West London.





PROJECTS & ACTIVITIES

UAL - The Abundance Project

We are proud to be a community partner in The Abundance Project, part of UKRI's Mobilising Community Assets to Tackle Health Inequalities programme. This national initiative aims to reduce deep-rooted health disparities in some of Britain's most disadvantaged communities by exploring how local assets such as parks, museums, and community organisations can be better integrated into healthcare systems to support wellbeing.

Through the Abundance Project, ARCC has been working collaboratively with partners across the arts, health, and research sectors to create spaces where everyone, regardless of background, feels included and supported in their mental health.

Our involvement focuses on addressing inequalities in access to mental health care among different ethnic groups and championing an abundance mindset, one that celebrates the wealth of skills, strengths, and cultural assets that already exist within our communities. Working alongside a multidisciplinary research team, ARCC contributes to a community-led approach through one of the five Community Research Hubs, ensuring that the voices and lived experiences of local people remain at the heart of this work.





PROJECTS & ACTIVITIES

LBC - Croydon Loves You Project

As part of Croydon Council's Creative Wellbeing programme, Croydon Loves You, ARCC was proud to deliver a series of community-led events and workshops designed to promote wellbeing, connection, and creativity among older residents in Croydon's South Asian and wider BME communities. Funded through the Croydon Loves You Community Creative Wellbeing Grant, the project built on the legacy of Croydon's year as the London Borough of Culture, using arts and culture as a vehicle to strengthen community bonds and improve wellbeing.

Between July and September 2024, ARCC delivered a vibrant programme of gatherings, workshops, and celebratory events, all designed to bring people together, encourage creativity, and reduce social isolation.

The project specifically engaged people aged 50 and over, many of whom are long-standing Croydon residents with roots in India, Pakistan, Bangladesh, and Sri Lanka. Through shared cultural experiences, creative learning, and social interaction, participants were supported to connect with others, learn new skills, and give back to their community aligning with the Five Ways to Wellbeing framework.

ARCC ensured that all activities were inclusive, safe, and accessible, guided by strong safeguarding practices and a commitment to reaching those most impacted by health inequalities. Our involvement in the Croydon Loves You initiative reflects our ongoing mission to support the mental health and wellbeing of Croydon's diverse communities through meaningful, creative, and community-driven approaches.



PROJECTS & ACTIVITIES

LBC - Winter Engagement Fund

In 2024–25, ARCC delivered the Winter and Spring Engagement Fund in partnership with the Croydon BME Forum (CBMEF) on behalf of NHS South West London. This borough-wide initiative aimed to strengthen engagement with communities most affected by health inequalities, particularly those identified within the Core20PLUS5 population. As the lead partner, ARCC oversaw the coordination, management, and reporting of the programme, ensuring transparency, inclusion, and impact at every stage.

Together, ARCC and CBMEF designed and implemented a comprehensive delivery plan, which included promoting the fund across local networks, supporting community groups with applications, managing decision panels, and monitoring funded projects.

Through this partnership, we ensured that grassroots organisations particularly those with limited capacity or prior access to funding were empowered to lead their own health and wellbeing initiatives.

The programme successfully funded a range of community-led activities designed to address key health and social challenges during the winter and spring months. By providing targeted support, hosting training sessions, and ensuring quality assurance, ARCC and CBMEF helped strengthen Croydon's voluntary and community sector and contributed valuable insights to inform future NHS engagement strategies. This work reflects ARCC's continued commitment to reducing health inequalities, building community resilience, and amplifying the voices of underrepresented communities across Croydon.





PROJECTS & ACTIVITIES

LSBU - Stroke Awareness Project

In partnership with London South Bank University (LSBU) and the Croydon BME Forum, ARCC delivered a pioneering Stroke Awareness and Prevention Project aimed at improving understanding of stroke risk factors among Black, Asian, and minority ethnic communities in Croydon. The initiative focused on engaging adults aged 18–65 through focus groups and Patient and Public Involvement (PPI) sessions, ensuring that community voices directly informed research into health inequalities and stroke prevention.

ARCC played a central role in community engagement and recruitment, connecting with local residents who had either experienced a stroke or had not but were at potential risk. Participants were invited to share their experiences, perceptions, and knowledge about stroke, contributing to a wider mixed-method community-based study led by LSBU. The research explored levels of awareness, barriers to prevention, and the need for culturally sensitive health interventions.

The findings revealed that while awareness of general risk factors such as poor diet, stress, and lack of physical activity was relatively high, knowledge of gender-specific, ethnic, and lifestyle-linked risks remained limited. Participants highlighted the importance of community-led education, trusted local health champions, and accessible information to help prevent stroke in underrepresented communities.

This partnership project exemplified ARCC's ongoing commitment to reducing health inequalities and empowering communities through participatory research. By ensuring that local lived experience shaped academic and health outcomes, ARCC continues to bridge the gap between research, practice, and the communities most affected by health disparities.







PROJECTS & ACTIVITIES

GSK Impact Awards

In 2024, ARCC was proud to be recognised as a runner-up in the prestigious 2025 GSK IMPACT Awards, delivered in partnership with The King's Fund. The awards celebrate excellence among charities working to improve health and wellbeing across the UK, with a record number of applicants participating that year.
Being shortlisted as one of only fifteen organisations nationwide was a major achievement and testament to ARCC's commitment to tackling health inequalities, promoting community wellbeing, and amplifying the voices of marginalised groups. As a runner-up, ARCC received national recognition and a grant award, highlighting our impact and innovation in supporting Croydon's diverse communities through holistic, community-led approaches to health and social care.

LBC - Household Support Fund

ARCC supported vulnerable Croydon residents through the Household Support Fund, providing essential assistance to those facing financial hardship. The fund helped individuals and families struggling to afford food, energy, and water bills, and in exceptional circumstances, contributed towards urgent housing costs where other support schemes were insufficient.





PROJECTS & ACTIVITIES

Sporting Memories

Now in its fourth year, ARCC's Sporting Memories Club continues to make a meaningful difference to the lives of older adults in Croydon by using the joy of sport and shared memories to support mental and physical wellbeing. Delivered in partnership with the Sporting Memories Foundation, the weekly sessions at Peony Court Care Home bring together men over 60, including those living with dementia, depression, or loneliness, to reminisce about sport, enjoy gentle exercise, and build social connections in a supportive environment.

This year, the group particularly enjoyed a special visit to Wembley Stadium, where participants explored the history of British football and learned about some of the sport's most iconic players and moments. The trip inspired lively discussion and nostalgia, reflecting the power of sport to spark connection, confidence, and a sense of belonging. Through activities such as quizzes, light exercise, and shared memories, the project continues to promote health, happiness, and community among older men in Croydon.



PROJECTS & ACTIVITIES

Food & Luncheon Club

Now in its sixth year, ARCC's weekly Food & Luncheon Club continues to tackle food poverty and isolation among low-income families and older residents in Croydon.

Delivered in partnership with FareShare and The Felix Project, the club provides nutritious surplus food and hot meals each week at Norbury Library Community Hall for a nominal fee.

Beyond offering food, the club creates a warm, social space where members can connect, share experiences and access wider support.

Regular health checks, wellbeing talks, and community consultations are also integrated into the sessions, helping participants stay informed and engaged while building friendships and confidence.



PROJECTS & ACTIVITIES

Navratri Celebrations 2024

We proudly hosted our third annual Navratri celebration, marking another milestone in the organisation's ongoing commitment to celebrating cultural diversity and strengthening community cohesion. The event attracted over 1,200 attendees from Croydon and neighbouring boroughs, making it South London's largest Navratri gathering.

Held at the Grand Sapphire Banqueting Suite and led by ARCC Chair Jay Patel, the evening was a vibrant display of faith, tradition and togetherness.

Guests enjoyed an energetic line-up featuring traditional Garba and Dandiya Raas dances, live music performances, regional dance showcases, and authentic Gujarati cuisine, offering an immersive cultural experience for all ages.

Beyond the festivities, the celebration served as a platform to promote intercultural understanding and honour the contributions of Croydon's diverse communities. ARCC also used the occasion to highlight its ongoing work in community development, wellbeing, and inclusion, reinforcing its role as a hub for connection and cultural exchange.

The atmosphere throughout the evening was one of joy, unity and pride, reflecting the essence of Navratri.

Through events like these, ARCC continues to bring communities together, preserve cultural heritage, and celebrate the vibrant spirit of Croydon's multicultural identity.





PROJECTS & ACTIVITIES

Eid in the Square

We are proud to share that our CEO has served as a member of the Eid on the Square Community Advisory Group for the past three years. This high-profile annual festival, held at Trafalgar Square and spearheaded by the Greater London Authority in partnership with Muslim-led grassroots organisations, celebrates Eid al-Adha with live music, cultural workshops, food stalls and community engagement.

Through this leadership role, ARCC's voice is firmly positioned at the heart of one of London's largest multicultural celebrations reinforcing our ongoing commitment to promoting diversity, community cohesion, and the cultural wellbeing of London's BAME communities.





PROJECTS & ACTIVITIES

Business Forum

ARCC's Business Forum is a dynamic platform that brings together entrepreneurs, local enterprises and community organisations to connect, collaborate and grow. Established to strengthen Croydon's business community, the Forum provides opportunities for professionals to exchange ideas, share expertise and explore partnerships that drive innovation and sustainable growth.

During the year, ARCC hosted two successful networking events, one at Croydon Town Hall and another at Ayat Kitchen, each attracting a diverse mix of local businesses and professionals. These events offered valuable spaces for open discussion, collaboration and knowledge-sharing, helping to strengthen relationships across sectors and highlight the contribution of Croydon's business community to local development.

Through the Business Forum, ARCC continues to foster inclusive economic growth and community resilience, supporting local enterprises while championing a thriving, connected Croydon. The Forum also plays a key role in linking the business community with the voluntary and community sector, encouraging socially responsible practices and partnerships that align with Corporate Social Responsibility (CSR) principles and deliver positive local impact.





PROJECTS & ACTIVITIES

Friends Coffee Morning

ARCC relaunched our flagship Friends Coffee Mornings this year, which plays a vital role in combating social isolation among older Asian adults in Croydon. This initiative is a result of community demand and co-produced by our members and our Project Advisory group. Our research has found that older people from South Asian communities are increasingly experiencing loneliness as traditional family care patterns change often due to shifting cultural attitudes and younger generations moving abroad.

In response, our Friends Coffee Mornings offer a welcoming, community-based space where older residents can come together to socialise, stay active and improve their wellbeing. The sessions combine social connection with engaging activities such as gentle exercise, arts & crafts, mindfulness and educational workshops. The programme not only promotes physical and mental health but also nurtures a sense of belonging and friendship among participants who might otherwise feel isolated.



PROJECTS & ACTIVITIES

ICS - Working in SWL Health & Social Care

In May 2024, ARCC partnered with Integrated Care Support Services to co-host a virtual session on “Working in SWL Health and Social Care”. The event aimed to raise awareness of employment opportunities within the health and social care sector, particularly for roles with low barriers to entry such as Care Coordinators, Social Prescribers, Administrators, and Support Workers.

Our session formed part of a wider borough-based series delivered across South West London, promoting accessible pathways into the sector and highlighting how the voluntary and community sector can support career development. ARCC’s involvement helped connect Croydon residents to local training, volunteering, and job opportunities, empowering individuals to explore rewarding roles that contribute to community wellbeing.



PROJECTS & ACTIVITIES

AGM 2023/24

Celebrating our 25th year as a community infrastructure group supporting the Asian and minority communities in South West London. ARCC held our Annual General Meeting on Thursday 24th October 2024 at the prestigious Grand Sapphire. Audiences got to hear about the variety of projects we delivered, our achievements and our plans for the future.

We were joined by a cross section of the community including individuals, community organisations, businesses, and many other statutory organisations from the borough.

Our list of speakers included The Executive Mayor of Croydon Jason Perry, Rachel Flagg (Programme Director, One Croydon Alliance, NHS SWL ICB) as well as colleagues from the Home Office presenting to the community.



PROJECTS & ACTIVITIES

Other Activities & Events

ARCC received a small grant from RM Partners for Community HPV Vaccine Awareness activities and events that support local people to stay healthy and well. ARCC delivered two talk sessions where we asked groups to raise awareness about the HPV vaccine and its role in cancer prevention This programme was part of the RM Partners cancer prevention strategy.

ARCC also took part in various other activities and events throughout the past year including representing the Asian community on Armistice Day, holding a stall at the Park Hill Showcase Event, invited to be a guest speaker at The Dialogue Society Iftar Event, attendance at the Croydon Dementia Action Alliance Workshop, guest speaker at Croydon Health Services NHS Trust AGM and holding a Focus Group for 65+ on behalf of Public Health.

ARCC was delighted to partner with the Grand Sapphire Hotel and Banqueting suites in their annual Chand Raat event by hosting a stall to raise funds for our charity. The event brought together thousands of guests, offering an evening of shopping, food, live entertainment and cultural celebration ahead of Eid.





SECRETARY'S REPORT

As this marks my first year serving as Secretary of the Asian Resource Centre of Croydon, I am both humbled and proud to reflect on a year of exceptional progress, growth, and renewed purpose for the organisation. It has been a privilege to contribute to ARCC's mission of empowering communities and promoting equality, collaboration, and wellbeing across Croydon and beyond.

This has been a year of significant transition and consolidation for the Board. Following several trustee changes at the end of 2024, the current Board has brought together a diverse range of skills, experiences, and perspectives, ensuring robust governance and strategic leadership. Together, we have worked to strengthen our organisational framework, improve transparency, and reinforce ARCC's reputation as a trusted community anchor organisation.

One of the most exciting developments has been our ongoing efforts towards securing a permanent home for ARCC at the former Broad Green Library as part of Croydon Council's Community Asset Transfer initiative.

This achievement symbolises our long-term commitment to providing a dedicated community space for learning, connection, and collaboration. The new base will serve as a hub for local people, community partners, and future initiatives that continue to build resilience and inclusion.

I would like to extend my heartfelt thanks to my fellow Trustees, our Chair, CEO, and the dedicated ARCC team and volunteers who have worked tirelessly to deliver projects that change lives from health and wellbeing programmes to community research and creative engagement. As we look ahead, I remain committed to supporting strong governance, nurturing partnerships and ensuring that ARCC continues to thrive as a beacon of empowerment and unity for our communities.



Ash Balakrishnan
Secretary



TREASURER'S REPORT

It has been a privilege to serve as Treasurer over the past year and to present the financial performance of the Asian Resource Centre of Croydon (ARCC) for the year ended 31 March 2025.

This year's results reflect ARCC's ability to remain financially stable while continuing to adapt to external challenges. Total income for the year was £736,118; a slight decrease compared with £802,529 in 2024. Expenditure was carefully managed, reducing from £769,923 in 2024 to £731,716 in 2025. This enabled ARCC to deliver a stronger net income. The improvement in trading activities demonstrates the organisation's successful strategy of diversifying income and reducing reliance on traditional restricted funding. This resilience is critical to ensuring ARCC can sustain and expand its work within the community, particularly considering the ongoing pressures faced by the voluntary and community sector.

ARCC continues to invest in strong financial management systems, ensuring that governance, transparency, and accountability remain at the heart of our operations. This underpins the trust and confidence placed in us by our funders, partners and beneficiaries.

I wish to extend my sincere thanks to the finance department, staff, and volunteers, whose dedication has been central to these positive outcomes. I also thank my fellow Trustees for their guidance and commitment, as well as our partners, funders and stakeholders for their continued support and confidence.

As we look ahead, ARCC remains committed to building on these achievements, pursuing opportunities for unrestricted income and strengthening its long-term sustainability. Together, we will ensure that the organisation is well-positioned to meet the needs of the community both now and in the future.



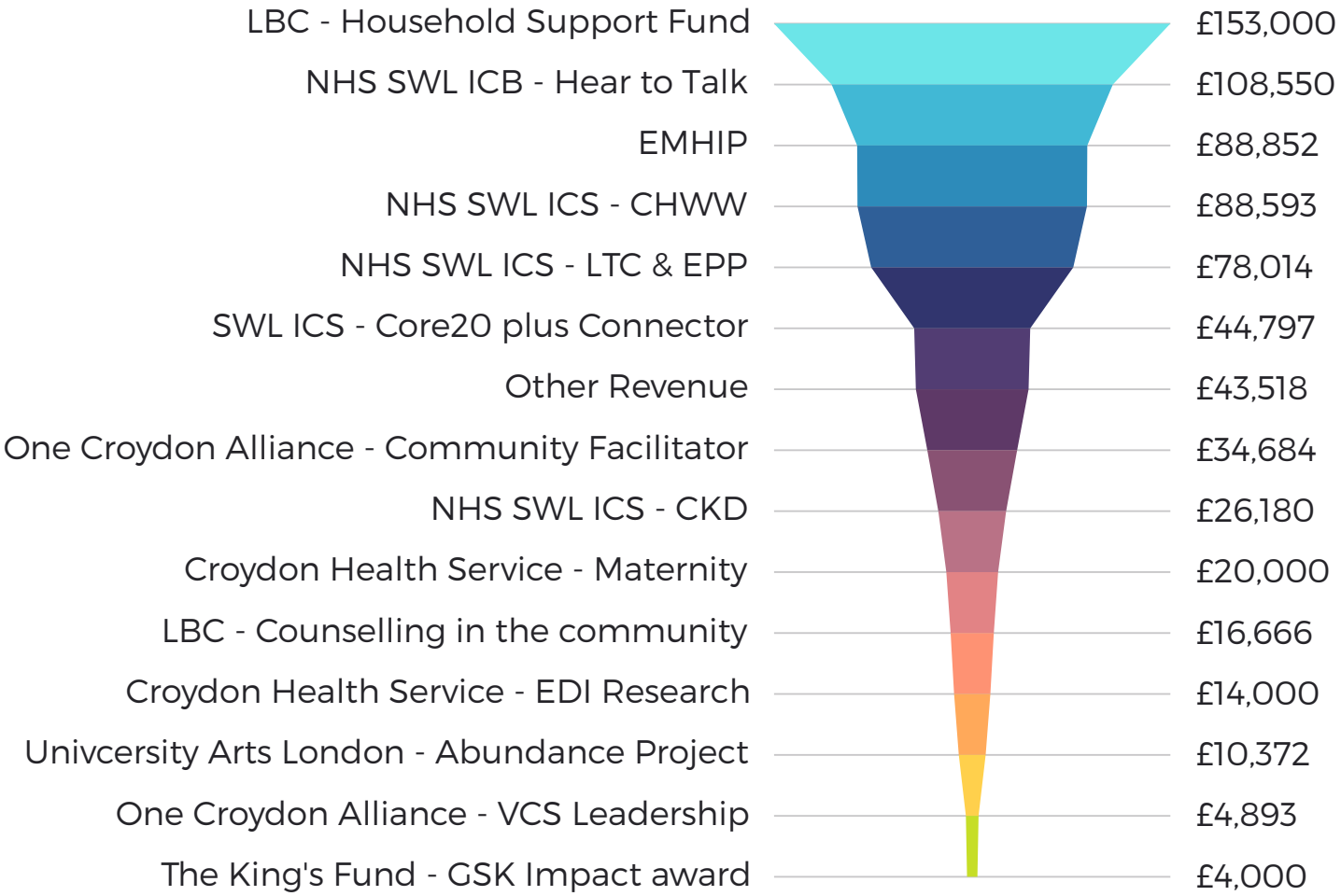
Dr Suraj Paudel
Treasurer



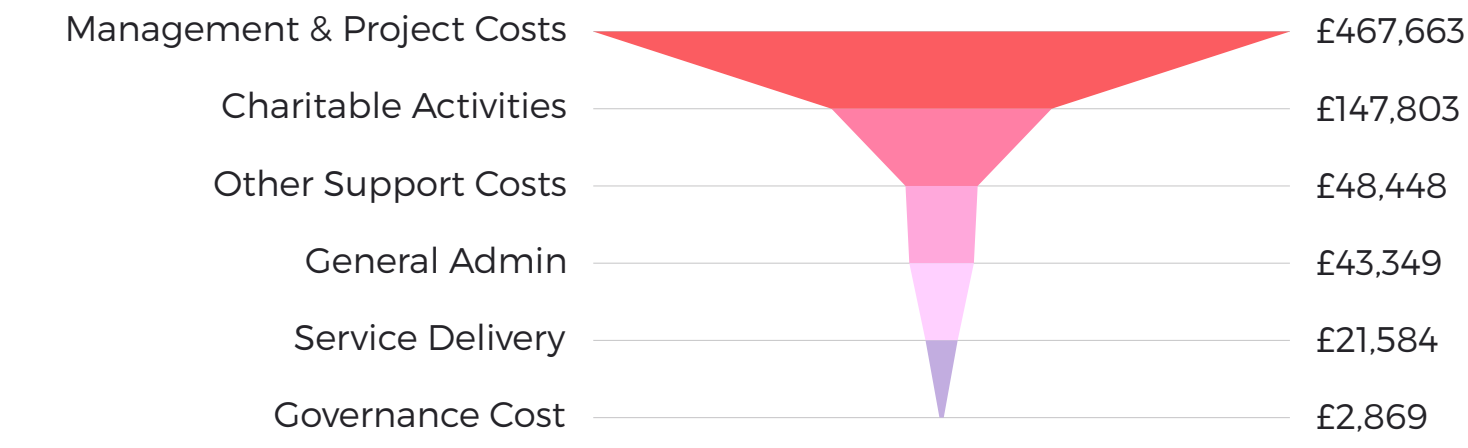
FINANCIAL SUMMARY

1st APRIL 2024 - 31st MARCH 2025

Income £736,119



Expenditure £731,716



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

ARCC BOARD & STAFF TEAM

1st APRIL 2024 - 31st MARCH 2025

Jay Patel	(Chair)
Ash Balakrishnan	(Secretary)
Dr Suraj Paudel	(Treasurer)
Dilshad Surelia	(Director)
Somasundaram Kanagasundaram	(Director)
Rumel Jahur	(Director)
Hussein Ghor	(Director)
Sahadat Hossain	(Director - Resigned December 2024)
Dr Hana Patel	(Director - Resigned December 2024)
Tamkin Riaz	(Director - Resigned December 2024)
Samina Khan	(Director - Resigned December 2024)

Ima Miah	(CEO)
Mamun Khan	(Programme Manager)
Debahuti Chakraborty	(Finance Manager)
Nayim Chowdhury	(Head of IT & Office)
Amjid Rahman	(Head of Health)
Beena Ali	(Mental Health Project Lead)
Nasreen Syeda	(Core20 Connector Lead)
Mariah Alam	(Community Facilitator)
Asima Qureshi	(EMHIP Mobile Hub Support Worker)
Shahana Kalam	(EMHIP Mobile Hub Support Worker)
Hafiz Sani	(EMHIP Mobile Hub Support Worker)
Gifty Nmaju	(EPP Coordinator)
Lizzie Hewitt	(EPP Consultant)
Rahima Ahad	(Maternal Health Care Researcher)
Tina Smith	(Community Health & Well Being Worker)
Kay Kakad	(Sessional Worker)
Shammee Hoque	(Community Connector Assistant)



Abundance Project Meeting at ARCC



ARCC Board Meeting

asian resource centre for communities

Asian Resource Centre of Croydon Limited
CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
020 8684 3784 - info@arccltd.com - www.arccltd.com - Twitter/Facebook/Instagram/YouTube: @arccltd
Registered Company No: 6250781 - Registered Charity No: 1120376

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2025

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
UK
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2025

	Pages
Trustees' annual report (incorporating the director's report)	**1 to 17**
Independent examiner's report to the trustees	**18**
Statement of financial activities (including income and expenditure account)	**19**
Statement of financial position	**20**
Notes to the financial statements	**21 to 29**

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2025

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2025.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel - Chair Ash Balakrishnan - Secretary Dr. Suraj Paudel - Treasurer Dilshad Surelia - Director Somasundaram Kanagasundaram -Director Rumel Jahur - Director Hussein Ghor - Director Dr Hana Patel (Retired 31 December 2024) Tamkin Riaz (Retired 31 December 2024) Sahadat Hossain - Secretary (Retired 31 December 2024) Samina Khan (Retired 31 December 2024)
Company secretary	Ash Balakrishman
Independent examiner	Z F Begg - FCCA Begg Williamson & Co. Chartered Certified Accountants 24 Church Road Crystal Palace London SE19 2ET

Structure, governance and management

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 foster, advance and champion community engagement and volunteer initiatives that enhance our local community's well-being, health, and overall quality of life.

Our vision encompasses a thriving, inclusive and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes: -

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

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. **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.

2. **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.

3. **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).

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

Governance

ARCC is overseen by a board of trustees responsible for ensuring the charity complies with all legal and regulatory requirements. The organisation follows a three-year business strategy, which is regularly reviewed to guide its future direction.

The board thoroughly understands ARCC's objectives and ensures they are executed effectively and sustainably. In line with Charity Commission guidelines, the ARCC Board provides strategic leadership, enabling the organisation to deliver its support and services efficiently and with lasting impact.

Upholding principles of integrity, the board establishes core values and fosters a culture aligned with the charity's mission. Trustees recognise the importance of public trust and are diligent in fulfilling their responsibilities.

The board ensures a robust decision-making process that is informed, rigorous, and timely. Effective systems for delegation, control, risk assessment, and management are in place and continuously monitored.

Working collaboratively, the board draws on a diverse range of skills, experiences, backgrounds, and knowledge to make informed decisions. This diversity enhances the board's effectiveness, leadership, and decision-making.

The board is committed to leading ARCC with transparency and accountability. The organisation conducts its activities openly, except in cases where confidentiality is necessary.

Public Benefit:

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit Charities and Public Benefit.

Reserve Policy:

The trustees aim to maintain a free reserve in unrestricted funds at a level which equates to 6 months of unrestricted charitable expenditure which we believe is sufficient.

Chair's Preface

It gives me great pleasure to present the Annual Report for 2024/25 on behalf of the Asian Resource Centre of Croydon. This year has been one of growth, ambition and deepening collaboration as we continue our mission to serve and empower communities across Croydon and beyond.

Our vision for the year was clear: to strengthen partnerships with statutory organisations and local businesses, building a foundation that allows us to deliver greater impact together. I am proud to say we have made significant progress, working closely with a number of different organisations and departments including Croydon Maternity Unit, Sutton Women's Centre, the VHP, the Tamil community, Duffus Community Foundation, the Home Office, the Metropolitan Police, GSK and Croydon Council. These partnerships have enabled us to respond more effectively to community needs and ensure that our work is rooted in collaboration and trust.

We also expanded our reach into neighbouring boroughs, with Sutton becoming an important area of growth for our services. This extension of our work demonstrates both the demand for and the value of our approach, and we look forward to deepening this presence in the years ahead.

Our relationships with businesses such as Yorkshire Building Society and NatWest have further strengthened our ability to deliver community-led projects and to develop innovative and much needed partnerships initiatives such as the Abundance Project in partnership with universities and professors to tackle inequitable experiences of mental health care faced by marginalised groups.

As we come into this year's AGM, I am delighted to share that we have secured a permanent home for ARCC. The former Broad Green Library building will be transformed into a thriving community base, a space dedicated to learning, connection and support and one that will serve the benefit of all our communities.

This year has been a testament to what can be achieved when communities, statutory bodies and businesses come together with a shared purpose. On behalf of the Board, I would like to thank our staff, volunteers, partners and funders for their commitment and dedication. Together, we are laying strong foundations for a brighter and more inclusive future.

Jay Patel | Chair

Secretary's Report

As this marks my first year serving as Secretary of the Asian Resource Centre of Croydon, I am both humbled and proud to reflect on a year of exceptional progress, growth, and renewed purpose for the organisation. It has been a privilege to contribute to ARCC's mission of empowering communities and promoting equality, collaboration, and wellbeing across Croydon and beyond.

This has been a year of significant transition and consolidation for the Board. Following several trustee changes at the end of 2024, the current Board has brought together a diverse range of skills, experiences, and perspectives, ensuring robust governance and strategic leadership. Together, we have worked to strengthen our organisational framework, improve transparency, and reinforce ARCC's reputation as a trusted community anchor organisation.

One of the most exciting developments has been our ongoing efforts towards securing a permanent home for ARCC at the former Broad Green Library as part of Croydon Council's Community Asset Transfer initiative. This achievement symbolises our long-term commitment to providing a dedicated community space for learning, connection, and collaboration. The new base will serve as a hub for local people, community partners, and future initiatives that continue to build resilience and inclusion.

I would like to extend my heartfelt thanks to my fellow Trustees, our Chair, CEO, and the dedicated ARCC team and volunteers who have worked tirelessly to deliver projects that change lives from health and wellbeing programmes to community research and creative engagement. As we look ahead, I remain committed to supporting strong governance, nurturing partnerships and ensuring that ARCC continues to thrive as a beacon of empowerment and unity for our communities.

Ash Balakrishnan | Secretary

Treasurer's Report

It has been a privilege to serve as Treasurer over the past year and to present the financial performance of the Asian Resource Centre of Croydon (ARCC) for the year ended 31 March 2025.

This year's results reflect ARCC's ability to remain financially stable while continuing to adapt to external challenges. Total income for the year was £736,119; a slight decrease compared with £802,529 in 2024. Expenditure was carefully managed, reducing from £769,923 in 2024 to £731,716 in 2025. This enabled ARCC to deliver a stronger net income. The improvement in trading activities demonstrates the organisation's successful strategy of diversifying income and reducing reliance on traditional restricted funding. This resilience is critical to ensuring ARCC can sustain and expand its work within the community, particularly considering the ongoing pressures faced by the voluntary and community sector.

ARCC continues to invest in strong financial management systems, ensuring that governance, transparency, and accountability remain at the heart of our operations. This underpins the trust and confidence placed in us by our funders, partners and beneficiaries.

I wish to extend my sincere thanks to the finance department, staff, and volunteers, whose dedication has been central to these positive outcomes. I also thank my fellow Trustees for their guidance and commitment, as well as our partners, funders and stakeholders for their continued support and confidence. As we look ahead, ARCC remains committed to building on these achievements, pursuing opportunities for unrestricted income and strengthening its long-term sustainability. Together, we will ensure that the organisation is well-positioned to meet the needs of the community both now and in the future.

Dr. Suraj Paudel | Treasurer

CEO's Report

This year has been one of maturity, resilience and strategic influence for the Asian Resource Centre of Croydon. We have continued to strengthen our role as a leading voice for equality and inclusion across South West London, deepening our relationships with statutory, voluntary and academic partners, and amplifying the voices of communities who are too often unheard. Despite the ongoing challenges of an increasingly difficult funding landscape, ARCC has remained steadfast in its mission- a testament to the dedication, collaboration and spirit of our exceptional team, trustees, volunteers and members.

Our partnerships this year have demonstrated the power of cross-sector collaboration. Through our leadership in programmes such as the Healthy Communities Together Croydon Partnership, the Core20Plus5 Connectors Programme, and our ongoing work with the NHS South West London Integrated Care System, ARCC has influenced policy and practice to ensure that community insight shapes health and wellbeing services. We have also expanded our footprint beyond Croydon, with growing engagement in Sutton, Merton and other South London boroughs, ensuring that our approach to culturally competent, community-led support reaches further than ever before.

Nationally, ARCC's contribution to research and policy has been recognised through projects such as the Abundance Project with University of the Arts London, the Gestational Diabetes Study with Kingston University and London South Bank University, and the Race Equalities Project with King's College London. Each of these initiatives places community voice at the centre of systems change, reaffirming ARCC's role as a trusted bridge between communities, policy-makers and service providers.

This year we have also deepened our engagement with local residents through impactful initiatives like the Brigstock Road Community Hub, the Long-Term Conditions Project, and our Expert Patients Programme, which continue to improve health outcomes and empower residents to take control of their wellbeing. Our recognition as a GSK IMPACT Awards runner-up was a proud moment, an acknowledgment of ARCC's sustained excellence and innovation as a community anchor organisation working to reduce health inequalities.

I would like to express my deepest gratitude to our incredible staff, trustees, volunteers, members, funders and partners for their unwavering commitment. In a time of uncertainty for many local charities, our collective resilience and shared purpose have been our greatest strengths. The culture of empathy, excellence and empowerment that defines ARCC shines through everything we do. Together, we continue to build a stronger, fairer and healthier future for all the communities we serve.

Ima Miah
CEO

Financial review

Projects & Actvities

One Croydon Alliance - Community Facilitator Project

The Brigstock Road Community Hub, led by ARCC's Community Facilitators in partnership with Age UK Croydon, continues to serve as a vital access point for residents seeking health, wellbeing, and social support. The Hub was established to provide more local and accessible pathways into community networks, voluntary sector services, and specialist advice, using an early intervention and preventative approach. Residents are encouraged to drop in, speak with the Hub team, and identify their own goals and next steps towards achieving them.

Now in its third year, the Hub has delivered over 50 sessions and supported more than 1,600 residents. It brings together 16 regular support services and over 40 partner organisations, 80% of which are from the voluntary and community sector. Through strong collaboration, the Hub has also worked with partners such as the Home Office, South London and Maudsley NHS Trust (SLAM), and the Mayor of Croydon to address community concerns around immigration, mental health, and local governance.

A wide range of community-led workshops and awareness sessions have taken place throughout the year, covering topics such as healthy living, stress management, mental wellbeing, and creative activities including art, embroidery, and clay workshops. The Hub has also provided valuable volunteering opportunities, helping residents to build confidence and skills while giving back to their community.

Feedback from residents has been overwhelmingly positive, with 90% reporting they received the support they needed and 80% noting an improvement in their mental wellbeing. The Brigstock Road Community Hub has become a cornerstone for connection and empowerment, offering a warm, inclusive space where residents can find support, make friends, and feel part of a stronger, healthier Croydon community.

Healthy Communities Together: Croydon Programme

The Healthy Communities Together (HCT) programme was a national partnership between The King's Fund and The National Lottery Community Fund, designed to bring together the NHS, local authorities, and the voluntary and community sector to improve health and wellbeing and tackle health inequalities. With £2.6 million in grant funding and additional leadership and learning support, HCT created a national test bed for how cross-sector collaboration can lead to lasting systems change.

In Croydon, the programme built upon the foundations of the One Croydon Alliance and focused on shifting power, resources, and influence to the voluntary and community sector (VCS). The Croydon partnership, led locally by ARCC alongside NHS and Council partners, delivered three interlinked work streams: Empowerment and Engagement, Funding and Commissioning, and Leadership and Representation. These work streams aimed to strengthen community voice, develop equitable commissioning practices, and embed collaboration at every level of local decision-making. Through this work, Croydon established new models of partnership that fore grounded community-led insight, fostered trust between sectors, and created pathways for the VCS to influence statutory governance structures.

ARCC played a central role in leading the Leadership and Representation workstream, with our CEO serving as Chair of the Croydon VCS Leadership Board and Senior Responsible Officer (SRO) for the work stream. This work stream created a stronger, more unified voice for Croydon's VCS within local health and care governance, ensuring that smaller grassroots organisations were represented in

strategic spaces. Under ARCC's leadership, the Board grew in confidence and legitimacy, developing new frameworks for equitable collaboration, leadership development, and community representation. The evaluation recognised Croydon's contribution to embedding relational approaches and balancing traditional power dynamics between statutory and voluntary sectors, a legacy that will continue to shape integrated working and inclusive decision-making across the borough.

NHS SWL ICS - LTC (Long Term Conditions) Project

NHS South West London works in collaboration with ARCC and Croydon BME Forum to deliver the Long-Term Conditions Project (LTC).

The Key aims of the LTC service includes:-

Targeted outreach to the communities that have the greatest need to raise awareness of LTCs and risk factors amongst disengaged communities and to encourage and motivate residents to recognise and engage in existing interventions i.e., NHS Health checks, NHS Diabetes Prevention Programme or their GP.

Increasing outreach activity to detect and protect members of the community:

- 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.
- people at risk of developing a long-term condition, such as people with raised blood pressure (hypertension), increased BMI and/or waist measurement or with a history of diabetes in the family.

Supporting patients to consider lifestyle changes to reduce their risk of developing a long-term health condition:

- ARCC in partnership with the Croydon BME Forum have continued to hold health and wellbeing awareness raising and health checks throughout Croydon including at health centres, GP Practices, community groups, faith centres and various events.

NHS SWL ICS - EPP (Expert Patient Programme)

ARCC continues to build on the success of the Expert Patients Programme (EPP), funded by the NHS South West London Integrated Care System, empowering Croydon residents living with long-term health conditions to better manage their wellbeing. The six-week course, based on Stanford University's Chronic Disease Self-Management Programme, combines group learning, peer support, and practical self-management tools delivered both in-person and online. Survey results show significant improvements in participants' confidence, communication with healthcare professionals, and problem-solving skills with 45% more participants feeling confident to raise concerns with doctors and 40% more able to manage new health challenges. Attendees also reported benefits such as improved nutrition awareness, better relaxation and exercise habits, and reduced isolation. Now in its fifth year, EPP continues to expand its reach, supporting people with conditions including hypertension, COPD, diabetes, cancer, mental health challenges, and obesity, as well as carers. The programme's inclusive approach ensures that diverse communities across Croydon can access the knowledge and confidence needed to live healthier, more independent lives.

SWL ICS - Core 20 Plus 5 Connectors Programme

The Core20Plus5 approach is part of the NHS goal to tackle healthcare inequalities and aiming to:

- support communities to remove barriers that prevent access to health and wellbeing services
- build trust and create opportunities for Community Connectors to be the voice for their communities.
- help shape service provision that better meets the needs of those communities.

The project focussed on five key clinical areas of health- maternity, severe mental illness, chronic respiratory disease, early cancer diagnosis and hypertension. These were key areas which required accelerated improvement, ensuring continuity of care for those from the 20% most deprived in our population. This group historically has included a significant proportion of Black, Asian and minority ethnic communities.

Through this project, we successfully delivered over 25 events that focussed on the five areas of health. We ran Health and Wellbeing days which brought multiple organisations under one roof with the aim of educating the community, raising awareness and encouraging residents to live a healthier independent life with the tools we provide. We partnered with organisations and individuals such as MIND, NHS Cancer, Respiratory and Mental Health teams, Midwives and doctors, Parents Education and Learning, Macmillan Cancer, St Christopher's Hospice and many more in a combined effort to achieve better healthcare outcomes for deprived groups.

The health and wellbeing events covered a wide range of topics such as osteoporosis, health and nutrition, mental health, menstrual health, mindfulness, different types of cancer awareness, living with chronic respiratory diseases, support for long term conditions, high blood pressure, gestational diabetes, motherhood and others. This information was delivered through workshops, talks, interactive group sessions and regular weekly sessions. The events reached over 540 residents in the community across Croydon.

Community Health & Wellbeing Workers

A successful program from Brazil was launched in Croydon with ARCC delivering it in collaboration with NHS SWL, Croydon BME Forum and One Thornton Heath PCN. The community health and wellbeing worker (CHWW) project is a holistic model that has over 250,000 workers in Brazil and serves over 75% of the population for all of their health and wellbeing needs.

This programme was launched in Croydon within Thornton Heath where we served 250 households within a specified geographical area designated as a "village". The CHWW addresses the needs of all households within that "village" in all areas that may affect their health and wellbeing, including household repairs, benefits, support from social services and access to the community. Contact is maintained on a monthly basis, this builds trust and gives residents the confidence to be open with the barriers they have to accessing health, social, employment or community services. Work is done in partnership with the GP practice to ensure their health needs are being met, via monitoring of scheduled vaccinations and screenings.

NHS SWL ICS- CKD

ARCC delivered Pentathlon sessions to the community as part of this. Since the beginning of this project, we have had 220 members from the community engaging in this project. We have delivered over 20 pentathlon sessions in Croydon including Norbury Library, Brigstock Community Hub, Purley Masjid, Croydon Refugee Day Centre, Broad Green Library and a few sessions over zoom.
The pentathlon sessions have since been integrated into the LTC Program.

NHS SWL ICB- Hear to Talk

We are in the final year of delivery for our pioneering "Hear to Talk" project, a mental health initiative reaching individuals through One to One culturally sensitive counselling sessions, support sessions with a Mental Health champion, awareness workshops and outreach sessions in the Community.

Participants who used our Counselling service reported increased self-awareness, improved coping strategies and greater emotional resilience. We also provided mental health First Aid training to residents including faith and community leaders, local healthcare workers, Carers and people from all walks of life empowering them with tools to identify and support individuals who may be experiencing distress due to mental health issues. Despite challenges of reaching grassroot communities we increased engagement by visiting community groups to do outreach work in their own surroundings and raising mental health awareness through delivering wellbeing talks.

Over the lifetime of this project we supported:

Category	Sessions	People
Outreach & Awareness Raising	1,637	32,925
Counselling Sessions	1,157	217
Mental Health Champion Support	817	182
Mental Health First Aid Training	24	335
Total	**3,635**	**33,659**

*For the project duration 2021 - 2025

Although the Hear to Project has now come to a close, ARCC is incredibly proud of the positive impact it made within Croydon's Asian community. The project created a safe and culturally sensitive space for individuals to talk openly, be heard, and access meaningful support. It played a key role in reducing stigma around mental health, promoting open conversations, and encouraging community wellbeing. While the project's delivery phase has ended, its legacy of compassion, inclusion, and empowerment continues to shape how we approach mental health support across our wider programmes.

ARCC are strongly advocating for the need of projects like Hear to Talk and exploring ways similar models can be funded and sustained in the future. This project demonstrated the impact of tailored and culturally informed services in delivering equitable access to mental health support that truly understands and reflects their experiences

SWL - EMHIP (Ethnicity & Mental Health Improvement Programme)

Over the past year EMHIP has continued to deliver direct, professional, culturally-sensitive mental health support to Black, Asian and Minority Ethnic (BAME) people across South West London. Our primary work has been intensive one-to-one emotional support, advocacy and casework, helping people in deep distress and depression to stabilise, access appropriate services, and move back toward daily life, work and family responsibilities. EMHIP workers provide sustained outreach, practical support (for example liaising with councils, workplaces and GPs on behalf of clients), crisis intervention and personalised wellbeing plans.

This hands-on, relational approach is the heart of what we do: trained EMHIP staff build trust with clients, listen to lived experience, reduce isolation, and create realistic pathways out of depression and crisis. Many people who came to us in acute need have reported improved mood, regained functioning and clearer futures after our sustained support.

As important complements to our core casework, we run group activities including arts and crafts workshops and reflective sessions that give clients safe spaces to express themselves, practise coping skills and build social connections. These creative sessions support recovery by promoting calm, confidence and peer support.

EMHIP is designed by and for the communities we serve; our staff are trained practitioners delivering culturally attuned, compassionate care. We continue to prioritise direct client work, crisis responsiveness, and community-based recovery approaches that respect cultural identity while improving access and outcomes for BAME people.

Key Priorities and Ongoing Areas of Focus

- Sustained one-to-one support & casework - continuing intensive, personalised work that stabilises clients and helps to positively impact their situation.
- Accessible Mental Health & Wellbeing Hubs - safe, community-based spaces for ongoing support.
- Improving Crisis Care and Choice - rapid, compassionate responses that keep people safe and supported.
- Reducing Coercion and Improving Client Experiences - advocacy and person-centred approaches across care settings.
- BAME-focused outreach and engagement - meeting people where they are and building trust through culturally aware practice. EMHIP's direct, professional intervention model demonstrates that culturally sensitive, relationship-based care is central to helping people recover from mental health issues and rebuild their lives.

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

The Croydon Equality Diversity and Inclusion Project continues to build on our previous work by responding to the voice of the community and addressing the issues found during our original survey of 1000 participants. We have conducted focus groups and interviews with Croydon residents to establish the main issues that cause our communities to become disengaged with health services and what we can do to improve their participation in clinical research.

The main themes from our study has found that:

- Pharmacies are incredibly popular and valuable to the community
- Trust in the NHS, as an institution, is low in comparison to primary or secondary care services
- Our community is interested in alternative remedies
- Some of our residents feel that they are not listened to when accessing healthcare services
- Many in our community struggle to pay for services
- Our community do not know how to access clinical research programmes

The next stage of the programme looks to address these issues, with the use of a community champion and a series of events with NHS partners. Healthcare providers will engage with the community to learn first-hand their needs and concerns and for our residents to better understand our healthcare system and how best to engage with it.

Croydon Health Services NHS Trust - Maternity Champions Project

ARCC led a year-long, community-led research project exploring maternity disparities in Croydon. Over 300 women, primarily from ethnically diverse and underserved communities, shared their experiences through surveys, focus groups, and discussions.

The findings revealed clear gaps in maternity support: women felt unsupported, unheard, and isolated,

particularly postnatal. Many reported language barriers, cultural misunderstandings, and a lack of follow-up care.

This led to the development of the Maternity Champions Project, a community-based model providing culturally sensitive, emotional, and practical support through trained community champions. This project is due to be implemented next year, with trained Champions, established referral and evaluation systems, and early client engagement, we intend to bridge the gap between clinical maternity services and the ongoing emotional, cultural, and practical support women need.

By the AGM, our Champions are supporting women, monitoring progress, and feeding back monthly to CUH. With the addition of the resource pack, annual survey, and wider collaborations, the programme is well-positioned to deliver long-term, measurable impact on maternity equity in Croydon.

Croydon Health Services NHS Trust - Gestational Diabetes

ARCC was delighted to collaborate with researchers from Kingston University and London South Bank University on a pioneering project exploring stigma surrounding gestational diabetes. The study aims to develop anti-stigma interventions that reflect the diverse experiences of women from different ethnic and language backgrounds, recognising that cultural perceptions play a significant role in how gestational diabetes is understood and managed.

As part of the project, ARCC supported community engagement and recruitment, helping to ensure the inclusion of women from Croydon's South Asian and wider ethnic minority communities. Plans include hosting focus groups at ARCC and co-facilitating sessions to provide a culturally sensitive, trusted environment where women can share their experiences. This collaboration reflects ARCC's continued commitment to community-led health research and addressing inequalities through inclusive, evidence-based approaches.

Developing an AntiRacist Health and Care System in South West London Community Engagement Project

KREC partnered with ARCC to deliver the Race and Equalities Community Engagement Project, exploring the experiences of minority communities when accessing health and care services across South West London. The project aimed to promote anti-racist practice and improve equity in healthcare.

We engaged with participants through surveys, focus groups and one-to-one interviews, capturing views from adults and children across Croydon, Sutton and Merton.

Findings revealed ongoing barriers to healthcare, including language challenges, difficulty using online booking systems, and limited cultural understanding among health professionals. Financial pressures such as prescription and travel costs were also key concerns. Children often felt anxious or uncertain when visiting doctors and wanted friendlier, faster experiences.

Despite these challenges, many participants praised NHS staff for their care and commitment. They called for clearer communication, more cultural awareness, and community-based health support.

This project offered valuable insight to guide KREC's continued advocacy for fair, accessible and culturally responsive healthcare across South West London.

UAL - The Abundance Project

We are proud to be a community partner in The Abundance Project, part of UKRI's Mobilising Community Assets to Tackle Health Inequalities programme. This national initiative aims to reduce

deep-rooted health disparities in some of Britain's most disadvantaged communities by exploring how local assets such as parks, museums, and community organisations can be better integrated into healthcare systems to support wellbeing.

Through the Abundance Project, ARCC has been working collaboratively with partners across the arts, health, and research sectors to create spaces where everyone, regardless of background, feels included and supported in their mental health. Our involvement focuses on addressing inequalities in access to mental health care among different ethnic groups and championing an abundance mindset, one that celebrates the wealth of skills, strengths, and cultural assets that already exist within our communities. Working alongside a multidisciplinary research team, ARCC contributes to a community-led approach through one of the five Community Research Hubs, ensuring that the voices and lived experiences of local people remain at the heart of this work.

LBC - Croydon Loves You Project

As part of Croydon Council's Creative Wellbeing programme, Croydon Loves You, ARCC was proud to deliver a series of community-led events and workshops designed to promote wellbeing, connection, and creativity among older residents in Croydon's South Asian and wider BME communities. Funded through the Croydon Loves You Community Creative Wellbeing Grant, the project built on the legacy of Croydon's year as the London Borough of Culture, using arts and culture as a vehicle to strengthen community bonds and improve wellbeing.

Between July and September 2024, ARCC delivered a vibrant programme of gatherings, workshops, and celebratory events, all designed to bring people together, encourage creativity, and reduce social isolation. The project specifically engaged people aged 50 and over, many of whom are long-standing Croydon residents with roots in India, Pakistan, Bangladesh, and Sri Lanka. Through shared cultural experiences, creative learning, and social interaction, participants were supported to connect with others, learn new skills, and give back to their community aligning with the Five Ways to Wellbeing framework. ARCC ensured that all activities were inclusive, safe, and accessible, guided by strong safeguarding practices and a commitment to reaching those most impacted by health inequalities. Our involvement in the Croydon Loves You initiative reflects our ongoing mission to support the mental health and wellbeing of Croydon's diverse communities through meaningful, creative, and community-driven approaches.

LBC - Winter Engagement Fund

In 2024-25, ARCC delivered the Winter and Spring Engagement Fund in partnership with the Croydon BME Forum (CBMEF) on behalf of NHS South West London. This borough-wide initiative aimed to strengthen engagement with communities most affected by health inequalities, particularly those identified within the Core20PLUS5 population. As the lead partner, ARCC oversaw the coordination, management, and reporting of the programme, ensuring transparency, inclusion, and impact at every stage.

Together, ARCC and CBMEF designed and implemented a comprehensive delivery plan, which included promoting the fund across local networks, supporting community groups with applications, managing decision panels, and monitoring funded projects. Through this partnership, we ensured that grassroots organisations particularly those with limited capacity or prior access to funding were empowered to lead their own health and wellbeing initiatives.

The programme successfully funded a range of community-led activities designed to address key health and social challenges during the winter and spring months. By providing targeted support, hosting training sessions, and ensuring quality assurance, ARCC and CBMEF helped strengthen

Croydon's voluntary and community sector and contributed valuable insights to inform future NHS engagement strategies. This work reflects ARCC's continued commitment to reducing health inequalities, building community resilience, and amplifying the voices of underrepresented communities across Croydon.

LSBU - Stroke Awareness Project

In partnership with London South Bank University (LSBU) and the Croydon BME Forum, ARCC delivered a pioneering Stroke Awareness and Prevention Project aimed at improving understanding of stroke risk factors among Black, Asian, and minority ethnic communities in Croydon. The initiative focused on engaging adults aged 18-65 through focus groups and Patient and Public Involvement (PPI) sessions, ensuring that community voices directly informed research into health inequalities and stroke prevention.

ARCC played a central role in community engagement and recruitment, connecting with local residents who had either experienced a stroke or had not but were at potential risk. Participants were invited to share their experiences, perceptions, and knowledge about stroke, contributing to a wider mixed-method community-based study led by LSBU. The research explored levels of awareness, barriers to prevention, and the need for culturally sensitive health interventions.

The findings revealed that while awareness of general risk factors such as poor diet, stress, and lack of physical activity was relatively high, knowledge of gender-specific, ethnic, and lifestyle-linked risks remained limited. Participants highlighted the importance of community-led education, trusted local health champions, and accessible information to help prevent stroke in underrepresented communities.

This partnership project exemplified ARCC's ongoing commitment to reducing health inequalities and empowering communities through participatory research. By ensuring that local lived experience shaped academic and health outcomes, ARCC continues to bridge the gap between research, practice, and the communities most affected by health disparities.

GSK Impact Awards

In 2024, ARCC was proud to be recognised as a runner-up in the prestigious 2025 GSK IMPACT Awards, delivered in partnership with The King's Fund. The awards celebrate excellence among charities working to improve health and wellbeing across the UK, with a record number of applicants participating that year. Being shortlisted as one of only fifteen organisations nationwide was a major achievement and testament to ARCC's commitment to tackling health inequalities, promoting community wellbeing, and amplifying the voices of marginalised groups. As a runner-up, ARCC received national recognition and a grant award, highlighting our impact and innovation in supporting Croydon's diverse communities through holistic, community-led approaches to health and social care.

LBC - Household Support Fund

ARCC supported vulnerable Croydon residents through the Household Support Fund, providing essential assistance to those facing financial hardship. The fund helped individuals and families struggling to afford food, energy, and water bills, and in exceptional circumstances, contributed towards urgent housing costs where other support schemes were insufficient.

Sporting Memories

Now in its fourth year, ARCC's Sporting Memories Club continues to make a meaningful difference to the lives of older adults in Croydon by using the joy of sport and shared memories to support mental

and physical wellbeing. Delivered in partnership with the Sporting Memories Foundation, the weekly sessions at Peony Court Care Home bring together men over 60, including those living with dementia, depression, or loneliness, to reminisce about sport, enjoy gentle exercise, and build social connections in a supportive environment.

This year, the group particularly enjoyed a special visit to Wembley Stadium, where participants explored the history of British football and learned about some of the sport's most iconic players and moments. The trip inspired lively discussion and nostalgia, reflecting the power of sport to spark connection, confidence, and a sense of belonging. Through activities such as quizzes, light exercise, and shared memories, the project continues to promote health, happiness, and community among older men in in Croydon.

Food & Luncheon Club

Now in its sixth year, ARCC's Food & Luncheon Club continues to tackle food poverty and isolation among low-income families and older residents in Croydon. Delivered in partnership with FareShare and The Felix Project, the club provides nutritious surplus food and hot meals each week at Norbury Library Community Hall for a nominal fee. Beyond offering food, the club creates a warm, social space where members can connect, share experiences, and access wider support. Regular health checks, wellbeing talks, and community consultations are also integrated into the sessions, helping participants stay informed and engaged while building friendships and confidence.

Navratri Celebrations 2024

In 2024, ARCC proudly hosted its Third annual Navratri celebration, bringing together over 1,200 people from Croydon and neighbouring boroughs for South London's largest Navratri event. Led by ARCC Chair Jay Patel and held at the Grand Sapphire, the evening featured traditional Garba and Dandiya Raas dances, live music, cultural performances, and authentic regional cuisine. The celebration showcased the rich heritage and vibrant spirit of the festival while fostering unity, joy, and cultural pride across the community.

Eid in the Square

We are proud to share that our CEO has served as a member of the Eid on the Square Community Advisory Group for the past three years. This high-profile annual festival, held at Trafalgar Square and spearheaded by the Greater London Authority in partnership with Muslim-led grassroots organisations, celebrates Eid al-Adha with live music, cultural workshops, food stalls and community engagement. Through this leadership role, ARCC's voice is firmly positioned at the heart of one of London's largest multicultural celebrations reinforcing our ongoing commitment to promoting diversity, community cohesion, and the cultural wellbeing of London's BAME communities.

Business Forum

ARCC's Business Forum is a dynamic platform that brings together entrepreneurs, local enterprises and community organisations to connect, collaborate and grow. Established to strengthen Croydon's business community, the Forum provides opportunities for professionals to exchange ideas, share expertise and explore partnerships that drive innovation and sustainable growth.

During the year, ARCC hosted two successful networking events, one at Croydon Town Hall and another at Ayat Kitchen, each attracting a diverse mix of local businesses and professionals. These events offered valuable spaces for open discussion, collaboration and knowledge-sharing, helping to strengthen relationships across sectors and highlight the contribution of Croydon's business community to local development.

Through the Business Forum, ARCC continues to foster inclusive economic growth and community resilience; supporting local enterprises while championing a thriving, connected Croydon. The Forum also plays a key role in linking the business community with the voluntary and community sector, encouraging socially responsible practices and partnerships that align with Corporate Social Responsibility (CSR) principles and deliver positive local impact.

Friends Coffee Morning

ARCC relaunched our flagship Friends Coffee Mornings this year, which plays a vital role in combating social isolation among older Asian adults in Croydon. This initiative is a result of community demand and co-produced by our members and our Project Advisory group. Our research has found that older people from South Asian communities are increasingly experiencing loneliness as traditional family care patterns change often due to shifting cultural attitudes and younger generations moving abroad.

In response, our Friends Coffee Mornings offer a welcoming, community-based space where older residents can come together to socialise, stay active and improve their wellbeing. The sessions combine social connection with engaging activities such as gentle exercise, arts & crafts, mindfulness and educational workshops. The programme not only promotes physical and mental health but also nurtures a sense of belonging and friendship among participants who might otherwise feel isolated.

ICS - Working in SWL Health & Social Care

In May 2024, ARCC partnered with Integrated Care Support Services to co-host a virtual session on “Working in SWL Health and Social Care”. The event aimed to raise awareness of employment opportunities within the health and social care sector, particularly for roles with low barriers to entry such as Care Coordinators, Social Prescribers, Administrators, and Support Workers.

Our session formed part of a wider borough-based series delivered across South West London, promoting accessible pathways into the sector and highlighting how the voluntary and community sector can support career development. ARCC’s involvement helped connect Croydon residents to local training, volunteering, and job opportunities, empowering individuals to explore rewarding roles that contribute to community wellbeing.

AGM 2023/24

Celebrating our 25th year as a community infrastructure group supporting the Asian and minority communities in South West London. ARCC held our Annual General Meeting on Thursday 24th October 2024 at the prestigious Grand Sapphire. Audiences got to hear about the variety of projects we delivered, our achievements and our plans for the future.

We were joined by a cross section of the community including individuals, community organisations, businesses, and many other statutory organisations from the borough. Our list of speakers included The Executive Mayor of Croydon Jason Perry, Rachel Flagg (Programme Director, One Croydon Alliance, NHS SWL ICB) as well as colleagues from the Home Office presenting to the community.

Other Activities & Events

ARCC received a small grant from RM Partners for Community HPV Vaccine Awareness activities and events that support local people to stay healthy and well. ARCC delivered two
talk sessions where we asked groups to raise awareness about the HPV vaccine and its role in cancer prevention This programme was part of the RM Partners cancer prevention strategy.

ARCC also took part in various other activities and events throughout the past year including

representing the Asian community on Armistice Day, holding a stall at the Park Hill Showcase Event, invited to be a guest speaker at The Dialogue Society Iftar Event, attendance at the Croydon Dementia Action Alliance Workshop , guest speaker at Croydon Health Services NHS Trust AGM and holding a Focus Group for 65+ on behalf of Public Health.

ARCC was delighted to partner with the Grand Sapphire Hotel and Banqueting suites in their annual Chand raat event by hosting a stall to raise funds for our charity. The event brought together thousands of guests, offering an evening of shopping, food, live entertainment and cultural celebration ahead of Eid.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.
The trustees' annual report was approved on 13th November 2025 and signed on behalf of the board of trustees by:

J Patel

Jay Patel - Chair
Trustee

Ash Balakrishnan - Secretary
Trustee

Dr. Suraj Paudel - Treasurer
Trustee

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2025

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2025.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg - FCCA
Independent Examiner

Begg Williamson & Co
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
SE19 2ET 17th November 2025

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2025

	Note	Unrestricted funds £	2025 Restricted funds £	Total funds £	2024 Total funds £
Income and endowments					
Donations and legacies	**5**	5,365	688,601	693,966	746,781
Charitable activities	**6**	288	–	288	165
Other trading activities	**7**	34,128	6,600	40,728	54,735
Investment income	**8**	1,137	–	1,137	848
Total income		40,918	695,201	736,119	802,529
Expenditure					
Expenditure on charitable activities	**9,10**	580	731,136	731,716	769,923
Total expenditure		580	731,136	731,716	769,923
Net income and net movement in funds		40,338	(35,935)	4,403	32,606
Reconciliation of funds					
Total funds brought forward		160,235	437,309	597,544	565,028
Total funds carried forward		200,573	401,374	601,947	597,634

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2025

	Note	2025 £	2024 £
Fixed assets			
Tangible fixed assets	**16**	3,930	4,404
Current assets			
Debtors	**17**	122,464	70,212
Cash at bank and in hand		515,901	723,700
		638,365	793,912
Creditors: amounts falling due within one year	**18**	40,348	200,682
Net current assets		598,017	593,230
Total assets less current liabilities		601,947	597,634
Net assets		601,947	597,634
Funds of the charity			
Restricted funds		401,374	437,309
Unrestricted funds		200,573	160,325
Total charity funds	**21**	601,947	597,634

For the year ending 31 March 2025 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 13th November 2025, and are signed on behalf of the board by:

J Patel

Jay Patel - Chair
Trustee

Ash Balakrishnan - Secretary
Trustee

Dr. Suraj Paudel - Treasurer
Trustee

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal, and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

Income
All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets
All fixed assets are initially recorded at cost.

Depreciation
Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

3. Accounting policies ***(continued)***

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Gifts			
The King's Fund -GSK Impact Award	4,000	–	4,000
Grants			
LBC -Counselling in the Community	–	16,666	16,666
NHS South Central & West CSU - MMR TT	–	–	–
One Croydon Alliance - VCS Leadership	–	4,893	4,893
LBC - Household Support Fund	–	153,000	153,000
Royal Marsden NHS foundation	–	–	–
One Croydon Alliance - Community Facilitator	–	34,684	34,684
Peoples Health Trust	–	–	–
Croydon Health Service - Maternity	–	20,000	20,000
Croydon Health Services - EDI Research	–	14,000	14,000
EMHIP	–	88,852	88,852
SWL ICS -Core 20 plus connector	–	44,797	44,797
SWL NHS - Care home connector project	–	–	–
NHS SWL ICB - Hear to Talk	–	108,550	108,550
NHS SWL ICS - CHWW	–	88,593	88,593
NHS SWL ICS -LTC & EPP	–	78,014	78,014
University Arts London - Abundance Project	–	10,372	10,372
NHS SWL ICS - CKD	–	26,180	26,180
One Croydon Alliance -community facilitator	–	–	–
Other donations and legacies			
Donations	1,365	–	1,365
	5,365	688,601	693,966

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Grants			
LBC -Counselling in the Community	–	1,500	1,500
NHS South Central & West CSU - MMR TT	–	10,000	10,000
One Croydon Alliance - VCS Leadership	–	–	–
LBC - Household Support Fund	–	–	–
Royal Marsden NHS foundation	–	66,577	66,577
One Croydon Alliance - Community Facilitator	–	173,981	173,981
Peoples Health Trust	–	2,693	2,693
Croydon Health Service - Maternity	–	–	–
Croydon Health Services - EDI Research	–	29,250	29,250
EMHIP	–	88,852	88,852
SWL ICS -Core 20 plus connector	–	15,947	15,947
SWL NHS - Care home connector project	–	92,728	92,728
NHS SWL ICB - Hear to Talk	–	–	–
NHS SWL ICS - CHWW	–	11,321	11,321
NHS SWL ICS -LTC & EPP	–	160,600	160,600
University Arts London - Abundance Project	–	–	–
NHS SWL ICS - CKD	–	26,180	26,180
One Croydon Alliance -community facilitator	–	66,130	66,130

Other donations and legacies			
Donations	1,022	–	1,022
	1,022	745,759	746,781

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2025 £**	Unrestricted Funds £	Total Funds 2024 £
Gift Aid	288	288	165	165

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Other Revenue	34,128	6,600	40,728

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Other Revenue	51,135	3,600	54,735

8. Investment income

	Unrestricted Funds £	**Total Funds 2025 £**	Unrestricted Funds £	Total Funds 2024 £
Interest receivable	1,137	1,137	848	848

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2025 £**
Management & admin costs	–	147,803	147,803
Project delivery & grant funding	–	21,584	21,584
Support costs	580	561,749	562,329
	580	731,136	731,716

	Unrestricted Funds £	Restricted Funds £	Total Funds 2024 £
Management & admin costs	–	175,629	175,629
Project delivery & grant funding	–	41,567	41,567
Support costs	2,660	550,067	552,727
	2,660	767,263	769,923

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2025 £**	Total fund 2024 £
Management & admin costs	147,803	–	467,663	615,466	662,502
Project delivery & grant funding	–	21,584	43,349	64,933	79,476
Legal & professional	–	–	47,138	47,138	24,056
Depreciation	–	–	1,310	1,310	1,468
Governance costs	–	–	2,869	2,869	2,421
	147,803	21,584	562,329	731,716	769,923

11. Net income

Net income is stated after charging/(crediting):

	2025 £	2024 £
Depreciation of tangible fixed assets	1,310	1,468

12. Auditors remuneration

	2025 £	2024 £
	0	**0**

13. Independent examination fees

	2025 £	2024 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,400	2,200

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2025 £	2024 £
Wages and salaries	428,962	454,195
Employer contributions to pension plans	8,469	9,144
	437,431	463,339

The average head count of employees during the year was 17 (2024: 9).

No employee received employee benefits of more than £60,000 during the year (2024: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2024	33,926
Additions	836
At 31 March 2025	34,762
Depreciation	
At 1 April 2024	29,522
Charge for the year	1,310
At 31 March 2025	30,832
Carrying amount	
At 31 March 2025	3,930
At 31 March 2024	4,404

17. Debtors

	2025 £	2024 £
Trade debtors	118,114	39,966
Other debtors	4,350	30,246
	122,464	70,212

18. Creditors: amounts falling due within one year

	2025 £	2024 £
Bank loans and overdrafts	1,289	–
Accruals and deferred income	37,850	155,000
Social security and other taxes	7,002	–
Other creditors	(5,793)	45,682
	40,348	200,682

19. Deferred income

	2025 £	2024 £
Amount deferred in year	35,850	153,000

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,469 (2024: £9,144).

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities

Year ended 31 March 2025

Unrestricted funds

	At 1 April 2024	Income	Expenditure	**At 31 March 2025**
	£	£	£	£
Unrestricted Fund	160,235	40,918	(580)	200,573

	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£
Unrestricted Fund	109,815	53,170	(2,660)	160,325

Restricted funds

	At 1 April 2024	Income	Expenditure	**At 31 March 2025**
	£	£	£	£
Restricted Fund	437,309	695,201	(731,136)	401,374

	At 1 April 2023	Income	Expenditure	At 31 March 2024
	£	£	£	£
Restricted Fund	455,213	749,359	(767,263)	437,309

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales - Charity number 1120376

Accounts

ANNUAL REPORT
2023/24





asian resource centre
croydon





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Registered Charity No: 1120376
Registered Company No: 6250781


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roydon postcode
Croydon G.P.



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 foster, advance and champion community engagement and volunteer initiatives that enhance our local community's well-being, health, and overall quality of life.

Our vision encompasses a thriving, inclusive and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes

- 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 well-being of Asian communities



Celebrating
25 YEARS
OF SERVICE TO 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 grassroots 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

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

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



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

Reflecting on the past year, 2023/24 has certainly presented its share of challenges. Market volatility, supply chain disruptions and global economic uncertainty have impacted both our nation's economy and the communities we proudly serve. Yet, in the face of these difficulties, our organisation's resilience has been nothing short of remarkable.

Our own journey has not been without its hurdles. We've faced setbacks, navigated difficult decisions and learned valuable lessons. However, what truly stands out is the unwavering support we've received from our funding organisations, the council and other statutory partners. Together with the dedication of our team, this support has allowed us not only to persevere but to thrive. I am incredibly proud of what we have achieved despite these obstacles.

While the economic landscape remains challenging, particularly with tightening consumer spending and pressure on real incomes, there are reasons for cautious optimism. Employment remains high and through our collective efforts, we have continued to strengthen the support we provide to the most vulnerable and marginalised communities. These individuals now look to us for more assistance and I'm proud to say we remain a resilient, dependable organisation committed to meeting these growing needs.

Our successes are far more than numbers on a page—they represent real people engaging with our services and finding partners who share in our vision, expertise and dedication to making a tangible difference. One of the most exciting developments of the past year has been our partnership with Amro Partners. This collaboration launched at the end of last year, is focused on developing a new 206 sqm community space in the London Borough of Croydon as part of the Botanical House development. As we look to expand into the London Borough of Sutton, we anticipate creating a similar partnership there, continuing to forge meaningful relationships to serve the most vulnerable.

Additionally, our work with the Home Office's National Community Engagement Team has been a key highlight. The monthly visits from their team to our Brigstock Road Community Hub have been a great success, strengthening our community ties and providing much-needed support.



CHAIR'S PREFACE

Personally, one of my most memorable moments of the year was the Navratri celebrations in partnership with Grand Sapphire. For the second year running, we united our diverse community with over 1,200 people coming together—a testament to the power of collaboration and inclusivity.

I would like to express my heartfelt gratitude to the entire ARCC team. Your passion, dedication, and teamwork have been nothing short of inspiring. A special thanks to our Senior Management, including our CEO, Program Manager, Finance Manager, Head of IT & Office and all project staff. It is your leadership and commitment that drive our success.

To our funding organisations—thank you for placing your trust in us. Your belief in our ability to deliver is the cornerstone of our progress. And to our community members—your engagement and feedback inspire us to improve every day. We are honoured to serve you.

Finally, to my fellow trustees—thank you for your unwavering support and guidance as we work together to enhance our services while maintaining the highest standards.

As we look ahead, I am filled with optimism. With the right team, the right vision, and a service model that truly addresses the health and wellbeing of our community, I am confident that our future is bright. Together, we will continue to achieve great things.

Thank you for being part of this incredible journey.



Jay Patel
Chair



CEO'S REPORT

"As we continue to grow and evolve, I am deeply proud of the resilience and innovation our team has shown in overcoming challenges. Together, we are not just meeting targets - we are making a tangible difference in the lives of the communities we serve. This year has been about adapting, expanding and most importantly, staying true to our mission of creating meaningful, lasting change." *Ima Miah, CEO*

The past year at ARCC has been one of significant growth, innovation and resilience. Despite challenges, including the end of long-term funding from Croydon Council and the completion of our National Lottery grant, we exceeded our operational targets and continued to expand our services. Our key partnerships, particularly with the NHS and Croydon Council, have strengthened, especially through our involvement with the One Croydon Alliance. We now represent the Asian community at the highest levels across the borough and South West London. Our flagship programmes, such as the Long-Term Conditions (LTC) and Expert Patients Program (EPP) along with the Food Club, have continued to thrive, placing us at the forefront of community health and wellbeing initiatives.

We are particularly proud of our work in addressing health inequalities, especially within Asian and minority ethnic communities. The Ethnicity & Mental Health Improvement Programme (EMHIP) and the Royal Marsden NHS Foundation Trust's Cancer Awareness Project (CAP) have been instrumental in improving access and outcomes for underrepresented groups. Our involvement in these initiatives, alongside our work in Equality, Diversity & Inclusion (EDI) research, has led to new insights and the development of breakthrough projects. Our community health projects, such as Mental Health Support and Chronic Disease Awareness, have also had a profound impact on those most vulnerable in the community.

Additionally, our expansion into South West London has presented new opportunities and challenges, requiring us to adapt while ensuring sustainability. Securing premises for our growing number of projects and personnel has been a focus, and while we've faced hurdles, our team has shown resilience in overcoming them.



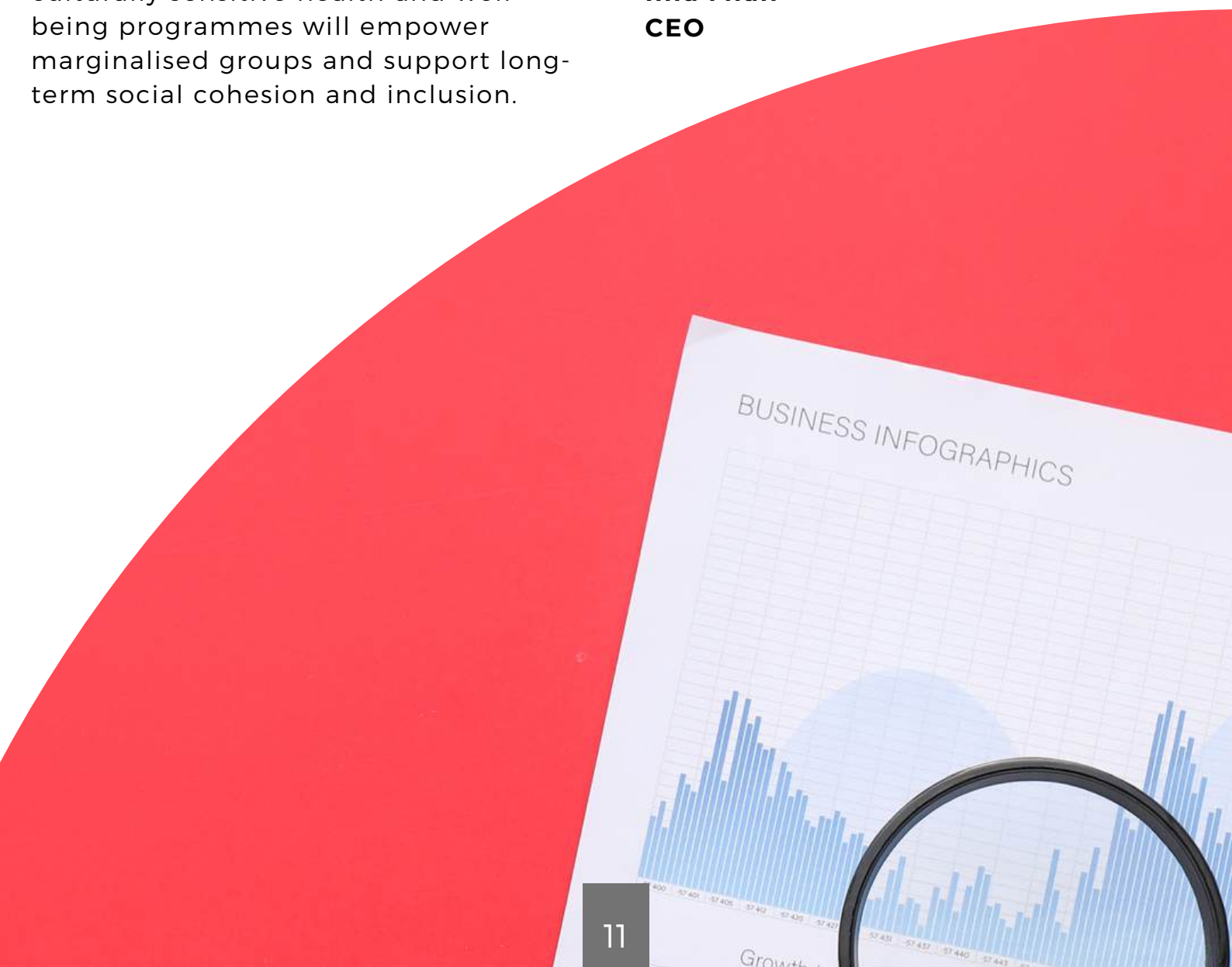
CEO'S REPORT

I believe our future ambitions should focus on expanding our reach and deepening the impact of our services. We aim to continue promoting inclusivity and well-being within Asian and minority ethnic communities by building on our strong partnerships with local Councils, NHS, and other strategic stakeholders. Strengthening our financial sustainability through strategic partnerships and diversifying income streams will remain a key focus to ensure we can adapt to changing funding landscapes. Additionally, enhancing our infrastructure and community delivery services, while developing more targeted and culturally sensitive health and well-being programmes will empower marginalised groups and support long-term social cohesion and inclusion.

I am immensely proud of what we have achieved, and I am deeply grateful to our dedicated staff, partners and funders for their unwavering support. As we move forward, I am confident that ARCC will continue to grow and provide essential services to the community. We look forward to another year of success, innovation, and making a tangible difference in the lives of those we serve.



Ima Miah
CEO



PROJECTS & ACTIVITIES

One Croydon Alliance LVP
Hear to Talk

ARCC continued to deliver Mental Health services as part of the Hear to Talk project. The project aims to increase 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. This is done through reaching into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough.

Trained 201 Mental Health First Aiders in the community - The participants came from a wide range of backgrounds and have all been accredited by MHFA England.

Participants from different professions/organisations (care home staff, Teachers, charities, community, and faith leaders) have attended and have given feedback as to how valuable this training will be in their line of work and personal life.

Delivered 383 counselling hours to support individuals in the community - The referrals were from Social Prescribing Link Works, GP's, SLaM, Women's Groups, Faith Groups, Community organisations and self-referrals through our website. Having counsellors that speak multiple languages makes our services quite unique and accessible.





PROJECTS & ACTIVITIES

Champions provided 226 hours of support to clients struggling in the community - A series of conversations with our champions offers supportive, reliable relationships to people who would otherwise be socially isolated. The conversation provides people with a new direction in life, opens a range of activities and leads to increased self-esteem and self-confidence. This service has shown a reduction of burden on mainstream (GP) services which people may use inappropriately as they seek social contact.

Reached out to 51 events held by grassroot organisations to raise awareness - The awareness raising and outreach work was the best way to reach the communities to promote our service.

We have noticed an increase in numbers of referrals after promoting at different events whilst doing outreach work.

Held 4 focus groups in different communities - Focus groups were carried out with various communities from Croydon including Empowering Tamil families, Women's Health and Wellbeing group, The Lighthouse Foundation and ARCC community. We had professionals, Social Prescribing Link workers that refer clients and those who have accessed the services come together to make the sessions engaging.





PROJECTS & ACTIVITIES

SWL - *EMHIP (Ethnicity & Mental Health Improvement Programme)*

We have collaborated with local VCS and Health partners to deliver Ethnicity & Mental Health Improvement Programme (EMHIP), a community-led intervention programme to reduce disparities and bring about change for Black, Asian and Minority Ethnic people in mental health care.

EMHIP is designed to provide emotional wellness and support understanding and respecting the needs of Black and Asian Minority Ethnic communities. EMHIP has been created to provide a safe, supportive space where personal well-being is priority.

The EMHIP approach is rooted in cultural sensitivity, making sure that the assistance is personalised. Offering tailored support that respects and understands diverse cultural backgrounds, ensures that every individual receives the care they need, enhancing their outlook on life in a way that resonates with their unique experiences.





PROJECTS & ACTIVITIES

EMHIP services are designed by and for people who recognise the unique experiences of Black and Asian communities.

5 Key Inventions for Change - The EMHIP Croydon report, which launched March 2022 broke down the key issues and details of EMHIP, what has been achieved and sets out interventions to reduce ethnic mental health inequalities.

1. Mental Health & Wellbeing Hubs
2. Improving Crisis Care and Choice
3. Reducing Coercion, Improving Inpatient Care
4. SMI – BME Specific Assertive Outreach Team
5. Creating a Culturally Capable Workforce



PROJECTS & ACTIVITIES

One Croydon Alliance
Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

ARCC has been delivering our Community Facilitator Project for the past three years to set up and run Locality/Community Hubs, connecting residents to community activities, improving residents' experience at the Hub and strengthening and maintaining the relationship between Health and Social Care and the Voluntary and Community Sector. The project aims to target BME community and grassroot community groups and facilitate solutions focused on discussions around assets and needs in the community.





PROJECTS & ACTIVITIES

Some of the achievements of the project have been the weekly delivery of our successful Brigstock Road Community Hub in partnership with Age UK Croydon. The Hub has improved the health and wellbeing of many local residents through empowering and linking them up with community services. Through the Hub we have also provided volunteering opportunities for residents.

Some of the key achievements have been the delivery of various awareness raising activities and talks on Diabetes, Healthy Sleeping, Bowel Cancer and Carers Information Service. The Hub has supported over 1,500 residents.

The Hub houses 16 regular support services that form part of the Hub team with over 40 organisations linked in with 80% of the support services from VCSOs.

Over 90% of residents said that they received the support they came for and would recommend the hub to friends and family.

Going forward we are planning to continue the good work by running further creative sessions and community led workshops. Creating more accessible information for residents with learning disabilities, translation services, cultural and other relatable services.





PROJECTS & ACTIVITIES

NHS SWL ICS
CKD (Chronic Kidney Disease)

The Pentathlon series was started as part of a long term health conditions project to support Croydon Black, Asian Minority Ethnic (BME) communities who are at a greater risk of developing Chronic Kidney Disease (CKD) due to their risk factor of developing diabetes and high blood pressure. it is anticipated that a programme of education and early detection in conjunction with the community events currently delivered may prevent onset of illness, progression of illness in early stages and deterioration of established illness.

Pentathlon is a fantastic health and wellbeing programme created for the community. It consists of five sessions:

- Eat well to stay well
- Sleep is our superhero
- I Like to move it, move it
- The wellbeing lowdown
- Fantastic Fibre and your little friends





PROJECTS & ACTIVITIES

64 people from the community participated in our workshops on different topics (as above). One of our most popular topics is the one on sleep!

Feedback from participants:-

'I am so glad I got to attend this session. Sleep is one of those things we take for granted and don't really spend much time thinking about. This session has made me reflect of some of the possible solutions to getting a good night's sleep'

'This session has given me some simple tips to get a good night's rest'

'Further to this session I will be speaking to my GP about my medication which could be the cause of me not getting restful sleep'

'It was very interesting to learn about the sleep cycles and the importance sleep has on your overall health'





PROJECTS & ACTIVITIES

Royal Marsden NHS Foundation Trust
CAP (Cancer Awareness Project)

ARCC received 2-years funding from RM Partners to pilot a cancer awareness programme targeted at the South Asian community in Croydon in collaboration with the Croydon BME Forum who focused on Black communities in Croydon, to understand the barriers that these communities face in accessing healthcare, increase awareness of the signs and symptoms of cancer and increase participation in cancer screening programmes.

The purpose of the programme was to address cancer health disparities in Black and South Asian communities, this CBME and ARCC pilot worked to boost involvement in cancer screening programmes, raising awareness about cancer signs and symptoms to prompt primary care visits, tailoring messages about specific high-risk cancers, and reducing the stigma linked to cancer within these communities.

RM Partners and the NHS recognise the significance of early cancer diagnosis in enhancing patient outcomes. However, studies reveal that South Asian communities experience poorer cancer outcomes. This disparity may stem from lower participation rates of South Asian communities in national cancer screening programs and delayed engagement with primary care when symptoms arise.





PROJECTS & ACTIVITIES

In response, ARCC, commissioned for this pilot in Croydon, represents the community and voluntary sector, with the aim to address these inequalities by acknowledging and discussing the social and cultural factors contributing to them with the affected communities.

Through focus groups and workshops, tailored messaging was developed to increase awareness of cancer signs, symptoms, and screening programmes while addressing cultural barriers. Recruitment efforts involved various methods, and partnerships with local organisations enhanced outreach, including innovative strategies like TikTok challenges and community events.

Key findings highlighted the importance of culturally sensitive approaches and the need for accessible resources in multiple languages to effectively engage these communities. Through direct and community engagement, ARCC successfully promoted cancer awareness and prevention, emphasising the importance of early detection and dispelling myths surrounding cancer within these communities.





PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust
Maternity Project

The Croydon Maternity Project aimed to investigate and address disparities in maternity care experienced by Black, Asian, and Minority Ethnic (BAME) women in the borough. Through a mixed-methods approach, including surveys, focus groups, and case studies, the project gathered detailed insights into the local maternity landscape. A key finding was the disparity in access to care, with a higher percentage of BAME women reporting challenges in accessing maternity services compared to their White counterparts. Additionally, BAME women experienced more pregnancy-related complications and faced greater cultural and social challenges during their maternity journey.

Despite similar ratings for overall maternity care quality between BAME and White women, the project uncovered systemic issues that disproportionately affect BAME women, including cultural insensitivity and inadequate postpartum support. For example, while both groups rated their postpartum care similarly, qualitative data revealed that BAME women often felt unsupported or discriminated against due to a lack of culturally sensitive care. These findings underscore the need for targeted interventions to ensure that maternity services are inclusive and responsive to the diverse needs of all women.





PROJECTS & ACTIVITIES

Key recommendations from the project include implementing comprehensive cultural sensitivity training for healthcare providers to improve patient interactions and reduce unconscious bias. The project also calls for extended postnatal support, particularly for BAME women, who may face additional challenges in the postpartum period. Furthermore, integrating mental health services into maternity care is crucial for addressing both physical and mental health outcomes, especially in minority communities where mental health issues may go unreported or untreated.

Moving forward, the project emphasises the importance of community engagement to bridge gaps between healthcare providers and the communities they serve. By involving local leaders and organisations, maternity care can be more relevant and effective, fostering trust and ensuring equitable access. Continuous feedback from service users will be essential to adapting services and ensuring that all women, regardless of background, receive high-quality, compassionate care throughout their maternity experience.





PROJECTS & ACTIVITIES

SWL NHS ICB
Fertility Service

ARCC was commissioned by NHS SWL to carry out community engagement research into reproductive health and fertility services in South-West London. We wrote a report focusing on fertility services and presented an analysis of the barriers to accessing these services, with a particular emphasis on the experiences of black and ethnic minority women. The data for this report was collected through a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women. The report provides recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB).

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board. These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services. Our research seeks to contribute to the well-being and reproductive health of all women in our community.





PROJECTS & ACTIVITIES

Our findings include:-

- Last Resort Perception - Fertility services seen as a last resort after natural remedies.
- Lack of awareness about available options. Impact of Cultural Beliefs
- Belief that services may not cater to cultural needs.
- Preference for traditional remedies over medical intervention. Discrimination and Trust
- Fear of discrimination or being misunderstood.
- Perception of prioritising white individuals over ethnic minorities.

Some of the Recommendations for Improvements made in the report were:-

- Sensitivity to Cultural Beliefs
- Engaging with the Community
- Direct engagement with the Black Caribbean communities and Asian communities to understand their specific needs and concerns.
- Tailor support and resources aligned with Asian cultural norms.
- Support and Resources
- Provide information and support aligned with cultural norms. Address cultural stigmas and perceptions.
- Create a safe environment for Asian women to discuss and seek help.



PROJECTS & ACTIVITIES

SWL ICS

Core 20 Plus 5 Connectors Programme

The Core20Plus5 approach is part of the NHS goal to tackle healthcare inequalities and aiming to:

- support communities to remove barriers that prevent access to health and wellbeing services
- build trust and create opportunities for Community Connectors to be the voice for their communities.
- help shape service provision that better meets the needs of those communities.

The focus is on communities who are not accessing the range of services available to help them maintain their health and wellbeing primarily in five clinical areas of chronic respiratory disease, maternity, hypertension, early cancer diagnosis and severe mental illness.

Since ARCC joined the programme in April 2023, two community connectors were recruited to set up regular events and raise awareness around the core themes with target groups. A women's health and wellbeing session was initially held with 15 attendees. This was followed by a very successful event attended by 55 residents in Norbury Library with engaging talks around osteoporosis, nutrition, mental health, hearing, menstrual health and deep breathing exercises.



PROJECTS & ACTIVITIES

Subsequently, since the reporting period there have been ongoing events and collaborations made for example, with Purley Masjid, Croydon Vision and Babyzone in delivering workshops and raising awareness such as in our monthly Bump and Baby Group for new and expectant mothers, women's and men's health and wellbeing days and enabling around 78 health checks at the events so far.

The next steps and aims are to strengthen clinical and community partnerships, to enhance and tailor consistent and sustainable forms of support based on the feedback received and to broaden our connections with the communities that we can support.



PROJECTS & ACTIVITIES

NHS SWL ICS
LTC (Long Term Conditions) Project

SWL ICS has continued to fund ARCC to deliver our Long-Term Conditions Project (LTC). The Key aims of 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



PROJECTS & ACTIVITIES

ARCC in partnership with the CBME Forum have continued to hold health and wellbeing awareness raising and health checks throughout Croydon including at health centres, GP Practices, community groups, faith centres and various events. This has been a hugely successful and much needed programme addressing prevalent issues in the Asian and wider BME Communities.



PROJECTS & ACTIVITIES

NHS SWL ICS
EPP (Expert Patient Programme)

"I gained knowledge and am more aware of what I am eating – it has opened my eyes."

In its fourth year of operation, ARCC continues to build on the success of the EPP (Expert Patients Programme), made possible by funding from the NHS South West London Integrated Care System. EPP remains dedicated to providing essential training for adults residing in Croydon who are managing one or more long-term health conditions (LTCs).

During year 4, EPP trained 168 participants across multiple cohorts. Residents showed significant improvement in confidence and coping strategies, for example 45% more people said they were 'very confident that I can tell a doctor or nurse concerns I have even when they do not ask' after completing the EPP.

While the EPP continues to cater primarily to adults facing challenges such as hypertension, COPD (Chronic Obstructive Pulmonary Disease), and diabetes, its scope has broadened to support individuals managing other LTCs like cancer, mental health, obesity and asthma, as well as caregivers of those with long-term conditions within the borough.

The EPP is a UK adaptation of Stanford University's well-established Chronic Disease Self-Management Program (CDSMP). Over the years, it has demonstrated its value in empowering adults to better manage their long-term health conditions, ultimately improving their quality of life and reducing healthcare costs.





PROJECTS & ACTIVITIES

EPP remains flexible by offering both in-person and online delivery options, enabling participants with mobility challenges or personal preferences to attend. The six-week course covers various topics such as pain management, fatigue control, better sleep strategies, mental health support (including depression and anxiety), strength and flexibility exercises, and healthier eating habits. Each weekly session lasts 2.5 hours and is co-facilitated by two trained leaders, who also experience long-term health conditions themselves.



"I just want to say how much the course has helped me to focus on looking after my health. I had my blood pressure taken at the end of a session with Mencap for my daughter Helen and it was very high. Gifty was there and suggested the course. I started having a banana and beetroot juice for breakfast and got in touch with my GP for blood pressure and blood tests. My blood pressure is now fine, but blood tests show a slightly high blood sugar.

I mentioned the course to the doctor, and she commended me on my positive approach and my lifestyle changes. Another thing I got from the course was to look at food labels to check for high fat, salt and sugar."



PROJECTS & ACTIVITIES

SWL NHS
Care Home Connector Project

The Care Home Connector service was commissioned in 2022 as a one-year pilot. The service is a partnership between Asian Resource Centre Croydon and Age UK Croydon, with Age UK Croydon being the lead partner.

The service is part of the Enhanced Health in Care Homes Framework so that people living in care homes could have equitable access to services within the ICN + locality/neighbourhood. It was envisaged that the service would provide a valuable link between care homes, residents and their families with the wider Community and to strengthen the support for those who work and live in care homes via close working with GPs and MDTs. The service has been innovative and groundbreaking.

Care Home Connectors cover all care homes across the borough, working with residents aged 18+ who live in a Croydon care home, are registered with a Croydon GP and require support from the MDT/multi professional working or colleagues or who need support with coordination of care, navigation through services and/or signposting to activities and further appropriate support available within the community. This includes residents who are able to engage but struggle to communicate due to numerous reasons such as dementia, aphasia, mental health, learning difficulties and language.

It is clear that the Care Home Connector Service is valued and appreciated by Residents, Care Home staff, GPs, health and social care partners and our wider Voluntary Community and Faith Sector partners. The pilot has enabled the service to grow in confidence to build an effective model of delivery that is integrated, person centred and able to integrate effectively with ICN+.



PROJECTS & ACTIVITIES

Sporting Memories Club

Launched in 2011, Sporting Memories supports people aged 50 and above, including those living with dementia, depression, or facing isolation, to improve their mental and physical wellbeing through regular club sessions in communities across England, Scotland and Wales.

Their mission is to bring older adults together, creating a positive impact on their lives by offering a welcoming and structured environment where they can gain confidence and enhance their overall wellbeing.

Sporting Memories accomplishes this through various support tools and unique resources designed to facilitate sessions in diverse locations such as community centres, care homes, hospitals and more.

ARCC's Sporting Memories Club, now in its third year, successfully uses the power of reminiscing about sports and gentle physical activity to combat dementia, mental health challenges, depression and loneliness for individuals over 60. Delivered in partnership with the Sporting Memories Foundation, sessions are held weekly at Peony Court Care Home.

The project takes place in small groups, creating a space for men to engage in conversation and socialise. Activities include light exercise, refreshments, and sport quizzes covering a range of sports such as cricket, football, tennis, and racing. During the summer, outdoor activities and outings are also organised, such as a recent visit to Wembley Stadium, where participants learned about footballers, their careers and the history of the stadium.



PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust
Equality Diversity & Inclusion Research

Evidence highlights that members of marginalised communities, including ethnic minorities, people with disabilities, refugees and the homeless, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health and reduced life expectancy. These communities experience greater challenges and barriers to accessing health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, explores some of the factors underpinning these issues in our local communities in Croydon.

The longer-term objective is to ensure underserved communities are given equitable access to healthcare and have appropriate representation in clinical research, particularly for illnesses that those groups are predisposed to.

We have delivered the project in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This has been done via surveys, focus groups and interviews.





PROJECTS & ACTIVITIES

1,000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

The main findings from these surveys were further explored through focus groups with the populations most affected, aiming to understand the reasons behind the results, gather the general perspectives of these communities on Croydon Health Services, and give them the opportunity to share their personal experiences.

Throughout this project, interviews were held with residents of Croydon and medical professionals to obtain a clear picture of the barriers to accessing healthcare and participation in clinical research.

Over 1,500 individuals have participated in the project and our team has agreed on a set of recommendations:-

- Explore the availability of communication materials and provide them in languages that are common within Croydon minority groups.
- Ensure that they are in a language that is easy for the public to understand and accessible in community locations.
- Establish which community locations would benefit most from research champions.
- Identify a group of research champions who will be community leaders that promote the participation of clinical research, by myth-busting, signposting for any expert information and clear explanations of the benefits to themselves and their community.



PROJECTS & ACTIVITIES

Community Health & Wellbeing Workers

The Community Health and Wellbeing Project commenced at the end of the financial year. The project managed by ARCC and staffed jointly between ARCC and Croydon BME Forum. It is funded by South West London NHS. The initiative was inspired by a similar service which has been helping residents in Brazil. ARCC are running one of a number of pilot projects instigated by the NHS.

The service supports approximately 250 households in specified areas in Upper Norwood and Thornton Heath.

The areas were chosen according by local GPs, who selected areas they thought to have the greatest need.

Two Community Health and Wellbeing Workers provide support to whole households in their areas. Our aim is to help everyone, within the areas, to improve their physical and mental wellbeing. Support given is holistic, in other words 'Driven by the needs of the households and clients we support'.





PROJECTS & ACTIVITIES

The Community Health and Wellbeing Workers are passionate about supporting people to make positive changes. We can provide support in many areas which include:

- Helping residents to remain healthy with support to access immunisations, cancer screening and other well being services
- Providing support to those who choose to improve their wellbeing, for example: to improve their mental health, stop smoking, lose weight
- Provision of support to those living with chronic health conditions and disability eg diabetes, mobility problems
- Ensuring all have access to the numerous community groups and services available in Croydon

The Workers work within the Local GP multidisciplinary teams and maintain knowledge of events and organisations in the local area. Specifically those who can support residents, for example: local food banks.

Challenges the workers are facing include housing problems (mould, water leaks, inappropriate housing for the disabled), clients who are disengaged, with their local support networks and statutory services, and mental health issues.





PROJECTS & ACTIVITIES

Food & Luncheon Club

It is reported that millions of people in the UK regularly experience hunger, yet tonnes of surplus fresh food is thrown away every day. ARCC is supporting the alleviation of food poverty by running a holistic programme through our weekly Food & Luncheon Club.

This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold by supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

The aim is to support low-income families and pensioners on a weekly basis for a nominal fee offering them groceries and hot meals.

Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.



PROJECTS & ACTIVITIES

Our project goes beyond serving hot meals and bags of groceries, it provides a warm social and educational environment where our members can spend hours learning, socialising and eating together with fellow members. As part of the session regular health checks, talks and community consultations are also held for the benefit of the attendees. The project is now in its sixth year and has grown from strength to strength delivered from the Community Hall at Norbury Library.





PROJECTS & ACTIVITIES

LBC
Obesity Awareness Workshop

ARCC delivered an Obesity Awareness Workshop to address the wider issue of child poverty and cost of living crisis which can lead to multiple factors including obesity and also affect children's life chances by worse physical and mental health as well as reducing their ability for educational potential.

ARCC has always been passionate about promoting healthy living and educating its community on the importance of looking after their health. This workshop gave us the opportunity to hear from our community: their concerns, fears, and limitations.

The session was found to be a very informative and safe space for people to share and open up about their concerns with their health, difficulty in accessing support even from their health care providers, and the high cost of living.

One of the major outcomes was that people wanted more events like this but with additional practical information like: cookery and exercise sessions as well as activities to help them manage their weight.

As part of the session we had food tasting, meditation and a group workshop where participants had the opportunity to network and share ideas. We used mapping to help elderly participants to understand where activities are done locally in the borough, the group were so supportive that they explained the locations to each other, even to the extent of using their primary languages to explain; it was wonderful to see the rich exchange of knowledge among the group, irrespective of their age, gender or language.



PROJECTS & ACTIVITIES

Navratri Celebrations 2023

For the second successive year we held our annual Navratri celebration, bringing together the community to honour this vibrant festival. The event featured traditional Garba and Dandiya Raas dance performances, live music and a range of cultural activities.

Attendees enjoyed a variety of food stalls offering regional delicacies, while the venue was beautifully decorated to reflect the festive spirit of Navratri. This celebration not only offers a platform to experience the rich traditions and cultural heritage of Navratri but also promotes a sense of community and joy among participants.

The event was held at Croydon's premiere venue at the Grand Sapphire showcasing this magnificent occasion with over 1,200 people in attendance from Croydon and surrounding boroughs. This is the biggest Navratri celebration in South London and led by our Chair Jay Patel.





PROJECTS & ACTIVITIES

Eid in the Square

The Mayor of London's annual Eid festival celebrated its 18th year in Trafalgar Square, welcoming Londoners and visitors to mark the end of Ramadan. Organised in partnership with the Eid Community Advisory Group and various Muslim organisations, this year's event supported the Mayor's #LondonForEveryone campaign, focusing on family, education, and innovation. The main stage featured a mix of traditional and contemporary performances. The celebration concluded with the Colours of Eid Parade, showcasing vibrant costumes and Dhol drummers.

Our CEO, Ima Miah hosted the first ever Inspiring Muslim Awards to honour unsung community heroes, while food stalls offered a global selection, from Indian street food to Somali treats. The Square buzzed with activities like calligraphy, storytelling and fencing sessions with Muslim Girls Fence. Everyday Muslim marked their 10th anniversary with an exhibition and workshops, and Rumi's Cave Open Mic entertained crowds with poetry, comedy and music throughout the day.

Our CEO has been a part of the The Eid Community Advisory Group for several years, which exists for the purpose of supporting and steering the GLA to deliver Eid in the Square successfully for London and its communities.



PROJECTS & ACTIVITIES

India & Pakistan Independence Day Flag Raising

The celebration of 76 years of independence was a significant and memorable event for the thriving Indian and Pakistani communities in Croydon. The flag-raising ceremony at Croydon Town Hall, attended by ARCC Trustees along with the Civic Mayor and Executive Mayor of Croydon, made the day even more special for the residents, highlighting the borough's dedication to inclusivity and diversity. It's heartening to know that so many community members took part and felt a strong sense of pride and belonging in such a welcoming atmosphere.

Chand Raat

ARCC sponsored the Chand Raat event hosted by Grand Sapphire, South London's biggest event to celebrate Chand Raat, (Night of the Moon), the evening before Eid al-Fitr, when the new moon is sighted, marking the end of Ramadan, the Islamic month of fasting.

It is a festive and joyous occasion, celebrated by Muslims across the world as they prepare for the next day's Eid celebrations. Families and friends gather for shopping, decorating homes, applying mehndi (henna), and preparing special meals. Markets and streets are often bustling late into the night with people buying clothes, gifts, and sweets. Chand Raat signifies the transition from a month of fasting to a day of festivity and gratitude. ARCC was proud to be a part of the festivities and bring to life the tradition in Croydon.





PROJECTS & ACTIVITIES

AGM 2022/23

Our Annual General Meeting for 2022/23 was held at the prestigious Grand Sapphire Hotel & Banqueting celebrating the achievements of the organisation over the past year. This was an opportunity for us to report back to the community on our projects and activities as well as to update on our future plans.

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 Mr Jason Perry, Abigail Heraty - Development Manager from Amro Partners and Hilary Williams - Director of Transformation & Commissioning (SWL, ICB & CUH).

At the AGM, we also welcome a diverse group of new trustees including Dr Hana Patel, Tamkin Riaz, Hussein Ghor and Samina Khan. Each of them brings unique skill sets and perspectives from a variety of professional backgrounds. This diversity will significantly enhance our board's ability to support and guide the organisation in its development. These trustees, with their expertise in areas such as health, business and community engagement will play a crucial role in shaping our future strategy. Their fresh insights and collective experience will be invaluable as we work together to address the challenges ahead, drive growth and ensure long-term sustainability.



PROJECTS & ACTIVITIES

AMRO Partners Partnership

We have embarked on a 3-year partnership with Amro Partners to promote the Community Space within the London Borough of Croydon.

Alongside a financial support package, we are working closely with Amro to develop a new 206 sqm Community Space which is proposed as part of the Botanical House Development. Located on the former Croydon Park Hotel site, the project will deliver 447 new rental homes to the town.

In partnership with Amro we are developing a programme for the community space that will focus on supporting local residents including some of the most vulnerable and hard to reach community members. Events will include coffee mornings, weekly social gatherings for elders from all communities to tackle loneliness, luncheon clubs providing freshly prepared meals and nutritional advice, physical exercise classes and mentoring programmes.



PROJECTS & ACTIVITIES

NHS South Central & West CSU
MMR Train the Trainer Project

ARCC was commissioned by NHS England to deliver an awareness raising campaign delivering training sessions to faith and community leaders, to support the NHSE COVID-19 Vaccination Deployment Programme.

The main objectives for this project were to: -

- Engage with faith leaders and community champions who are trusted to influence their respective communities on immunisation and screening.
- Increase access, understanding of and confidence in vaccinations by dispelling myths and false information on vaccines, providing a safe space to ask questions and sharing factual information on vaccine safety.
- Deliver outreach that is relevant, accessible and can be trusted by communities.





PROJECTS & ACTIVITIES

The project was intended to be delivered in two parts.

- Comms, webinar and train the trainer – providing faith leaders and community champions with up to date and relevant information on the forthcoming autumn/winter vaccination and immunisation programmes for children, young people, and adults.
- Outreach/mini-health initiatives – provide opportunity for faith leaders and/or community champions to engage with their congregation and the public on what they've learned through the 'train the trainer' sessions.

This project gave ARCC the opportunity to focus on particular faith groups within the community to deliver awareness raising but also collect community conversations and concerns around MMR and other vaccinations. The project delivery culminated into a detailed report of findings and recommendations for NHSE to consider in future vaccination campaigns.

Click **HERE** to watch the webinar with expert panelists.



PROJECTS & ACTIVITIES

SWL ICP Action Workshop

In May 2023, SWL Integrated Care System brought together nearly 300 people from across South West London to agree tangible actions to help them achieve their ambitions for health and care.

Representatives from the NHS, six local authorities, voluntary and community sector, Healthwatch and people and communities, came together to discuss, challenge and help shape the practical actions that could be delivered together across the partnership

Aligned with the agreed priorities for our South West London Integrated Care Partnership for the next five years, six working groups looked in detail at one of our six shared priorities:

- Tackling our system-wide workforce challenges
- Reducing Health Inequalities
- Preventing ill-health, promoting self-care and supporting people to manage long term conditions
- Supporting the health and care needs of children and young people
- Positive focus on mental well-being
- Community-based support for older and frail people
- Hosted a Webinar on Entry Routes into Primary Care Roles

Our CEO, Ima Miah featured in the highlight video, click HERE to watch the video.



PROJECTS & ACTIVITIES

Fundraising Dinner for
The Civic Mayor of Croydon

We were delighted to host a fundraising dinner in honour of the Civic Mayor of Croydon Cllr. Tony Pearson, with the goal of raising vital funds for the Mayor's chosen charities, the Duffus Community Foundation and The Brenda Kirby Cancer Centre Charity. Held at Dawat Restaurant in Norbury, the sold out event saw diverse communities and dignitaries including mayors from neighbouring boroughs, and the business community.

The evening featured a formal dinner where guests had the opportunity to engage in discussions about key social issues and explore collaborative solutions. The event was a resounding success, raising essential funds for the Mayor's charities while also promoting a strong sense of community. It was a powerful reminder of how collective action can contribute to meaningful causes.



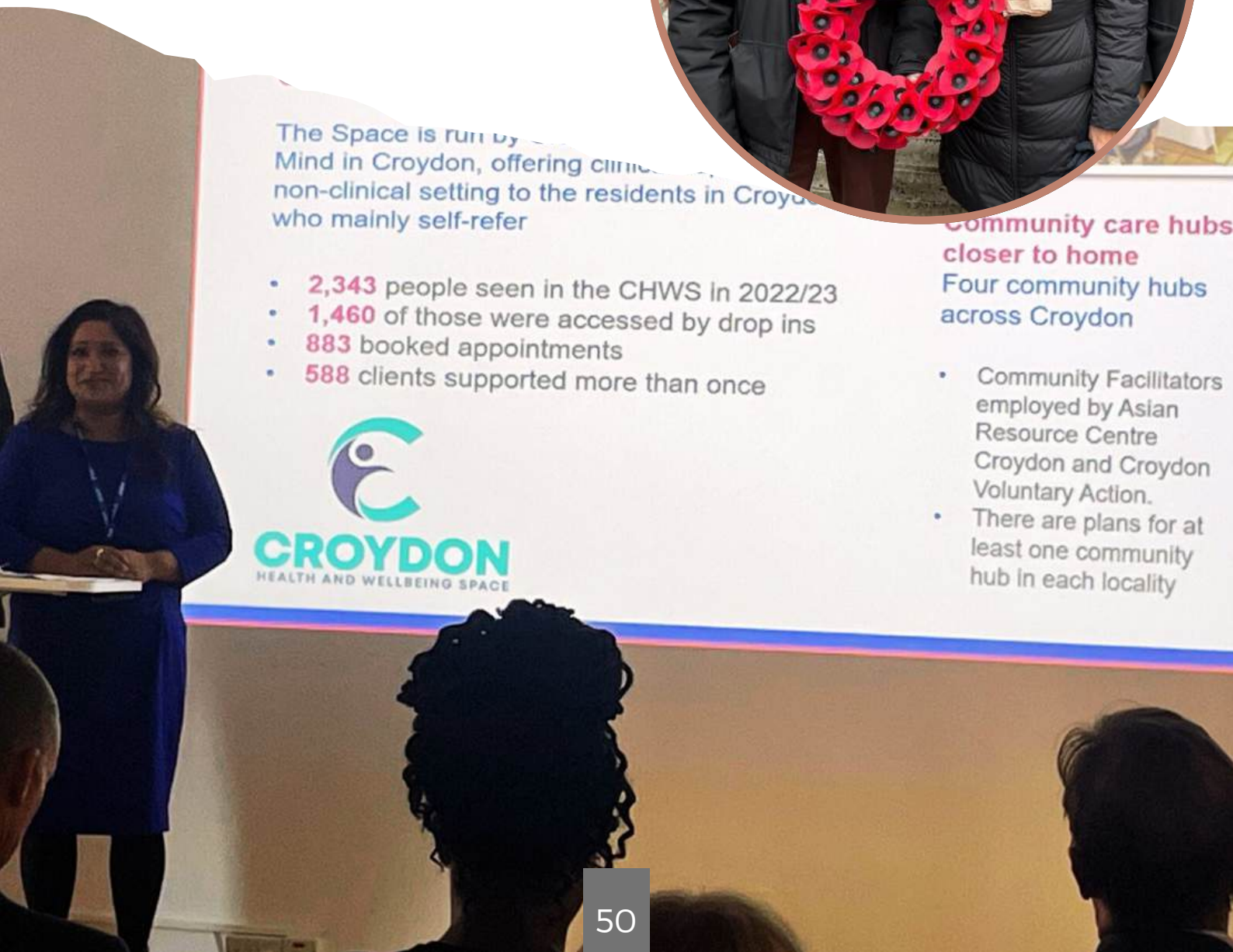


PROJECTS & ACTIVITIES

Other Activities & Events

ARCC also took part in various other activities and events throughout the past year including representing the Asian community on Armistice Day, holding a stall at the Park Hill Showcase Event, invited to be a guest speaker at The Dialogue Society Iftar Event, attendance at the Croydon Dementia Action Alliance Workshop, guest speaker at Croydon Health Services NHS Trust AGM and holding a Focus Group for 65+ on behalf of Public Health.





SECRETARY'S REPORT

I am pleased to present the Secretary's Report for the period from 1st April 2023 to 31st March 2024. Over the past year, we have continued to advance our mission to foster community engagement, support volunteer initiatives, and enhance the well-being of the local community, particularly within the Asian and minority ethnic groups.

Key Governance Updates - During this period, the organisation has been overseen by a committed board of trustees, ensuring legal and regulatory compliance. The Board has operated under a three-year business strategy, with regular reviews to guide ARCC's future direction. Notably, we welcomed new trustees including Dr. Hana Patel, Tamkin Riaz, Hussein Ghor, and Samina Khan, whose diverse professional backgrounds will significantly enhance our strategic direction.

Throughout the year, ARCC has made substantial strides across various areas, driven by our commitment to promoting inclusivity, equality, and empowerment. Key outcomes include:

- Delivery of critical mental health and well-being programmes through partnerships, such as the Hear to Talk project, which provided counselling and mental health support in Croydon.
- Continued development of the Ethnicity & Mental Health Improvement Programme (EMHIP), aimed at reducing disparities in mental health care for Black, Asian, and minority ethnic communities.
- A successful expansion of health-related projects, including the NHS SWL ICS Long-Term Conditions Project and our Cancer Awareness Programme, which focused on boosting cancer screening and awareness among the South Asian community in Croydon.



SECRETARY'S REPORT

Challenges and Response - The organisation faced financial challenges, particularly following the cessation of Croydon Council Community Funding in April 2023. However, we successfully secured alternative funding streams from various sources, allowing us to maintain our services without disruption. Our resilience was further demonstrated by the creation of strategic partnerships with local authorities, the NHS, and key stakeholders.

Community Engagement - ARCC has taken great pride in its role within the community. From organising cultural events like the Navratri Celebrations, which drew over 1,200 attendees, to participating in the Eid in the Square event, our focus on inclusivity has been evident in all our activities. Additionally, our collaboration with Amro Partners to develop a new community space in the Botanical House Development in Croydon signifies our continued investment in creating safe, accessible spaces for our community members.

As we look ahead, ARCC remains committed to expanding its services and partnerships, particularly in the areas of health and social care. We plan to deepen our impact in Croydon and beyond, focusing on health inequalities, community cohesion, and the well-being of vulnerable groups. Our strategic direction includes expanding into the London Borough of Sutton, while continuing our successful projects in Croydon.

In conclusion, I extend my gratitude to the entire team, our partners, and the trustees for their ongoing support and dedication. Together, we will continue to thrive and address the needs of our communities in the year ahead.



Sahadat Hossain
Secretary



TREASURER'S REPORT

I was elected as Treasurer following the last AGM by my fellow board members and it was not long before I was handed the responsibility of overseeing the finances of the organisation. I have worked closely with my fellow officers and finance manager to be brought up to speed with the latest finances and the challenges that lay ahead.

This year's financial performance reflects both the challenges and strengths of the organisation. Though income decreased and expenses rose, the organisation's efforts have yielded successful outcomes, demonstrating resilience and strategic financial management.

In the current financial year, ARCC has successfully navigated external changes, particularly the cessation of Croydon Council Community Funding in April 2023. Despite this challenge, we have secured alternative funding from a range of sources, ensuring our financial stability and growth, by focusing on fostering strong relationships with funding organisations and partners.

ARCC's commitment to pursuing collaborative opportunities has been instrumental in its success. Moving forward, we are actively engaging with the business community to secure unrestricted income, which is crucial for ensuring sustainability and minimising risks. By forming strategic partnerships, ARCC can reduce its reliance on restricted funding and maintain flexibility in its operations. These collaborations are central to our long-term strategy of creating a financially robust and future-proof organisation.

ARCC has taken significant steps to enhance its financial management systems, ensuring they are structured to handle the increasing workload and challenges that come with growth. A well-functioning financial system is the backbone of any organisation's success, and ARCC has made this a priority.



TREASURER'S REPORT

Our commitment to transparency, accountability, and good governance is further reflected in the review and implementation of key policies. These measures are essential for maintaining the trust of donors, sponsors, and the communities we serve. Compliance remains central to our approach, safeguarding ARCC's reputation and ensuring we operate within best practices.

While ARCC remains focused on its immediate impact, we are also laying the groundwork for sustained future growth. The organisation is committed to building upon its current successes and is continuously adapting to ensure we are ready for the opportunities and challenges of the future. The strategic decisions we make today will position ARCC for continued success and enable us to make a lasting, positive difference in the community.

I extend my deepest appreciation to the ARCC finance department and our dedicated staff, who have shown relentless commitment and hard work over the past year. Their efforts have been invaluable in building partnerships, securing funding, and implementing efficient financial systems.

I also want to acknowledge the tireless dedication of our core team of volunteers. Their support has been critical to our mission and is an integral part of our success.

We are especially grateful to our Board of Trustees for their strategic guidance and leadership. Their role in ensuring ARCC operates with effective financial procedures and policies has been crucial in maintaining our financial health and governance.

Finally, I would like to thank our stakeholders—funding organisations, community members, and partners—for their unwavering support. Your confidence in ARCC enables us to continue our mission and strive for continuous improvement. We look forward to further collaboration as we work toward achieving our shared goals.

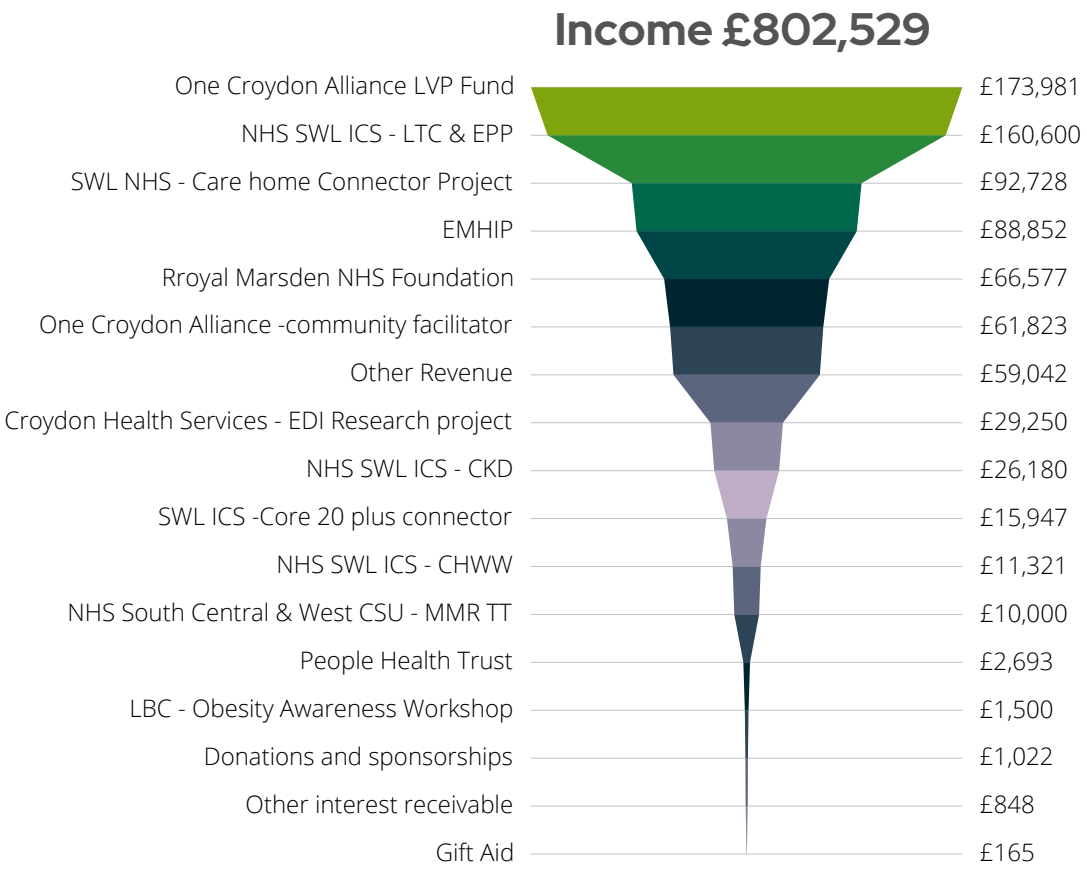


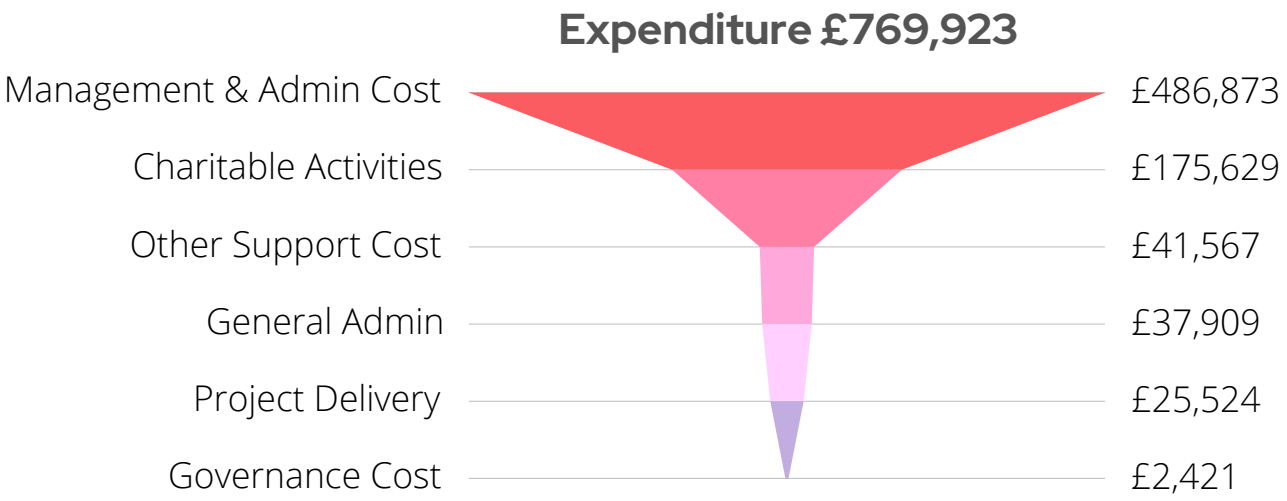
Dr Suraj Paudel
Treasurer



FINANCIAL SUMMARY

1st APRIL 2023 - 31st MARCH 2024





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

ARCC BOARD & STAFF TEAM

1st APRIL 2023 - 31st MARCH 2024

Jay Patel	(Chair)
Ash Balakrishnan	(Vice-Chair)
Sahadat Hossain	(Secretary)
Dr Suraj Paudel	(Treasurer)
Dilshad Surelia	(Director)
Somasundaram Kanagasundaram	(Director)
Rumel Jahur	(Director)
Dr Hana Patel	(Director)
Tamkin Riaz	(Director)
Hussein Ghor	(Director)
Samina Khan	(Director)

Ima Miah	(CEO)
Mamun Khan	(Programme Manager)
Debahuti Chakraborty	(Finance Manager)
Nayim Chowdhury	(Head of IT & Office)
Amjid Rahman	(Head of Health)
Beena Ali	(Mental Health Project Lead)
Nasreen Syeda	(Core20 Connector Lead)
Mariah Alam	(Community Facilitator)
Shammee Hoque	(Community Connector Assistant)
Shahana Kalam	(Care home Connector)
Natalie Appiah	(Care Home Connector)
Jaydee Alexander	(Care home Connector)
Shipa Ali	(EMHIP Mobile Youth Hub Support Worker)
Hafiz Sani	(EMHIP Mobile Hub Support Worker)
Sharon Adams	(EMHIP Mobile Hub Support Worker)
Asima Qureshi	(EMHIP Mobile Hub Support Worker)
Gifty Nmaju	(EPP Coordinator)
Lizzie Hewitt	(EPP Consultant)
Tom Grashion	(Cancer Awareness Project Coordinator)
Rahima Ahad	(Maternal Health Care Researcher)
Tina Smith	(CHW Worker)
Kay Kakad	(Sessional Worker)
Bhavini Patel	(Sessional Worker)


Fire door keep shut
Push bar to open

asian resource centre
croydon

Asian Resource Centre of Croydon Limited
CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
020 8684 3784 - info@arccltd.com - www.arccltd.com - Twitter/Facebook/Instagram/YouTube: @arccltd
Registered Company No: 6250781 - Registered Charity No: 1120376

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2024

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
UK
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

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Statement of financial activities (including income and expenditure account)	**24**
Statement of financial position	**25**
Notes to the financial statements	**26 to 35**

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel - Chair Ash Balakrishnan - Vice Chair Sahadat Hossain - Secretary Dr Suraj Paudel – Treasurer Dilshad Surelia - Director Somasundram Kanagasundaram -Director Rumel Jahur - Director Dr Hana Patel - Director Tamkin Riaz - Director Hussein Ghor - Director Samina Khan - director Bhupinder Bhardwaj (Resigned 16 November 2023)
Company secretary	Sahadat Hossain
Independent examiner	Z F Begg – FCCA Begg Williamson & Co Chartered Certified Accountants 24 Church Road Crystal Palace London SE19 2ET UK

Structure, governance and management

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 foster, advance and champion community engagement and volunteer initiatives that enhance our local community's well-being, health, and overall quality of life.

Our vision encompasses a thriving, inclusive and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes: -

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 well-being 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 grassroots 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.

Objectives and activities

Governance

ARCC is overseen by a board of trustees responsible for ensuring the charity complies with all legal and regulatory requirements. The organisation follows a three-year business strategy, which is regularly reviewed to guide its future direction.

The board thoroughly understands ARCC's objectives and ensures they are executed effectively and sustainably. In line with Charity Commission guidelines, the ARCC Board provides strategic leadership, enabling the organisation to deliver its support and services efficiently and with lasting impact.

Upholding principles of integrity, the board establishes core values and fosters a culture aligned with the charity's mission. Trustees recognise the importance of public trust and are diligent in fulfilling their responsibilities.

The board ensures a robust decision-making process that is informed, rigorous, and timely. Effective systems for delegation, control, risk assessment, and management are in place and continuously monitored.

Working collaboratively, the board draws on a diverse range of skills, experiences, backgrounds, and knowledge to make informed decisions. This diversity enhances the board's effectiveness, leadership, and decision-making.

The board is committed to leading ARCC with transparency and accountability. The organisation conducts its activities openly, except in cases where confidentiality is necessary.

Public Benefit:

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit Charities and Public Benefit.

Reserve Policy:

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to 6 months of unrestricted charitable expenditure which we believe is sufficient.

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. 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.

2. 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.

3. 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).

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

Achievements and performance

Chair's Preface

Reflecting on the past year, 2023/24 has certainly presented its share of challenges. Market volatility, supply chain disruptions and global economic uncertainty have impacted both our nation's economy and the communities we proudly serve. Yet, in the face of these difficulties, our organisation's resilience has been nothing short of remarkable.

Our own journey has not been without its hurdles. We've faced setbacks, navigated difficult decisions and learned valuable lessons. However, what truly stands out is the unwavering support we've received from our funding organisations, the council and other statutory partners. Together with the dedication of our team, this support has allowed us not only to persevere but to thrive. I am incredibly proud of what we have achieved despite these obstacles.

While the economic landscape remains challenging, particularly with tightening consumer spending and pressure on real incomes, there are reasons for cautious optimism. Employment remains high and through our collective efforts, we have continued to strengthen the support we provide to the most vulnerable and marginalised communities. These individuals now look to us for more assistance and I'm proud to say we remain a resilient, dependable organisation committed to meeting these growing needs.

Our successes are far more than numbers on a page-they represent real people engaging with our services and finding partners who share in our vision, expertise and dedication to making a tangible difference. One of the most exciting developments of the past year has been our partnership with Amro Partners. This collaboration launched at the end of last year, is focused on developing a new 206 sqm community space in the London Borough of Croydon as part of the Botanical House development. As we look to expand into the London Borough of Sutton, we anticipate creating a similar partnership there, continuing to forge meaningful relationships to serve the most vulnerable.

Additionally, our work with the Home Office's National Community Engagement Team has been a key

highlight. The monthly visits from their team to our Brigstock Road Community Hub have been a great success, strengthening our community ties and providing much-needed support.

Personally, one of my most memorable moments of the year was the Navratri celebrations in partnership with Grand Sapphire. For the second year running, we united our diverse community with over 1,200 people coming together-a testament to the power of collaboration and inclusivity.

I would like to express my heartfelt gratitude to the entire ARCC team. Your passion, dedication, and teamwork have been nothing short of inspiring. A special thanks to our Senior Management, including our CEO, Program Manager, Finance Manager, Head of IT & Office and all project staff. It is your leadership and commitment that drive our success.

To our funding organisations-thank you for placing your trust in us. Your belief in our ability to deliver is the cornerstone of our progress. And to our community members-your engagement and feedback inspire us to improve every day. We are honoured to serve you.

Finally, to my fellow trustees-thank you for your unwavering support and guidance as we work together to enhance our services while maintaining the highest standards.

As we look ahead, I am filled with optimism. With the right team, the right vision, and a service model that truly addresses the health and wellbeing of our community, I am confident that our future is bright.

Together, we will continue to achieve great things.

Thank you for being part of this incredible journey.

Jay Patel
Chair

Secretary's Report

I am pleased to present the Secretary's Report for the period from 1st April 2023 to 31st March 2024. Over the past year, we have continued to advance our mission to foster community engagement, support volunteer initiatives, and enhance the well-being of the local community, particularly within the Asian and minority ethnic groups.

Key Governance Updates - During this period, the organisation has been overseen by a committed board of trustees, ensuring legal and regulatory compliance. The Board has operated under a three-year business strategy, with regular reviews to guide ARCC's future direction. Notably, we welcomed new trustees including Dr. Hana Patel, Tamkin Riaz, Hussein Ghor, and Samina Khan, whose diverse professional backgrounds will significantly enhance our strategic direction.

Throughout the year, ARCC has made substantial strides across various areas, driven by our commitment to promoting inclusivity, equality, and empowerment. Key outcomes include:

- Delivery of critical mental health and well-being programmes through partnerships, such as the Hear to Talk project, which provided counselling and mental health support in Croydon.

- Continued development of the Ethnicity & Mental Health Improvement Programme (EMHIP), aimed at reducing disparities in mental health care for Black, Asian, and minority ethnic communities.
- A successful expansion of health-related projects, including the NHS SWL ICS Long-Term Conditions Project and our Cancer Awareness Programme, which focused on boosting cancer screening and awareness among the South Asian community in Croydon.

Challenges and Response - The organisation faced financial challenges, particularly following the cessation of Croydon Council Community Funding in April 2023. However, we successfully secured alternative funding streams from various sources, allowing us to maintain our services without disruption. Our resilience was further demonstrated by the creation of strategic partnerships with local authorities, the NHS, and key stakeholders.

Community Engagement - ARCC has taken great pride in its role within the community. From organising cultural events like the Navratri Celebrations, which drew over 1,200 attendees, to participating in the Eid in the Square event, our focus on inclusivity has been evident in all our activities. Additionally, our collaboration with Amro Partners to develop a new community space in the Botanical House Development in Croydon signifies our continued investment in creating safe, accessible spaces for our community members.

As we look ahead, ARCC remains committed to expanding its services and partnerships, particularly in the areas of health and social care. We plan to deepen our impact in Croydon and beyond, focusing on health inequalities, community cohesion, and the well-being of vulnerable groups. Our strategic direction includes expanding into the London Borough of Sutton, while continuing our successful projects in Croydon.

In conclusion, I extend my gratitude to the entire team, our partners, and the trustees for their ongoing support and dedication. Together, we will continue to thrive and address the needs of our communities in the year ahead.

Sahadat Hossain
Secretary

Treasurer's Report

I was elected as Treasurer following the last AGM by my fellow board members and it was not long before I was handed the responsibility of overseeing the finances of the organisation. I have worked closely with my fellow officers and finance manager to be brought up to speed with the latest finances and the challenges that lay ahead.

This year's financial performance reflects both the challenges and strengths of the organisation. Though income decreased and expenses rose, the organisation's efforts have yielded successful outcomes, demonstrating resilience and strategic financial management.

In the current financial year, ARCC has successfully navigated external changes, particularly the cessation of Croydon Council Community Funding in April 2023. Despite this challenge, we have secured alternative funding from a range of sources, ensuring our financial stability and growth, by focusing on fostering strong relationships with funding organisations and partners.

ARCC's commitment to pursuing collaborative opportunities has been instrumental in its success. Moving forward, we are actively engaging with the business community to secure unrestricted income, which is crucial for ensuring sustainability and minimising risks. By forming strategic partnerships, ARCC can reduce its reliance on restricted funding and maintain flexibility in its operations. These collaborations are central to our long-term strategy of creating a financially robust and future-proof organisation.

ARCC has taken significant steps to enhance its financial management systems, ensuring they are structured to handle the increasing workload and challenges that come with growth. A well-functioning financial system is the backbone of any organisation's success, and ARCC has made this a priority. Our commitment to transparency, accountability, and good governance is further reflected in the review and implementation of key policies. These measures are essential for maintaining the trust of donors, sponsors, and the communities we serve. Compliance remains central to our approach, safeguarding ARCC's reputation and ensuring we operate within best practices.

While ARCC remains focused on its immediate impact, we are also laying the groundwork for sustained future growth. The organisation is committed to building upon its current successes and is continuously adapting to ensure we are ready for the opportunities and challenges of the future. The strategic decisions we make today will position ARCC for continued success and enable us to make a lasting, positive difference in the community.

I extend my deepest appreciation to the ARCC finance department and our dedicated staff, who have shown relentless commitment and hard work over the past year. Their efforts have been invaluable in building partnerships, securing funding, and implementing efficient financial systems.

I also want to acknowledge the tireless dedication of our core team of volunteers. Their support has been critical to our mission and is an integral part of our success.

We are especially grateful to our Board of Trustees for their strategic guidance and leadership. Their role in ensuring ARCC operates with effective financial procedures and policies has been crucial in maintaining our financial health and governance.

Finally, I would like to thank our stakeholders-funding organisations, community members, and partners-for their unwavering support. Your confidence in ARCC enables us to continue our mission and strive for continuous improvement. We look forward to further collaboration as we work toward achieving our shared goals.

Dr. Suraj Paudel - Treasurer

CEO's Report

"As we continue to grow and evolve, I am deeply proud of the resilience and innovation our team has shown in overcoming challenges. Together, we are not just meeting targets - we are making a tangible difference in the lives of the communities we serve. This year has been about adapting, expanding and most importantly, staying true to our mission of creating meaningful, lasting change." Ima Miah, CEO

The past year at ARCC has been one of significant growth, innovation and resilience. Despite challenges, including the end of long-term funding from Croydon Council and the completion of our National Lottery grant, we exceeded our operational targets and continued to expand our services. Our key partnerships, particularly with the NHS and Croydon Council, have strengthened, especially through our involvement with the One Croydon Alliance. We now represent the Asian community at the highest levels across the borough and South West London. Our flagship programmes, such as the Long-Term Conditions (LTC) and Expert Patients Program (EPP) along with the Food Club, have continued to thrive, placing us at the forefront of community health and wellbeing initiatives.

We are particularly proud of our work in addressing health inequalities, especially within Asian and minority ethnic communities. The Ethnicity & Mental Health Improvement Programme (EMHIP) and the Royal Marsden NHS Foundation Trust's Cancer Awareness Project (CAP) have been instrumental in improving access and outcomes for underrepresented groups. Our involvement in these initiatives, alongside our work in Equality, Diversity & Inclusion (EDI) research, has led to new insights and the development of of breakthrough projects. Our community health projects, such as Mental Health Support and Chronic Disease Awareness, have also had a profound impact on those most vulnerable in the community.

Additionally, our expansion into South West London has presented new opportunities and challenges, requiring us to adapt while ensuring sustainability. Securing premises for our growing number of projects and personnel has been a focus, and while we've faced hurdles, our team has shown resilience in overcoming them.

I believe our future ambitions should focus on expanding our reach and deepening the impact of our services. We aim to continue promoting inclusivity and well-being within Asian and minority ethnic communities by building on our strong partnerships with local Councils, NHS, and other strategic stakeholders. Strengthening our financial sustainability through strategic partnerships and diversifying income streams will remain a key focus to ensure we can adapt to changing funding landscapes. Additionally, enhancing our infrastructure and community delivery services, while developing more targeted and culturally sensitive health and well-being programmes will empower marginalised groups and support long-term social cohesion and inclusion.

I am immensely proud of what we have achieved, and I am deeply grateful to our dedicated staff, partners and funders for their unwavering support. As we move forward, I am confident that ARCC will continue to grow and provide essential services to the community. We look forward to another year of success, innovation, and making a tangible difference in the lives of those we serve.

Ima Miah
CEO

Financial review

Projects

One Croydon Alliance LVP - Hear to Talk

ARCC continued to deliver Mental Health services as part of the Hear to Talk project. The project aims to increase 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. This is done through reaching into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough.

Trained 201 Mental Health First Aiders in the community - The participants came from a wide range of backgrounds and have all been accredited by MHFA England. Participants from different professions/organisations (care home staff, Teachers, charities, community, and faith leaders) have attended and have given feedback as to how valuable this training will be in their line of work and personal life.

Delivered 383 counselling hours to support individuals in the community - The referrals were from Social Prescribing Link Works, GP's, SLaM, Women's Groups, Faith Groups, Community organisations and self-referrals through our website. Having counsellors that speak multiple languages makes our services quite unique and accessible.

Champions provided 226 hours of support to clients struggling in the community - A series of conversations with our champions offers supportive, reliable relationships to people who would otherwise be socially isolated. The conversation provides people with a new direction in life, opens a range of activities and leads to increased self-esteem and self-confidence. This service has shown a reduction of burden on mainstream (GP) services which people may use inappropriately as they seek social contact.

Reached out to 51 events held by grassroot organisations to raise awareness - The awareness raising and outreach work was the best way to reach the communities to promote our service. We have noticed an increase in numbers of referrals after promoting at different events whilst doing outreach work.

Held 4 focus groups in different communities - Focus groups were carried out with various communities from Croydon including Empowering Tamil families, Women's Health and Wellbeing group, The Lighthouse Foundation and ARCC community. We had professionals, Social Prescribing Link workers that refer clients and those who have accessed the services come together to make the sessions engaging.

SWL - EMHIP (Ethnicity & Mental Health Improvement Programme)

We have collaborated with local VCS and Health partners to deliver Ethnicity & Mental Health Improvement Programme (EMHIP), a community-led intervention programme to reduce disparities and bring about change for Black, Asian and Minority Ethnic people in mental health care.

EMHIP is designed to provide emotional wellness and support understanding and respecting the needs of Black and Asian Minority Ethnic communities. EMHIP has been created to provide a safe, supportive space where personal well-being is priority.

The EMHIP approach is rooted in cultural sensitivity, making sure that the assistance is personalised. Offering tailored support that respects and understands diverse cultural backgrounds, ensures that every individual receives the care they need, enhancing their outlook on life in a way that resonates with their unique experiences.

EMHIP services are designed by and for people who recognise the unique experiences of Black and Asian communities.

5 Key Inventions for Change - The EMHIP Croydon report, which launched March 2022 broke down the key issues and details of EMHIP, what has been achieved and sets out interventions to reduce ethnic mental health inequalities.

1. Mental Health & Wellbeing Hubs
2. Improving Crisis Care and Choice
3. Reducing Coercion, Improving Inpatient Care
4. SMI - BME Specific Assertive Outreach Team
5. Creating a Culturally Capable Workforce

One Croydon Alliance - Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

ARCC has been delivering our Community Facilitator Project for the past three years to set up and run Locality/Community Hubs, connecting residents to community activities, improving residents' experience at the Hub and strengthening and maintaining the relationship between Health and Social Care and the Voluntary and Community Sector. The project aims to target BME community and grassroot community groups and facilitate solutions focused on discussions around assets and needs in the community.

Some of the achievements of the project have been the weekly delivery of our successful Brigstock Road Community Hub in partnership with Age UK Croydon. The Hub has improved the health and wellbeing of many local residents through empowering and linking them up with community services. Through the Hub we have also provided volunteering opportunities for residents.

Some of the key achievements have been the delivery of various awareness raising activities and talks on Diabetes, Healthy Sleeping, Bowel Cancer and Carers Information Service. The Hub has supported over 1,500 residents.

The Hub houses 16 regular support services that form part of the Hub team with over 40 organisations linked in with 80% of the support services from VCSOs. Over 90% of residents said that they received the support they came for and would recommend the hub to friends and family. Going forward we are planning to continue the good work by running further creative sessions and community led

workshops. Creating more accessible information for residents with learning disabilities, translation services, cultural and other relatable services.

NHS SWL ICS - CKD Project

The Pentathlon series was started as part of a long term health conditions project to support Croydon Black, Asian Minority Ethnic (BME) communities who are at a greater risk of developing Chronic Kidney Disease (CKD) due to their risk factor of developing diabetes and high blood pressure. it is anticipated that a programme of education and early detection in conjunction with the community events currently delivered may prevent onset of illness, progression of illness in early stages and deterioration of established illness.

Pentathlon is a fantastic health and wellbeing programme created for the community. It consists of five sessions:

- Eat well to stay well
- Sleep is our superhero
- I Like to move it, move it
- The wellbeing lowdown
- Fantastic Fibre and your little friends

64 people from the community participated in our workshops on different topics (as above). One of our most popular topics is the one on sleep!

Feedback from participants: -

'I am so glad I got to attend this session. Sleep is one of those things we take for granted and don't really spend much time thinking about. This session has made me reflect of some of the possible solutions to getting a good night's sleep'

'This session has given me some simple tips to get a good night's rest'

'Further to this session I will be speaking to my GP about my medication which could be the cause of me not getting restful sleep'

'It was very interesting to learn about the sleep cycles and the importance sleep has on your overall health'

Royal Marsden NHS Foundation Trust - Cancer Awareness Project

ARCC received 2-years funding from RM Partners to pilot a cancer awareness programme targeted at the South Asian community in Croydon in collaboration with the Croydon BME Forum who focused on Black communities in Croydon, to understand the barriers that these communities face in accessing healthcare, increase awareness of the signs and symptoms of cancer and increase participation in cancer screening programmes.

The purpose of the programme was to address cancer health disparities in Black and South Asian communities, this CBME and ARCC pilot worked to boost involvement in cancer screening programmes, raising awareness about cancer signs and symptoms to prompt primary care visits, tailoring messages about specific high-risk cancers, and reducing the

stigma linked to cancer within these communities.

RM Partners and the NHS recognise the significance of early cancer diagnosis in enhancing patient outcomes. However, studies reveal that South Asian communities experience poorer cancer outcomes. This disparity may stem from lower participation rates of South Asian communities in national cancer screening programs and delayed engagement with primary care when symptoms arise. In response, ARCC, commissioned for this pilot in Croydon, represents the community and voluntary sector, with the aim to address these inequalities by acknowledging and discussing the social and cultural factors contributing to them with the affected communities.

Through focus groups and workshops, tailored messaging was developed to increase awareness of cancer signs, symptoms, and screening programmes while addressing cultural barriers. Recruitment efforts involved various methods, and partnerships with local organisations enhanced outreach, including innovative strategies like TikTok challenges and community events. Key findings highlighted the importance of culturally sensitive approaches and the need for accessible resources in multiple languages to to effectively engage these communities. Through direct and community engagement, ARCC successfully promoted cancer awareness and prevention, emphasising the importance of early detection and dispelling myths surrounding cancer within these communities.

Croydon Health Services NHS Trust - Maternity Project

The Croydon Maternity Project aimed to investigate and address disparities in maternity care experienced by Black, Asian, and Minority Ethnic (BAME) women in the borough. Through a mixed-methods approach, including surveys, focus groups, and case studies, the project gathered detailed insights into the local maternity landscape. A key finding was the disparity in access to care, with a higher percentage of BAME women reporting challenges in accessing maternity services compared to their White counterparts. Additionally, BAME women experienced more pregnancy-related complications and faced greater cultural and social challenges during their maternity journey.

Despite similar ratings for overall maternity care quality between BAME and White women, the project uncovered systemic issues that disproportionately affect BAME women, including cultural insensitivity and inadequate postpartum support. For example, while both groups rated their postpartum care similarly, qualitative data revealed that BAME women often felt unsupported or discriminated against due to a lack of culturally sensitive care. These findings underscore the need for targeted interventions to to ensure that maternity services are inclusive and responsive to the diverse needs of all women.

Key recommendations from the project include implementing comprehensive cultural sensitivity training for healthcare providers to improve patient interactions and reduce unconscious bias. The project also calls for extended postnatal support, particularly for BAME women, who may face additional challenges in the postpartum period. Furthermore, integrating mental health services into maternity care is crucial for addressing both physical and mental health outcomes, especially in minority communities where mental health issues may go unreported or untreated.

Moving forward, the project emphasises the importance of community engagement to bridge gaps between healthcare providers and the communities they serve. By involving local leaders and organisations, maternity care can be more relevant and effective, fostering trust and ensuring equitable access. Continuous feedback from service users will be essential to adapting services and ensuring that all women, regardless of background, receive high-quality, compassionate care throughout their maternity experience.

SWL NHS ICB - Fertility Service

ARCC was commissioned by NHS SWL to carry out community engagement research into reproductive health and fertility services in South-West London. We wrote a report focusing on fertility services and presented an analysis of the barriers to accessing these services, with a particular emphasis on the experiences of black and ethnic minority women. The data for this report was collected through a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women. The report provides recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB).

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board. These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services. Our research seeks to contribute to the well-being and reproductive health of all women in our community.

Our findings include:-

- Last Resort Perception- Fertility services seen as a last resort after natural remedies.
- Lack of awareness about available options. Impact of Cultural Beliefs
- Belief that services may not cater to cultural needs.
- Preference for traditional remedies over medical intervention. Discrimination and Trust
- Fear of discrimination or being misunderstood.
- Perception of prioritising white individuals over ethnic minorities.

Some of the Recommendations for Improvements made in the report were:-

Sensitivity to Cultural Beliefs

- Engaging with the Community
- Direct engagement with the Black Caribbean communities and Asian communities to understand their specific needs and concerns.
- Tailor support and resources aligned with Asian cultural norms.
- Support and Resources
- Provide information and support aligned with cultural norms. Address cultural stigmas and perceptions.
- Create a safe environment for Asian women to discuss and seek help.

SWL ICS - Core 20 Plus 5 Connectors Programme

The Core20Plus5 approach is part of the NHS goal to tackle healthcare inequalities and aiming to:

- support communities to remove barriers that prevent access to health and wellbeing services
- build trust and create opportunities for Community Connectors to be the voice for their communities.
- help shape service provision that better meets the needs of those communities.

The focus is on communities who are not accessing the range of services available to help them maintain their health and wellbeing primarily in five clinical areas of chronic respiratory disease, maternity, hypertension, early cancer diagnosis and severe mental illness.

Since ARCC joined the programme in April 2023, two community connectors were recruited to set up regular events and raise awareness around the core themes with target groups. A women's health and wellbeing session was initially held with 15 attendees. This was followed by a very successful event attended by 55 residents in Norbury Library with engaging talks around osteoporosis, nutrition, mental health, hearing, menstrual health and deep breathing exercises.

Subsequently, since the reporting period there have been ongoing events and collaborations made for example, with Purley Masjid, Croydon Vision and Babyzone in delivering workshops and raising awareness such as in our monthly Bump and Baby Group for new and expectant mothers, women's and men's health and wellbeing days and enabling around 78 health checks at the events so far.

The next steps and aims are to strengthen clinical and community partnerships, to enhance and tailor consistent and sustainable forms of support based on the feedback received and to broaden our connections with the communities that we can support.

Sporting Memories

Launched in 2011, Sporting Memories supports people aged 50 and above, including those living with dementia, depression, or facing isolation, to improve their mental and physical wellbeing through regular club sessions in communities across England, Scotland and Wales.

Their mission is to bring older adults together, creating a positive impact on their lives by offering a welcoming and structured environment where they can gain confidence and enhance their overall wellbeing.

Sporting Memories accomplishes this through various support tools and unique resources designed to facilitate sessions in diverse locations such as community centres, care homes, hospitals and more.

ARCC's Sporting Memories Club, now in its third year, successfully uses the power of reminiscing about sports and gentle physical activity to combat dementia, mental health challenges, depression and loneliness for individuals over 60. Delivered in partnership with the Sporting Memories Foundation, sessions are held weekly at Peony Court Care Home.

The project takes place in small groups, creating a space for men to engage in conversation and socialise. Activities include light exercise, refreshments, and sport quizzes covering a range of sports such as cricket, football, tennis, and racing. During the summer, outdoor activities and outings are also organised, such as a recent visit to Wembley Stadium, where participants learned about footballers, their careers and the history of the stadium.

Community Health & Wellbeing Workers

The Community Health and Wellbeing Project commenced at the end of the financial year. The project managed by ARCC and staffed jointly between ARCC and Croydon BME Forum. It is funded by South West London NHS. The initiative was inspired by a similar service which has been helping residents in Brazil. ARCC are running one of a number of pilot projects instigated by the NHS.

The service supports approximately 250 households in specified areas in Upper Norwood and Thornton Heath. The areas were chosen according by local GPs, who selected areas they thought to have the

greatest need.

Two Community Health and Wellbeing Workers provide support to whole households in their areas. Our aim is to help everyone, within the areas, to improve their physical and mental wellbeing. Support given is holistic, in other words 'Driven by the needs of the households and clients we support'.

The Community Health and Wellbeing Workers are passionate about supporting people to make positive changes. We can provide support in many areas which include:

- Helping residents to remain healthy with support to access immunisations, cancer screening and other well being services
- Providing support to those who choose to improve their wellbeing, for example: to improve their mental health, stop smoking, lose weight
- Provision of support to those living with chronic health conditions and disability eg diabetes, mobility problems
- Ensuring all have access to the numerous community groups and services available in Croydon

The Workers work within the Local GP multidisciplinary teams and maintain knowledge of events and organisations in the local area. Specifically those who can support residents, for example: local food banks.

Challenges the workers are facing include housing problems (mould, water leaks, inappropriate housing for the disabled), clients who are disengaged, with their local support networks and statutory services, and mental health issues.

LBC - Obesity Awareness Workshop

ARCC delivered an Obesity Awareness Workshop to address the wider issue of child poverty and cost of living crisis which can lead to multiple factors including obesity and also affect children's life chances by worse physical and mental health as well as reducing their ability for educational potential.

ARCC has always been passionate about promoting healthy living and educating its community on the importance of looking after their health. This workshop gave us the opportunity to hear from our community: their concerns, fears, and limitations. The session was found to be a very informative and safe space for people to share and open up about their concerns with their health, difficulty in accessing support even from their health care providers, and the high cost of living.

One of the major outcomes was that people wanted more events like this but with additional practical information like: cookery and exercise sessions as well as activities to help them manage their weight. As part of the session we had food tasting, meditation and a group workshop where participants had the opportunity to network and share ideas. We used mapping to help elderly participants to understand where activities are done locally in the borough, the group were so supportive that they explained the locations to each other, even to the extent of using their primary languages to explain; it was

wonderful to see the rich exchange of knowledge among the group, irrespective of their age, gender or or language.

NHS SWL ICS - Long Term Conditions Project

SWL ICS has continued to fund ARCC to deliver our Long-Term Conditions Project (LTC). The Key aims of 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 have continued to hold health and wellbeing awareness raising and health checks throughout Croydon including at health centres, GP Practices, community groups, faith centres and various events. This has been a hugely successful and much needed programme addressing prevalent issues in the Asian and wider BME Communities.

NHS SWL ICS - EPP (Expert Patient Programme)

"I gained knowledge and am more aware of what I am eating - it has opened my eyes." In its fourth year of operation, ARCC continues to build on the success of the EPP (Expert Patients Programme), made possible by funding from the NHS South West London Integrated Care System. EPP remains dedicated to providing essential training for adults residing in Croydon who are managing one or more long-term health conditions (LTCs).

During year 4, EPP trained 168 participants across multiple cohorts. Residents showed significant improvement in confidence and coping strategies, for example 45% more people said they were 'very confident that I can tell a doctor or nurse concerns I have even when they do not ask' after completing EPP.

While the EPP continues to cater primarily to adults facing challenges such as hypertension, COPD (Chronic Obstructive Pulmonary Disease), and diabetes, its scope has broadened to support individuals managing other LTCs like cancer, mental health, obesity and asthma, as well as caregivers of those with long-term conditions within the borough.

The EPP is a UK adaptation of Stanford University's well-established Chronic Disease Self-Management Program (CDSMP). Over the years, it has demonstrated its value in empowering adults to better manage their long-term health conditions, ultimately improving their quality of life and reducing healthcare costs.

EPP remains flexible by offering both in-person and online delivery options, enabling participants with mobility challenges or personal preferences to attend. The six-week course covers various topics such as pain management, fatigue control, better sleep strategies, mental health support (including depression and anxiety), strength and flexibility exercises, and healthier eating habits. Each weekly session lasts 2.5 hours and is co-facilitated by two trained leaders, who also experience long-term health conditions themselves. "I just want to say how much the course has helped me to focus on looking after my health. I had my blood pressure taken at the end of a session with Mencap for my daughter Helen and it was very high. Gifty was there and suggested the course. I started having a banana and beetroot juice for breakfast and got in touch with my GP for blood pressure and blood tests. My blood pressure

is now fine, but blood tests show a slightly high blood sugar. I mentioned the course to the doctor, and she commended me on my positive approach and my lifestyle changes. Another thing I got from the course was to look at food labels to check for high fat, salt and sugar."

SWL NHS - Care Home Connector Project

The Care Home Connector service was commissioned in 2022 as a one-year pilot. The service is a partnership between Asian Resource Centre Croydon and Age UK Croydon, with Age UK Croydon being the lead partner.

The service is part of the Enhanced Health in Care Homes Framework so that people living in care homes could have equitable access to services within the ICN + locality/neighbourhood. It was envisaged that the service would provide a valuable link between care homes, residents and their families with the wider Community and to strengthen the support for those who work and live in care homes via close working with GPs and MDTs. The service has been innovative and groundbreaking.

Care Home Connectors cover all care homes across the borough, working with residents aged 18+ who live in a Croydon care home, are registered with a Croydon GP and require support from the MDT/multi professional working or colleagues or who need support with coordination of care, navigation through services and/or signposting to activities and further appropriate support available within the community. This includes residents who are able to engage but struggle to communicate due to numerous reasons such as dementia, aphasia, mental health, learning difficulties and language.

It is clear that the Care Home Connector Service is valued and appreciated by Residents, Care Home staff, GPs, health and social care partners and our wider Voluntary Community and Faith Sector partners. The pilot has enabled the service to grow in confidence to build an effective model of delivery that is integrated, person centred and able to integrate effectively with ICN+.

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

Evidence highlights that members of marginalised communities, including ethnic minorities, people with disabilities, refugees and the homeless, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health and reduced life expectancy. These communities experience greater challenges and barriers to accessing health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, explores some of the factors underpinning these issues in our local communities in Croydon. The longer-term objective is to ensure underserved communities are given equitable access to healthcare and have appropriate representation in clinical research, particularly for illnesses that those groups are predisposed to.

We have delivered the project in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This has been done via surveys, focus groups and interviews.

1,000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

The main findings from these surveys were further explored through focus groups with the populations most affected, aiming to understand the reasons behind the results, gather the general perspectives of these communities on Croydon Health Services, and give them the opportunity to share their personal experiences.

Throughout this project, interviews were held with residents of Croydon and medical professionals to obtain a clear picture of the barriers to accessing healthcare and participation in clinical research.

Over 1,500 individuals have participated in the project and our team has agreed on a set of recommendations:-

- Explore the availability of communication materials and provide them in languages that are common within Croydon minority groups.
- Ensure that they are in a language that is easy for the public to understand and accessible in community locations.
- Establish which community locations would benefit most from research champions.
- Identify a group of research champions who will be community leaders that promote the participation of clinical research, by myth-busting, signposting for any expert information and clear explanations of the benefits to themselves and their community.

Food & Luncheon Club

It is reported that millions of people in the UK regularly experience hunger, yet tonnes of surplus fresh food is thrown away every day. ARCC is supporting the alleviation of food poverty by running a holistic programme through our weekly Food & Luncheon Club.

This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold by supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

The aim is to support low-income families and pensioners on a weekly basis for a nominal fee offering them groceries and hot meals.

Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.

Our project goes beyond serving hot meals and bags of groceries, it provides a warm social and educational environment where our members can spend hours learning, socialising and eating together with fellow members. As part of the session regular health checks, talks and community consultations are also held for the benefit of the attendees. The project is now in its sixth year and has grown from strength to strength delivered from the Community Hall at Norbury Library.

Navratri Celebrations 2023

For the second successive year we held our annual Navratri celebration, bringing together the community to honour this vibrant festival. The event featured traditional Garba and Dandiya

Raas dance performances, live music and a range of cultural activities.

Attendees enjoyed a variety of food stalls offering regional delicacies, while the venue was beautifully decorated to reflect the festive spirit of Navratri. This celebration not only offers a platform to experience the rich traditions and cultural heritage of Navratri but also promotes a sense of community and joy among participants.

The event was held at Croydon's premiere venue at the Grand Sapphire showcasing this magnificent occasion with over 1,200 people in attendance from Croydon and surrounding boroughs. This is the biggest Navratri celebration in South London and led by our Chair Jay Patel.

Eid in the Square

The Mayor of London's annual Eid festival celebrated its 18th year in Trafalgar Square, welcoming Londoners and visitors to mark the end of Ramadan. Organised in partnership with the Eid Community Advisory Group and various Muslim organisations, this year's event supported the Mayor's #LondonForEveryone campaign, focusing on family, education, and innovation. The main stage featured a mix of traditional and contemporary performances. The celebration concluded with the Colours of Eid Parade, showcasing vibrant costumes and Dhol drummers.

Our CEO, Ima Miah hosted the first ever Inspiring Muslim Awards to honour unsung community heroes, while food stalls offered a global selection, from Indian street food to Somali treats. The Square buzzed with activities like calligraphy, storytelling and fencing sessions with Muslim Girls Fence. Everyday Muslim marked their 10th anniversary with an exhibition and workshops, and Rumi's Cave Open Mic entertained crowds with poetry, comedy and music throughout the day.

Our CEO has been a part of the The Eid Community Advisory Group for several years, which exists for the purpose of supporting and steering the GLA to deliver Eid in the Square successfully for London and its communities.

India & Pakistan Independence Day flag raising

The celebration of 76 years of independence was a significant and memorable event for the thriving Indian and Pakistani communities in Croydon. The flag-raising ceremony at Croydon Town Hall, attended by ARCC Trustees along with the Civic Mayor and Executive Mayor of Croydon, made the day even more special for the residents, highlighting the borough's dedication to inclusivity and diversity. It's heartening to know that so many community members took part and felt a strong sense of pride and belonging in such a welcoming atmosphere.

Chand Raat

ARCC sponsored the Chand Raat event hosted by Grand Sapphire, South London's biggest event to celebrate Chand Raat, (Night of the Moon), the evening before Eid al-Fitr, when the new moon is sighted, marking the end of Ramadan, the Islamic month of fasting.

It is a festive and joyous occasion, celebrated by Muslims across the world as they prepare for the next day's Eid celebrations. Families and friends gather for shopping, decorating homes, applying mehndi (henna), and preparing special meals. Markets and streets are often bustling late into the night with people buying clothes, gifts, and sweets. Chand Raat signifies the transition from a month of fasting to a day of festivity and gratitude.

ARCC was proud to be a part of the festivities and bring to life the tradition in Croydon.

AGM 2022/23

Our Annual General Meeting for 2022/23 was held at the prestigious Grand Sapphire Hotel & Banqueting celebrating the achievements of the organisation over the past year. This was an opportunity for us to report back to the community on our projects and activities as well as to update on our future plans.

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 Mr Jason Perry, Abigail Heraty - Development Manager from Amro Partners and Hilary Williams - Director of Transformation & Commissioning (SWL, ICB & CUH).

At the AGM, we also welcome a diverse group of new trustees including Dr Hana Patel, Tamkin Riaz, Hussein Ghor and Samina Khan. Each of them brings unique skill sets and perspectives from a variety of professional backgrounds. This diversity will significantly enhance our board's ability to support and guide the organisation in its development. These trustees, with their expertise in areas such as health, business and community engagement will play a crucial role in shaping our future strategy. Their fresh insights and collective experience will be invaluable as we work together to address the challenges ahead, drive growth and ensure long-term sustainability.

AMRO Partners Partnership

We have embarked on a 3-year partnership with Amro Partners to promote the Community Space within the London Borough of Croydon.

Alongside a financial support package, we are working closely with Amro to develop a new 206 sqm Community Space which is proposed as part of the Botanical House Development. Located on the former Croydon Park Hotel site, the project will deliver 447 new rental homes to the town. In partnership with Amro we are developing a programme for the community space that will focus on supporting local residents including some of the most vulnerable and hard to reach community members. Events will include coffee mornings, weekly social gatherings for elders from all communities to tackle loneliness, luncheon clubs providing freshly prepared meals and nutritional advice, physical exercise classes and mentoring programmes.

MMR Train the Trainer Project for NHS South Central & West CSU

ARCC was commissioned by NHS England to deliver an awareness raising campaign delivering training sessions to faith and community leaders, to support the NHSE COVID-19

Vaccination Deployment Programme.

The main objectives for this project were to: -

1. Engage with faith leaders and community champions who are trusted to influence their respective communities on immunisation and screening.
2. Increase access, understanding of and confidence in vaccinations by dispelling myths and false information on vaccines, providing a safe space to ask questions and sharing factual information on vaccine safety.
3. Deliver outreach that is relevant, accessible and can be trusted by communities.

The project was intended to be delivered in two parts.

1. Comms, webinar and train the trainer - providing faith leaders and community champions with up to date and relevant information on the forthcoming autumn/winter vaccination and immunisation programmes for children, young people, and adults.
2. Outreach/mini-health initiatives - provide opportunity for faith leaders and/or community champions to engage with their congregation and the public on what they've learned through the 'train the trainer' sessions.

This project gave ARCC the opportunity to focus on particular faith groups within the community to deliver awareness raising but also collect community conversations and concerns around MMR and other vaccinations. The project delivery culminated into a detailed report of findings and recommendations for NHSE to consider in future vaccination campaigns.

SWL ICP Action Workshop

In May 2023, SWL Integrated Care System brought together nearly 300 people from across South West London to agree tangible actions to help them achieve their ambitions for health and care.

Representatives from the NHS, six local authorities, voluntary and community sector, Healthwatch and people and communities, came together to discuss, challenge and help shape the practical actions that could be delivered together across the partnership

Aligned with the agreed priorities for our South West London Integrated Care Partnership for the next five years, six working groups looked in detail at one of our six shared priorities:

- Tackling our system-wide workforce challenges
- Reducing Health Inequalities
- Preventing ill-health, promoting self-care and supporting people to manage long term conditions
- Supporting the health and care needs of children and young people? Positive focus on mental well-being
- Community-based support for older and frail people
- Hosted a Webinar on Entry Routes into Primary Care Roles

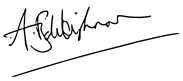
Our CEO, Ima Miah featured in the highlight video, click **HERE** to watch the video.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.
The trustees' annual report was approved on 16 October 2024 and signed on behalf of the board of trustees by:



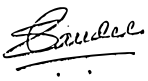
Jay Patel - Chair



Ash Balakrishnan - Vice Chair



Sahadat Hossain - Secretary



Dr Suraj Paudel - Treasurer

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2024

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg - FCCA
Independent Examiner 16 October 2024

Begg Williamson & Co
24 Church Road
Crystal Palace
London
UK
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Income and endowments					
Donations and legacies	**5**	1,022	741,452	742,474	874,093
Charitable activities	**6**	165	–	165	218
Other trading activities	**7**	55,442	3,600	59,042	31,090
Investment income	**8**	848	–	848	153
Total income		57,477	745,052	802,529	905,554
Expenditure					
Expenditure on charitable activities	**9,10**	2,660	767,263	769,923	710,574
Total expenditure		2,660	767,263	769,923	710,574
Net income and net movement in funds		54,817	(22,211)	32,606	194,980
Reconciliation of funds					
Total funds brought forward as previously reported		109,815	455,213	565,028	370,236
Prior year adjustment		–	–	–	(2,188)
Total funds brought forward as restated		109,815	455,213	565,028	368,048
Total funds carried forward		164,632	433,002	597,634	563,028

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 26 to 35 form part of these financial statements.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	**16**	4,404	4,286
Current assets			
Debtors	**17**	70,212	34,930
Cash at bank and in hand		723,700	537,165
		793,912	572,095
Creditors: amounts falling due within one year	**18**	200,682	13,353
Net current assets		593,230	558,742
Total assets less current liabilities		597,634	563,028
Net assets		597,634	563,028
Funds of the charity			
Restricted funds		433,002	455,213
Unrestricted funds		164,632	107,815
Total charity funds	**21**	597,634	563,028

For the year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 16 October 2024, and are signed on behalf of the board by:

Jay Patel - Chair

Ash Balakrishnan - Vice Chair

Sahadat Hossain - Secretary

Dr Süraj Paudel - Treasurer

The notes on pages 26 to 35 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

Income
All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets
All fixed assets are initially recorded at cost.

Depreciation
Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

3. Accounting policies ***(continued)***

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

3. Accounting policies ***(continued)***

Financial instruments ***(continued)***

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Grants			
LBC - Obesity Awareness Workshop	–	1,500	1,500
NHS South Central & West CSU - MMR TT	–	10,000	10,000
LBC Community fund - Infrastructure programme	–	–	–
London Sport	–	–	–
Croydon Voluntary Action - 20 plus connectors prog.	–	–	–
Royal Marsden NHS foundation	–	66,577	66,577
One Croydon Alliance LVP Fund	–	173,981	173,981
Peoples Health Trust	–	2,693	2,693
One Croydon Alliance - Community facilitator project	–	–	–
Local Trust	–	–	–
Croydon Health Services - EDI Research project	–	29,250	29,250
EMHIP	–	88,852	88,852
SWL ICS -Core 20 plus connector	–	15,947	15,947
SWL NHS - Care home connector project	–	92,728	92,728
SWL ICS - Hospital discharge	–	–	–
NHS SWL ICS - CHWW	–	11,321	11,321
NHS SWL ICS -LTC & EPP	–	160,600	160,600
Business Forum	–	–	–
NHS SWL ICS - CKD	–	26,180	26,180
One Croydon Alliance -community facilitator	–	61,823	61,823
Other donations and legacies			
Donations and sponsorships	1,022	–	1,022
	1,022	741,452	742,474

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants			
LBC - Obesity Awareness Workshop	–	105,549	105,549
NHS South Central & West CSU - MMR TT	–	40,000	40,000
LBC Community fund - Infrastructure programme	–	39,000	39,000
London Sport	–	2,488	2,488
Croydon Voluntary Action - 20 plus connectors prog.	–	54,797	54,797
Royal Marsden NHS foundation	–	83,295	83,295
One Croydon Alliance LVP Fund	–	120,938	120,938
Peoples Health Trust	–	9,426	9,426
One Croydon Alliance - Community facilitator project	–	22,318	22,318
Local Trust	–	17,850	17,850
Croydon Health Services - EDI Research project	–	17,000	17,000
EMHIP	–	–	–
SWL ICS -Core 20 plus connector	–	149,866	149,866
SWL NHS - Care home connector project	–	96,552	96,552
SWL ICS - Hospital discharge	–	20,750	20,750
NHS SWL ICS - CHWW	–	–	–
NHS SWL ICS -LTC & EPP	–	7,000	7,000
Business Forum	3,503	–	3,503
NHS SWL ICS - CKD	–	82,650	82,650
One Croydon Alliance -community facilitator	–	–	–
Other donations and legacies			
Donations and sponsorships	1,111	–	1,111
	4,614	869,479	874,093

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Gift Aid	165	165	218	218

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Other Revenue	55,442	3,600	59,042

7. Other trading activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Other Revenue	14,120	16,970	31,090

8. Investment income

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Other interest receivable	848	848	153	153

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Management & admin costs	–	175,629	175,629
Project delivery & grant funding	–	41,567	41,567
Support costs	2,660	550,067	552,727
	2,660	767,263	769,923

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Management & admin costs	–	263,018	263,018
Project delivery & grant funding	–	24,132	24,132
Support costs	3,229	420,195	423,424
	3,229	707,345	710,574

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2024 £**	Total fund 2023 £
Management & admin costs	175,629	–	486,873	662,502	626,332
Project delivery & grant funding	–	41,567	37,909	79,476	51,629
Legal & professional	–	–	24,056	24,056	28,797
Depreciation	–	–	1,468	1,468	1,428
Governance costs	–	–	2,421	2,421	2,388
	175,629	41,567	552,727	769,923	710,574

11. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	1,468	1,428

12. Auditors remuneration

2024	2023
-	-

13. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,200	2,000

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	454,195	330,603
Employer contributions to pension plans	9,144	8,358
	463,339	338,961

The average head count of employees during the year was 9 (2023: 8).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2023	33,387
Additions	539
At 31 March 2024	33,926
Depreciation	
At 1 April 2023	28,054
Charge for the year	1,468
At 31 March 2024	29,522
Carrying amount	
At 31 March 2024	4,404
At 31 March 2023	5,333

17. Debtors

	2024 £	2023 £
Trade debtors	39,966	28,141
Other debtors	30,246	6,789
	70,212	34,930

18. Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals and deferred income	155,000	2,000
Other creditors	45,682	11,353
	200,682	13,353

19. Deferred income

	2024 £	2023 £
Amount deferred in year	153,000	–

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,144 (2023: £8,358).

21. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Prior year adjustments	**At 31 March 2024**
	£	£	£	£	£
Unrestricted Fund-charitable	109,815	53,170	(2,660)	–	160,325
	–	–	–	–	–
	109,815	53,170	(2,660)	–	160,325

	At 1 April 2022	Income	Expenditure	Prior year adjustments	At 31 March 2023
	£	£	£	£	£
Unrestricted Fund	94,127	19,105	(3,229)	–	110,003
	–	–	–	(2,188)	(2,188)
	94,127	19,105	(3,229)	(2,188)	107,815

Restricted funds

	At 1 April 2023	Income	Expenditure	Prior year adjustments	**At 31 March 2024**
	£	£	£	£	£
Restricted Fund	455,213	749,359	(767,263)	–	437,309

	At 1 April 2022	Income	Expenditure	Prior year adjustments	At 31 March 2023
	£	£	£	£	£
Restricted Fund	276,109	886,449	(707,345)	–	455,213

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2024

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
UK
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2024

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ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2024

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2024.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel - Chair Ash Balakrishnan - Vice Chair Sahadat Hossain - Secretary Dr Suraj Paudel – Treasurer Dilshad Surelia - Director Somasundram Kanagasundaram -Director Rumel Jahur - Director Dr Hana Patel - Director Tamkin Riaz - Director Hussein Ghor - Director Samina Khan - director Bhupinder Bhardwaj (Resigned 16 November 2023)
Company secretary	Sahadat Hossain
Independent examiner	Z F Begg – FCCA Begg Williamson & Co Chartered Certified Accountants 24 Church Road Crystal Palace London SE19 2ET UK

Structure, governance and management

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 foster, advance and champion community engagement and volunteer initiatives that enhance our local community's well-being, health, and overall quality of life.

Our vision encompasses a thriving, inclusive and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes: -

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 well-being 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 grassroots 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.

Objectives and activities

Governance

ARCC is overseen by a board of trustees responsible for ensuring the charity complies with all legal and regulatory requirements. The organisation follows a three-year business strategy, which is regularly reviewed to guide its future direction.

The board thoroughly understands ARCC's objectives and ensures they are executed effectively and sustainably. In line with Charity Commission guidelines, the ARCC Board provides strategic leadership, enabling the organisation to deliver its support and services efficiently and with lasting impact.

Upholding principles of integrity, the board establishes core values and fosters a culture aligned with the charity's mission. Trustees recognise the importance of public trust and are diligent in fulfilling their responsibilities.

The board ensures a robust decision-making process that is informed, rigorous, and timely. Effective systems for delegation, control, risk assessment, and management are in place and continuously monitored.

Working collaboratively, the board draws on a diverse range of skills, experiences, backgrounds, and knowledge to make informed decisions. This diversity enhances the board's effectiveness, leadership, and decision-making.

The board is committed to leading ARCC with transparency and accountability. The organisation conducts its activities openly, except in cases where confidentiality is necessary.

Public Benefit:

The Trustees confirm that they have complied with the duty in Section 4 of the Charities Act 2006 to have due regard to the Charity Commission's general guidance on public benefit Charities and Public Benefit.

Reserve Policy:

The trustees aim to maintain free reserves in unrestricted funds at a level which equates to 6 months of unrestricted charitable expenditure which we believe is sufficient.

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. 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.

2. 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.

3. 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).

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

Achievements and performance

Chair's Preface

Reflecting on the past year, 2023/24 has certainly presented its share of challenges. Market volatility, supply chain disruptions and global economic uncertainty have impacted both our nation's economy and the communities we proudly serve. Yet, in the face of these difficulties, our organisation's resilience has been nothing short of remarkable.

Our own journey has not been without its hurdles. We've faced setbacks, navigated difficult decisions and learned valuable lessons. However, what truly stands out is the unwavering support we've received from our funding organisations, the council and other statutory partners. Together with the dedication of our team, this support has allowed us not only to persevere but to thrive. I am incredibly proud of what we have achieved despite these obstacles.

While the economic landscape remains challenging, particularly with tightening consumer spending and pressure on real incomes, there are reasons for cautious optimism. Employment remains high and through our collective efforts, we have continued to strengthen the support we provide to the most vulnerable and marginalised communities. These individuals now look to us for more assistance and I'm proud to say we remain a resilient, dependable organisation committed to meeting these growing needs.

Our successes are far more than numbers on a page-they represent real people engaging with our services and finding partners who share in our vision, expertise and dedication to making a tangible difference. One of the most exciting developments of the past year has been our partnership with Amro Partners. This collaboration launched at the end of last year, is focused on developing a new 206 sqm community space in the London Borough of Croydon as part of the Botanical House development. As we look to expand into the London Borough of Sutton, we anticipate creating a similar partnership there, continuing to forge meaningful relationships to serve the most vulnerable.

Additionally, our work with the Home Office's National Community Engagement Team has been a key

highlight. The monthly visits from their team to our Brigstock Road Community Hub have been a great success, strengthening our community ties and providing much-needed support.

Personally, one of my most memorable moments of the year was the Navratri celebrations in partnership with Grand Sapphire. For the second year running, we united our diverse community with over 1,200 people coming together-a testament to the power of collaboration and inclusivity.

I would like to express my heartfelt gratitude to the entire ARCC team. Your passion, dedication, and teamwork have been nothing short of inspiring. A special thanks to our Senior Management, including our CEO, Program Manager, Finance Manager, Head of IT & Office and all project staff. It is your leadership and commitment that drive our success.

To our funding organisations-thank you for placing your trust in us. Your belief in our ability to deliver is the cornerstone of our progress. And to our community members-your engagement and feedback inspire us to improve every day. We are honoured to serve you.

Finally, to my fellow trustees-thank you for your unwavering support and guidance as we work together to enhance our services while maintaining the highest standards.

As we look ahead, I am filled with optimism. With the right team, the right vision, and a service model that truly addresses the health and wellbeing of our community, I am confident that our future is bright.

Together, we will continue to achieve great things.

Thank you for being part of this incredible journey.

Jay Patel
Chair

Secretary's Report

I am pleased to present the Secretary's Report for the period from 1st April 2023 to 31st March 2024. Over the past year, we have continued to advance our mission to foster community engagement, support volunteer initiatives, and enhance the well-being of the local community, particularly within the Asian and minority ethnic groups.

Key Governance Updates - During this period, the organisation has been overseen by a committed board of trustees, ensuring legal and regulatory compliance. The Board has operated under a three-year business strategy, with regular reviews to guide ARCC's future direction. Notably, we welcomed new trustees including Dr. Hana Patel, Tamkin Riaz, Hussein Ghor, and Samina Khan, whose diverse professional backgrounds will significantly enhance our strategic direction.

Throughout the year, ARCC has made substantial strides across various areas, driven by our commitment to promoting inclusivity, equality, and empowerment. Key outcomes include:

- Delivery of critical mental health and well-being programmes through partnerships, such as the Hear to Talk project, which provided counselling and mental health support in Croydon.

- Continued development of the Ethnicity & Mental Health Improvement Programme (EMHIP), aimed at reducing disparities in mental health care for Black, Asian, and minority ethnic communities.
- A successful expansion of health-related projects, including the NHS SWL ICS Long-Term Conditions Project and our Cancer Awareness Programme, which focused on boosting cancer screening and awareness among the South Asian community in Croydon.

Challenges and Response - The organisation faced financial challenges, particularly following the cessation of Croydon Council Community Funding in April 2023. However, we successfully secured alternative funding streams from various sources, allowing us to maintain our services without disruption. Our resilience was further demonstrated by the creation of strategic partnerships with local authorities, the NHS, and key stakeholders.

Community Engagement - ARCC has taken great pride in its role within the community. From organising cultural events like the Navratri Celebrations, which drew over 1,200 attendees, to participating in the Eid in the Square event, our focus on inclusivity has been evident in all our activities. Additionally, our collaboration with Amro Partners to develop a new community space in the Botanical House Development in Croydon signifies our continued investment in creating safe, accessible spaces for our community members.

As we look ahead, ARCC remains committed to expanding its services and partnerships, particularly in the areas of health and social care. We plan to deepen our impact in Croydon and beyond, focusing on health inequalities, community cohesion, and the well-being of vulnerable groups. Our strategic direction includes expanding into the London Borough of Sutton, while continuing our successful projects in Croydon.

In conclusion, I extend my gratitude to the entire team, our partners, and the trustees for their ongoing support and dedication. Together, we will continue to thrive and address the needs of our communities in the year ahead.

Sahadat Hossain
Secretary

Treasurer's Report

I was elected as Treasurer following the last AGM by my fellow board members and it was not long before I was handed the responsibility of overseeing the finances of the organisation. I have worked closely with my fellow officers and finance manager to be brought up to speed with the latest finances and the challenges that lay ahead.

This year's financial performance reflects both the challenges and strengths of the organisation. Though income decreased and expenses rose, the organisation's efforts have yielded successful outcomes, demonstrating resilience and strategic financial management.

In the current financial year, ARCC has successfully navigated external changes, particularly the cessation of Croydon Council Community Funding in April 2023. Despite this challenge, we have secured alternative funding from a range of sources, ensuring our financial stability and growth, by focusing on fostering strong relationships with funding organisations and partners.

ARCC's commitment to pursuing collaborative opportunities has been instrumental in its success. Moving forward, we are actively engaging with the business community to secure unrestricted income, which is crucial for ensuring sustainability and minimising risks. By forming strategic partnerships, ARCC can reduce its reliance on restricted funding and maintain flexibility in its operations. These collaborations are central to our long-term strategy of creating a financially robust and future-proof organisation.

ARCC has taken significant steps to enhance its financial management systems, ensuring they are structured to handle the increasing workload and challenges that come with growth. A well-functioning financial system is the backbone of any organisation's success, and ARCC has made this a priority. Our commitment to transparency, accountability, and good governance is further reflected in the review and implementation of key policies. These measures are essential for maintaining the trust of donors, sponsors, and the communities we serve. Compliance remains central to our approach, safeguarding ARCC's reputation and ensuring we operate within best practices.

While ARCC remains focused on its immediate impact, we are also laying the groundwork for sustained future growth. The organisation is committed to building upon its current successes and is continuously adapting to ensure we are ready for the opportunities and challenges of the future. The strategic decisions we make today will position ARCC for continued success and enable us to make a lasting, positive difference in the community.

I extend my deepest appreciation to the ARCC finance department and our dedicated staff, who have shown relentless commitment and hard work over the past year. Their efforts have been invaluable in building partnerships, securing funding, and implementing efficient financial systems.

I also want to acknowledge the tireless dedication of our core team of volunteers. Their support has been critical to our mission and is an integral part of our success.

We are especially grateful to our Board of Trustees for their strategic guidance and leadership. Their role in ensuring ARCC operates with effective financial procedures and policies has been crucial in maintaining our financial health and governance.

Finally, I would like to thank our stakeholders-funding organisations, community members, and partners-for their unwavering support. Your confidence in ARCC enables us to continue our mission and strive for continuous improvement. We look forward to further collaboration as we work toward achieving our shared goals.

Dr. Suraj Paudel - Treasurer

CEO's Report

"As we continue to grow and evolve, I am deeply proud of the resilience and innovation our team has shown in overcoming challenges. Together, we are not just meeting targets - we are making a tangible difference in the lives of the communities we serve. This year has been about adapting, expanding and most importantly, staying true to our mission of creating meaningful, lasting change." Ima Miah, CEO

The past year at ARCC has been one of significant growth, innovation and resilience. Despite challenges, including the end of long-term funding from Croydon Council and the completion of our National Lottery grant, we exceeded our operational targets and continued to expand our services. Our key partnerships, particularly with the NHS and Croydon Council, have strengthened, especially through our involvement with the One Croydon Alliance. We now represent the Asian community at the highest levels across the borough and South West London. Our flagship programmes, such as the Long-Term Conditions (LTC) and Expert Patients Program (EPP) along with the Food Club, have continued to thrive, placing us at the forefront of community health and wellbeing initiatives.

We are particularly proud of our work in addressing health inequalities, especially within Asian and minority ethnic communities. The Ethnicity & Mental Health Improvement Programme (EMHIP) and the Royal Marsden NHS Foundation Trust's Cancer Awareness Project (CAP) have been instrumental in improving access and outcomes for underrepresented groups. Our involvement in these initiatives, alongside our work in Equality, Diversity & Inclusion (EDI) research, has led to new insights and the development of of breakthrough projects. Our community health projects, such as Mental Health Support and Chronic Disease Awareness, have also had a profound impact on those most vulnerable in the community.

Additionally, our expansion into South West London has presented new opportunities and challenges, requiring us to adapt while ensuring sustainability. Securing premises for our growing number of projects and personnel has been a focus, and while we've faced hurdles, our team has shown resilience in overcoming them.

I believe our future ambitions should focus on expanding our reach and deepening the impact of our services. We aim to continue promoting inclusivity and well-being within Asian and minority ethnic communities by building on our strong partnerships with local Councils, NHS, and other strategic stakeholders. Strengthening our financial sustainability through strategic partnerships and diversifying income streams will remain a key focus to ensure we can adapt to changing funding landscapes. Additionally, enhancing our infrastructure and community delivery services, while developing more targeted and culturally sensitive health and well-being programmes will empower marginalised groups and support long-term social cohesion and inclusion.

I am immensely proud of what we have achieved, and I am deeply grateful to our dedicated staff, partners and funders for their unwavering support. As we move forward, I am confident that ARCC will continue to grow and provide essential services to the community. We look forward to another year of success, innovation, and making a tangible difference in the lives of those we serve.

Ima Miah
CEO

Financial review

Projects

One Croydon Alliance LVP - Hear to Talk

ARCC continued to deliver Mental Health services as part of the Hear to Talk project. The project aims to increase 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. This is done through reaching into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough.

Trained 201 Mental Health First Aiders in the community - The participants came from a wide range of backgrounds and have all been accredited by MHFA England. Participants from different professions/organisations (care home staff, Teachers, charities, community, and faith leaders) have attended and have given feedback as to how valuable this training will be in their line of work and personal life.

Delivered 383 counselling hours to support individuals in the community - The referrals were from Social Prescribing Link Works, GP's, SLaM, Women's Groups, Faith Groups, Community organisations and self-referrals through our website. Having counsellors that speak multiple languages makes our services quite unique and accessible.

Champions provided 226 hours of support to clients struggling in the community - A series of conversations with our champions offers supportive, reliable relationships to people who would otherwise be socially isolated. The conversation provides people with a new direction in life, opens a range of activities and leads to increased self-esteem and self-confidence. This service has shown a reduction of burden on mainstream (GP) services which people may use inappropriately as they seek social contact.

Reached out to 51 events held by grassroot organisations to raise awareness - The awareness raising and outreach work was the best way to reach the communities to promote our service. We have noticed an increase in numbers of referrals after promoting at different events whilst doing outreach work.

Held 4 focus groups in different communities - Focus groups were carried out with various communities from Croydon including Empowering Tamil families, Women's Health and Wellbeing group, The Lighthouse Foundation and ARCC community. We had professionals, Social Prescribing Link workers that refer clients and those who have accessed the services come together to make the sessions engaging.

SWL - EMHIP (Ethnicity & Mental Health Improvement Programme)

We have collaborated with local VCS and Health partners to deliver Ethnicity & Mental Health Improvement Programme (EMHIP), a community-led intervention programme to reduce disparities and bring about change for Black, Asian and Minority Ethnic people in mental health care.

EMHIP is designed to provide emotional wellness and support understanding and respecting the needs of Black and Asian Minority Ethnic communities. EMHIP has been created to provide a safe, supportive space where personal well-being is priority.

The EMHIP approach is rooted in cultural sensitivity, making sure that the assistance is personalised. Offering tailored support that respects and understands diverse cultural backgrounds, ensures that every individual receives the care they need, enhancing their outlook on life in a way that resonates with their unique experiences.

EMHIP services are designed by and for people who recognise the unique experiences of Black and Asian communities.

5 Key Inventions for Change - The EMHIP Croydon report, which launched March 2022 broke down the key issues and details of EMHIP, what has been achieved and sets out interventions to reduce ethnic mental health inequalities.

1. Mental Health & Wellbeing Hubs
2. Improving Crisis Care and Choice
3. Reducing Coercion, Improving Inpatient Care
4. SMI - BME Specific Assertive Outreach Team
5. Creating a Culturally Capable Workforce

One Croydon Alliance - Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

ARCC has been delivering our Community Facilitator Project for the past three years to set up and run Locality/Community Hubs, connecting residents to community activities, improving residents' experience at the Hub and strengthening and maintaining the relationship between Health and Social Care and the Voluntary and Community Sector. The project aims to target BME community and grassroot community groups and facilitate solutions focused on discussions around assets and needs in the community.

Some of the achievements of the project have been the weekly delivery of our successful Brigstock Road Community Hub in partnership with Age UK Croydon. The Hub has improved the health and wellbeing of many local residents through empowering and linking them up with community services. Through the Hub we have also provided volunteering opportunities for residents.

Some of the key achievements have been the delivery of various awareness raising activities and talks on Diabetes, Healthy Sleeping, Bowel Cancer and Carers Information Service. The Hub has supported over 1,500 residents.

The Hub houses 16 regular support services that form part of the Hub team with over 40 organisations linked in with 80% of the support services from VCSOs. Over 90% of residents said that they received the support they came for and would recommend the hub to friends and family. Going forward we are planning to continue the good work by running further creative sessions and community led

workshops. Creating more accessible information for residents with learning disabilities, translation services, cultural and other relatable services.

NHS SWL ICS - CKD Project

The Pentathlon series was started as part of a long term health conditions project to support Croydon Black, Asian Minority Ethnic (BME) communities who are at a greater risk of developing Chronic Kidney Disease (CKD) due to their risk factor of developing diabetes and high blood pressure. it is anticipated that a programme of education and early detection in conjunction with the community events currently delivered may prevent onset of illness, progression of illness in early stages and deterioration of established illness.

Pentathlon is a fantastic health and wellbeing programme created for the community. It consists of five sessions:

- Eat well to stay well
- Sleep is our superhero
- I Like to move it, move it
- The wellbeing lowdown
- Fantastic Fibre and your little friends

64 people from the community participated in our workshops on different topics (as above). One of our most popular topics is the one on sleep!

Feedback from participants: -

'I am so glad I got to attend this session. Sleep is one of those things we take for granted and don't really spend much time thinking about. This session has made me reflect of some of the possible solutions to getting a good night's sleep'

'This session has given me some simple tips to get a good night's rest'

'Further to this session I will be speaking to my GP about my medication which could be the cause of me not getting restful sleep'

'It was very interesting to learn about the sleep cycles and the importance sleep has on your overall health'

Royal Marsden NHS Foundation Trust - Cancer Awareness Project

ARCC received 2-years funding from RM Partners to pilot a cancer awareness programme targeted at the South Asian community in Croydon in collaboration with the Croydon BME Forum who focused on Black communities in Croydon, to understand the barriers that these communities face in accessing healthcare, increase awareness of the signs and symptoms of cancer and increase participation in cancer screening programmes.

The purpose of the programme was to address cancer health disparities in Black and South Asian communities, this CBME and ARCC pilot worked to boost involvement in cancer screening programmes, raising awareness about cancer signs and symptoms to prompt primary care visits, tailoring messages about specific high-risk cancers, and reducing the

stigma linked to cancer within these communities.

RM Partners and the NHS recognise the significance of early cancer diagnosis in enhancing patient outcomes. However, studies reveal that South Asian communities experience poorer cancer outcomes. This disparity may stem from lower participation rates of South Asian communities in national cancer screening programs and delayed engagement with primary care when symptoms arise. In response, ARCC, commissioned for this pilot in Croydon, represents the community and voluntary sector, with the aim to address these inequalities by acknowledging and discussing the social and cultural factors contributing to them with the affected communities.

Through focus groups and workshops, tailored messaging was developed to increase awareness of cancer signs, symptoms, and screening programmes while addressing cultural barriers. Recruitment efforts involved various methods, and partnerships with local organisations enhanced outreach, including innovative strategies like TikTok challenges and community events. Key findings highlighted the importance of culturally sensitive approaches and the need for accessible resources in multiple languages to to effectively engage these communities. Through direct and community engagement, ARCC successfully promoted cancer awareness and prevention, emphasising the importance of early detection and dispelling myths surrounding cancer within these communities.

Croydon Health Services NHS Trust - Maternity Project

The Croydon Maternity Project aimed to investigate and address disparities in maternity care experienced by Black, Asian, and Minority Ethnic (BAME) women in the borough. Through a mixed-methods approach, including surveys, focus groups, and case studies, the project gathered detailed insights into the local maternity landscape. A key finding was the disparity in access to care, with a higher percentage of BAME women reporting challenges in accessing maternity services compared to their White counterparts. Additionally, BAME women experienced more pregnancy-related complications and faced greater cultural and social challenges during their maternity journey.

Despite similar ratings for overall maternity care quality between BAME and White women, the project uncovered systemic issues that disproportionately affect BAME women, including cultural insensitivity and inadequate postpartum support. For example, while both groups rated their postpartum care similarly, qualitative data revealed that BAME women often felt unsupported or discriminated against due to a lack of culturally sensitive care. These findings underscore the need for targeted interventions to to ensure that maternity services are inclusive and responsive to the diverse needs of all women.

Key recommendations from the project include implementing comprehensive cultural sensitivity training for healthcare providers to improve patient interactions and reduce unconscious bias. The project also calls for extended postnatal support, particularly for BAME women, who may face additional challenges in the postpartum period. Furthermore, integrating mental health services into maternity care is crucial for addressing both physical and mental health outcomes, especially in minority communities where mental health issues may go unreported or untreated.

Moving forward, the project emphasises the importance of community engagement to bridge gaps between healthcare providers and the communities they serve. By involving local leaders and organisations, maternity care can be more relevant and effective, fostering trust and ensuring equitable access. Continuous feedback from service users will be essential to adapting services and ensuring that all women, regardless of background, receive high-quality, compassionate care throughout their maternity experience.

SWL NHS ICB - Fertility Service

ARCC was commissioned by NHS SWL to carry out community engagement research into reproductive health and fertility services in South-West London. We wrote a report focusing on fertility services and presented an analysis of the barriers to accessing these services, with a particular emphasis on the experiences of black and ethnic minority women. The data for this report was collected through a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women. The report provides recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB).

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board. These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services. Our research seeks to contribute to the well-being and reproductive health of all women in our community.

Our findings include:-

- Last Resort Perception- Fertility services seen as a last resort after natural remedies.
- Lack of awareness about available options. Impact of Cultural Beliefs
- Belief that services may not cater to cultural needs.
- Preference for traditional remedies over medical intervention. Discrimination and Trust
- Fear of discrimination or being misunderstood.
- Perception of prioritising white individuals over ethnic minorities.

Some of the Recommendations for Improvements made in the report were:-

Sensitivity to Cultural Beliefs

- Engaging with the Community
- Direct engagement with the Black Caribbean communities and Asian communities to understand their specific needs and concerns.
- Tailor support and resources aligned with Asian cultural norms.
- Support and Resources
- Provide information and support aligned with cultural norms. Address cultural stigmas and perceptions.
- Create a safe environment for Asian women to discuss and seek help.

SWL ICS - Core 20 Plus 5 Connectors Programme

The Core20Plus5 approach is part of the NHS goal to tackle healthcare inequalities and aiming to:

- support communities to remove barriers that prevent access to health and wellbeing services
- build trust and create opportunities for Community Connectors to be the voice for their communities.
- help shape service provision that better meets the needs of those communities.

The focus is on communities who are not accessing the range of services available to help them maintain their health and wellbeing primarily in five clinical areas of chronic respiratory disease, maternity, hypertension, early cancer diagnosis and severe mental illness.

Since ARCC joined the programme in April 2023, two community connectors were recruited to set up regular events and raise awareness around the core themes with target groups. A women's health and wellbeing session was initially held with 15 attendees. This was followed by a very successful event attended by 55 residents in Norbury Library with engaging talks around osteoporosis, nutrition, mental health, hearing, menstrual health and deep breathing exercises.

Subsequently, since the reporting period there have been ongoing events and collaborations made for example, with Purley Masjid, Croydon Vision and Babyzone in delivering workshops and raising awareness such as in our monthly Bump and Baby Group for new and expectant mothers, women's and men's health and wellbeing days and enabling around 78 health checks at the events so far.

The next steps and aims are to strengthen clinical and community partnerships, to enhance and tailor consistent and sustainable forms of support based on the feedback received and to broaden our connections with the communities that we can support.

Sporting Memories

Launched in 2011, Sporting Memories supports people aged 50 and above, including those living with dementia, depression, or facing isolation, to improve their mental and physical wellbeing through regular club sessions in communities across England, Scotland and Wales.

Their mission is to bring older adults together, creating a positive impact on their lives by offering a welcoming and structured environment where they can gain confidence and enhance their overall wellbeing.

Sporting Memories accomplishes this through various support tools and unique resources designed to facilitate sessions in diverse locations such as community centres, care homes, hospitals and more.

ARCC's Sporting Memories Club, now in its third year, successfully uses the power of reminiscing about sports and gentle physical activity to combat dementia, mental health challenges, depression and loneliness for individuals over 60. Delivered in partnership with the Sporting Memories Foundation, sessions are held weekly at Peony Court Care Home.

The project takes place in small groups, creating a space for men to engage in conversation and socialise. Activities include light exercise, refreshments, and sport quizzes covering a range of sports such as cricket, football, tennis, and racing. During the summer, outdoor activities and outings are also organised, such as a recent visit to Wembley Stadium, where participants learned about footballers, their careers and the history of the stadium.

Community Health & Wellbeing Workers

The Community Health and Wellbeing Project commenced at the end of the financial year. The project managed by ARCC and staffed jointly between ARCC and Croydon BME Forum. It is funded by South West London NHS. The initiative was inspired by a similar service which has been helping residents in Brazil. ARCC are running one of a number of pilot projects instigated by the NHS.

The service supports approximately 250 households in specified areas in Upper Norwood and Thornton Heath. The areas were chosen according by local GPs, who selected areas they thought to have the

greatest need.

Two Community Health and Wellbeing Workers provide support to whole households in their areas. Our aim is to help everyone, within the areas, to improve their physical and mental wellbeing. Support given is holistic, in other words 'Driven by the needs of the households and clients we support'.

The Community Health and Wellbeing Workers are passionate about supporting people to make positive changes. We can provide support in many areas which include:

- Helping residents to remain healthy with support to access immunisations, cancer screening and other well being services
- Providing support to those who choose to improve their wellbeing, for example: to improve their mental health, stop smoking, lose weight
- Provision of support to those living with chronic health conditions and disability eg diabetes, mobility problems
- Ensuring all have access to the numerous community groups and services available in Croydon

The Workers work within the Local GP multidisciplinary teams and maintain knowledge of events and organisations in the local area. Specifically those who can support residents, for example: local food banks.

Challenges the workers are facing include housing problems (mould, water leaks, inappropriate housing for the disabled), clients who are disengaged, with their local support networks and statutory services, and mental health issues.

LBC - Obesity Awareness Workshop

ARCC delivered an Obesity Awareness Workshop to address the wider issue of child poverty and cost of living crisis which can lead to multiple factors including obesity and also affect children's life chances by worse physical and mental health as well as reducing their ability for educational potential.

ARCC has always been passionate about promoting healthy living and educating its community on the importance of looking after their health. This workshop gave us the opportunity to hear from our community: their concerns, fears, and limitations. The session was found to be a very informative and safe space for people to share and open up about their concerns with their health, difficulty in accessing support even from their health care providers, and the high cost of living.

One of the major outcomes was that people wanted more events like this but with additional practical information like: cookery and exercise sessions as well as activities to help them manage their weight. As part of the session we had food tasting, meditation and a group workshop where participants had the opportunity to network and share ideas. We used mapping to help elderly participants to understand where activities are done locally in the borough, the group were so supportive that they explained the locations to each other, even to the extent of using their primary languages to explain; it was

wonderful to see the rich exchange of knowledge among the group, irrespective of their age, gender or or language.

NHS SWL ICS - Long Term Conditions Project

SWL ICS has continued to fund ARCC to deliver our Long-Term Conditions Project (LTC). The Key aims of 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 have continued to hold health and wellbeing awareness raising and health checks throughout Croydon including at health centres, GP Practices, community groups, faith centres and various events. This has been a hugely successful and much needed programme addressing prevalent issues in the Asian and wider BME Communities.

NHS SWL ICS - EPP (Expert Patient Programme)

"I gained knowledge and am more aware of what I am eating - it has opened my eyes." In its fourth year of operation, ARCC continues to build on the success of the EPP (Expert Patients Programme), made possible by funding from the NHS South West London Integrated Care System. EPP remains dedicated to providing essential training for adults residing in Croydon who are managing one or more long-term health conditions (LTCs).

During year 4, EPP trained 168 participants across multiple cohorts. Residents showed significant improvement in confidence and coping strategies, for example 45% more people said they were 'very confident that I can tell a doctor or nurse concerns I have even when they do not ask' after completing EPP.

While the EPP continues to cater primarily to adults facing challenges such as hypertension, COPD (Chronic Obstructive Pulmonary Disease), and diabetes, its scope has broadened to support individuals managing other LTCs like cancer, mental health, obesity and asthma, as well as caregivers of those with long-term conditions within the borough.

The EPP is a UK adaptation of Stanford University's well-established Chronic Disease Self-Management Program (CDSMP). Over the years, it has demonstrated its value in empowering adults to better manage their long-term health conditions, ultimately improving their quality of life and reducing healthcare costs.

EPP remains flexible by offering both in-person and online delivery options, enabling participants with mobility challenges or personal preferences to attend. The six-week course covers various topics such as pain management, fatigue control, better sleep strategies, mental health support (including depression and anxiety), strength and flexibility exercises, and healthier eating habits. Each weekly session lasts 2.5 hours and is co-facilitated by two trained leaders, who also experience long-term health conditions themselves. "I just want to say how much the course has helped me to focus on looking after my health. I had my blood pressure taken at the end of a session with Mencap for my daughter Helen and it was very high. Gifty was there and suggested the course. I started having a banana and beetroot juice for breakfast and got in touch with my GP for blood pressure and blood tests. My blood pressure

is now fine, but blood tests show a slightly high blood sugar. I mentioned the course to the doctor, and she commended me on my positive approach and my lifestyle changes. Another thing I got from the course was to look at food labels to check for high fat, salt and sugar."

SWL NHS - Care Home Connector Project

The Care Home Connector service was commissioned in 2022 as a one-year pilot. The service is a partnership between Asian Resource Centre Croydon and Age UK Croydon, with Age UK Croydon being the lead partner.

The service is part of the Enhanced Health in Care Homes Framework so that people living in care homes could have equitable access to services within the ICN + locality/neighbourhood. It was envisaged that the service would provide a valuable link between care homes, residents and their families with the wider Community and to strengthen the support for those who work and live in care homes via close working with GPs and MDTs. The service has been innovative and groundbreaking.

Care Home Connectors cover all care homes across the borough, working with residents aged 18+ who live in a Croydon care home, are registered with a Croydon GP and require support from the MDT/multi professional working or colleagues or who need support with coordination of care, navigation through services and/or signposting to activities and further appropriate support available within the community. This includes residents who are able to engage but struggle to communicate due to numerous reasons such as dementia, aphasia, mental health, learning difficulties and language.

It is clear that the Care Home Connector Service is valued and appreciated by Residents, Care Home staff, GPs, health and social care partners and our wider Voluntary Community and Faith Sector partners. The pilot has enabled the service to grow in confidence to build an effective model of delivery that is integrated, person centred and able to integrate effectively with ICN+.

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

Evidence highlights that members of marginalised communities, including ethnic minorities, people with disabilities, refugees and the homeless, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health and reduced life expectancy. These communities experience greater challenges and barriers to accessing health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, explores some of the factors underpinning these issues in our local communities in Croydon. The longer-term objective is to ensure underserved communities are given equitable access to healthcare and have appropriate representation in clinical research, particularly for illnesses that those groups are predisposed to.

We have delivered the project in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This has been done via surveys, focus groups and interviews.

1,000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

The main findings from these surveys were further explored through focus groups with the populations most affected, aiming to understand the reasons behind the results, gather the general perspectives of these communities on Croydon Health Services, and give them the opportunity to share their personal experiences.

Throughout this project, interviews were held with residents of Croydon and medical professionals to obtain a clear picture of the barriers to accessing healthcare and participation in clinical research.

Over 1,500 individuals have participated in the project and our team has agreed on a set of recommendations:-

- Explore the availability of communication materials and provide them in languages that are common within Croydon minority groups.
- Ensure that they are in a language that is easy for the public to understand and accessible in community locations.
- Establish which community locations would benefit most from research champions.
- Identify a group of research champions who will be community leaders that promote the participation of clinical research, by myth-busting, signposting for any expert information and clear explanations of the benefits to themselves and their community.

Food & Luncheon Club

It is reported that millions of people in the UK regularly experience hunger, yet tonnes of surplus fresh food is thrown away every day. ARCC is supporting the alleviation of food poverty by running a holistic programme through our weekly Food & Luncheon Club.

This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold by supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

The aim is to support low-income families and pensioners on a weekly basis for a nominal fee offering them groceries and hot meals.

Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.

Our project goes beyond serving hot meals and bags of groceries, it provides a warm social and educational environment where our members can spend hours learning, socialising and eating together with fellow members. As part of the session regular health checks, talks and community consultations are also held for the benefit of the attendees. The project is now in its sixth year and has grown from strength to strength delivered from the Community Hall at Norbury Library.

Navratri Celebrations 2023

For the second successive year we held our annual Navratri celebration, bringing together the community to honour this vibrant festival. The event featured traditional Garba and Dandiya

Raas dance performances, live music and a range of cultural activities.

Attendees enjoyed a variety of food stalls offering regional delicacies, while the venue was beautifully decorated to reflect the festive spirit of Navratri. This celebration not only offers a platform to experience the rich traditions and cultural heritage of Navratri but also promotes a sense of community and joy among participants.

The event was held at Croydon's premiere venue at the Grand Sapphire showcasing this magnificent occasion with over 1,200 people in attendance from Croydon and surrounding boroughs. This is the biggest Navratri celebration in South London and led by our Chair Jay Patel.

Eid in the Square

The Mayor of London's annual Eid festival celebrated its 18th year in Trafalgar Square, welcoming Londoners and visitors to mark the end of Ramadan. Organised in partnership with the Eid Community Advisory Group and various Muslim organisations, this year's event supported the Mayor's #LondonForEveryone campaign, focusing on family, education, and innovation. The main stage featured a mix of traditional and contemporary performances. The celebration concluded with the Colours of Eid Parade, showcasing vibrant costumes and Dhol drummers.

Our CEO, Ima Miah hosted the first ever Inspiring Muslim Awards to honour unsung community heroes, while food stalls offered a global selection, from Indian street food to Somali treats. The Square buzzed with activities like calligraphy, storytelling and fencing sessions with Muslim Girls Fence. Everyday Muslim marked their 10th anniversary with an exhibition and workshops, and Rumi's Cave Open Mic entertained crowds with poetry, comedy and music throughout the day.

Our CEO has been a part of the The Eid Community Advisory Group for several years, which exists for the purpose of supporting and steering the GLA to deliver Eid in the Square successfully for London and its communities.

India & Pakistan Independence Day flag raising

The celebration of 76 years of independence was a significant and memorable event for the thriving Indian and Pakistani communities in Croydon. The flag-raising ceremony at Croydon Town Hall, attended by ARCC Trustees along with the Civic Mayor and Executive Mayor of Croydon, made the day even more special for the residents, highlighting the borough's dedication to inclusivity and diversity. It's heartening to know that so many community members took part and felt a strong sense of pride and belonging in such a welcoming atmosphere.

Chand Raat

ARCC sponsored the Chand Raat event hosted by Grand Sapphire, South London's biggest event to celebrate Chand Raat, (Night of the Moon), the evening before Eid al-Fitr, when the new moon is sighted, marking the end of Ramadan, the Islamic month of fasting.

It is a festive and joyous occasion, celebrated by Muslims across the world as they prepare for the next day's Eid celebrations. Families and friends gather for shopping, decorating homes, applying mehndi (henna), and preparing special meals. Markets and streets are often bustling late into the night with people buying clothes, gifts, and sweets. Chand Raat signifies the transition from a month of fasting to a day of festivity and gratitude.

ARCC was proud to be a part of the festivities and bring to life the tradition in Croydon.

AGM 2022/23

Our Annual General Meeting for 2022/23 was held at the prestigious Grand Sapphire Hotel & Banqueting celebrating the achievements of the organisation over the past year. This was an opportunity for us to report back to the community on our projects and activities as well as to update on our future plans.

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 Mr Jason Perry, Abigail Heraty - Development Manager from Amro Partners and Hilary Williams - Director of Transformation & Commissioning (SWL, ICB & CUH).

At the AGM, we also welcome a diverse group of new trustees including Dr Hana Patel, Tamkin Riaz, Hussein Ghor and Samina Khan. Each of them brings unique skill sets and perspectives from a variety of professional backgrounds. This diversity will significantly enhance our board's ability to support and guide the organisation in its development. These trustees, with their expertise in areas such as health, business and community engagement will play a crucial role in shaping our future strategy. Their fresh insights and collective experience will be invaluable as we work together to address the challenges ahead, drive growth and ensure long-term sustainability.

AMRO Partners Partnership

We have embarked on a 3-year partnership with Amro Partners to promote the Community Space within the London Borough of Croydon.

Alongside a financial support package, we are working closely with Amro to develop a new 206 sqm Community Space which is proposed as part of the Botanical House Development. Located on the former Croydon Park Hotel site, the project will deliver 447 new rental homes to the town. In partnership with Amro we are developing a programme for the community space that will focus on supporting local residents including some of the most vulnerable and hard to reach community members. Events will include coffee mornings, weekly social gatherings for elders from all communities to tackle loneliness, luncheon clubs providing freshly prepared meals and nutritional advice, physical exercise classes and mentoring programmes.

MMR Train the Trainer Project for NHS South Central & West CSU

ARCC was commissioned by NHS England to deliver an awareness raising campaign delivering training sessions to faith and community leaders, to support the NHSE COVID-19

Vaccination Deployment Programme.

The main objectives for this project were to: -

1. Engage with faith leaders and community champions who are trusted to influence their respective communities on immunisation and screening.
2. Increase access, understanding of and confidence in vaccinations by dispelling myths and false information on vaccines, providing a safe space to ask questions and sharing factual information on vaccine safety.
3. Deliver outreach that is relevant, accessible and can be trusted by communities.

The project was intended to be delivered in two parts.

1. Comms, webinar and train the trainer - providing faith leaders and community champions with up to date and relevant information on the forthcoming autumn/winter vaccination and immunisation programmes for children, young people, and adults.
2. Outreach/mini-health initiatives - provide opportunity for faith leaders and/or community champions to engage with their congregation and the public on what they've learned through the 'train the trainer' sessions.

This project gave ARCC the opportunity to focus on particular faith groups within the community to deliver awareness raising but also collect community conversations and concerns around MMR and other vaccinations. The project delivery culminated into a detailed report of findings and recommendations for NHSE to consider in future vaccination campaigns.

SWL ICP Action Workshop

In May 2023, SWL Integrated Care System brought together nearly 300 people from across South West London to agree tangible actions to help them achieve their ambitions for health and care.

Representatives from the NHS, six local authorities, voluntary and community sector, Healthwatch and people and communities, came together to discuss, challenge and help shape the practical actions that could be delivered together across the partnership

Aligned with the agreed priorities for our South West London Integrated Care Partnership for the next five years, six working groups looked in detail at one of our six shared priorities:

- Tackling our system-wide workforce challenges
- Reducing Health Inequalities
- Preventing ill-health, promoting self-care and supporting people to manage long term conditions
- Supporting the health and care needs of children and young people? Positive focus on mental well-being
- Community-based support for older and frail people
- Hosted a Webinar on Entry Routes into Primary Care Roles

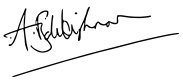
Our CEO, Ima Miah featured in the highlight video, click **HERE** to watch the video.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.
The trustees' annual report was approved on 16 October 2024 and signed on behalf of the board of trustees by:



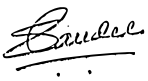
Jay Patel - Chair



Ash Balakrishnan - Vice Chair



Sahadat Hossain - Secretary



Dr Suraj Paudel - Treasurer

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2024

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2024.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg - FCCA
Independent Examiner 16 October 2024

Begg Williamson & Co
24 Church Road
Crystal Palace
London
UK
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2024

	Note	2024 Unrestricted funds £	2024 Restricted funds £	2024 Total funds £	2023 Total funds £
Income and endowments					
Donations and legacies	**5**	1,022	741,452	742,474	874,093
Charitable activities	**6**	165	–	165	218
Other trading activities	**7**	55,442	3,600	59,042	31,090
Investment income	**8**	848	–	848	153
Total income		57,477	745,052	802,529	905,554
Expenditure					
Expenditure on charitable activities	**9,10**	2,660	767,263	769,923	710,574
Total expenditure		2,660	767,263	769,923	710,574
Net income and net movement in funds		54,817	(22,211)	32,606	194,980
Reconciliation of funds					
Total funds brought forward as previously reported		109,815	455,213	565,028	370,236
Prior year adjustment		–	–	–	(2,188)
Total funds brought forward as restated		109,815	455,213	565,028	368,048
Total funds carried forward		164,632	433,002	597,634	563,028

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 26 to 35 form part of these financial statements.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2024

	Note	2024 £	2023 £
Fixed assets			
Tangible fixed assets	**16**	4,404	4,286
Current assets			
Debtors	**17**	70,212	34,930
Cash at bank and in hand		723,700	537,165
		793,912	572,095
Creditors: amounts falling due within one year	**18**	200,682	13,353
Net current assets		593,230	558,742
Total assets less current liabilities		597,634	563,028
Net assets		597,634	563,028
Funds of the charity			
Restricted funds		433,002	455,213
Unrestricted funds		164,632	107,815
Total charity funds	**21**	597,634	563,028

For the year ending 31 March 2024 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 16 October 2024, and are signed on behalf of the board by:

Jay Patel - Chair

Ash Balakrishnan - Vice Chair

Sahadat Hossain - Secretary

Dr Süraj Paudel - Treasurer

The notes on pages 26 to 35 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

Income
All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets
All fixed assets are initially recorded at cost.

Depreciation
Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

3. Accounting policies ***(continued)***

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

3. Accounting policies ***(continued)***

Financial instruments ***(continued)***

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Grants			
LBC - Obesity Awareness Workshop	–	1,500	1,500
NHS South Central & West CSU - MMR TT	–	10,000	10,000
LBC Community fund - Infrastructure programme	–	–	–
London Sport	–	–	–
Croydon Voluntary Action - 20 plus connectors prog.	–	–	–
Royal Marsden NHS foundation	–	66,577	66,577
One Croydon Alliance LVP Fund	–	173,981	173,981
Peoples Health Trust	–	2,693	2,693
One Croydon Alliance - Community facilitator project	–	–	–
Local Trust	–	–	–
Croydon Health Services - EDI Research project	–	29,250	29,250
EMHIP	–	88,852	88,852
SWL ICS -Core 20 plus connector	–	15,947	15,947
SWL NHS - Care home connector project	–	92,728	92,728
SWL ICS - Hospital discharge	–	–	–
NHS SWL ICS - CHWW	–	11,321	11,321
NHS SWL ICS -LTC & EPP	–	160,600	160,600
Business Forum	–	–	–
NHS SWL ICS - CKD	–	26,180	26,180
One Croydon Alliance -community facilitator	–	61,823	61,823
Other donations and legacies			
Donations and sponsorships	1,022	–	1,022
	1,022	741,452	742,474

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Grants			
LBC - Obesity Awareness Workshop	–	105,549	105,549
NHS South Central & West CSU - MMR TT	–	40,000	40,000
LBC Community fund - Infrastructure programme	–	39,000	39,000
London Sport	–	2,488	2,488
Croydon Voluntary Action - 20 plus connectors prog.	–	54,797	54,797
Royal Marsden NHS foundation	–	83,295	83,295
One Croydon Alliance LVP Fund	–	120,938	120,938
Peoples Health Trust	–	9,426	9,426
One Croydon Alliance - Community facilitator project	–	22,318	22,318
Local Trust	–	17,850	17,850
Croydon Health Services - EDI Research project	–	17,000	17,000
EMHIP	–	–	–
SWL ICS -Core 20 plus connector	–	149,866	149,866
SWL NHS - Care home connector project	–	96,552	96,552
SWL ICS - Hospital discharge	–	20,750	20,750
NHS SWL ICS - CHWW	–	–	–
NHS SWL ICS -LTC & EPP	–	7,000	7,000
Business Forum	3,503	–	3,503
NHS SWL ICS - CKD	–	82,650	82,650
One Croydon Alliance -community facilitator	–	–	–
Other donations and legacies			
Donations and sponsorships	1,111	–	1,111
	4,614	869,479	874,093

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Gift Aid	165	165	218	218

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Other Revenue	55,442	3,600	59,042

7. Other trading activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Other Revenue	14,120	16,970	31,090

8. Investment income

	Unrestricted Funds £	**Total Funds 2024 £**	Unrestricted Funds £	Total Funds 2023 £
Other interest receivable	848	848	153	153

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2024 £**
Management & admin costs	–	175,629	175,629
Project delivery & grant funding	–	41,567	41,567
Support costs	2,660	550,067	552,727
	2,660	767,263	769,923

	Unrestricted Funds £	Restricted Funds £	Total Funds 2023 £
Management & admin costs	–	263,018	263,018
Project delivery & grant funding	–	24,132	24,132
Support costs	3,229	420,195	423,424
	3,229	707,345	710,574

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2024 £**	Total fund 2023 £
Management & admin costs	175,629	–	486,873	662,502	626,332
Project delivery & grant funding	–	41,567	37,909	79,476	51,629
Legal & professional	–	–	24,056	24,056	28,797
Depreciation	–	–	1,468	1,468	1,428
Governance costs	–	–	2,421	2,421	2,388
	175,629	41,567	552,727	769,923	710,574

11. Net income

Net income is stated after charging/(crediting):

	2024	2023
	£	£
Depreciation of tangible fixed assets	1,468	1,428

12. Auditors remuneration

2024	2023
-	-

13. Independent examination fees

	2024	2023
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,200	2,000

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2024	2023
	£	£
Wages and salaries	454,195	330,603
Employer contributions to pension plans	9,144	8,358
	463,339	338,961

The average head count of employees during the year was 9 (2023: 8).

No employee received employee benefits of more than £60,000 during the year (2023: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2023	33,387
Additions	539
At 31 March 2024	33,926
Depreciation	
At 1 April 2023	28,054
Charge for the year	1,468
At 31 March 2024	29,522
Carrying amount	
At 31 March 2024	4,404
At 31 March 2023	5,333

17. Debtors

	2024 £	2023 £
Trade debtors	39,966	28,141
Other debtors	30,246	6,789
	70,212	34,930

18. Creditors: amounts falling due within one year

	2024 £	2023 £
Accruals and deferred income	155,000	2,000
Other creditors	45,682	11,353
	200,682	13,353

19. Deferred income

	2024 £	2023 £
Amount deferred in year	153,000	–

20. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £9,144 (2023: £8,358).

21. Analysis of charitable funds

Unrestricted funds

	At 1 April 2023	Income	Expenditure	Prior year adjustments	**At 31 March 2024**
	£	£	£	£	£
Unrestricted Fund-charitable	109,815	53,170	(2,660)	–	160,325
	–	–	–	–	–
	109,815	53,170	(2,660)	–	160,325

	At 1 April 2022	Income	Expenditure	Prior year adjustments	At 31 March 2023
	£	£	£	£	£
Unrestricted Fund	94,127	19,105	(3,229)	–	110,003
	–	–	–	(2,188)	(2,188)
	94,127	19,105	(3,229)	(2,188)	107,815

Restricted funds

	At 1 April 2023	Income	Expenditure	Prior year adjustments	**At 31 March 2024**
	£	£	£	£	£
Restricted Fund	455,213	749,359	(767,263)	–	437,309

	At 1 April 2022	Income	Expenditure	Prior year adjustments	At 31 March 2023
	£	£	£	£	£
Restricted Fund	276,109	886,449	(707,345)	–	455,213

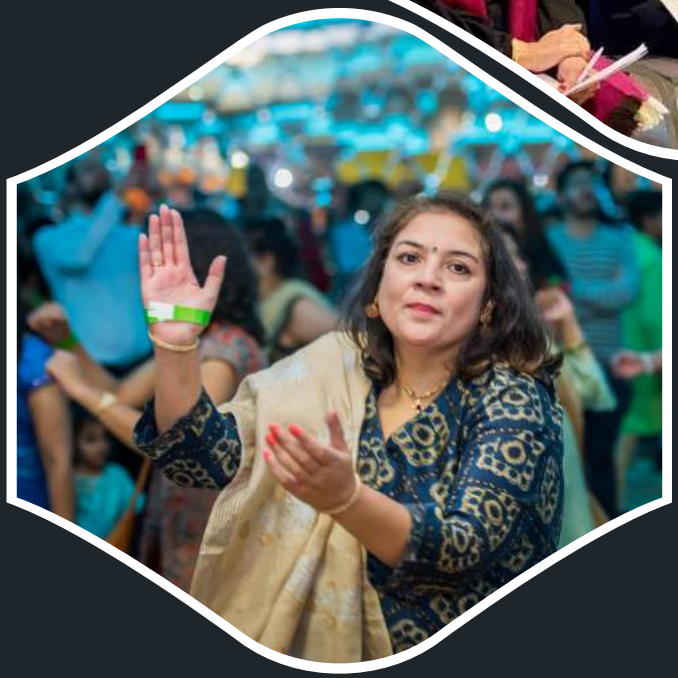
ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales - Charity number 1120376

Accounts

asian resource centre
croydon







ANNUAL REPORT

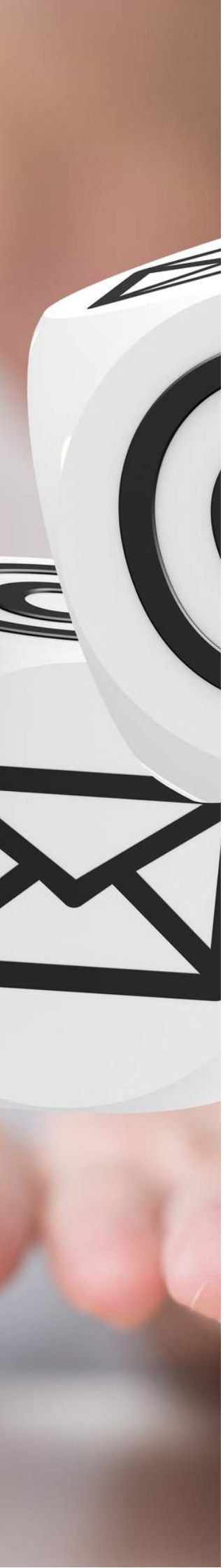
2022/2023





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Registered Charity No: 1120376
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 and Businesses.

Our mission is to foster, advance, and champion community engagement and volunteer initiatives that enhance the well-being, health, and overall quality of life within our local community.

Our vision encompasses a thriving, inclusive, and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes

- 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 well-being 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 grassroots 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.



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.

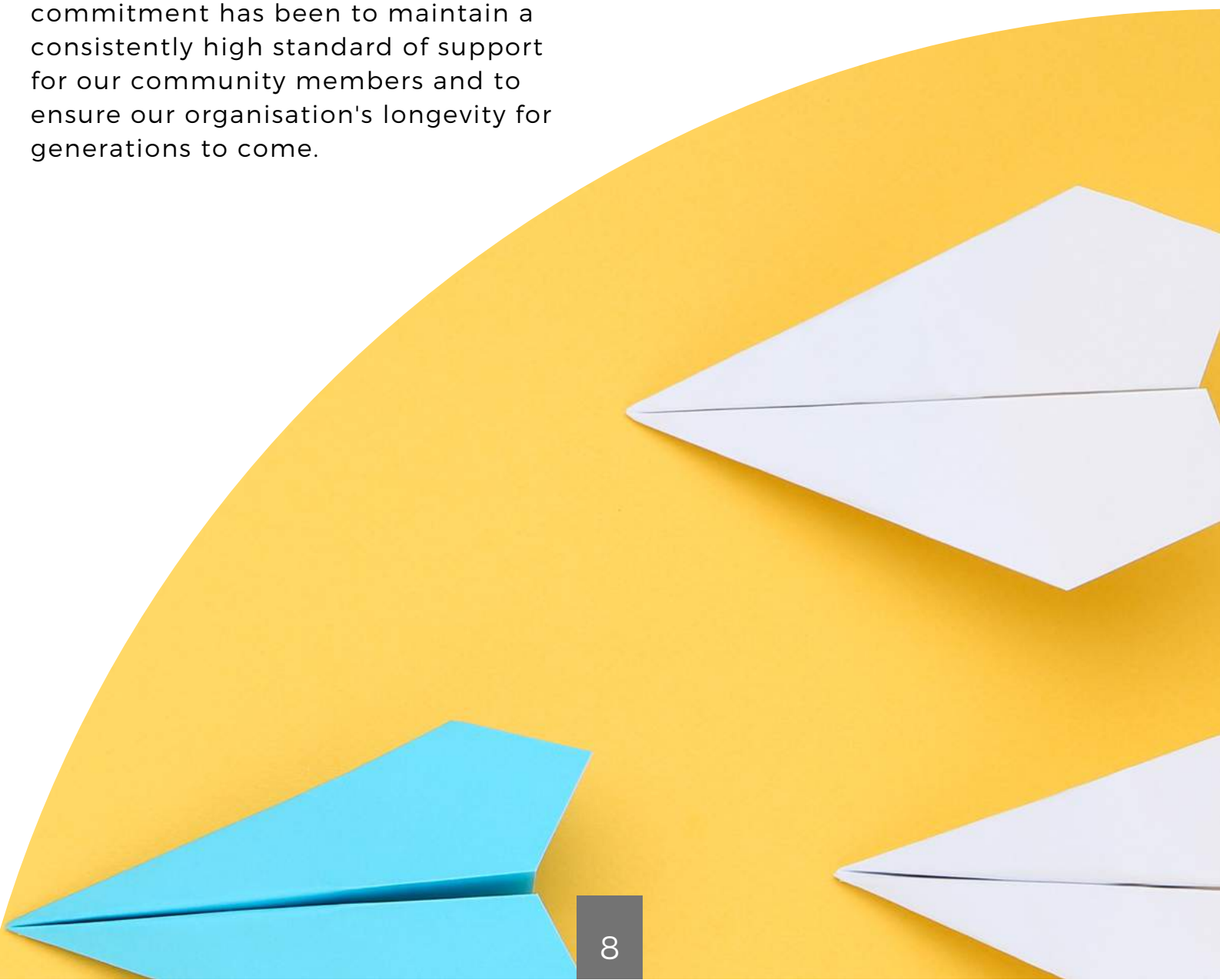
CHAIR'S PREFACE

The year 2022/2023 has presented ARCC with numerous challenges, yet it's also been a year of remarkable accomplishments. We've not only met our growth targets but also secured the organisation's future sustainability. I extend my heartfelt gratitude to my fellow Board Members, our dedicated Senior Management Team, our diligent Project Delivery Staff, and, above all, our community members whose engagement with us for the support they deserve has been pivotal.

We've expanded our project portfolio, particularly in the realm of health and wellbeing. Throughout, our unwavering commitment has been to maintain a consistently high standard of support for our community members and to ensure our organisation's longevity for generations to come.

As we embarked on this year, the "post-Covid normal" began to take shape. It's uncertain whether things will ever return to their pre-2020 state. What's clear, however, is that Covid has compelled us to rethink and innovate how we approach our work.

Community organisations like ARCC are playing an increasingly vital role in supporting statutory entities such as the council and healthcare providers in service delivery. With this, the expectations of funding organisations have risen, and we've enhanced our systems to better meet these expectations.



CHAIR'S PREFACE

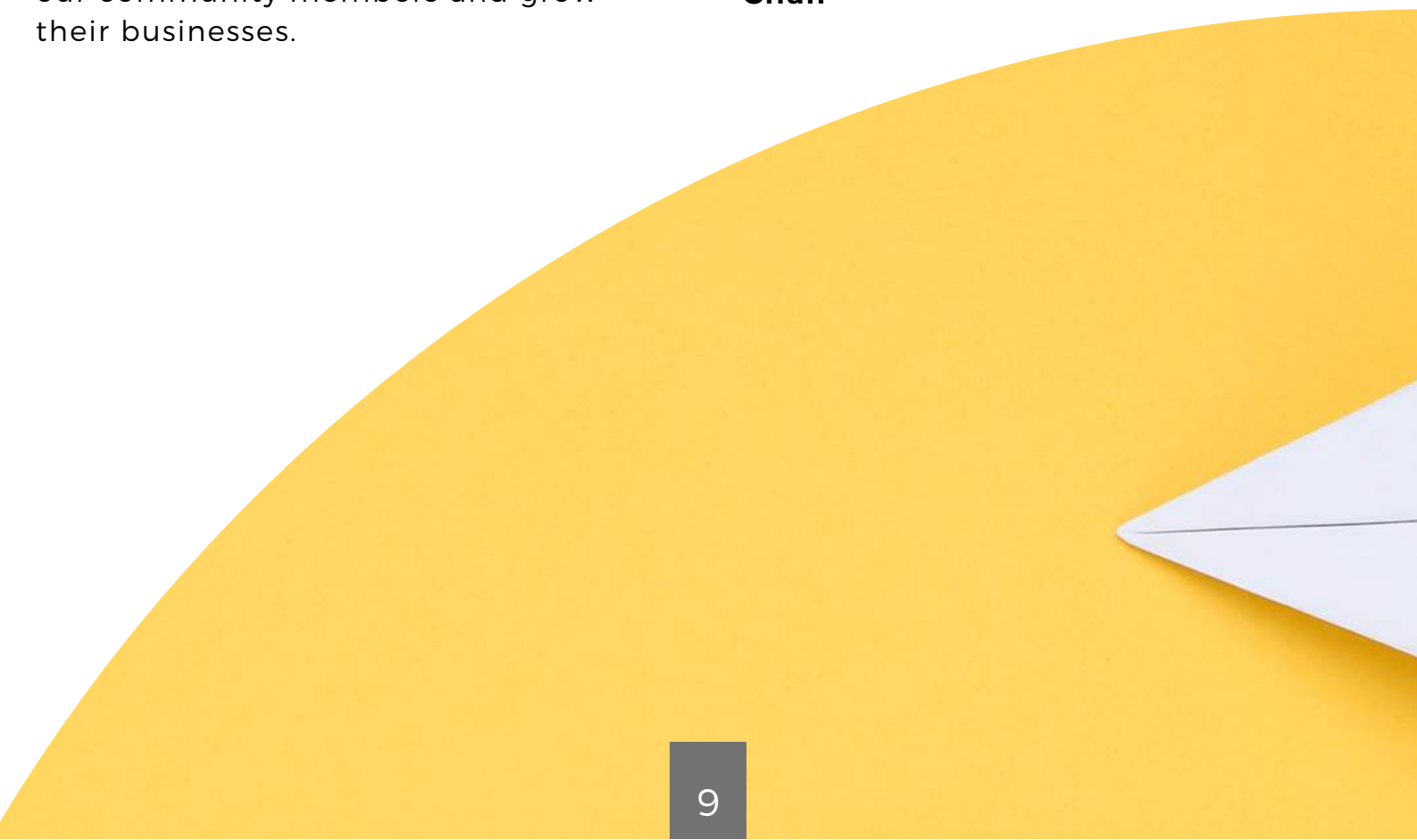
I'm thrilled to announce that ARCC's income has grown by an impressive 45% compared to the previous year. We've reached out to over 13,235 community members, a 33% increase from previous years. Asian and other minority ethnic organisations can no longer limit themselves to preserving culture and traditions; our projects now aim to help our communities lead happy, healthy, and thriving lives. This includes providing assistance to those facing significant challenges, from mental health issues to cancer and long-term medical conditions.

Building closer ties with the business community is another integral aspect of our work. Two years ago, we successfully launched the ARCC Business Forum initiative. We're continually developing innovative ways to engage with the business community, helping them connect with our community members and grow their businesses.

"Last year, we hosted a spectacular cultural event during our Navratri celebrations, uniting our diverse community with an impressive turnout of nearly 1,000 participants. As we look to the future, our aim is to elevate these events even further by drawing in a multitude of communities to highlight our rich history. We aspire for this event to become the most significant Navratri gathering in South London, an occasion that brings diverse communities together on an even grander scale."

In conclusion, I'd like to express my sincere gratitude to all my colleagues for their unwavering support as Chair and for entrusting me with the responsibility of leading this organisation.

Jay Patel
Chair



CEO'S REPORT

"At ARCC, we're committed to continuous growth and improvement."

This past year has been characterised by expansion, innovation, and a renewed focus on our core objectives. As a rapidly growing organisation, we've diligently established systems and policies to support our valuable human resources. We've also ventured into new opportunities and explored innovative ideas.

As an organisation, we've reinvigorated our partnership with the Croydon Council, finding fresh ways to collaborate despite the challenging economic climate. Our growing alliance with the NHS has become a significant contributor to ARCC's service delivery. Each day, we uncover new avenues to address health inequalities and the ever-present cost-of-living challenges.

ARCC has not only met but surpassed all of our operational targets. While we've faced some challenges in securing premises to accommodate our expanding number of projects and personnel, we've persevered. We've invested significant effort in stabilising our organisation's delivery post the conclusion of the Council's long-term community fund and the completion of our National Lottery fund. Despite major funding streams concluding, I'm pleased to report that we continue to grow and have closed the year with an impressive turnover.

Our partnerships with the NHS and the Council have grown stronger, particularly through our participation in the One Croydon Alliance. We represent the Asian Community at the highest level in the borough and Southwest London. In terms of service delivery, our flagship projects, including the Long-term Conditions and Expert Patients Program, as well as our Food Club, continue to place us in a position of great significance. Additionally, our involvement in Equality, Diversity, and Inclusion (EDI) research has provided valuable insights into the health sector's needs and barriers within Asian communities, resulting in several breakthrough projects currently in progress.

On a personal note, I am proud to have taken on the role of Chair of the Voluntary Sector Leadership Board, established by the One Croydon Alliance. This role ensures robust representation of the VCS across OCA governance and improves two-way communication. This represents a significant step forward for Asian women in leadership within the borough, promising a more impactful and well-heard voice. We take immense pride in our work to promote equity, not only in our interactions with residents and groups but also in leadership and influence.

CEO'S REPORT

The landscape has changed, and funding has shifted from local authorities to health. It's crucial that we adapt to this new direction while genuinely serving our communities and co-producing our programs with service users.

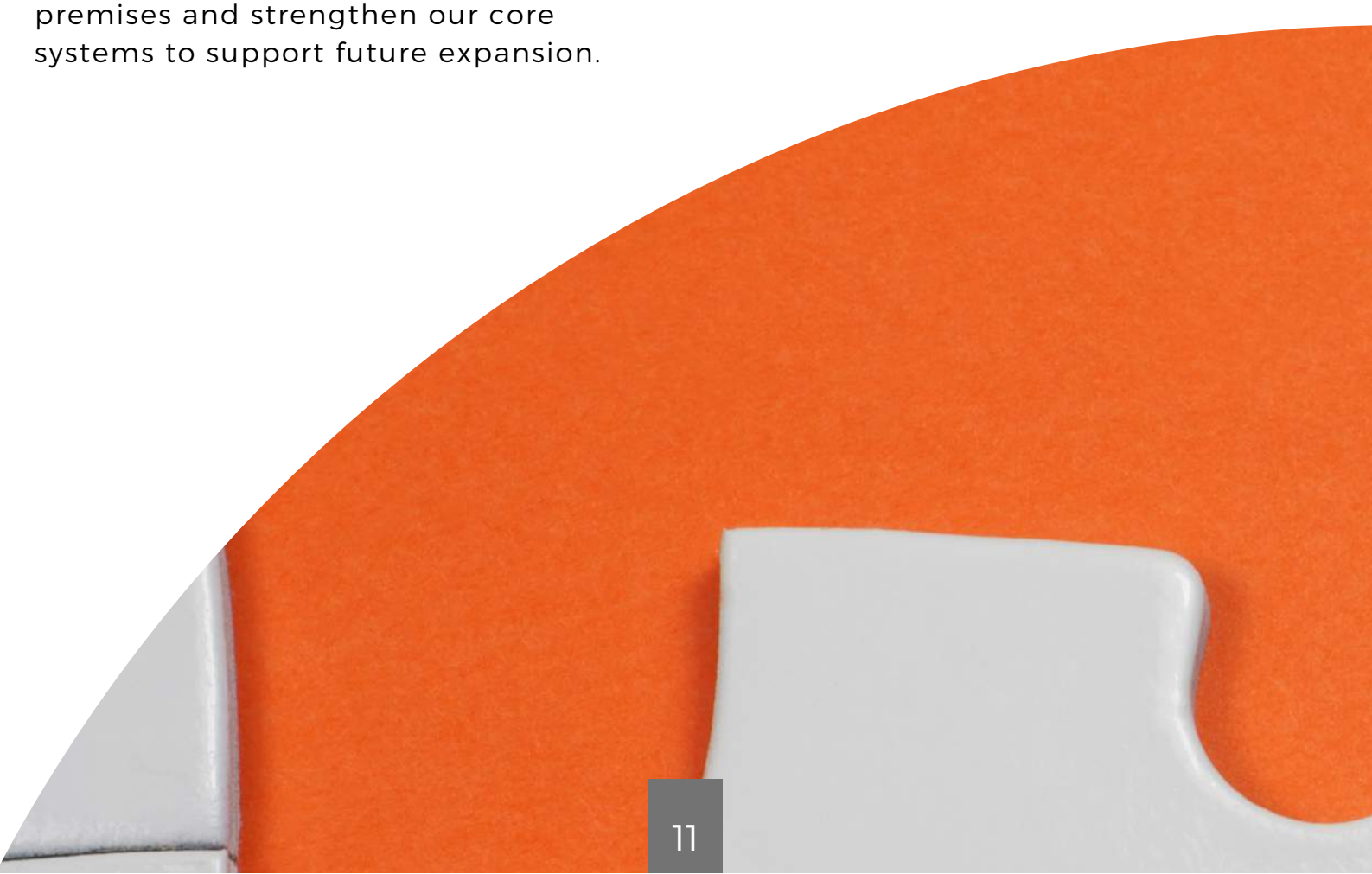
Our expansion into South West London presents new opportunities and challenges. From my experience in leadership and running my own business, I understand that reaching the pinnacle is exciting, but staying there is tough. Sustainability must be considered every step of the way.

As an organisation, we acknowledge that there's still much work ahead of us. In the coming year, we intend to focus on stabilising our new projects and the growing number of income streams. We want to settle into our new premises and strengthen our core systems to support future expansion.

I'd like to express my gratitude to everyone associated with ARCC for their hard work and support this year. Our ARCC Board of Trustees and colleagues have worked tirelessly to achieve our goals, and the community's support has been our driving force. My staff is undeniably a dream team, and I'm immensely grateful to our funders and partners for investing both money and time in our mission. The positive feedback we've received from our work in the borough is greatly appreciated.

While we've encountered some challenges this year, I'm genuinely pleased with the results we've achieved and eagerly anticipate continuing this exciting journey with all of you.

Ima Miah
CEO



PROJECTS & ACTIVITIES

LBC Community Fund - Infrastructure Programme

Over the past two decades ARCC has supported and built the capacity of groups through our infrastructure support and delivery funded by LBC (London Borough of Croydon). 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, take part in partnerships and become stronger community enterprises.



We have delivered outcomes by providing a hub of infrastructure services that 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

Since the inception of ARCC back in 1999 we have worked closely with the London Borough of Croydon in providing vital infrastructure support to the Asian VCS, however as the funding for this specific work has ended we are working with the council in different ways to ensure the support needs to the community are met.

PROJECTS & ACTIVITIES

LBC Community Fund - Outcomes Programme

Our Happy Healthy Communities Partnership Programme brought together 5 grassroot 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 programme was to deliver a range of community activities to promote health and well-being in the borough.

The project has transformed and improved the lives of thousands of isolated, lonely and vulnerable people in Croydon. People have formed new relationships, firmed up existing ones and enjoyed gatherings in their own localities.

Many of our service users have seen health benefits, are better off financially, increased their awareness of services and improved their life chances while attending the many different activities and services offered.

Our partner organisations have flourished, improved their practices and sustained a good standard of services throughout. The partnership has referred across the partnership and enjoyed sharing resources and increasing their capacity. We have increased the number of volunteers and service users who are actively involved in delivering the projects thereby making them more sustainable.

Funding for this has now come to an end from Croydon Council after six years of successful delivery. We continue to look for funding opportunities for these groups and are working closely to form new partnerships.



PROJECTS & ACTIVITIES

TNL Community Fund - CCDP

In January 2020 ARCC was successful in our funding bid to TNL (The National Lottery) Community Fund for a partnership project with ten other grassroot organisations in the Borough over a period of three years providing, Infrastructure support to partner agencies & VCS organisations, Health & Wellbeing sessions, tackling DASV (Domestic Abuse & Sexual Violence) prevention as well as Education support, Positive parenting and Mentoring.

The CCDP (Croydon Community Development Partnership) Project was designed to holistically create an environment where Asian and local communities can thrive, with 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.



Our programme achieved a core strengthening of Asian VCS organisations. Working in partnership, we built family resilience, combated social isolation and enabled volunteering opportunities which allowed for the strong to share skills with struggling people and carers have been given support and some respite.

There has also been an improvement in community cohesion, families and individuals received education on nutrition/diet and exercise to live healthier lives, and parents were supported to understand the educational system, enabling them to support their children with their studies. Young people were engaged in using sport to have community conversations preventing them from being misled into radical ideology.

Other outcomes have been embracing young refugees and asylum seekers, supporting them to integrate into the community backed by greater support to learn English. Outreach services in GP surgeries and within communities were delivered to signpost socially isolated people to services and used asset maps of VCS projects to promote community participation. There was also a provision of culturally specific DASV services to prevent domestic abuse.

The project came to an end in January 2023 and the partnership has submitted a new application to The National Lottery for the continuation of this programme and awaiting outcome.

PROJECTS & ACTIVITIES

SWL NHS - Care Home Connector Project

The Care Home Connector Service in partnership with AgeUK Croydon began in June 2022 to ensure care homes, residents and family members are more connected, less isolated and more informed by linking them with the support and services which are available in the local community funded through SWL (South West London) NHS.

The first phase of this project has been crucial in assisting our understanding of how to move the project forward and reach more residents. We are in a much stronger position than at the beginning of the project and have some new ideas to take forward.

The vision is for the Care Home Connectors to be seen as part of the care home team, regularly attending the care home MDTs and meeting with residents and staff members.

We have already seen successes in care homes across the Croydon borough, supporting residents to regain their independence, enabling them to improve their mobility and connect with the wider community.

Through connections to various voluntary, community organisations and services, we have been able to link care home residents to work and study opportunities, as well as provide them with much-needed technology training and social engagement.



PROJECTS & ACTIVITIES

One Croydon Alliance - Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

Since launching in September 2022, the Brigstock Road Community Hub has had over one thousand residents dropping in to have a chat and receive support and information around a specific need, health and well-being, or to be linked with social activities.



The hub is made up of a core team of fifteen services from the voluntary community, statutory, and health and social services sectors who provide regular face-to-face support at the Hub. There are over forty services connected with the Hub with an established two-way partnership working, which is growing.

Some of the support services include MENCAP Croydon, Clear Community Web, AGEUK Croydon, Healthy Homes, Citizens Advice Croydon, Hair Plea, MIND, Councillor Surgery, Croydon Council Housing, Department for Work and Pensions, Alzheimer's Society, Croydon Vision and Croydon Hearing.

In addition, the Hub has hosted nine talk sessions on occupational therapy, counselling, domestic abuse, diabetes prevention, hypertension, cancer awareness, hearing health, adult education courses, and mental health.

The support and provision at the community hub continues to grow from strength to strength frequenting over forty residents each week. The next step for ARCC Community Facilitators is to launch a new community hub in the Central East Locality.

The Brigstock Road community hub has been featured in several articles and videos including in the Healthy Communities Together - The King's Fund, NHS Confederations, and SWL Integrated Care Systems.

PROJECTS & ACTIVITIES

SWL ICS - Hospital Discharge

In partnership with Croydon Neighbourhood Care Association and AgeUK Croydon we ran a pilot project, focusing on supporting people being discharged from the hospital onto pathway 0+ instead of pathway 1 based on where the data showed the most impact could be made and on the patients' needs identified. The project was funded through SWL (South West London) ICS (Integrated Care System).

The service took referrals from system professionals and from Croydon Health Services (Primary Care, Community Services, and Acute Care). The service allowed professionals supporting people who were in hospital for planned or unplanned interventions to work together and provide a holistic approach to care which included the needs of the carers and their families as well as those who are cared for. The service was able to achieve the following:

- Improve the quality of client care and ongoing support
- Maintain excellent client experience and high-quality care after discharge
- Close working with hospital discharge teams and clinicians
- Building relations with hospital teams and clients



PROJECTS & ACTIVITIES

SWL ICS - Expert Patient Programme

In its third year of operation, ARCC continues to make strides with the EPP (Expert Patients Programme), thanks to funding from the NHS South West London Integrated Care System. This program offers essential training for adults residing in Croydon who are dealing with one or more long-term health conditions (LTCs).

While the EPP primarily caters to adults in Croydon facing challenges like hypertension (high blood pressure), COPD (Chronic Obstructive Pulmonary Disease), and diabetes, it now extends its support to individuals dealing with other LTCs, including cancer, asthma, and those who are caregivers for individuals with long-term health conditions in the borough.

The EPP is a UK adaptation of Stanford University's highly regarded Chronic Disease Self-Management Program (CDSMP). This program has demonstrated its effectiveness in assisting older adults in better managing their chronic conditions, enhancing their quality of life, and reducing healthcare costs.

This six-week program offers both in-person and online delivery options to accommodate individuals with mobility issues or personal preferences. The weekly sessions cover a wide array of topics, including strategies for dealing with pain, managing fatigue, improving sleep, addressing depression and anxiety, engaging in flexibility exercises, and adopting a healthier approach to eating. Each session lasts for two and a half hours and is co-facilitated by two trained leaders, at least one of whom is personally living with a long-term health condition.



PROJECTS & ACTIVITIES

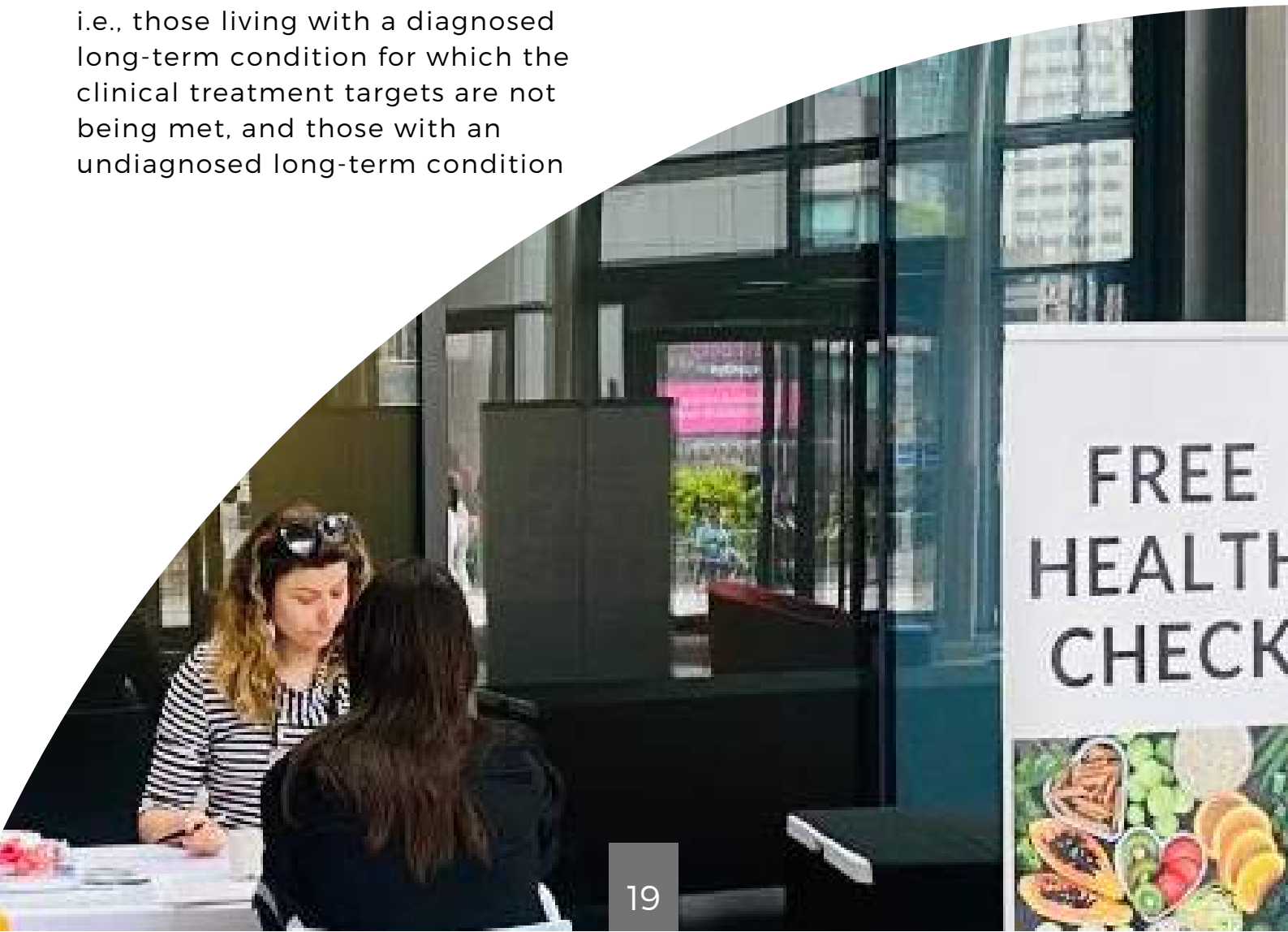
SWL ICS - Long Term Conditions Project

ARCC has been funded by the SWL ICS to deliver a Long-Term Conditions Project (LTC). The Key aims of 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.



SWL ICS - DoSA Project

The Diabetes for South Asians (DoSA) Project represents a pivotal initiative, meticulously designed to cater to the unique needs of individuals with South Asian heritage and those living a South Asian lifestyle. South Asian communities often face specific challenges when it comes to health and wellness, including a higher prevalence of diabetes. Recognising this, the DoSA Project was conceptualised to address these specific concerns and deliver culturally tailored support and guidance.

This comprehensive program spans a duration of 12 weeks, broken down into engaging and informative modules delivered over two-week intervals.



This structured approach allows participants to delve deeply into various aspects of diabetes management at a manageable pace. By offering this extended duration, participants can absorb the knowledge and develop skills gradually, promoting a more profound understanding of the condition.

As part of the DoSA Project, participants receive two specially crafted and colourful leaflets: 'Managing Celebrations' and 'Healthy Eating and Cooking.' These resources are thoughtfully designed to provide practical advice and tips for navigating common situations, such as festive celebrations and daily dietary choices, with a focus on diabetes management.

It is important to highlight that the DoSA Project commenced as a pilot endeavour, and the outcomes have been truly promising. Participants who have successfully completed the program have reported positive results, indicating that this specialised approach is highly effective in providing valuable insights and knowledge about managing diabetes. By delivering education and support in a culturally sensitive and relevant manner, the DoSA Project plays a vital role in promoting healthier lifestyles and improved diabetes management within the South Asian community. This approach not only fosters awareness but also empowers individuals to take control of their health and make informed decisions for a better quality of life.

PROJECTS & ACTIVITIES

LBC - Covid Vaccine Champion

ARCC delivered a Small Grants Funding Programme supporting community groups to promote Covid Vaccine. In April 2022 Croydon's infrastructure Support Service partnership ARCC, Croydon BME Forum, Croydon Neighbourhood Care Association, and Croydon Voluntary Action were awarded £74,000 each to distribute small grants to local community groups. The programme raised awareness of Covid Vaccine among vaccine-hesitant communities.

The initiative successfully heightened awareness of the Covid Vaccine among hesitant communities. Positive feedback from various community groups indicated an increase in vaccination acceptance, better access to vaccine-related information, and improved awareness of local initiatives within the borough.



PROJECTS & ACTIVITIES

One Croydon Alliance LVP - Hear to Talk

ARCC has been funded to deliver the Mental Health Project (Hear to Talk) for the 3rd year. The project reaches into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough. We understand and acknowledge that it is still a taboo topic and there is still some work to be done.

The 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, and 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.

As our work in this field matures we are working with strategic partners to link this project with a wider Mental Health transformation programme like EMHIP to have a wider impact and more holistic support from health and communities.



PROJECTS & ACTIVITIES

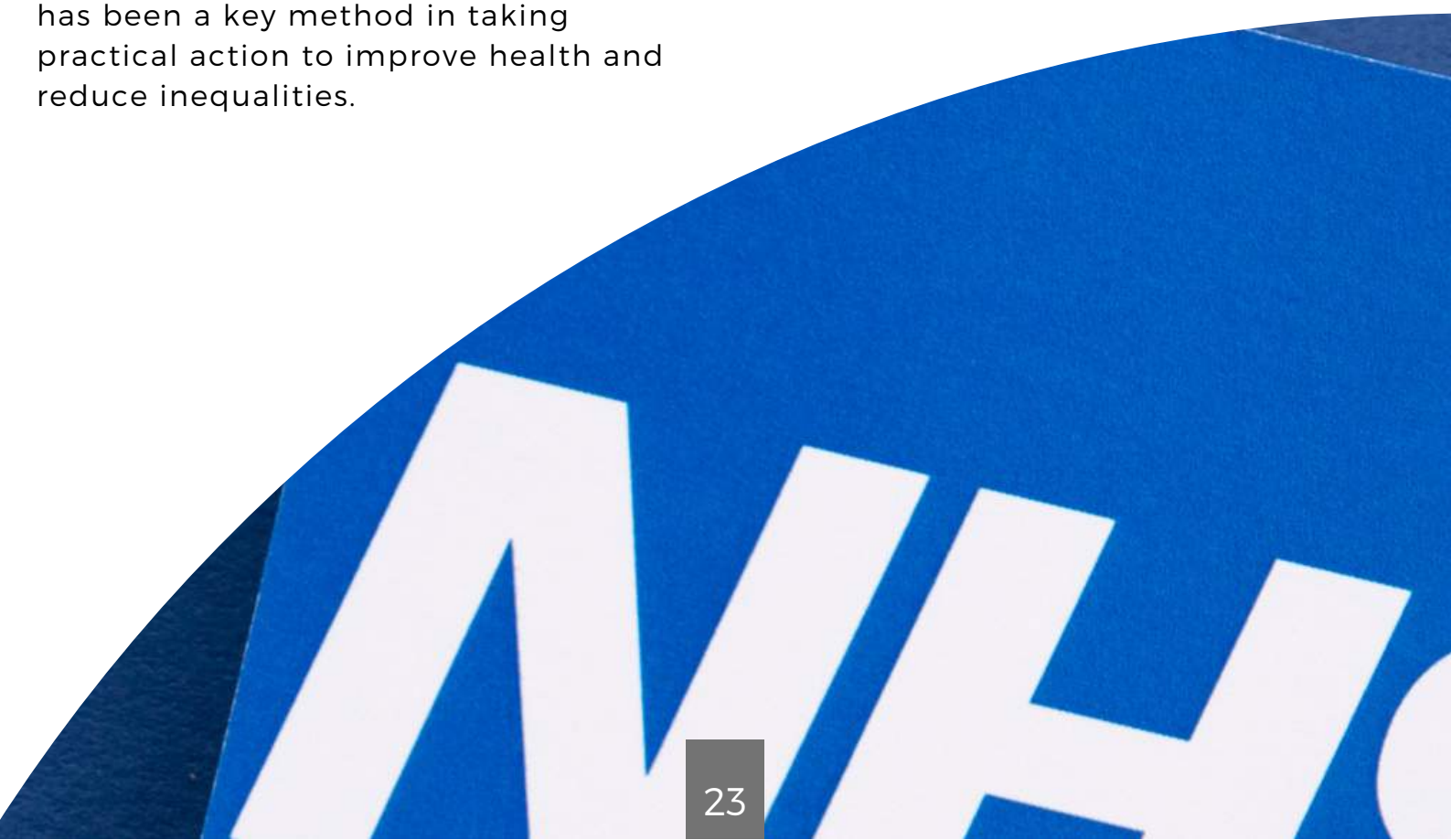
SWL ICS - Core20Plus5 Connectors Programme

The Core 20 PLUS 5 Connectors programme is part of the NHS goal to tackle healthcare inequalities: The Connectors programme is part of the support framework for progressing the goals of Core20PLUS5, a national NHS England and NHS Improvement approach to support the reduction of health inequalities at both national and system level.

As a part of the Core 20 NHS initiative, ARCC has focussed on raising awareness on the five clinical areas of focus outlined in the Core20PLUS5 approach. This has been presented through Health and Wellbeing days, general talks with residents and health checks. Health and Wellbeing Days are set up to provide local and accessible platforms for residents to socialise, connect and express their needs. This has been a key method in taking practical action to improve health and reduce inequalities.

ARCC was funded to recruit Core20 connectors to deliver the approach to a target population cohort against '5' focus clinical areas: Maternity, Severe Mental Illness, Chronic Respiratory Disease, Early Diagnosis of Cancer and Hypertension Case Finding. For the First phase of the programme, we delivered numerous awareness-raising sessions at health checks to different community groups including churches, mosques and community centres.

A part of the Community Connector role has been interacting with the community and finding out what they value. A lot of residents have expressed they found it valuable to have a safe space to socialise, meet new people and enjoy hot meals. The aim is to provide more of these safe spaces for local residents in their community which will encourage a stronger community and an increased level of participation in community activities.



PROJECTS & ACTIVITIES

People's Health Trust - Croydon Community Chats Project

In the final year of our Croydon Community Chats Project delivery looking to strengthen connections, enable friendships between the participants and improve social networks between people. As part of the project, we delivered a number of different activities including: -

- Weekly Community Chat sessions
- Yoga for All
- Laughter Yoga
- Floristry Classes
- Introduction to Digital Skills

The project activities were very popular and often over-subscribed. The sessions have proven to have immense health and well-being benefits for the body and mind. Many participants were suffering from loneliness and low levels of mental health. We received great feedback from our members for these kinds of small sessions and hope to hold more sessions in the future.



PROJECTS & ACTIVITIES

Royal Marsden NHS Foundation Trust Cancer Awareness Project

ARCC has been funded by RM Partners, an NHS organisation to deliver the Cancer Awareness Programme, Croydon (CAP).

A project which aims to raise awareness of cancer and the importance of early screenings in the Black and South Asian Croydon communities.

In partnership with Croydon BME Forum, ARCC's targeted outreach work including:

- Seminars/Workshops
- Focus Groups
- Co-Design workshops
- Community Cancer Champions
- Multimedia marketing

Working closely with national cancer charities and cancer alliances while marketing across analogue and digital platforms, ARCC has helped to establish trust and familiarity with CAP.

As part of our Cancer Awareness Project, we produced a video featuring local cancer survivors, cancer champions, volunteers and staff to raise awareness about cancer in BAME communities. This was a joint venture in partnership with Croydon BME Forum. It was filmed in the heart of West Croydon and made with a lot of heart and we have received excellent feedback since the launch. Click HERE to watch the video.



PROJECTS & ACTIVITIES

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

Evidence highlights that members of racial and ethnic communities, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health, as well as reduced life expectancy.



These communities experience greater challenges and barriers inequitable access to health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, aims to explore some of the factors underpinning these issues in our local communities in Croydon. The longer-term objective is to ensure underserved communities are given equitable access to evidence-based healthcare.

This project will be delivered in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This will be via Surveys, Focus Groups, Interviews, and a final report including recommendations.

1000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

In February 2023, our project was presented in the CRN South London's under-served communities & health inequalities poster competition where we achieved 2nd place.

PROJECTS & ACTIVITIES

SWL NHS ICB - Women's Fertility Project

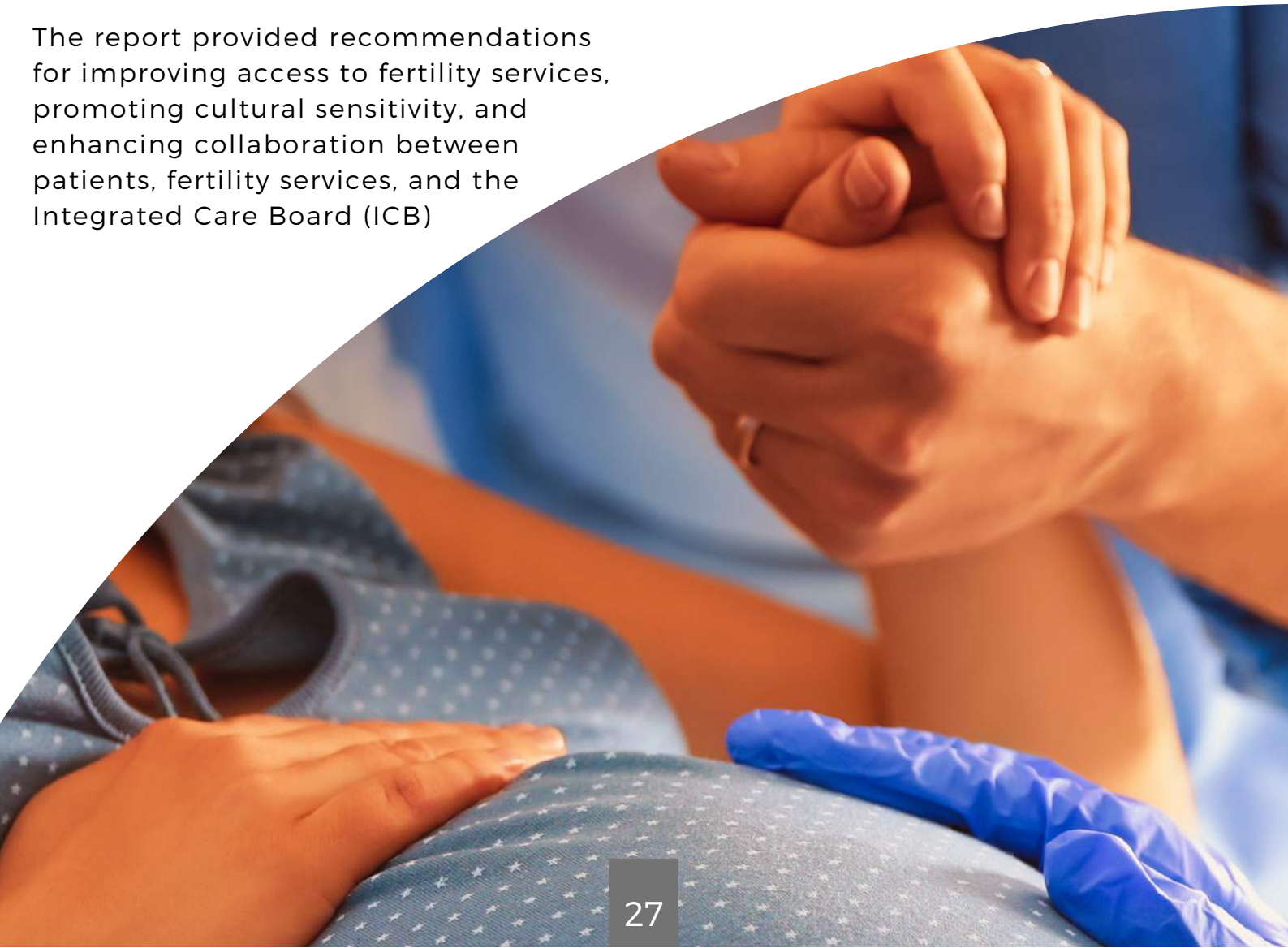
This project focused on collecting researched evidence of the barriers to accessing fertility services , with a particular emphasis on the experiences of black and ethnic minority women.

The project culminated into a detailed report through data collected from a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women.

The report provided recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB)

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board.

These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services.



PROJECTS & ACTIVITIES

Sporting Memories Club

ARCC Sporting Memories Club has continued to run successfully in its second 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 is run weekly from Peony Court Care Home. The project is conducted in small groups within a care home focusing on creating a space for men to talk and socialise.

Over the course of the year, the project has yielded a plethora of unexpected outcomes, profoundly impacting the participants.

These effects extend far beyond the project's initial scope, fostering a sense of camaraderie that transcends the confines of the club. Notably, individuals have taken the initiative to convene outside of regular club activities, engaging in social outings at local restaurants, partaking in enriching cinematic experiences, and organising collective study sessions at nearby libraries.

Moreover, the project has fostered a supportive environment, nurturing a culture of mutual aid and assistance that extends beyond the project's immediate objectives, encompassing various facets of the participants' lives.

The project has featured in various online publications due to its success and impact. Read more about it on the Sporting Memories Foundation website and in the SWL ICS website.



PROJECTS & ACTIVITIES

Food Club

Right now, millions of people in the UK regularly experience hunger. Yet tonnes of surplus fresh food is thrown away every day. No one should have to miss a meal. ARCC runs a unique project to alleviate food poverty in a holistic way.

Residents come to socialise and collect a bag of shopping. This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold in supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

At our Food Club, over 80kg of food is displayed for our members to choose from. The aim is to support low-income families and pensioners on a weekly basis with a nominal fee to alleviate food poverty. Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.





PROJECTS & ACTIVITIES

Engagement Event with Mayor Perry

ARCC hosted an event with the Executive Mayor of Croydon Mr Jason Perry with the Asian community and Business leaders to engage with the Mayor on the priorities, concerns and the changes the community would like to see happen.

Other guest panellists included: Cllr Andy Stranack, Cabinet Member for Communities and Culture and Mr Suleman Raza MBE, CEO of Grand Sapphire Hotel and Banqueting. The meeting was chaired by ARCC CEO Ima Miah and Co-Hosted by the ARCC Chair Mr Jay Patel. Click HERE to watch the full meeting on our YouTube Channel.



PROJECTS & ACTIVITIES

Navratri Celebrations 2022

Every year, a Hindu festival lasting nine nights is celebrated with zest and fervour. The central emphasis of this event is to commemorate the triumph of good over evil, which is consistent with Hindu mythology. Navratri means "Nine Nights," traditionally used to honour the divine Maa Durga.

Devotees revere Goddess Durga in her nine glorious incarnations during the nine-day period.

ARCC was proud to bring this event to Croydon's premiere venue at the Grand Sapphire showcasing this magnificent event with different Asian Community groups with almost 1,000 people in attendance from Croydon and surrounding boroughs.

This was the biggest Navratri celebration in South London also attended by various dignitaries including the Police Chief Inspector, Croydon MP's, Councillors and both the Civic and the Executive Mayor of Croydon.

ARCC organised this event ahead of Croydon becoming the Borough of Culture next year, we wanted to establish the case for more events and cultural celebrations post years of COVID and isolation for many. This scale of demand shows that people are desperate to meet and celebrate on joyous occasions and that we will be in good stead for next year's events.





PROJECTS & ACTIVITIES

Mayor of London Eid in The Square

Our CEO has gained traction as a leading voice for the Asian community not just in our Borough but in London too. She was invited to join the Eid in the Square committee for 2021 and 2023.

The Mayor of London's 17th Eid in the Square festival took place on Saturday 7 May 2022 in Trafalgar Square. The festival featured a six-hour programme of live music on the main stage with hosts Mehreen Baig and Mistah Islah.

There were exhibitions, walkabout performers, fencing and football interactive sessions and children's arts activities plus an array of delicious food outlets and a variety of stalls.





PROJECTS & ACTIVITIES

Guildford it's time to talk Business

We were delighted to be chosen by Currys Business to be their chosen charity for the event "Guildford It's time to talk Business". ARCC Trustees and Staff attended the event to represent the organisation. This was an opportunity for ARCC to speak to international businesses about our community activities and projects in Croydon and provided an excellent networking platform. We were also delighted to meet the Deputy Mayor of Guildford Cllr. Masuk Miah to learn about some of the work he was involved in Guildford and spoke about potential cross-borough partnerships as he had many links in Croydon.

Indian Independence Day Flag Raising

Croydon has a thriving Indian and Pakistani community who celebrated 75 years of independence. Many of our community members went along and enjoyed the flag-raising event at Croydon Town Hall. Both the Civic Mayor and Executive Mayor met and greeted residents who enjoyed the interaction and felt proud to be a part of a diverse and welcoming borough.





PROJECTS & ACTIVITIES

Chaand Raat

ARCC was proud to celebrate the Annual Chand Raat event at the Grand Sapphire by holding a charity table. We had staff and volunteers manning the stall and talking with many different people. We raised awareness of our services and signed up new members of the community. It was a great way to reach a new audience of younger families and students. Thousands of people attended the event throughout the day and there were lots of festive stalls including henna, makeup, clothes, food etc.

MSH Foundation 5th Year Anniversary Celebration

We were invited to attend the 5th Anniversary celebration of the Manju Shahul-Hameed Foundation for Mental Health charity, at the House of Lords on Wednesday 29th June. Various community groups and business leaders were in attendance including local councillors and MPs from Croydon to hear about the work and achievements of the charity over the past year. The event was hosted by Baroness Manzilla Uddin.





PROJECTS & ACTIVITIES

George Floyd Race Matters Pledge

ARCC was part of an event with Mayor Perry, community partners, politicians and schools. Organisations and businesses adopted the pledge and united against racism for a more inclusive Croydon. It was an honour for ARCC to be part of this historic event and launch at Croydon Town Hall where our CEO was invited to read out one of the pledges.

Picnic in the Park

The annual Faiths Together in Croydon Picnic was held at Parkhill. The event saw healthy living stalls, activities for the adults and games for the children. ARCC was invited to pitch up a marquee and do community health checks. The event was a great way for people of different faiths and no faiths to get together in a peaceful setting and celebrate the diversity of the borough.





PROJECTS & ACTIVITIES

AGM

Our Annual General Meeting for 2021/22 was held at the prestigious Grand Sapphire Hotel & Banqueting celebrating the achievements of the organisation during the past year. This was an opportunity for us to report back to the community on our projects and activities as well as to update on our future plans.

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 Deputy Mayor of Croydon & Cabinet Member for Homes Cllr. Lynne Hale, Dr Neil Goldbourne (Director of Strategy, Croydon NHS), Cllr. Andy Stranack (Cabinet Member for Communities & Culture), Andrew Brown (CEO - CBME Forum) and Sue McVicker (CEO - CNCA).







SECRETARY'S REPORT

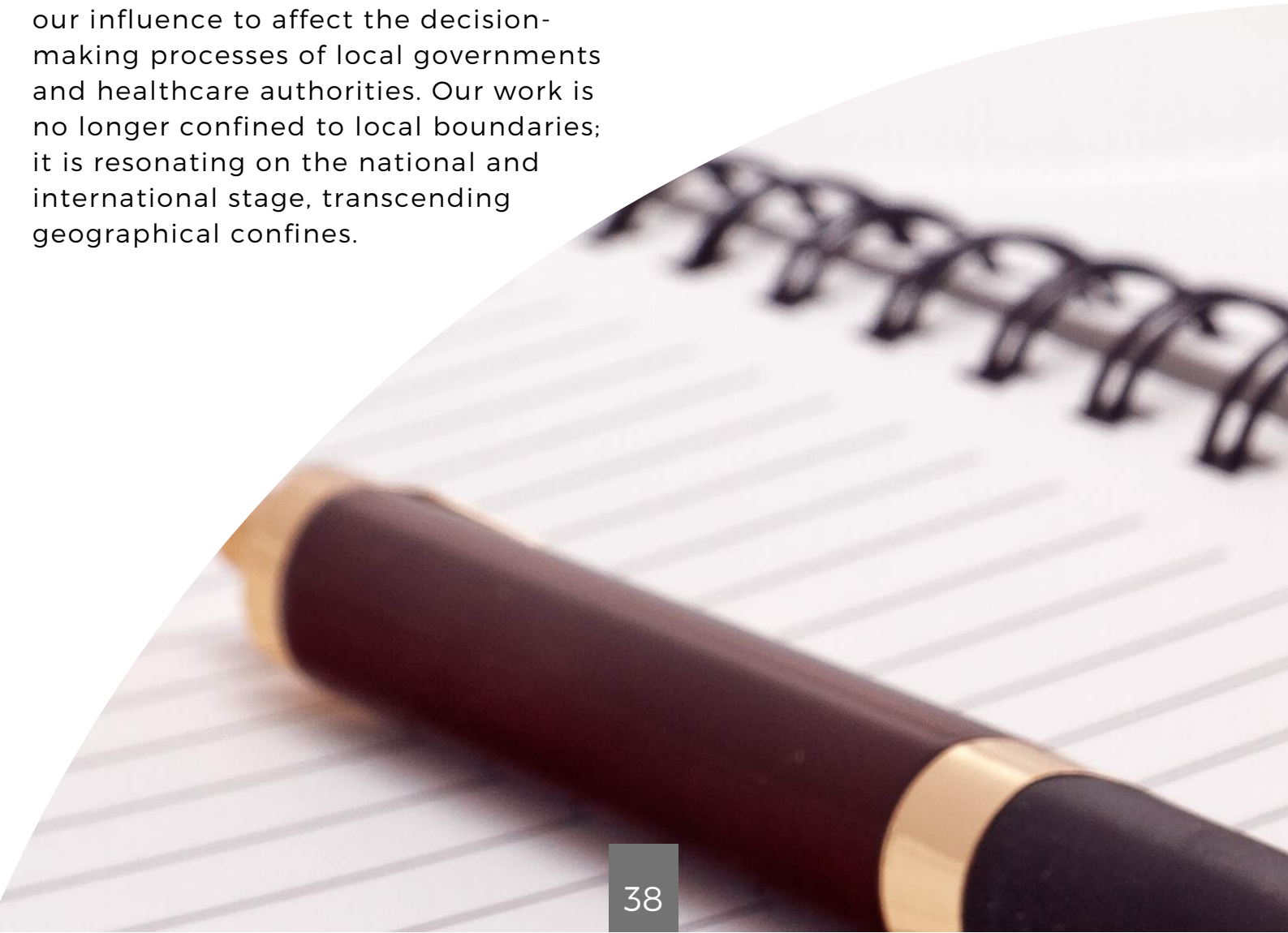
I am deeply humbled and honoured to acknowledge my reappointment as the Secretary of ARCC for a second term. It is with profound gratitude that I extend my heartfelt appreciation to the esteemed members of the board for their continued trust and confidence in the collective mission of ARCC.

The journey of ARCC has been a testament to our collective commitment to advancing social and community betterment. Our progress has not been the result of any one individual's efforts, but rather the culmination of a dedicated team working in harmony.

As an organisation, we have set a commendable precedent, extending our influence to affect the decision-making processes of local governments and healthcare authorities. Our work is no longer confined to local boundaries; it is resonating on the national and international stage, transcending geographical confines.

Our strategic milestone, the establishment of the ARCC Business Forum, stands as a testament to our mission's expanding impact. The doubling of its membership in the past year, alongside the generous support of our sponsors, underlines the growing recognition of our efforts within the community.

Our dedication to operational excellence is reflected in the meticulous refinement of our internal processes. By streamlining our operations, we have ensured that each board member has the tools and knowledge to actively engage with our dedicated staff and support our projects.



SECRETARY'S REPORT

Looking forward, we recognise the value of fresh perspectives and diverse expertise in shaping our future. In this regard, we are actively seeking individuals from various backgrounds, each contributing a unique skill set. This diversity will undoubtedly infuse our board with innovative ideas, ensuring that ARCC's mission remains dynamic and responsive to the evolving needs of our community.

Getting involved with a charity lets you really make a hands-on impact on our community's well-being. It's not just a great thing to do; it's also incredibly satisfying and rewarding.

I extend my heartfelt appreciation to our dedicated staff, the selfless contributions of our volunteers, and the unwavering commitment of our board members. I want to give a big shout-out to our incredible Business Forum members and our generous sponsors. Your unwavering support has played a crucial role in our journey, and we're immensely grateful for it.

In closing, I express my deepest gratitude to each individual within our ARCC family. Your dedication and support are the cornerstones of our collective success. Together, we will continue to ascend to new heights and make a profound impact on our community.

Sahadat Hossain
Secretary

TREASURER'S REPORT

Once again, our organisation has achieved its financial targets, realising a remarkable 45% growth in our income. The expansion of the range of projects designed to support our community has allowed us to extend our reach to over 13k community members, marking a 33% increase compared to the previous year.

Our organisation remains resilient and is poised for a sustainable future. As we look ahead, we're confident that by the end of March 2024, we will surpass yet another significant milestone by achieving a million-pound income. The credit for this success is attributed to strategic decisions regarding how we raise income from funding organisations and the sheer hard work of our staff in building relationships and partnerships as well as taking opportunities and calculated risks.

Despite the cessation of Croydon Council Community Funding from April 2023, we've been highly successful in securing income from other funding organisations. Moving forward, we are actively pursuing opportunities to collaborate and engage in partnerships with the business community to secure unrestricted income, thereby minimising risks.

ARCC has taken proactive steps to improve its financial management systems and ensure compliance with the growing workload and challenges. A well-structured financial system is vital for any organisation's success, especially when experiencing growth.



TREASURER'S REPORT

Having reviewed and implemented necessary policies demonstrates our commitment to transparency, accountability, and good governance. Compliance is not only crucial for the organisation's reputation but also for maintaining the trust of donors, sponsors, and the community we serve.

It's clear that ARCC is not only focused on its present impact but is also laying a solid foundation for sustainable growth in the future. These actions will undoubtedly contribute to the organisation's continued success and ability to make a positive difference in the community.

I extend my deepest appreciation to our finance department and dedicated staff for their relentless hard work over the past year, as well as our core team of devoted volunteers. Their tireless dedication and commitment to the organisation are invaluable.

Our Board of Trustees has provided crucial strategic support by offering guidance and leadership to ensure that the organisation operates with efficient and effective financial procedures and policies.

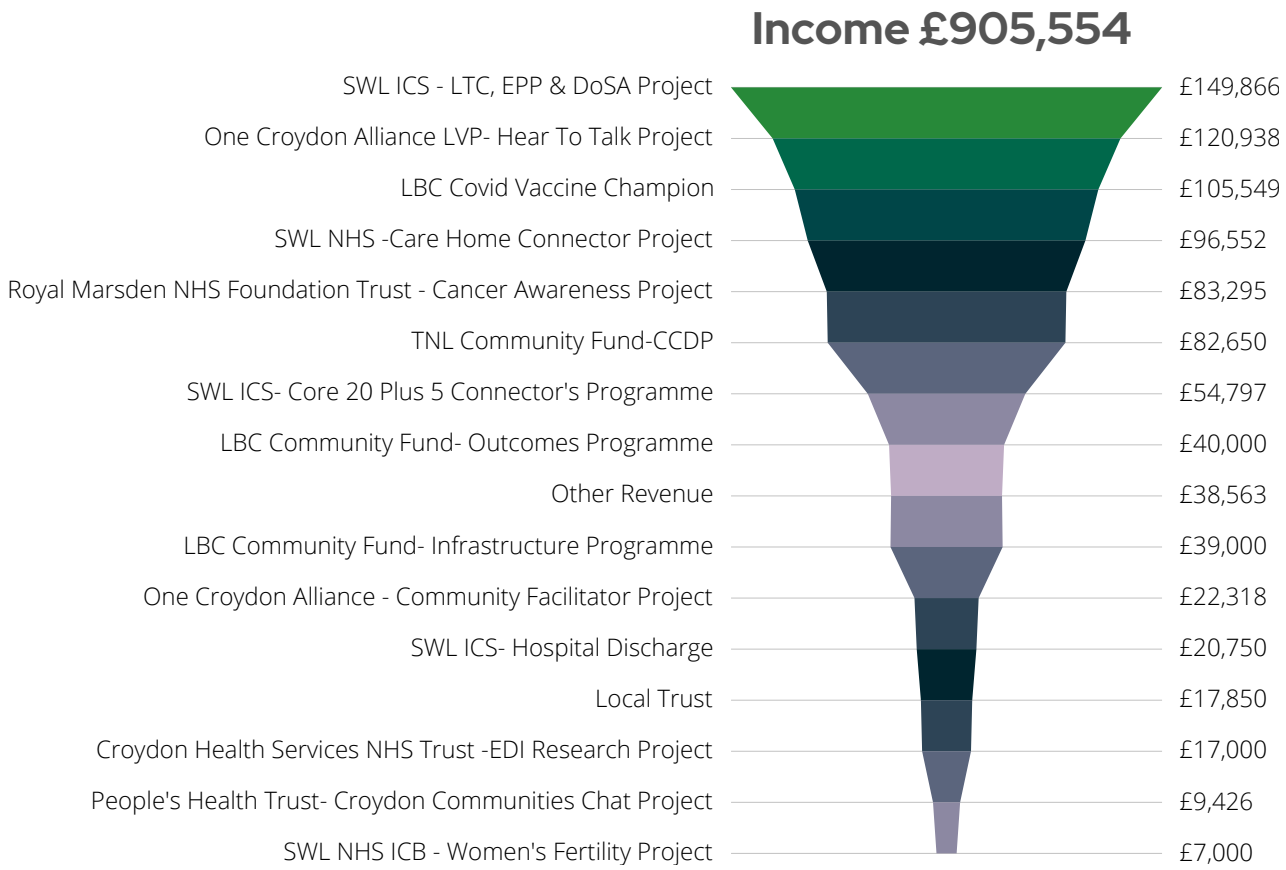
Lastly, I would like to express our gratitude to all our stakeholders, which include funding organisations and our community members, for their unwavering support. Your support instils in us the confidence to continue our mission and strive for continuous improvement.

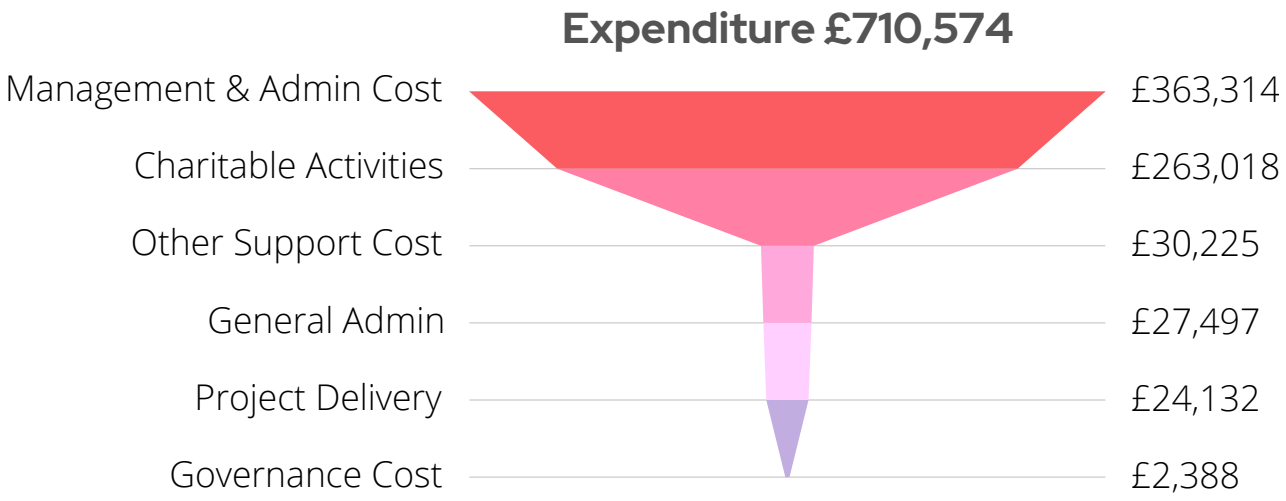
Bhupinder Bhardwaj
Treasurer



FINANCIAL SUMMARY

1st APRIL 2022 - 31st MARCH 2023





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

ARCC BOARD & STAFF TEAM

1st APRIL 2022 - 31st MARCH 2023

Jay Patel	(Chair)
Ash Balakrishnan	(Vice-Chair)
Sahadat Hossain	(Secretary)
Bhupinder Bhardwaj	(Treasurer)
Somasundaram Kanagasundaram	(Director)
Dilshad Surelia	(Director)
Dr Suraj Paudel	(Director)
Rumel Ahmed Jahur	(Director)
Dimple Siddhpura	(Director)
Sophia Moreau	(Director - Resigned March 2023)
Ima Miah	(CEO)
Mamun Khan	(Programme Manager)
Debahuti Chakraborty	(Finance Manager)
Nayim Chowdhury	(IT/ Project Support Officer)
Lizzie Grashion Hewitt	(EPP/LTC Programme Coordinator)
Kay Kakad	(Project Support Worker)
Natalie Appiah	(Care Home Connector)
Bhavini Patel	(Casual Project Support Worker)
Tom Grashion	(Cancer Awareness Project Coordinator)
Sakina Ahmad	(Health Champion)
Beena Ali	(Mental Health Project Coordinator)
Nasreen Syeda	(Community Facilitator)
Zinab Aurangabadwala	(DoSA Coordinator)
Jaydee Alexander	(Care Home Connector)
Amjid Rahman	(EDI Research Community Facilitator)
Shipa Ali	(Care Home Connector)
Gifty Nmaju	(EPP Coordinator)
Irene Kafeero	(Small Grants Coordinator)

VIDEOS


Weekly Food & Luncheon Club
£3.50
Watch on YouTube


Brigstock Road Community ...
COMMUNITY HUB
SCAN ME
EVERY MONDAY 10AM-
Scratchley Hall
83 Brigstock Road
Thornton Heath
Watch on YouTube


South West London Integrat...
Watch on YouTube


Cancer Awareness Program...
Watch on YouTube


Adult Mental Health First Aid...
MENTAL HEALTH
As Part of "Hear to Talk"
Adult Mental Health First Aid Course
Feedback
th & 26th July 2023
9AM - 5PM
Watch on YouTube
Croydon South West London Integrated Care System


Cancer Awareness Training
Watch on YouTube


Laughter Yoga - Feedback Vi...
Feedback Video
LAUGHTER YOGA
Watch on YouTube


2021/22
Annual General Meeting 202...
ANNUAL GENERAL MEETING
Watch on YouTube


Navratri Celebrations Trailer
NAVRATRI 2022
Watch on YouTube


Croydon – One Croydon Allia...
Watch on YouTube





Asian Resource Centre of Croydon Limited
CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
020 8684 3784 - info@arccltd.com - www.arccltd.com - Twitter/Facebook/Instagram/YouTube: @arccltd
Registered Company No: 6250781 - Registered Charity No: 1120376

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2023

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

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Statement of financial activities (including income and expenditure account)	**20**
Statement of financial position	**21**
Notes to the financial statements	**22-30**

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel - Chair Ash Balakrishnan- Vice Chair Sahadat Hossain - Secretary Bhupinder Bhardwaj – Treasurer Dilshad Surelia – Director Somasundaram Kanagasundaram - Director Dr Suraj Paudel – Director Rumel Jahur – Director Dimple Siddhpura - Director Sophia Moreau– Director (Resigned March 2023)
Company secretary	Sahadat Hossain
Independent examiner	Z F Begg – FCCA Begg Williamson & Co Chartered Certified Accountants 24 Church Road Crystal Palace London SE19 2ET

Structure, governance and management

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 foster, advance, and champion community engagement and volunteer initiatives that enhance the well-being, health, and overall quality of life within our local community.

Our vision encompasses a thriving, inclusive, and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes: -

- 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.

Objectives and activities

Governance

ARCC is governed by a board of trustees responsible for ensuring the charity's adherence to legal and regulatory obligations. We operate on a three-year business strategy that undergoes an annual review to guide our goal setting and keep us on course.

The board has a clear understanding of the charity's objectives and ensures their effective and sustainable execution. Following Charity Commission guidelines, the ARCC Board provides strategic leadership to enable the organisation to deliver its support and services efficiently and in a lasting manner.

Incorporating principles of integrity, the board establishes values and fosters a culture that aligns with the organisation's charitable goals. Recognising the significance of public trust in charities, trustees diligently fulfil their responsibilities.

The board maintains a robust decision-making process that is well-informed, rigorous, and timely. Effective systems for delegation, control, risk assessment, and management are established and continuously monitored.

Working cohesively as a team, the board leverages a diverse range of skills, experiences, backgrounds, and knowledge to make well-informed decisions. Embracing diversity enhances effectiveness, leadership, and decision-making within the board.

The board leads the organisation in its commitment to transparency and accountability. ARCC conducts its work openly, except where justified exceptions exist.

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. **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.

2. **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.

3. **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).

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

Achievements and performance

Chair's Preface

The year 2022/2023 has presented ARCC with numerous challenges, yet it's also been a year of remarkable accomplishments. We've not only met our growth targets but also secured the organisation's future sustainability. I extend my heartfelt gratitude to my fellow Board Members, our dedicated Senior Management Team, our diligent Project Delivery Staff, and, above all, our community members whose engagement with us for the support they deserve has been pivotal.

We've expanded our project portfolio, particularly in the realm of health and wellbeing. Throughout, our unwavering commitment has been to maintain a consistently high standard of support for our community members and to ensure our organisation's longevity for generations to come.

As we embarked on this year, the "post-Covid normal" began to take shape. It's uncertain whether things will ever return to their pre-2020 state. What's clear, however, is that Covid has compelled us to rethink and innovate how we approach our work.

Community organisations like ARCC are playing an increasingly vital role in supporting statutory entities such as the council and healthcare providers in service delivery. With this, the expectations of funding organisations have risen, and we've enhanced our systems to better meet these expectations.

I'm thrilled to announce that ARCC's income has grown by an impressive 45% compared to the previous year. We've reached out to over 13,235 community members, a 33% increase from previous years. Asian and other minority ethnic organisations can no longer limit themselves to preserving culture and traditions; our projects now aim to help our communities lead happy, healthy, and thriving lives. This includes providing assistance to those facing significant challenges, from mental health issues to cancer and long-term medical conditions.

Building closer ties with the business community is another integral aspect of our work. Two years ago, we successfully launched the ARCC Business Forum initiative. We're continually developing innovative ways to engage with the business community, helping them connect with our community members and grow their businesses.

"Last year, we hosted a spectacular cultural event during our Navratri celebrations, uniting our diverse community with an impressive turnout of nearly 1,000 participants. As we look to the future, our aim is to elevate these events even further by drawing in a multitude of communities to highlight our rich history. We aspire for this event to become the most significant Navratri gathering in South London, an occasion that brings diverse communities together on an even grander scale."

In conclusion, I'd like to express my sincere gratitude to all my colleagues for their unwavering support as Chair and for entrusting me with the responsibility of leading this organisation.

Jay Patel
Chair

Treasurer's Report

Once again, our organisation has achieved its financial targets, realising a remarkable 45% growth in our income. The expansion of the range of projects designed to support our community has allowed us to extend our reach to over 13k community members, marking a 33% increase compared to the previous year. Our organisation remains resilient and is poised for a sustainable future. As we look ahead, we're confident that by the end of March 2024, we will surpass yet another significant milestone by achieving a million-pound income. The credit for this success is attributed to strategic decisions regarding how we raise income from funding organisations and the sheer hard work of our staff in building relationships and partnerships as well as taking opportunities and calculated risks. Despite the cessation of Croydon Council Community Funding from April 2023, we've been highly successful in securing income from other funding organisations. Moving forward, we are actively pursuing opportunities to collaborate and engage in partnerships with the business community to secure unrestricted income, thereby minimising risks.

ARCC has taken proactive steps to improve its financial management systems and ensure compliance with the growing workload and challenges. A well-structured financial system is vital for any organisation's success, especially when experiencing growth.

Having reviewed and implemented necessary policies demonstrates our commitment to transparency, accountability, and good governance. Compliance is not only crucial for the organisation's reputation but also for maintaining the trust of donors, sponsors, and the community we serve.

It's clear that ARCC is not only focused on its present impact but is also laying a solid foundation for sustainable growth in the future. These actions will undoubtedly contribute to the organisation's continued success and ability to make a positive difference in the community.

I extend my deepest appreciation to our finance department and dedicated staff for their relentless hard work over the past year, as well as our core team of devoted volunteers. Their tireless dedication and commitment to the organisation are invaluable.

Our Board of Trustees has provided crucial strategic support by offering guidance and leadership to ensure that the organisation operates with efficient and effective financial procedures and policies.

Lastly, I would like to express our gratitude to all our stakeholders, which include funding organisations and our community members, for their unwavering support. Your support instils in us the confidence to continue our mission and strive for continuous improvement.

Bhupinder Bhardwaj
Treasurer

Secretary's Report

I am deeply humbled and honoured to acknowledge my reappointment as the Secretary of ARCC for a second term. It is with profound gratitude that I extend my heartfelt appreciation to the esteemed members of the board for their continued trust and confidence in the collective mission of ARCC.

The journey of ARCC has been a testament to our collective commitment to advancing social and community betterment. Our progress has not been the result of any one individual's efforts, but rather the culmination of a dedicated team working in harmony.

As an organisation, we have set a commendable precedent, extending our influence to affect the decision-making processes of local governments and healthcare authorities. Our work is no longer confined to local boundaries; it is resonating on the national and international stage, transcending geographical confines.

Our strategic milestone, the establishment of the ARCC Business Forum, stands as a testament to our mission's expanding impact. The doubling of its membership in the past year, alongside the generous support of our sponsors, underlines the growing recognition of our efforts within the community.

Our dedication to operational excellence is reflected in the meticulous refinement of our internal processes. By streamlining our operations, we have ensured that each board member has the tools and knowledge to actively engage with our dedicated staff and support our projects.

Looking forward, we recognise the value of fresh perspectives and diverse expertise in shaping our future. In this regard, we are actively seeking individuals from various backgrounds, each contributing a unique skill set. This diversity will undoubtedly infuse our board with innovative ideas, ensuring that ARCC's mission remains dynamic and responsive to the evolving needs of our community.

Getting involved with a charity lets you really make a hands-on impact on our community's well-being. It's not just a great thing to do; it's also incredibly satisfying and rewarding.

I extend my heartfelt appreciation to our dedicated staff, the selfless contributions of our volunteers, and the unwavering commitment of our board members. I want to give a big shout-out to our incredible Business Forum members and our generous sponsors. Your unwavering support has played a crucial role in our journey, and we're immensely grateful for it.

In closing, I express my deepest gratitude to each individual within our ARCC family. Your dedication and support are the cornerstones of our collective success. Together, we will continue to ascend to new heights and make a profound impact on our community.

Sahadat Hossain
Secretary

CEO's Report

"At ARCC, we're committed to continuous growth and improvement."

This past year has been characterised by expansion, innovation, and a renewed focus on our core objectives. As a rapidly growing organisation, we've diligently established systems and policies to support our valuable human resources. We've also ventured into new opportunities and explored innovative ideas.

As an organisation, we've reinvigorated our partnership with the Croydon Council, finding fresh ways to collaborate despite the challenging economic climate. Our growing alliance with the NHS has become a significant contributor to ARCC's service delivery. Each day, we uncover new avenues to address health inequalities and the ever-present cost-of-living challenges.

ARCC has not only met but surpassed all of our operational targets. While we've faced some challenges in securing premises to accommodate our expanding number of projects and personnel, we've persevered. We've invested significant effort in stabilising our organisation's delivery post the conclusion of the Council's long-term community fund and the completion of our National Lottery fund. Despite major funding streams concluding, I'm pleased to report that we continue to grow and have closed the year with an impressive turnover.

Our partnerships with the NHS and the Council have grown stronger, particularly through our participation in the One Croydon Alliance. We represent the Asian Community at the highest level in the borough and Southwest London. In terms of service delivery, our flagship projects, including the Long-term Conditions and Expert Patients Program, as well as our Food Club, continue to place us in a position of great significance. Additionally, our involvement in Equality, Diversity, and Inclusion (EDI) research has provided valuable insights into the health sector's needs and barriers within Asian communities, resulting in several breakthrough projects currently in progress.

On a personal note, I am proud to have taken on the role of Chair of the Voluntary Sector Leadership Board, established by the One Croydon Alliance. This role ensures robust representation of the VCS across OCA governance and improves two-way communication. This represents a significant step forward for Asian women in leadership within the borough, promising a more impactful and well-heard voice. We take immense pride in our work to promote equity, not only in our interactions with residents and groups but also in leadership and influence.

The landscape has changed, and funding has shifted from local authorities to health. It's crucial that we adapt to this new direction while genuinely serving our communities and co-producing our programs with service users.

Our expansion into Southwest London presents new opportunities and challenges. From my experience in leadership and running my own business, I understand that reaching the pinnacle is exciting, but staying there is tough. Sustainability must be considered every step of the way.

As an organisation, we acknowledge that there's still much work ahead of us. In the coming year, we intend to focus on stabilising our new projects and the growing number of income streams. We want to settle into our new premises and strengthen our core systems to support future expansion.

I'd like to express my gratitude to everyone associated with ARCC for their hard work and support this year. Our ARCC Board of Trustees and colleagues have worked tirelessly to achieve our goals, and the community's support has been our driving force. My staff is undeniably a dream team, and I'm immensely grateful to our funders and partners for investing both money and time in our mission. The positive feedback we've received from our work in the borough is greatly appreciated.

While we've encountered some challenges this year, I'm genuinely pleased with the results we've achieved and eagerly anticipate continuing this exciting journey with all of you.

Ima Miah
CEO

Financial review

Projects

LBC Community Fund - Infrastructure Programme

Over the past two decades ARCC has supported and built the capacity of groups through our infrastructure support and delivery funded by LBC (London Borough of Croydon). 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, take part in partnerships and become stronger community enterprises.

We have delivered outcomes by providing a hub of infrastructure services that 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

Since the inception of ARCC back in 1999 we have worked closely with the London Borough of Croydon in providing vital infrastructure support to the Asian VCS, however as the funding for this specific work has ended we are working with the council in different ways to ensure the support needs to the community are met.

LBC Community Fund - Outcomes Programme

Our Happy Healthy Communities Partnership Programme brought together 5 grassroot 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 programme was to deliver a range of community activities to promote health and well-being in the borough.

The project has transformed and improved the lives of thousands of isolated, lonely and vulnerable people in Croydon. People have formed new relationships, firmed up existing ones and enjoyed gatherings in their own localities. Many of our service users have seen health benefits, are better off financially, increased their awareness of services and improved their life chances while attending the many different activities and services offered.

Our partner organisations have flourished, improved their practices and sustained a good standard of services throughout. The partnership has referred across the partnership and enjoyed sharing resources and increasing their capacity. We have increased the number of volunteers and service users who are actively involved in delivering the projects thereby making them more sustainable.

Funding for this has now come to an end from Croydon Council after six years of successful delivery. We continue to look for funding opportunities for these groups and are working closely to form new partnerships.

TNL Community Fund - CCDP

In January 2020 ARCC was successful in our funding bid to TNL (The National Lottery) Community Fund for a partnership project with ten other grassroot organisations in the Borough over a period of three years providing, Infrastructure support to partner agencies & VCS organisations, Health & Wellbeing sessions, tackling DASV (Domestic Abuse & Sexual Violence) prevention as well as Education support, Positive parenting and Mentoring.

The CCDP (Croydon Community Development Partnership) Project was designed to holistically create an environment where Asian and local communities can thrive, with 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.

Our programme achieved a core strengthening of Asian VCS organisations. Working in partnership, we built family resilience, combated social isolation and enabled volunteering opportunities which allowed for the strong to share skills with struggling people and carers have been given support and some respite.

There has also been an improvement in community cohesion, families and individuals received education on nutrition/diet and exercise to live healthier lives, and parents were supported to understand the educational system, enabling them to support their children with their studies. Young people were engaged in using sport to have community conversations preventing them from being misled into radical ideology.

Other outcomes have been embracing young refugees and asylum seekers, supporting them to integrate into the community backed by greater support to learn English. Outreach services in GP surgeries and within communities were delivered to signpost socially isolated people to services and used asset maps of VCS projects to promote community participation. There was also a provision of culturally specific DASV services to prevent domestic abuse.

The project came to an end in January 2023 and the partnership has submitted a new application to The National Lottery for the continuation of this programme and awaiting outcome.

SWL NHS - Care Home Connector Project

The Care Home Connector Service in partnership with AgeUK Croydon began in June 2022 to ensure care homes, residents and family members are more connected, less isolated and more informed by linking them with the support and services which are available in the local community funded through SWL (Southwest London) NHS.

The first phase of this project has been crucial in assisting our understanding of how to move the project forward and reach more residents. We are in a much stronger position than at the beginning of the project and have some new ideas to take forward.

The vision is for the Care Home Connectors to be seen as part of the care home team, regularly attending the care home MDTs and meeting with residents and staff members.

We have already seen successes in care homes across the Croydon borough, supporting residents to regain their independence, enabling them to improve their mobility and connect with the wider community.

Through connections to various voluntary, community organisations and services, we have been able to link care home residents to work and study opportunities, as well as provide them with much-needed technology training and social engagement.

One Croydon Alliance - Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

Since launching in September 2022, the Brigstock Road Community Hub has had over one thousand residents dropping in to have a chat and receive support and information around a specific need, health and well-being, or to be linked with social activities.

The hub is made up of a core team of fifteen services from the voluntary community, statutory, and health and social services sectors who provide regular face-to-face support at the Hub. There are over forty services connected with the Hub with an established two-way partnership working, which is growing.

Some of the support services include MENCAP Croydon, Clear Community Web, AGEUK Croydon, Healthy Homes, Citizens Advice Croydon, Hair Plea, MIND, Councillor Surgery, Croydon Council Housing, Department for Work and Pensions, Alzheimer's Society, Croydon Vision and Croydon Hearing. In addition, the Hub has hosted nine talk sessions on occupational therapy, counselling, domestic abuse, diabetes prevention, hypertension, cancer awareness, hearing health, adult education courses, and mental health. The support and provision at the community hub continues to grow from strength to strength frequenting over forty residents each week. The next step for ARCC Community Facilitators is to launch a new community hub in the Central East Locality. The Brigstock Road community hub has been featured in several articles and videos including in the Healthy Communities Together - The King's Fund, NHS Confederations, and SWL Integrated Care Systems.

SWL ICS - Hospital Discharge

In partnership with Croydon Neighbourhood Care Association and AgeUK Croydon we ran a pilot project, focusing on supporting people being discharged from the hospital onto pathway 0+ instead of pathway 1 based on where the data showed the most impact could be made and on the patients' needs identified. The project was funded through SWL (South West London) ICS (Integrated Care System).

The service took referrals from system professionals and from Croydon Health Services (Primary Care, Community Services, and Acute Care). The service allowed professionals supporting people who were in hospital for planned or unplanned interventions to work together and provide a holistic approach to

care which included the needs of the carers and their families as well as those who are cared for. The service was able to achieve the following:

- Improve the quality of client care and ongoing support
- Maintain excellent client experience and high-quality care after discharge? Close working with hospital discharge teams and clinicians
- Building relations with hospital teams and clients

SWL ICS - Expert Patient Programme

In its third year of operation, ARCC continues to make strides with the EPP (Expert Patients Programme), thanks to funding from the NHS Southwest London Integrated Care System. This program offers essential training for adults residing in Croydon who are dealing with one or more long-term health conditions (LTCs).

While the EPP primarily caters to adults in Croydon facing challenges like hypertension (high blood pressure), COPD (Chronic Obstructive Pulmonary Disease), and diabetes, it now extends its support to individuals dealing with other LTCs, including cancer, asthma, and those who are caregivers for individuals with long-term health conditions in the borough.

The EPP is a UK adaptation of Stanford University's highly regarded Chronic Disease Self-Management Program (CDSMP). This program has demonstrated its effectiveness in assisting older adults in better managing their chronic conditions, enhancing their quality of life, and reducing healthcare costs.

This six-week program offers both in-person and online delivery options to accommodate individuals with mobility issues or personal preferences. The weekly sessions cover a wide array of topics, including strategies for dealing with pain, managing fatigue, improving sleep, addressing depression and anxiety, engaging in flexibility exercises, and adopting a healthier approach to eating. Each session lasts for two and a half hours and is co-facilitated by two trained leaders, at least one of whom is is personally living with a long-term health condition.

SWL ICS - Long Term Conditions Project

ARCC has been funded by the SWL ICS to deliver a Long-Term Conditions Project (LTC). The Key aims of 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.

SWL ICS - DoSA Project

The Diabetes for South Asians (DoSA) Project represents a pivotal initiative, meticulously designed to cater to the unique needs of individuals with South Asian heritage and those living a South Asian lifestyle. South Asian communities often face specific challenges when it comes to health and wellness,

including a higher prevalence of diabetes. Recognising this, the DoSA Project was conceptualised to address these specific concerns and deliver culturally tailored support and guidance.

This comprehensive program spans a duration of 12 weeks, broken down into engaging and informative modules delivered over two-week intervals. This structured approach allows participants to delve deeply into various aspects of diabetes management at a manageable pace. By offering this extended duration, participants can absorb the knowledge and develop skills gradually, promoting a more profound understanding of the condition.

As part of the DoSA Project, participants receive two specially crafted and colourful leaflets: 'Managing Celebrations' and 'Healthy Eating and Cooking.' These resources are thoughtfully designed to provide practical advice and tips for navigating common situations, such as festive celebrations and daily dietary choices, with a focus on diabetes management.

It is important to highlight that the DoSA Project commenced as a pilot endeavour, and the outcomes have been truly promising. Participants who have successfully completed the program have reported positive results, indicating that this specialised approach is highly effective in providing valuable insights and knowledge about managing diabetes. By delivering education and support in a culturally sensitive and relevant manner, the DoSA Project plays a vital role in promoting healthier lifestyles and improved diabetes management within the South Asian community. This approach not only fosters awareness but also empowers individuals to take control of their health and make informed decisions for a better quality of life.

LBC - Covid Vaccine Champion

ARCC delivered a Small Grants Funding Programme supporting community groups to promote Covid Vaccine. In April 2022 Croydon's infrastructure Support Service partnership ARCC, Croydon BME Forum, Croydon Neighbourhood Care Association, and Croydon Voluntary Action were awarded £74,000 each to distribute small grants to local community groups. The programme raised awareness of Covid Vaccine among vaccine-hesitant communities.

The initiative successfully heightened awareness of the Covid Vaccine among hesitant communities. Positive feedback from various community groups indicated an increase in vaccination acceptance, better access to vaccine-related information, and improved awareness of local initiatives within the borough.

One Croydon Alliance LVP - Hear to Talk

ARCC has been funded to deliver the Mental Health Project (Hear to Talk) for the 3rd year. The project reaches into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough. We understand and acknowledge that it is still a taboo topic and there is still some work to be done.

The 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, and 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.

As our work in this field matures we are working with strategic partners to link this project with a wider Mental Health transformation programme like EMHIP to have a wider impact and more holistic support from health and communities.

SWL ICS - Core20Plus5 Connectors Programme

The Core 20 PLUS 5 Connectors programme is part of the NHS goal to tackle healthcare inequalities: The Connectors programme is part of the support framework for progressing the goals of Core20PLUS5, a national NHS England and NHS Improvement approach to support the reduction of health inequalities at both national and system level.

As a part of the Core 20 NHS initiative, ARCC has focussed on raising awareness on the five clinical areas of focus outlined in the Core20PLUS5 approach. This has been presented through Health and Wellbeing days, general talks with residents and health checks. Health and Wellbeing Days are set up to provide local and accessible platforms for residents to socialise, connect and express their needs. This has been a key method in taking practical action to improve health and reduce inequalities.

ARCC was funded to recruit Core20 connectors to deliver the approach to a target population cohort against '5' focus clinical areas: Maternity, Severe Mental Illness, Chronic Respiratory Disease, Early Diagnosis of Cancer and Hypertension Case Finding. For the First phase of the programme, we delivered numerous awareness-raising sessions at health checks to different community groups including churches, mosques and community centres. A part of the Community Connector role has been interacting with the community and finding out what they value. A lot of residents have expressed they found it valuable to have a safe space to socialise, meet new people and enjoy hot meals. The aim is to provide more of these safe spaces for local residents in their community which will encourage a stronger community and an increased level of participation in community activities.

People's Health Trust - Croydon Community Chats Project

In the final year of our Croydon Community Chats Project delivery looking to strengthen connections, enable friendships between the participants and improve social networks between people. As part of the project, we delivered a number of different activities including: -

- Weekly Community Chat sessions
- Yoga for All
- Laughter Yoga
- Floristry Classes
- Introduction to Digital Skills

The project activities were very popular and often over-subscribed. The sessions have proven to have immense health and well-being benefits for the body and mind. Many participants were suffering from loneliness and low levels of mental health. We received great feedback from our members for these kinds of small sessions and hope to hold more sessions in the future.

Royal Marsden NHS Foundation Trust - Cancer Awareness Project

ARCC has been funded by RM Partners, an NHS organisation to deliver the Cancer Awareness Programme, Croydon (CAP).

A project which aims to raise awareness of cancer and the importance of early screenings in the Black and South Asian Croydon communities.

In partnership with Croydon BME Forum, ARCC's targeted outreach work including:

- Seminars/Workshops
- Focus Groups
- Co-Design workshops
- Community Cancer Champions
- Multimedia marketing

Working closely with national cancer charities and cancer alliances while marketing across analogue and digital platforms, ARCC has helped to establish trust and familiarity with CAP.

As part of our Cancer Awareness Project, we produced a video featuring local cancer survivors, cancer champions, volunteers and staff to raise awareness about cancer in BAME communities. This was a joint venture in partnership with Croydon BME Forum. It was filmed in the heart of West Croydon and made with a lot of heart and we have received excellent feedback since the launch. Click HERE to watch the video.

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

Evidence highlights that members of racial and ethnic communities, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health, as well as reduced life expectancy. These communities experience greater challenges and barriers inequitable access to health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, aims to explore some of the factors underpinning these issues in our local communities in Croydon. The longer-term objective is to ensure underserved communities are given equitable access to evidence-based healthcare.

This project will be delivered in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This will be via Surveys, Focus Groups, Interviews, and a final report including recommendations.

1000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

In February 2023, our project was presented in the CRN South London's under-served communities & health inequalities poster competition where we achieved 2nd place.

SWL NHS ICB - Women's Fertility Project

This project focused on collecting researched evidence of the barriers to accessing fertility services, with a particular emphasis on the experiences of black and ethnic minority women.

The project culminated into a detailed report through data collected from a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women.

The report provided recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB)

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board.

These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services.

Activities

Food Club

Right now, millions of people in the UK regularly experience hunger. Yet tonnes of surplus fresh food is thrown away every day. No one should have to miss a meal. ARCC runs a unique project to alleviate food poverty in a holistic way.

Residents come to socialise and collect a bag of shopping. This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold in supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

At our Food Club, over 80kg of food is displayed for our members to choose from. The aim is to support low-income families and pensioners on a weekly basis with a nominal fee to alleviate food poverty. Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.

Engagement Event with Mayor Perry

ARCC hosted an event with the Executive Mayor of Croydon Mr Jason Perry with the Asian community and Business leaders to engage with the mayor on the priorities, concerns and the changes the community would like to see happen. Other guest panellists included: Cllr Andy Stranack, Cabinet Member for Communities and Culture and Mr Suleman Raza MBE, CEO of Grand Sapphire Hotel and Banqueting. The meeting was chaired by ARCC CEO Ima Miah and Co-Hosted by the ARCC Chair Mr Jay Patel. Click HERE to watch the full meeting on our YouTube Channel.

Navratri Celebration

Every year, a Hindu festival lasting nine nights is celebrated with zest and fervour. The central emphasis of this event is to commemorate the triumph of good over evil, which is consistent with Hindu mythology. Navratri means "Nine Nights," traditionally used to honour the divine Maa Durga. Devotees revere Goddess Durga in her nine glorious incarnations during the nine-day period. ARCC was proud to bring this event to Croydon's premiere venue at the Grand Sapphire showcasing this magnificent event with different Asian Community groups with almost 1,000 people in attendance from Croydon and surrounding boroughs. This was the biggest Navratri celebration in South London also attended by

various dignitaries including the Police Chief Inspector, Croydon MP's, Councillors and both the Civic and the Executive Mayor of Croydon. ARCC organised this event ahead of Croydon becoming the Borough Culture next year, we wanted to establish the case for more events and cultural celebrations post years of COVID and isolation for many. This scale of demand shows that people are desperate to meet and celebrate on joyous occasions and that we will be in good stead for next year's events.

Mayor of London Eid in The Square

Our CEO has gained traction as a leading voice for the Asian community not just in our Borough but in London too. She was invited to join the Eid in the Square committee for 2021 and 2023. The Mayor of London's 17th Eid in the Square festival took place on Saturday 7 May 2022 in Trafalgar Square. The festival featured a six-hour programme of live music on the main stage with hosts Mehreen Baig and Mistah Islah. There were exhibitions, walkabout performers, fencing and football interactive sessions and children's arts activities plus an array of delicious food outlets and a variety of stalls.

Guildford it's time to talk Business

We were delighted to be chosen by Curry's Business to be their chosen charity for the event "Guildford It's time to talk Business". ARCC Trustees and Staff attended the event to represent the organisation. This was an opportunity for ARCC to speak to international businesses about our community activities and projects in Croydon and provided an excellent networking platform. We were also delighted to meet the Deputy Mayor of Guildford Cllr. Masuk Miah to learn about some of the work he was involved in in Guildford and spoke about potential cross-borough partnerships as he had many links in Croydon.

Indian Independence Day Flag Raising

Croydon has a thriving Indian and Pakistani community community who celebrated 75 years of independence. Many of our community members went along and enjoyed the flag-raising event at Croydon Town Hall. Both the Civic Mayor and Executive Mayor met and greeted residents who enjoyed the interaction and felt proud to be a part of a diverse and welcoming borough.

Chaand Raat

ARCC was proud to celebrate the Annual Chand Raat event at the Grand Sapphire by holding a charity table. We had staff and volunteers manning the stall and talking with many different people. We raised awareness of our services and signed up new members of the community. It was a great way to reach a new audience of younger families and students. Thousands of people attended the event throughout the day and there were lots of festive stalls including henna, makeup, clothes, food etc.

MSH Foundation 5th Year Anniversary Celebration

We were invited to attend the 5th Anniversary celebration of the Manju Shahul-Hameed Foundation for Mental Health charity, at the House of Lords on Wednesday 29th June. Various community groups and business leaders were in attendance including local councillors and MPs from Croydon to hear about the work and achievements of the charity over the past year. The event was hosted by Baroness Manzilla Uddin.

George Floyd Race Matters Pledge

ARCC was part of an event with Mayor Perry, community partners, politicians and schools. Organisations and businesses adopted the pledge and united against racism for a more inclusive Croydon. It was an honour for ARCC to be part of this historic event and launch at Croydon Town Hall where our CEO was invited to read out one of the pledges.

Picnic in the Park

The annual Faiths Together in Croydon Picnic was held at Parkhill. The event saw healthy living stalls, activities for the adults and games for the children. ARCC was invited to pitch up a marquee and do community health checks. The event was a great way for people of different faiths and no faiths to get together in a peaceful setting and celebrate the diversity of the borough.

Movement Matters Workshop

We held a movement workshop to give practical tips for everyday life and learn more about how daily movements can help reduce muscle tightness, relieve stiff joints and strengthen weak muscles helping people to move with ease and feel free. This interactive season was very well received by the participants.

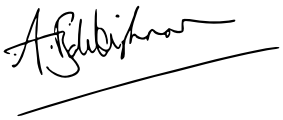
Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

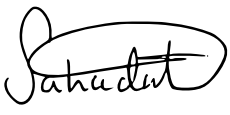
The trustees' annual report was approved on 2 November 2023 and signed on behalf of the board of trustees by:



Jay Patel - Chair
Director



Ash Balakrishnan – Vice Chair
Director



Sahadat Hossain - Secretary
Director

Bhupinder Bhardwaj - Treasurer
Director

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg – FCCA
Independent Examiner

Date: 3 November 2023

Begg Williamson & Co
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 **Total funds** £	2022 Total funds £
Income and endowments					
Donations and legacies	**5**	4,614	869,479	874,093	605,151
Charitable activities	**6**	218	–	218	86
Other trading activities	**7**	14,120	16,970	31,090	16,870
Investment income	**8**	153	–	153	9
Total income		19,105	886,449	905,554	622,116
Expenditure					
Expenditure on charitable activities	**9,10**	3,229	707,345	710,574	514,206
Total expenditure		3,229	707,345	710,574	514,206
Net income and net movement in funds		15,876	179,104	194,980	107,910
Reconciliation of funds					
Total funds brought forward as previously reported		94,127	276,109	370,236	262,326
Prior year adjustment		(2,188)	–	(2,188)	–
Total funds brought forward as restated		91,939	276,109	368,048	262,326
Total funds carried forward		107,815	455,213	563,028	370,236

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 22 to 30 form part of these financial statements.

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	**16**	4,286	2,878
Current assets			
Debtors	**17**	34,930	19,589
Cash at bank and in hand		537,165	359,343
		572,095	378,932
Creditors: amounts falling due within one year	**18**	13,353	11,574
Net current assets		558,742	367,358
Total assets less current liabilities		563,028	370,236
Net assets		563,028	370,236
Funds of the charity			
Restricted funds		455,213	276,109
Unrestricted funds		107,815	94,127
Total charity funds	**20**	563,028	370,236

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 2 November 2023, and are signed on behalf of the board by:

Jay Patel - Chair
Director

Ash Balakrishnan – Vice Chair
Director

Sahadat Hossain - Secretary
Director

Bhupinder Bhardwaj - Treasurer
Director

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis Designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Grants			
LBC Community Fund - Infrastructure	–	39,000	39,000
LBC Covid Vaccine Champion	–	105,549	105,549
LBC Community Fund - Outcomes	–	40,000	40,000
One Croydon Alliance – Community Facilitator	–	22,318	22,318
London Sport	–	2,488	2,488
SWL ICS – Core 20 plus connectors prog.	–	54,797	54,797
Royal Marsden NHS foundation - Cancer Awareness	–	83,295	83,295
One Croydon Alliance LVP - Hear to talk project	–	120,938	120,938
TNL Community fund- CCDP	–	82,650	82,650
Local Trust	–	17,850	17,850
Croydon Health Services - EDI Research project	–	17,000	17,000
NHS SWL ICB – Women's Fertility project	–	7,000	7,000
NHS SWL ICS – LTC,EPP& DoSA	–	149,866	149,866
NHS SWL– Care home connector	–	96,552	96,552
NHS SWL – Hospital discharge	–	20,750	20,750
Peoples Health Trust	–	9,426	9,426
Business Forum	3,503	–	3,503
Other donations and legacies			
Donations and sponsorships	1,111	–	1,111
	4,614	869,479	874,093

Grants	UnRest	Restricted	2022
LBC Covid Vaccine Champion	–	96,333	96,333
LBC Community Fund - Outcomes	–	–	–
LBC Winter Pressure	–	15,000	15,000
London Sport	–	7,463	7,463
Croydon Voluntary Action - 20 plus connectors prog.	–	–	–
Royal Marsden NHS foundation - Cancer Awareness	–	–	–
One Croydon Alliance LVP - Hear to talk project	–	25,808	25,808
Peoples Health Trust -Croydon communities chat project	–	14,813	14,813
TNL Community fund	–	165,300	165,300
Local Trust	–	125,669	125,669
Croydon Health Services - EDI Research project	–	19,500	19,500
LBC VCS Covid - 19 Programme	–	18,500	18,500
NHS SWL CCG - Expert Patients Programme	–	20,546	20,546
NHS SWL CCG - Long Term Condition	–	32,000	32,000
NHS SWL CCG - Community Facilitator	–	45,000	45,000
NHS SWL CCG - Covid-19 Vaccination Uptake	–	10,097	10,097
Age UK Croydon	–	4,000	4,000
Business Forum	4,050	–	4,050
Other donations and legacies			
Donations and sponsorships	1,072	–	1,072
	5,122	600,029	605,151

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Gift Aid	218	218	86	86

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Other Revenue Inc. Hub Hiring	14,120	16,970	31,090

7. Other trading activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other Revenue	16,870	–	16,870

8. Investment income

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Other interest receivable	153	153	9	9

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Management & admin costs	–	263,018	263,018
Project delivery & grant funding	–	24,132	24,132
Support costs	3,229	420,195	423,424
	3,229	707,345	710,574

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Management & admin costs	–	100,466	100,466
Project delivery & grant funding	–	42,668	42,668
Support costs	5,153	365,919	371,072
	5,153	509,053	514,206

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2023 £**	Total fund 2022 £
Management & admin costs	263,018	–	363,314	626,332	446,160
Project delivery & grant funding	–	24,132	27,497	51,629	52,258
Legal & professional	–	–	28,797	28,797	12,236
Depreciation	–	–	1,428	1,428	1,418
Governance costs	–	–	2,388	2,388	2,134
	263,018	24,132	423,424	710,574	514,206

11. Net income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	1,428	1,418

12. Auditors remuneration

	2023	2022
	0	**0**

13. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,200	2,000

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	330,603	316,935
Employer contributions to pension plans	8,358	7,576
	338,961	324,511

The average head count of employees during the year was 15 (2022: 14).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2022 and 31 March 2023	33,768
Depreciation	
At 1 April 2022	28,054
Charge for the year	1,428
At 31 March 2023	29,482
Carrying amount	
At 31 March 2023	4,286
At 31 March 2022	5,714

17. Debtors

	2023 £	2022 £
Trade debtors	28,141	10,133
Other debtors	6,789	9,456
	34,930	19,589

18. Creditors: amounts falling due within one year

	2023 £	2022 £
Bank loans and overdrafts	–	2,980
Accruals and deferred income	2,000	2,000
Other creditors	11,353	6,594
	13,353	11,574

19. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,358 (2022: £7,576).

	2023	2022
	£	£

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2022	Income	Expenditure	Prior year adjustments	**At 31 March 2023**
	£	£	£	£	£
Unrestricted Fund	94,127	19,105	(3,229)	–	110,003
	–	–	–	(2,188)	(2,188)
	94,127	19,105	(3,229)	(2,188)	107,815

	At 1 April 2021	Income	Expenditure	Prior year adjustments	At 31 March 2022
	£	£	£	£	£
Unrestricted Fund	77,193	22,087	(5,153)	–	94,127
	–	–	–	–	–
	77,193	22,087	(5,153)	–	94,127

Restricted funds

	At 1 April 2022	Income	Expenditure	Prior year adjustments	**At 31 March 2023**
	£	£	£	£	£
Restricted Fund	276,109	886,449	(707,345)	–	455,213

	At 1 April 2021	Income	Expenditure	Prior year adjustments	At 31 March 2022
	£	£	£	£	£
Restricted Fund	185,133	600,029	(509,053)	–	276,109

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2023

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2023

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Statement of financial position	**21**
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ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2023

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2023.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel - Chair Ash Balakrishnan- Vice Chair Sahadat Hossain - Secretary Bhupinder Bhardwaj – Treasurer Dilshad Surelia – Director Somasundaram Kanagasundaram - Director Dr Suraj Paudel – Director Rumel Jahur – Director Dimple Siddhpura - Director Sophia Moreau– Director (Resigned March 2023)
Company secretary	Sahadat Hossain
Independent examiner	Z F Begg – FCCA Begg Williamson & Co Chartered Certified Accountants 24 Church Road Crystal Palace London SE19 2ET

Structure, governance and management

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 foster, advance, and champion community engagement and volunteer initiatives that enhance the well-being, health, and overall quality of life within our local community.

Our vision encompasses a thriving, inclusive, and enduring voluntary and community sector that enriches the lives of Asian and minority ethnic communities.

Our Key Outcomes: -

- 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.

Objectives and activities

Governance

ARCC is governed by a board of trustees responsible for ensuring the charity's adherence to legal and regulatory obligations. We operate on a three-year business strategy that undergoes an annual review to guide our goal setting and keep us on course.

The board has a clear understanding of the charity's objectives and ensures their effective and sustainable execution. Following Charity Commission guidelines, the ARCC Board provides strategic leadership to enable the organisation to deliver its support and services efficiently and in a lasting manner.

Incorporating principles of integrity, the board establishes values and fosters a culture that aligns with the organisation's charitable goals. Recognising the significance of public trust in charities, trustees diligently fulfil their responsibilities.

The board maintains a robust decision-making process that is well-informed, rigorous, and timely. Effective systems for delegation, control, risk assessment, and management are established and continuously monitored.

Working cohesively as a team, the board leverages a diverse range of skills, experiences, backgrounds, and knowledge to make well-informed decisions. Embracing diversity enhances effectiveness, leadership, and decision-making within the board.

The board leads the organisation in its commitment to transparency and accountability. ARCC conducts its work openly, except where justified exceptions exist.

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. **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.

2. **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.

3. **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).

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

Achievements and performance

Chair's Preface

The year 2022/2023 has presented ARCC with numerous challenges, yet it's also been a year of remarkable accomplishments. We've not only met our growth targets but also secured the organisation's future sustainability. I extend my heartfelt gratitude to my fellow Board Members, our dedicated Senior Management Team, our diligent Project Delivery Staff, and, above all, our community members whose engagement with us for the support they deserve has been pivotal.

We've expanded our project portfolio, particularly in the realm of health and wellbeing. Throughout, our unwavering commitment has been to maintain a consistently high standard of support for our community members and to ensure our organisation's longevity for generations to come.

As we embarked on this year, the "post-Covid normal" began to take shape. It's uncertain whether things will ever return to their pre-2020 state. What's clear, however, is that Covid has compelled us to rethink and innovate how we approach our work.

Community organisations like ARCC are playing an increasingly vital role in supporting statutory entities such as the council and healthcare providers in service delivery. With this, the expectations of funding organisations have risen, and we've enhanced our systems to better meet these expectations.

I'm thrilled to announce that ARCC's income has grown by an impressive 45% compared to the previous year. We've reached out to over 13,235 community members, a 33% increase from previous years. Asian and other minority ethnic organisations can no longer limit themselves to preserving culture and traditions; our projects now aim to help our communities lead happy, healthy, and thriving lives. This includes providing assistance to those facing significant challenges, from mental health issues to cancer and long-term medical conditions.

Building closer ties with the business community is another integral aspect of our work. Two years ago, we successfully launched the ARCC Business Forum initiative. We're continually developing innovative ways to engage with the business community, helping them connect with our community members and grow their businesses.

"Last year, we hosted a spectacular cultural event during our Navratri celebrations, uniting our diverse community with an impressive turnout of nearly 1,000 participants. As we look to the future, our aim is to elevate these events even further by drawing in a multitude of communities to highlight our rich history. We aspire for this event to become the most significant Navratri gathering in South London, an occasion that brings diverse communities together on an even grander scale."

In conclusion, I'd like to express my sincere gratitude to all my colleagues for their unwavering support as Chair and for entrusting me with the responsibility of leading this organisation.

Jay Patel
Chair

Treasurer's Report

Once again, our organisation has achieved its financial targets, realising a remarkable 45% growth in our income. The expansion of the range of projects designed to support our community has allowed us to extend our reach to over 13k community members, marking a 33% increase compared to the previous year. Our organisation remains resilient and is poised for a sustainable future. As we look ahead, we're confident that by the end of March 2024, we will surpass yet another significant milestone by achieving a million-pound income. The credit for this success is attributed to strategic decisions regarding how we raise income from funding organisations and the sheer hard work of our staff in building relationships and partnerships as well as taking opportunities and calculated risks. Despite the cessation of Croydon Council Community Funding from April 2023, we've been highly successful in securing income from other funding organisations. Moving forward, we are actively pursuing opportunities to collaborate and engage in partnerships with the business community to secure unrestricted income, thereby minimising risks.

ARCC has taken proactive steps to improve its financial management systems and ensure compliance with the growing workload and challenges. A well-structured financial system is vital for any organisation's success, especially when experiencing growth.

Having reviewed and implemented necessary policies demonstrates our commitment to transparency, accountability, and good governance. Compliance is not only crucial for the organisation's reputation but also for maintaining the trust of donors, sponsors, and the community we serve.

It's clear that ARCC is not only focused on its present impact but is also laying a solid foundation for sustainable growth in the future. These actions will undoubtedly contribute to the organisation's continued success and ability to make a positive difference in the community.

I extend my deepest appreciation to our finance department and dedicated staff for their relentless hard work over the past year, as well as our core team of devoted volunteers. Their tireless dedication and commitment to the organisation are invaluable.

Our Board of Trustees has provided crucial strategic support by offering guidance and leadership to ensure that the organisation operates with efficient and effective financial procedures and policies.

Lastly, I would like to express our gratitude to all our stakeholders, which include funding organisations and our community members, for their unwavering support. Your support instils in us the confidence to continue our mission and strive for continuous improvement.

Bhupinder Bhardwaj
Treasurer

Secretary's Report

I am deeply humbled and honoured to acknowledge my reappointment as the Secretary of ARCC for a second term. It is with profound gratitude that I extend my heartfelt appreciation to the esteemed members of the board for their continued trust and confidence in the collective mission of ARCC.

The journey of ARCC has been a testament to our collective commitment to advancing social and community betterment. Our progress has not been the result of any one individual's efforts, but rather the culmination of a dedicated team working in harmony.

As an organisation, we have set a commendable precedent, extending our influence to affect the decision-making processes of local governments and healthcare authorities. Our work is no longer confined to local boundaries; it is resonating on the national and international stage, transcending geographical confines.

Our strategic milestone, the establishment of the ARCC Business Forum, stands as a testament to our mission's expanding impact. The doubling of its membership in the past year, alongside the generous support of our sponsors, underlines the growing recognition of our efforts within the community.

Our dedication to operational excellence is reflected in the meticulous refinement of our internal processes. By streamlining our operations, we have ensured that each board member has the tools and knowledge to actively engage with our dedicated staff and support our projects.

Looking forward, we recognise the value of fresh perspectives and diverse expertise in shaping our future. In this regard, we are actively seeking individuals from various backgrounds, each contributing a unique skill set. This diversity will undoubtedly infuse our board with innovative ideas, ensuring that ARCC's mission remains dynamic and responsive to the evolving needs of our community.

Getting involved with a charity lets you really make a hands-on impact on our community's well-being. It's not just a great thing to do; it's also incredibly satisfying and rewarding.

I extend my heartfelt appreciation to our dedicated staff, the selfless contributions of our volunteers, and the unwavering commitment of our board members. I want to give a big shout-out to our incredible Business Forum members and our generous sponsors. Your unwavering support has played a crucial role in our journey, and we're immensely grateful for it.

In closing, I express my deepest gratitude to each individual within our ARCC family. Your dedication and support are the cornerstones of our collective success. Together, we will continue to ascend to new heights and make a profound impact on our community.

Sahadat Hossain
Secretary

CEO's Report

"At ARCC, we're committed to continuous growth and improvement."

This past year has been characterised by expansion, innovation, and a renewed focus on our core objectives. As a rapidly growing organisation, we've diligently established systems and policies to support our valuable human resources. We've also ventured into new opportunities and explored innovative ideas.

As an organisation, we've reinvigorated our partnership with the Croydon Council, finding fresh ways to collaborate despite the challenging economic climate. Our growing alliance with the NHS has become a significant contributor to ARCC's service delivery. Each day, we uncover new avenues to address health inequalities and the ever-present cost-of-living challenges.

ARCC has not only met but surpassed all of our operational targets. While we've faced some challenges in securing premises to accommodate our expanding number of projects and personnel, we've persevered. We've invested significant effort in stabilising our organisation's delivery post the conclusion of the Council's long-term community fund and the completion of our National Lottery fund. Despite major funding streams concluding, I'm pleased to report that we continue to grow and have closed the year with an impressive turnover.

Our partnerships with the NHS and the Council have grown stronger, particularly through our participation in the One Croydon Alliance. We represent the Asian Community at the highest level in the borough and Southwest London. In terms of service delivery, our flagship projects, including the Long-term Conditions and Expert Patients Program, as well as our Food Club, continue to place us in a position of great significance. Additionally, our involvement in Equality, Diversity, and Inclusion (EDI) research has provided valuable insights into the health sector's needs and barriers within Asian communities, resulting in several breakthrough projects currently in progress.

On a personal note, I am proud to have taken on the role of Chair of the Voluntary Sector Leadership Board, established by the One Croydon Alliance. This role ensures robust representation of the VCS across OCA governance and improves two-way communication. This represents a significant step forward for Asian women in leadership within the borough, promising a more impactful and well-heard voice. We take immense pride in our work to promote equity, not only in our interactions with residents and groups but also in leadership and influence.

The landscape has changed, and funding has shifted from local authorities to health. It's crucial that we adapt to this new direction while genuinely serving our communities and co-producing our programs with service users.

Our expansion into Southwest London presents new opportunities and challenges. From my experience in leadership and running my own business, I understand that reaching the pinnacle is exciting, but staying there is tough. Sustainability must be considered every step of the way.

As an organisation, we acknowledge that there's still much work ahead of us. In the coming year, we intend to focus on stabilising our new projects and the growing number of income streams. We want to settle into our new premises and strengthen our core systems to support future expansion.

I'd like to express my gratitude to everyone associated with ARCC for their hard work and support this year. Our ARCC Board of Trustees and colleagues have worked tirelessly to achieve our goals, and the community's support has been our driving force. My staff is undeniably a dream team, and I'm immensely grateful to our funders and partners for investing both money and time in our mission. The positive feedback we've received from our work in the borough is greatly appreciated.

While we've encountered some challenges this year, I'm genuinely pleased with the results we've achieved and eagerly anticipate continuing this exciting journey with all of you.

Ima Miah
CEO

Financial review

Projects

LBC Community Fund - Infrastructure Programme

Over the past two decades ARCC has supported and built the capacity of groups through our infrastructure support and delivery funded by LBC (London Borough of Croydon). 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, take part in partnerships and become stronger community enterprises.

We have delivered outcomes by providing a hub of infrastructure services that 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

Since the inception of ARCC back in 1999 we have worked closely with the London Borough of Croydon in providing vital infrastructure support to the Asian VCS, however as the funding for this specific work has ended we are working with the council in different ways to ensure the support needs to the community are met.

LBC Community Fund - Outcomes Programme

Our Happy Healthy Communities Partnership Programme brought together 5 grassroot 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 programme was to deliver a range of community activities to promote health and well-being in the borough.

The project has transformed and improved the lives of thousands of isolated, lonely and vulnerable people in Croydon. People have formed new relationships, firmed up existing ones and enjoyed gatherings in their own localities. Many of our service users have seen health benefits, are better off financially, increased their awareness of services and improved their life chances while attending the many different activities and services offered.

Our partner organisations have flourished, improved their practices and sustained a good standard of services throughout. The partnership has referred across the partnership and enjoyed sharing resources and increasing their capacity. We have increased the number of volunteers and service users who are actively involved in delivering the projects thereby making them more sustainable.

Funding for this has now come to an end from Croydon Council after six years of successful delivery. We continue to look for funding opportunities for these groups and are working closely to form new partnerships.

TNL Community Fund - CCDP

In January 2020 ARCC was successful in our funding bid to TNL (The National Lottery) Community Fund for a partnership project with ten other grassroot organisations in the Borough over a period of three years providing, Infrastructure support to partner agencies & VCS organisations, Health & Wellbeing sessions, tackling DASV (Domestic Abuse & Sexual Violence) prevention as well as Education support, Positive parenting and Mentoring.

The CCDP (Croydon Community Development Partnership) Project was designed to holistically create an environment where Asian and local communities can thrive, with 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.

Our programme achieved a core strengthening of Asian VCS organisations. Working in partnership, we built family resilience, combated social isolation and enabled volunteering opportunities which allowed for the strong to share skills with struggling people and carers have been given support and some respite.

There has also been an improvement in community cohesion, families and individuals received education on nutrition/diet and exercise to live healthier lives, and parents were supported to understand the educational system, enabling them to support their children with their studies. Young people were engaged in using sport to have community conversations preventing them from being misled into radical ideology.

Other outcomes have been embracing young refugees and asylum seekers, supporting them to integrate into the community backed by greater support to learn English. Outreach services in GP surgeries and within communities were delivered to signpost socially isolated people to services and used asset maps of VCS projects to promote community participation. There was also a provision of culturally specific DASV services to prevent domestic abuse.

The project came to an end in January 2023 and the partnership has submitted a new application to The National Lottery for the continuation of this programme and awaiting outcome.

SWL NHS - Care Home Connector Project

The Care Home Connector Service in partnership with AgeUK Croydon began in June 2022 to ensure care homes, residents and family members are more connected, less isolated and more informed by linking them with the support and services which are available in the local community funded through SWL (Southwest London) NHS.

The first phase of this project has been crucial in assisting our understanding of how to move the project forward and reach more residents. We are in a much stronger position than at the beginning of the project and have some new ideas to take forward.

The vision is for the Care Home Connectors to be seen as part of the care home team, regularly attending the care home MDTs and meeting with residents and staff members.

We have already seen successes in care homes across the Croydon borough, supporting residents to regain their independence, enabling them to improve their mobility and connect with the wider community.

Through connections to various voluntary, community organisations and services, we have been able to link care home residents to work and study opportunities, as well as provide them with much-needed technology training and social engagement.

One Croydon Alliance - Community Facilitator Project

Brigstock Road Community Hub is led by ARCC's Community Facilitators and was set up to provide more local and accessible pathways for people into social support networks, community-led activities and specialist voluntary and statutory services.

Local residents are encouraged to 'drop in' as part of the early intervention, preventative approach being used across the Croydon localities. Residents are offered the opportunity to speak to different members of the Community Hub team and are supported to identify their own outcomes and agree next steps to achieve these outcomes.

Since launching in September 2022, the Brigstock Road Community Hub has had over one thousand residents dropping in to have a chat and receive support and information around a specific need, health and well-being, or to be linked with social activities.

The hub is made up of a core team of fifteen services from the voluntary community, statutory, and health and social services sectors who provide regular face-to-face support at the Hub. There are over forty services connected with the Hub with an established two-way partnership working, which is growing.

Some of the support services include MENCAP Croydon, Clear Community Web, AGEUK Croydon, Healthy Homes, Citizens Advice Croydon, Hair Plea, MIND, Councillor Surgery, Croydon Council Housing, Department for Work and Pensions, Alzheimer's Society, Croydon Vision and Croydon Hearing. In addition, the Hub has hosted nine talk sessions on occupational therapy, counselling, domestic abuse, diabetes prevention, hypertension, cancer awareness, hearing health, adult education courses, and mental health. The support and provision at the community hub continues to grow from strength to strength frequenting over forty residents each week. The next step for ARCC Community Facilitators is to launch a new community hub in the Central East Locality. The Brigstock Road community hub has been featured in several articles and videos including in the Healthy Communities Together - The King's Fund, NHS Confederations, and SWL Integrated Care Systems.

SWL ICS - Hospital Discharge

In partnership with Croydon Neighbourhood Care Association and AgeUK Croydon we ran a pilot project, focusing on supporting people being discharged from the hospital onto pathway 0+ instead of pathway 1 based on where the data showed the most impact could be made and on the patients' needs identified. The project was funded through SWL (South West London) ICS (Integrated Care System).

The service took referrals from system professionals and from Croydon Health Services (Primary Care, Community Services, and Acute Care). The service allowed professionals supporting people who were in hospital for planned or unplanned interventions to work together and provide a holistic approach to

care which included the needs of the carers and their families as well as those who are cared for. The service was able to achieve the following:

- Improve the quality of client care and ongoing support
- Maintain excellent client experience and high-quality care after discharge? Close working with hospital discharge teams and clinicians
- Building relations with hospital teams and clients

SWL ICS - Expert Patient Programme

In its third year of operation, ARCC continues to make strides with the EPP (Expert Patients Programme), thanks to funding from the NHS Southwest London Integrated Care System. This program offers essential training for adults residing in Croydon who are dealing with one or more long-term health conditions (LTCs).

While the EPP primarily caters to adults in Croydon facing challenges like hypertension (high blood pressure), COPD (Chronic Obstructive Pulmonary Disease), and diabetes, it now extends its support to individuals dealing with other LTCs, including cancer, asthma, and those who are caregivers for individuals with long-term health conditions in the borough.

The EPP is a UK adaptation of Stanford University's highly regarded Chronic Disease Self-Management Program (CDSMP). This program has demonstrated its effectiveness in assisting older adults in better managing their chronic conditions, enhancing their quality of life, and reducing healthcare costs.

This six-week program offers both in-person and online delivery options to accommodate individuals with mobility issues or personal preferences. The weekly sessions cover a wide array of topics, including strategies for dealing with pain, managing fatigue, improving sleep, addressing depression and anxiety, engaging in flexibility exercises, and adopting a healthier approach to eating. Each session lasts for two and a half hours and is co-facilitated by two trained leaders, at least one of whom is is personally living with a long-term health condition.

SWL ICS - Long Term Conditions Project

ARCC has been funded by the SWL ICS to deliver a Long-Term Conditions Project (LTC). The Key aims of 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.

SWL ICS - DoSA Project

The Diabetes for South Asians (DoSA) Project represents a pivotal initiative, meticulously designed to cater to the unique needs of individuals with South Asian heritage and those living a South Asian lifestyle. South Asian communities often face specific challenges when it comes to health and wellness,

including a higher prevalence of diabetes. Recognising this, the DoSA Project was conceptualised to address these specific concerns and deliver culturally tailored support and guidance.

This comprehensive program spans a duration of 12 weeks, broken down into engaging and informative modules delivered over two-week intervals. This structured approach allows participants to delve deeply into various aspects of diabetes management at a manageable pace. By offering this extended duration, participants can absorb the knowledge and develop skills gradually, promoting a more profound understanding of the condition.

As part of the DoSA Project, participants receive two specially crafted and colourful leaflets: 'Managing Celebrations' and 'Healthy Eating and Cooking.' These resources are thoughtfully designed to provide practical advice and tips for navigating common situations, such as festive celebrations and daily dietary choices, with a focus on diabetes management.

It is important to highlight that the DoSA Project commenced as a pilot endeavour, and the outcomes have been truly promising. Participants who have successfully completed the program have reported positive results, indicating that this specialised approach is highly effective in providing valuable insights and knowledge about managing diabetes. By delivering education and support in a culturally sensitive and relevant manner, the DoSA Project plays a vital role in promoting healthier lifestyles and improved diabetes management within the South Asian community. This approach not only fosters awareness but also empowers individuals to take control of their health and make informed decisions for a better quality of life.

LBC - Covid Vaccine Champion

ARCC delivered a Small Grants Funding Programme supporting community groups to promote Covid Vaccine. In April 2022 Croydon's infrastructure Support Service partnership ARCC, Croydon BME Forum, Croydon Neighbourhood Care Association, and Croydon Voluntary Action were awarded £74,000 each to distribute small grants to local community groups. The programme raised awareness of Covid Vaccine among vaccine-hesitant communities.

The initiative successfully heightened awareness of the Covid Vaccine among hesitant communities. Positive feedback from various community groups indicated an increase in vaccination acceptance, better access to vaccine-related information, and improved awareness of local initiatives within the borough.

One Croydon Alliance LVP - Hear to Talk

ARCC has been funded to deliver the Mental Health Project (Hear to Talk) for the 3rd year. The project reaches into communities through awareness sessions, training mental health first aiders, empowering conversations with mental health champions, and outreach work within the Croydon borough. We understand and acknowledge that it is still a taboo topic and there is still some work to be done.

The 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, and 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.

As our work in this field matures we are working with strategic partners to link this project with a wider Mental Health transformation programme like EMHIP to have a wider impact and more holistic support from health and communities.

SWL ICS - Core20Plus5 Connectors Programme

The Core 20 PLUS 5 Connectors programme is part of the NHS goal to tackle healthcare inequalities: The Connectors programme is part of the support framework for progressing the goals of Core20PLUS5, a national NHS England and NHS Improvement approach to support the reduction of health inequalities at both national and system level.

As a part of the Core 20 NHS initiative, ARCC has focussed on raising awareness on the five clinical areas of focus outlined in the Core20PLUS5 approach. This has been presented through Health and Wellbeing days, general talks with residents and health checks. Health and Wellbeing Days are set up to provide local and accessible platforms for residents to socialise, connect and express their needs. This has been a key method in taking practical action to improve health and reduce inequalities.

ARCC was funded to recruit Core20 connectors to deliver the approach to a target population cohort against '5' focus clinical areas: Maternity, Severe Mental Illness, Chronic Respiratory Disease, Early Diagnosis of Cancer and Hypertension Case Finding. For the First phase of the programme, we delivered numerous awareness-raising sessions at health checks to different community groups including churches, mosques and community centres. A part of the Community Connector role has been interacting with the community and finding out what they value. A lot of residents have expressed they found it valuable to have a safe space to socialise, meet new people and enjoy hot meals. The aim is to provide more of these safe spaces for local residents in their community which will encourage a stronger community and an increased level of participation in community activities.

People's Health Trust - Croydon Community Chats Project

In the final year of our Croydon Community Chats Project delivery looking to strengthen connections, enable friendships between the participants and improve social networks between people. As part of the project, we delivered a number of different activities including: -

- Weekly Community Chat sessions
- Yoga for All
- Laughter Yoga
- Floristry Classes
- Introduction to Digital Skills

The project activities were very popular and often over-subscribed. The sessions have proven to have immense health and well-being benefits for the body and mind. Many participants were suffering from loneliness and low levels of mental health. We received great feedback from our members for these kinds of small sessions and hope to hold more sessions in the future.

Royal Marsden NHS Foundation Trust - Cancer Awareness Project

ARCC has been funded by RM Partners, an NHS organisation to deliver the Cancer Awareness Programme, Croydon (CAP).

A project which aims to raise awareness of cancer and the importance of early screenings in the Black and South Asian Croydon communities.

In partnership with Croydon BME Forum, ARCC's targeted outreach work including:

- Seminars/Workshops
- Focus Groups
- Co-Design workshops
- Community Cancer Champions
- Multimedia marketing

Working closely with national cancer charities and cancer alliances while marketing across analogue and digital platforms, ARCC has helped to establish trust and familiarity with CAP.

As part of our Cancer Awareness Project, we produced a video featuring local cancer survivors, cancer champions, volunteers and staff to raise awareness about cancer in BAME communities. This was a joint venture in partnership with Croydon BME Forum. It was filmed in the heart of West Croydon and made with a lot of heart and we have received excellent feedback since the launch. Click HERE to watch the video.

Croydon Health Services NHS Trust - Equality Diversity & Inclusion Research

Evidence highlights that members of racial and ethnic communities, also recognised as 'under-served communities', are more likely to experience poverty and the detrimental outcomes this causes. This includes poorer physical and mental health, as well as reduced life expectancy. These communities experience greater challenges and barriers inequitable access to health services and needs-led interventions. In addition, they are often underrepresented in health-related research including prioritising and being consulted on research topics and key research questions, advising on research implementation, and being participants.

This project, in collaboration with the Croydon BME Forum, aims to explore some of the factors underpinning these issues in our local communities in Croydon. The longer-term objective is to ensure underserved communities are given equitable access to evidence-based healthcare.

This project will be delivered in stages to ascertain the barriers that the community faces in accessing healthcare and taking part in health research. This will be via Surveys, Focus Groups, Interviews, and a final report including recommendations.

1000 survey responses have been received from individuals of under-served communities in Croydon and have been analysed for barriers to accessing healthcare or taking part in health research.

In February 2023, our project was presented in the CRN South London's under-served communities & health inequalities poster competition where we achieved 2nd place.

SWL NHS ICB - Women's Fertility Project

This project focused on collecting researched evidence of the barriers to accessing fertility services, with a particular emphasis on the experiences of black and ethnic minority women.

The project culminated into a detailed report through data collected from a combination of questionnaires, focus groups, and workshops. The findings highlight the likelihood of accessing fertility services, the dependency on the National Health Service (NHS) for health and wellbeing, and the specific cultural barriers faced by black and ethnic minority women.

The report provided recommendations for improving access to fertility services, promoting cultural sensitivity, and enhancing collaboration between patients, fertility services, and the Integrated Care Board (ICB)

As part of our research on reproductive health and fertility services in South-West London, we conducted one-to-one interviews using a standard questionnaire provided by NHS South-West London Integrated Care Board.

These interviews allowed us to gain valuable insights into the barriers women face when accessing fertility services in the region. By exploring various factors, such as cultural barriers, language considerations, and perceptions of healthcare services, we aim to promote equitable access and enhance the overall quality of fertility services.

Activities

Food Club

Right now, millions of people in the UK regularly experience hunger. Yet tonnes of surplus fresh food is thrown away every day. No one should have to miss a meal. ARCC runs a unique project to alleviate food poverty in a holistic way.

Residents come to socialise and collect a bag of shopping. This project is in partnership with FareShare and The Felix Project who provide nutritious food that cannot be sold in supermarkets and shops. They deliver this surplus food to charities and schools so they can provide healthy meals and help the most vulnerable in our society.

At our Food Club, over 80kg of food is displayed for our members to choose from. The aim is to support low-income families and pensioners on a weekly basis with a nominal fee to alleviate food poverty. Members benefit from talking with others in similar situations, making new friends and finding out about other services in the area. Quite often people will present with multiple issues and barriers, we work with them to refer and signpost them to the right support.

Engagement Event with Mayor Perry

ARCC hosted an event with the Executive Mayor of Croydon Mr Jason Perry with the Asian community and Business leaders to engage with the mayor on the priorities, concerns and the changes the community would like to see happen. Other guest panellists included: Cllr Andy Stranack, Cabinet Member for Communities and Culture and Mr Suleman Raza MBE, CEO of Grand Sapphire Hotel and Banqueting. The meeting was chaired by ARCC CEO Ima Miah and Co-Hosted by the ARCC Chair Mr Jay Patel. Click HERE to watch the full meeting on our YouTube Channel.

Navratri Celebration

Every year, a Hindu festival lasting nine nights is celebrated with zest and fervour. The central emphasis of this event is to commemorate the triumph of good over evil, which is consistent with Hindu mythology. Navratri means "Nine Nights," traditionally used to honour the divine Maa Durga. Devotees revere Goddess Durga in her nine glorious incarnations during the nine-day period. ARCC was proud to bring this event to Croydon's premiere venue at the Grand Sapphire showcasing this magnificent event with different Asian Community groups with almost 1,000 people in attendance from Croydon and surrounding boroughs. This was the biggest Navratri celebration in South London also attended by

various dignitaries including the Police Chief Inspector, Croydon MP's, Councillors and both the Civic and the Executive Mayor of Croydon. ARCC organised this event ahead of Croydon becoming the Borough Culture next year, we wanted to establish the case for more events and cultural celebrations post years of COVID and isolation for many. This scale of demand shows that people are desperate to meet and celebrate on joyous occasions and that we will be in good stead for next year's events.

Mayor of London Eid in The Square

Our CEO has gained traction as a leading voice for the Asian community not just in our Borough but in London too. She was invited to join the Eid in the Square committee for 2021 and 2023. The Mayor of London's 17th Eid in the Square festival took place on Saturday 7 May 2022 in Trafalgar Square. The festival featured a six-hour programme of live music on the main stage with hosts Mehreen Baig and Mistah Islah. There were exhibitions, walkabout performers, fencing and football interactive sessions and children's arts activities plus an array of delicious food outlets and a variety of stalls.

Guildford it's time to talk Business

We were delighted to be chosen by Curry's Business to be their chosen charity for the event "Guildford It's time to talk Business". ARCC Trustees and Staff attended the event to represent the organisation. This was an opportunity for ARCC to speak to international businesses about our community activities and projects in Croydon and provided an excellent networking platform. We were also delighted to meet the Deputy Mayor of Guildford Cllr. Masuk Miah to learn about some of the work he was involved in in Guildford and spoke about potential cross-borough partnerships as he had many links in Croydon.

Indian Independence Day Flag Raising

Croydon has a thriving Indian and Pakistani community community who celebrated 75 years of independence. Many of our community members went along and enjoyed the flag-raising event at Croydon Town Hall. Both the Civic Mayor and Executive Mayor met and greeted residents who enjoyed the interaction and felt proud to be a part of a diverse and welcoming borough.

Chaand Raat

ARCC was proud to celebrate the Annual Chand Raat event at the Grand Sapphire by holding a charity table. We had staff and volunteers manning the stall and talking with many different people. We raised awareness of our services and signed up new members of the community. It was a great way to reach a new audience of younger families and students. Thousands of people attended the event throughout the day and there were lots of festive stalls including henna, makeup, clothes, food etc.

MSH Foundation 5th Year Anniversary Celebration

We were invited to attend the 5th Anniversary celebration of the Manju Shahul-Hameed Foundation for Mental Health charity, at the House of Lords on Wednesday 29th June. Various community groups and business leaders were in attendance including local councillors and MPs from Croydon to hear about the work and achievements of the charity over the past year. The event was hosted by Baroness Manzilla Uddin.

George Floyd Race Matters Pledge

ARCC was part of an event with Mayor Perry, community partners, politicians and schools. Organisations and businesses adopted the pledge and united against racism for a more inclusive Croydon. It was an honour for ARCC to be part of this historic event and launch at Croydon Town Hall where our CEO was invited to read out one of the pledges.

Picnic in the Park

The annual Faiths Together in Croydon Picnic was held at Parkhill. The event saw healthy living stalls, activities for the adults and games for the children. ARCC was invited to pitch up a marquee and do community health checks. The event was a great way for people of different faiths and no faiths to get together in a peaceful setting and celebrate the diversity of the borough.

Movement Matters Workshop

We held a movement workshop to give practical tips for everyday life and learn more about how daily movements can help reduce muscle tightness, relieve stiff joints and strengthen weak muscles helping people to move with ease and feel free. This interactive season was very well received by the participants.

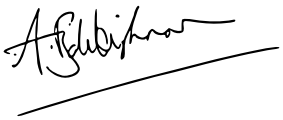
Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

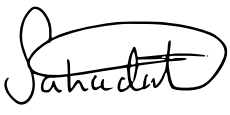
The trustees' annual report was approved on 2 November 2023 and signed on behalf of the board of trustees by:



Jay Patel - Chair
Director



Ash Balakrishnan – Vice Chair
Director



Sahadat Hossain - Secretary
Director

Bhupinder Bhardwaj - Treasurer
Director

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2023

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2023.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA), which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg – FCCA
Independent Examiner

Date: 3 November 2023

Begg Williamson & Co
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2023

	Note	2023 Unrestricted funds £	2023 Restricted funds £	2023 **Total funds** £	2022 Total funds £
Income and endowments					
Donations and legacies	**5**	4,614	869,479	874,093	605,151
Charitable activities	**6**	218	–	218	86
Other trading activities	**7**	14,120	16,970	31,090	16,870
Investment income	**8**	153	–	153	9
Total income		19,105	886,449	905,554	622,116
Expenditure					
Expenditure on charitable activities	**9,10**	3,229	707,345	710,574	514,206
Total expenditure		3,229	707,345	710,574	514,206
Net income and net movement in funds		15,876	179,104	194,980	107,910
Reconciliation of funds					
Total funds brought forward as previously reported		94,127	276,109	370,236	262,326
Prior year adjustment		(2,188)	–	(2,188)	–
Total funds brought forward as restated		91,939	276,109	368,048	262,326
Total funds carried forward		107,815	455,213	563,028	370,236

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 22 to 30 form part of these financial statements.

	Note	2023 £	2022 £
Fixed assets			
Tangible fixed assets	**16**	4,286	2,878
Current assets			
Debtors	**17**	34,930	19,589
Cash at bank and in hand		537,165	359,343
		572,095	378,932
Creditors: amounts falling due within one year	**18**	13,353	11,574
Net current assets		558,742	367,358
Total assets less current liabilities		563,028	370,236
Net assets		563,028	370,236
Funds of the charity			
Restricted funds		455,213	276,109
Unrestricted funds		107,815	94,127
Total charity funds	**20**	563,028	370,236

For the year ending 31 March 2023 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 2 November 2023, and are signed on behalf of the board by:

Jay Patel - Chair
Director

Ash Balakrishnan – Vice Chair
Director

Sahadat Hossain - Secretary
Director

Bhupinder Bhardwaj - Treasurer
Director

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure

Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis Designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Grants			
LBC Community Fund - Infrastructure	–	39,000	39,000
LBC Covid Vaccine Champion	–	105,549	105,549
LBC Community Fund - Outcomes	–	40,000	40,000
One Croydon Alliance – Community Facilitator	–	22,318	22,318
London Sport	–	2,488	2,488
SWL ICS – Core 20 plus connectors prog.	–	54,797	54,797
Royal Marsden NHS foundation - Cancer Awareness	–	83,295	83,295
One Croydon Alliance LVP - Hear to talk project	–	120,938	120,938
TNL Community fund- CCDP	–	82,650	82,650
Local Trust	–	17,850	17,850
Croydon Health Services - EDI Research project	–	17,000	17,000
NHS SWL ICB – Women's Fertility project	–	7,000	7,000
NHS SWL ICS – LTC,EPP& DoSA	–	149,866	149,866
NHS SWL– Care home connector	–	96,552	96,552
NHS SWL – Hospital discharge	–	20,750	20,750
Peoples Health Trust	–	9,426	9,426
Business Forum	3,503	–	3,503
Other donations and legacies			
Donations and sponsorships	1,111	–	1,111
	4,614	869,479	874,093

Grants	UnRest	Restricted	2022
LBC Covid Vaccine Champion	–	96,333	96,333
LBC Community Fund - Outcomes	–	–	–
LBC Winter Pressure	–	15,000	15,000
London Sport	–	7,463	7,463
Croydon Voluntary Action - 20 plus connectors prog.	–	–	–
Royal Marsden NHS foundation - Cancer Awareness	–	–	–
One Croydon Alliance LVP - Hear to talk project	–	25,808	25,808
Peoples Health Trust -Croydon communities chat project	–	14,813	14,813
TNL Community fund	–	165,300	165,300
Local Trust	–	125,669	125,669
Croydon Health Services - EDI Research project	–	19,500	19,500
LBC VCS Covid - 19 Programme	–	18,500	18,500
NHS SWL CCG - Expert Patients Programme	–	20,546	20,546
NHS SWL CCG - Long Term Condition	–	32,000	32,000
NHS SWL CCG - Community Facilitator	–	45,000	45,000
NHS SWL CCG - Covid-19 Vaccination Uptake	–	10,097	10,097
Age UK Croydon	–	4,000	4,000
Business Forum	4,050	–	4,050
Other donations and legacies			
Donations and sponsorships	1,072	–	1,072
	5,122	600,029	605,151

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Gift Aid	218	218	86	86

7. Other trading activities

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Other Revenue Inc. Hub Hiring	14,120	16,970	31,090

7. Other trading activities *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Other Revenue	16,870	–	16,870

8. Investment income

	Unrestricted Funds £	**Total Funds 2023 £**	Unrestricted Funds £	Total Funds 2022 £
Other interest receivable	153	153	9	9

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2023 £**
Management & admin costs	–	263,018	263,018
Project delivery & grant funding	–	24,132	24,132
Support costs	3,229	420,195	423,424
	3,229	707,345	710,574

	Unrestricted Funds £	Restricted Funds £	Total Funds 2022 £
Management & admin costs	–	100,466	100,466
Project delivery & grant funding	–	42,668	42,668
Support costs	5,153	365,919	371,072
	5,153	509,053	514,206

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2023 £**	Total fund 2022 £
Management & admin costs	263,018	–	363,314	626,332	446,160
Project delivery & grant funding	–	24,132	27,497	51,629	52,258
Legal & professional	–	–	28,797	28,797	12,236
Depreciation	–	–	1,428	1,428	1,418
Governance costs	–	–	2,388	2,388	2,134
	263,018	24,132	423,424	710,574	514,206

11. Net income

Net income is stated after charging/(crediting):

	2023	2022
	£	£
Depreciation of tangible fixed assets	1,428	1,418

12. Auditors remuneration

	2023	2022
	0	**0**

13. Independent examination fees

	2023	2022
	£	£
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,200	2,000

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2023	2022
	£	£
Wages and salaries	330,603	316,935
Employer contributions to pension plans	8,358	7,576
	338,961	324,511

The average head count of employees during the year was 15 (2022: 14).

No employee received employee benefits of more than £60,000 during the year (2022: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2022 and 31 March 2023	33,768
Depreciation	
At 1 April 2022	28,054
Charge for the year	1,428
At 31 March 2023	29,482
Carrying amount	
At 31 March 2023	4,286
At 31 March 2022	5,714

17. Debtors

	2023 £	2022 £
Trade debtors	28,141	10,133
Other debtors	6,789	9,456
	34,930	19,589

18. Creditors: amounts falling due within one year

	2023 £	2022 £
Bank loans and overdrafts	–	2,980
Accruals and deferred income	2,000	2,000
Other creditors	11,353	6,594
	13,353	11,574

19. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,358 (2022: £7,576).

	2023	2022
	£	£

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2022	Income	Expenditure	Prior year adjustments	**At 31 March 2023**
	£	£	£	£	£
Unrestricted Fund	94,127	19,105	(3,229)	–	110,003
	–	–	–	(2,188)	(2,188)
	94,127	19,105	(3,229)	(2,188)	107,815

	At 1 April 2021	Income	Expenditure	Prior year adjustments	At 31 March 2022
	£	£	£	£	£
Unrestricted Fund	77,193	22,087	(5,153)	–	94,127
	–	–	–	–	–
	77,193	22,087	(5,153)	–	94,127

Restricted funds

	At 1 April 2022	Income	Expenditure	Prior year adjustments	**At 31 March 2023**
	£	£	£	£	£
Restricted Fund	276,109	886,449	(707,345)	–	455,213

	At 1 April 2021	Income	Expenditure	Prior year adjustments	At 31 March 2022
	£	£	£	£	£
Restricted Fund	185,133	600,029	(509,053)	–	276,109

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales - Charity number 1120376

Accounts

Annual Report

2021/22



asian resource centre
croydon



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CONTACTS

Asian Resource Centre of Croydon Limited
CVA Resource Centre
82 London Road
Croydon
CR0 2TB

020 8684 3784
info@arccltd.com
www.arccltd.com

Twitter/Facebook/Instagram/YouTube:
@arccltd

Registered Charity No: 1120376
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 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.



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.



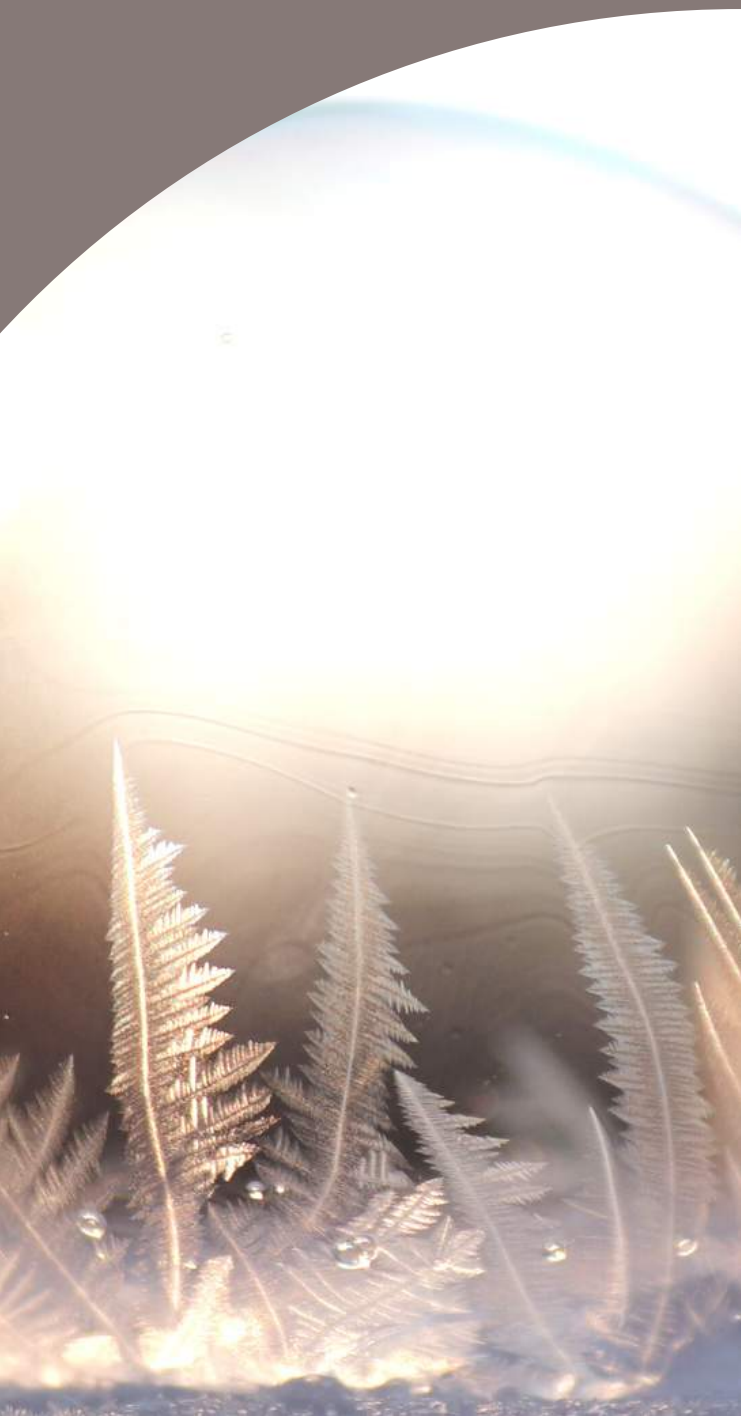
LBC Community Fund Outcomes Programme

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

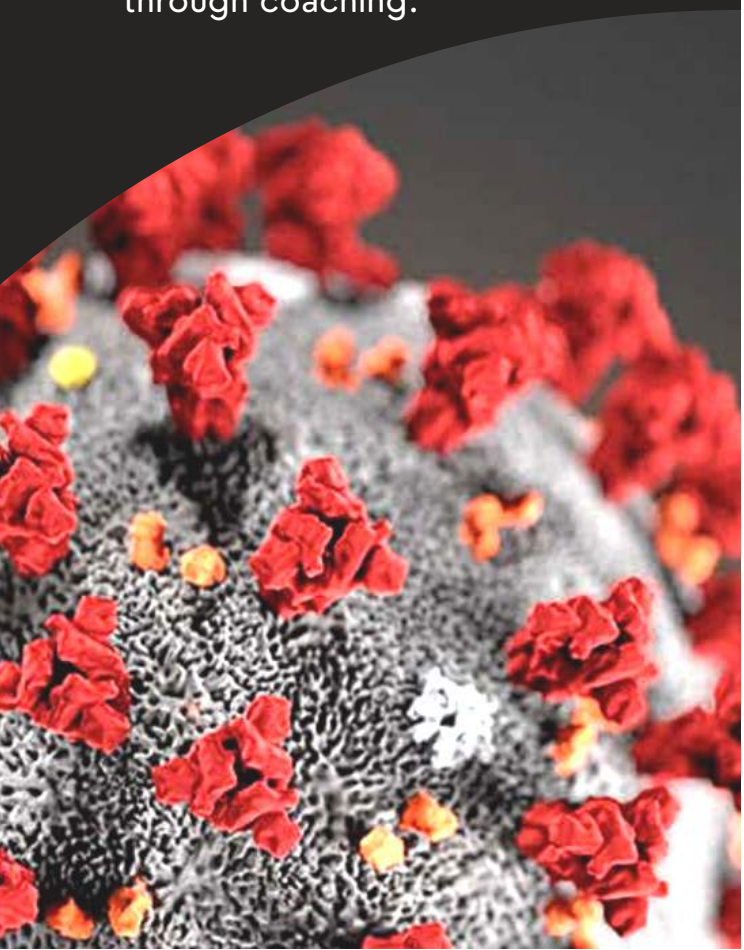
NHS Communities Trust

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 Disabilty 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 season 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 Sporing 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.

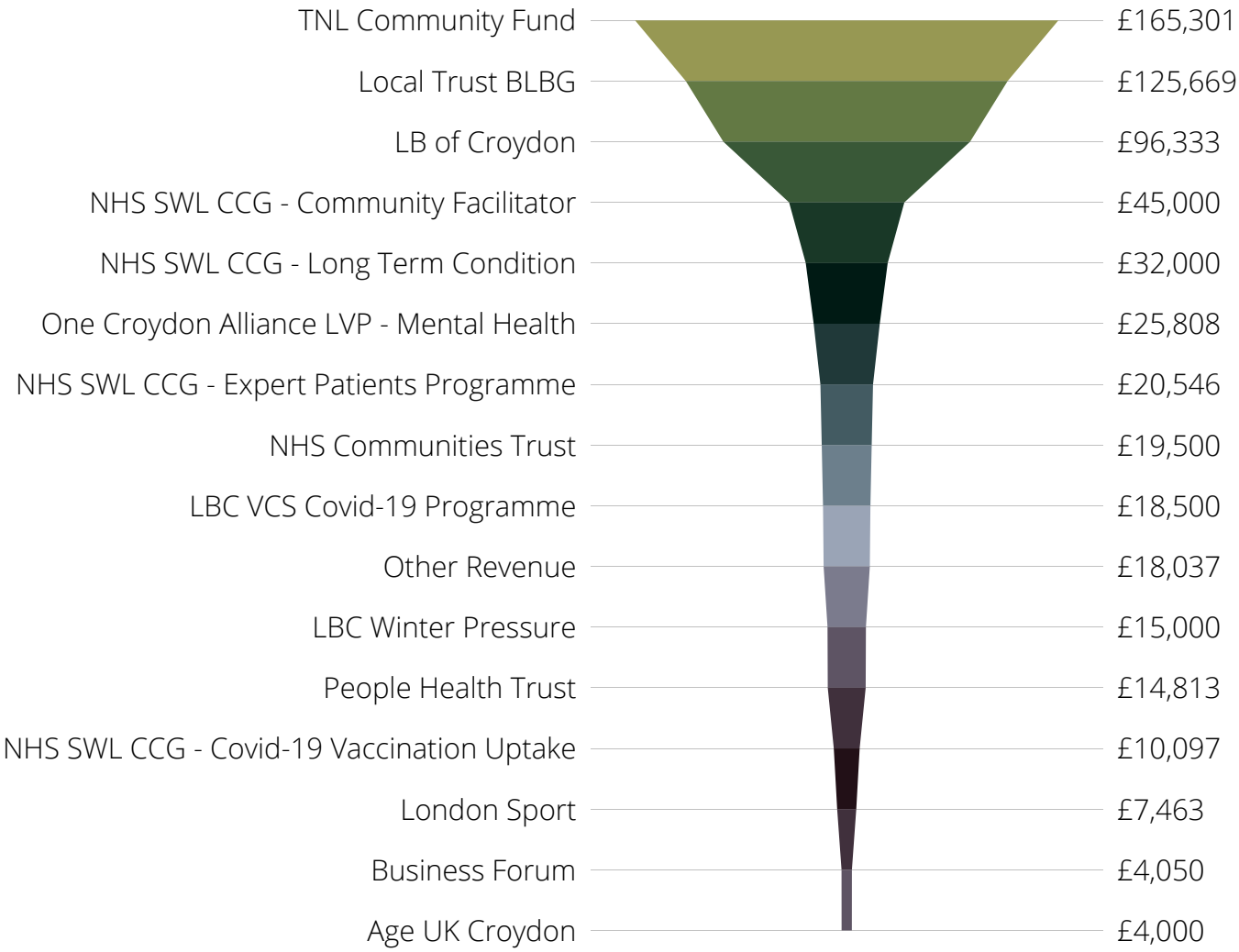


Rumel Jahur
Treasurer | ARCC

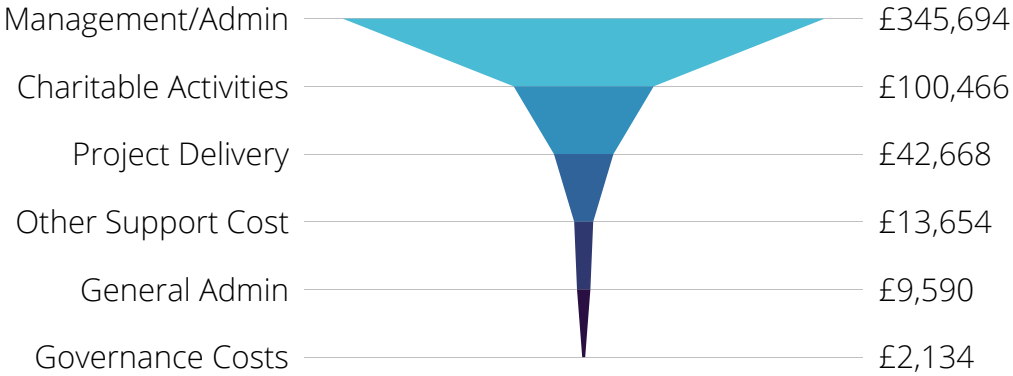
FINANCIAL SUMMARY

1st APRIL 2021 - 31st MARCH 2022

Income £622,117



Expenditure £514,206

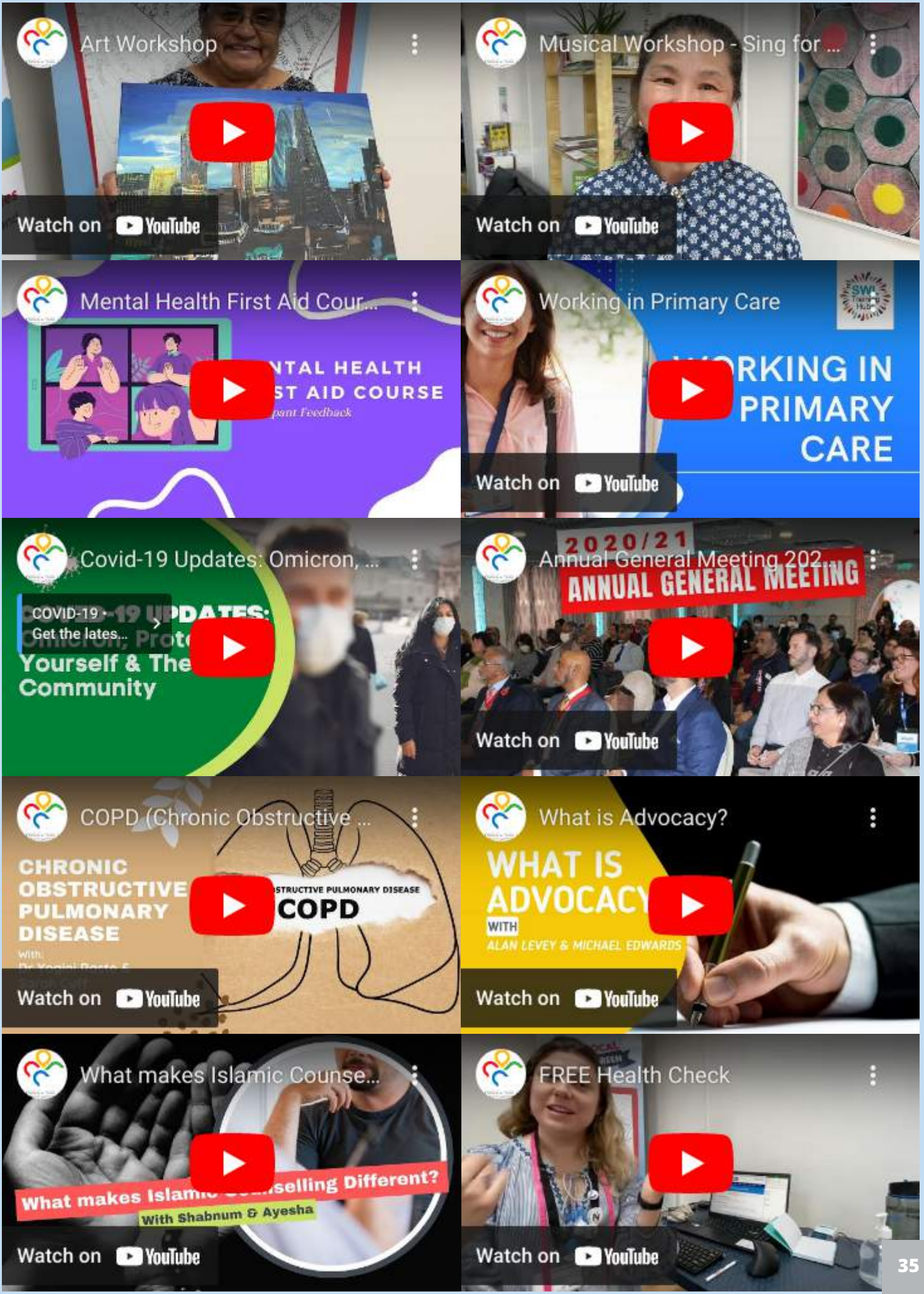


*Please note the full accounts are available to view on the Charity Commission portal

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)
Siddiqa 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


Art Workshop
Watch on YouTube
Musical Workshop - Sing for ...
Watch on YouTube
Mental Health First Aid Cour...
NTAL HEALTH
ST AID COURSE
Working in Primary Care
RKING IN
PRIMARY
CARE
Watch on YouTube
Covid-19 Updates: Omicron, ...
COVID-19 ·
Get the lates...
Yourself & The
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2020/21
Annual General Meeting 202
ANNUAL GENERAL MEETING
Watch on YouTube
COPD (Chronic Obstructive ...
CHRONIC
OBSTRUCTIVE
PULMONARY
DISEASE
COPD
Watch on YouTube
What is Advocacy?
WHAT IS
ADVOCACY
WITH
ALAN LEVEY & MICHAEL EDWARDS
Watch on YouTube
What makes Islamic Counse...
With Shabnum & Ayesha
Watch on YouTube
FREE Health Check
Watch on YouTube

asian resource centre
croydon

Asian Resource Centre of Croydon Limited
CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
020 8684 3784 - info@arccltd.com - www.arccltd.com - Twitter/Facebook/Instagram/YouTube: @arccltd
Registered Company No: 6250781 - Registered Charity No: 1120376

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2022

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2022

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Independent examiner's report to the trustees	**17**
Statement of financial activities (including income and expenditure account)	**18**
Statement of financial position	**19**
Notes to the financial statements	**20**
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Detailed statement of financial activities	**30**
Notes to the detailed statement of financial activities	**31**

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2022

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2022.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND
The trustees	Jay Patel (Chair) Dilshad Surelia (Vice-Chair) Sahadat Hossain (Secretary) Rumel Jahur (Treasurer) Somasundaram Kanagasundaram (Director) Sophia Moreau (Director) Dr Suraj Paudel (Director) Ash Balakrishnan (Director) Bhupinder Bhardwaj (Director) Dimple Siddhpura (Director) Bushra Ahmed (Director) - Resigned 17th May 2021 Usha Patel (Director) - Resigned 5th July 2021 Siddiqa Chaudhry (Co-opted Member) – Resigned 23rd Jan 2022
Company secretary	Sahadat Hossain
Independent examiner	Z F Begg – ACCA Begg Williamson & Co 24 Church Road Crystal Palace London SE19 2ET

Structure, governance and management

About Us

Asian Resource Centre of Crouton 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 Crouton. Our vision is of an inclusive vibrant and sustainable voluntary and community sector that enhances local quality of life.

Our Key Outcomes: -

- 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.

Objectives and activities

Governance

ARCC works on a three year business strategy which is reviewed every year to help us to set our objectives and remain on track. This strategy is intended to: -

1. Set short and medium term goals for the organisation;

2. Provide the Trustees/Directors with a longer-term framework to plan at corporate level, those programmes that contribute to the ARCC's aims and objectives;

3. Provide the ARCC committees and subcommittees with strategic guidance and longer-term plans within which to organise their activities;

4. Give the Board of Trustees/Directors a benchmark against which to monitor progress and performance of programmes;

5. Enable the Chief Executive to implement and manage the strategic plan and report to Trustees at regular intervals about the performance set against the goals to be achieved.

6. Provide Trustees the opportunity to attend business planning day where sustainability and scope of the organisation is reviewed to set future direction in terms of strategy and project delivery.

Our Values

4E's; Empathy, Equality, Excellence, 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.

1. **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.

2. **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.

3. **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).

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

Achievements and performance

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.

What 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

Financial Review: -

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

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 a 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

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 grassroot 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 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 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

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.

Local Trust

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

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 Patient 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.

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.

- **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.

- **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.

- **Food Bank** - This has been a lifeline for many residents in the borough and we have continued to support the most vulnerable with our weekly food bank during the past year.

- **Food Club** - Where registered members are 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.

- **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.

- **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.

- **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.

- **Health Check** - 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 Disabilty 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.

- **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.

- **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 season 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.

- **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.

- **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.

- **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.

- **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 Sporing 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.

- **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.

- **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.

Small company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 17 November 2022 and signed on behalf of the board of trustees by:



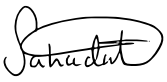
J. Patel - Chair
Director



D. Surelia – V Chair
Director



R. Jahur - Treasurer
Director



S. Hossain - Secretary
Director

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Year ended 31 March 2022

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2022.

Responsibilities and basis of report

As the trustees of the company (and also its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants (ACCA) which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination; or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Z F Begg - ACCA
Independent Examiner

24 Church Road
Crystal Palace
London
SE19 2ET
17 November 2022

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities (including income and expenditure account)

Year ended 31 March 2022

	Note	2022 Unrestricted funds £	2022 Restricted funds £	2022 Total funds £	2021 Total funds £
Income and endowments					
Donations and legacies	**5**	5,122	600,029	605,151	494,039
Charitable activities	**6**	86	–	86	222
Other trading activities	**7**	16,870	–	16,870	3,351
Investment income	**8**	9	–	9	24
Total income		22,087	600,029	622,116	497,636
Expenditure					
Expenditure on charitable activities	**9,10**	5,153	509,053	514,206	399,123
Total expenditure		5,153	509,053	514,206	399,123
Net income and net movement in funds		16,934	90,976	107,910	98,513
Reconciliation of funds					
Total funds brought forward as previously reported		77,193	185,133	262,326	190,287
Prior year adjustment		–	–	–	(26,474)
Total funds brought forward as restated		77,193	185,133	262,326	163,813
Total funds carried forward		94,127	276,109	370,236	262,326

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 20 to 28 form part of these financial statements.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2022

	Note	2022 £	2021 £
Fixed assets			
Tangible fixed assets	**16**	2,878	4,253
Current assets			
Debtors	**17**	19,589	15,800
Cash at bank and in hand		359,343	248,935
		378,932	264,735
Creditors: amounts falling due within one year	**18**	11,574	6,662
Net current assets		367,358	258,073
Total assets less current liabilities		370,236	262,326
Net assets		370,236	262,326
Funds of the charity			
Restricted funds		276,109	185,133
Unrestricted funds		94,127	77,193
Total charity funds	**20**	370,236	262,326

For the year ending 31 March 2022 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 17 November 2022, and are signed on behalf of the board by:

J. Patel - Chair
Director

D. Surelia – V Chair
Director

R. Jahur - Treasurer
Director

S. Hossain - Secretary
Director

The notes on pages 20 to 28 form part of these financial statements.

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies ***(continued)***

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.
Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

Income
All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to particular categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant.
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered, and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets
All fixed assets are initially recorded at cost.
Depreciation
Depreciation is calculated so as to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

3. Accounting policies ***(continued)***

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, with the exception of hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

3. Accounting policies *(continued)*

Financial instruments *(continued)*

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped on the basis of similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Grants			
LBC Community Fund	–	96,333	96,333
LBC Winter Pressure	–	15,000	15,000
London Sport	–	7,463	7,463
City Bridge Trust - Wave4 - LCRF	–	–	–
One Croydon Alliance LVP- Family guide Coordinator	–	–	–
One Croydon Alliance LVP - Mental Health	–	25,808	25,808
Peoples Health Trust	–	14,813	14,813
TNL Community fund	–	165,300	165,300
Local Trust	–	125,669	125,669
NHS Communities Trust	–	19,500	19,500
LBC VCS Covid - 19 Programme	–	18,500	18,500
NHS SWL CCG - Expert Patients Programme	–	20,546	20,546
NHS SWL CCG - Long Term Condition	–	32,000	32,000
NHS SWL CCG - Community Facilitator	–	45,000	45,000
NHS SWL CCG - Covid-19 Vaccination Uptake	–	10,097	10,097
Age UK Croydon	–	4,000	4,000
Business Forum	4,050	–	4,050
LBC Covid 19 Fund	–	–	–

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Other donations and legacies			
Donations and sponsorships	1,072	–	1,072
	5,122	600,029	605,151

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Grants			
LBC Community Fund	–	105,000	105,000
LBC Winter Pressure	–	–	–
London Sport	–	–	–
City Bridge Trust - Wave4 - LCRF	–	9,561	9,561
One Croydon Alliance LVP- Family guide Coordinator	–	11,300	11,300
One Croydon Alliance LVP - Mental Health	–	10,051	10,051
Peoples Health Trust	–	–	–
TNL Community fund	–	167,301	167,301
Local Trust	–	128,688	128,688
NHS Communities Trust	–	–	–
LBC VCS Covid - 19 Programme	–	–	–
NHS SWL CCG - Expert Patients Programme	–	21,250	21,250
NHS SWL CCG - Long Term Condition	–	27,000	27,000
NHS SWL CCG - Community Facilitator	–	–	–
NHS SWL CCG - Covid-19 Vaccination Uptake	–	5,000	5,000
Age UK Croydon	–	–	–
Business Forum	–	–	–
LBC Covid 19 Fund	–	4,000	4,000
Other donations and legacies			
Donations and sponsorships	4,888	–	4,888
	4,888	489,151	494,039

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Gift Aid	86	86	222	222

7. Other trading activities

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Hub hiring Income	–	–	442	442
Other Revenue	16,870	16,870	2,909	2,909
	16,870	16,870	3,351	3,351

8. Investment income

	Unrestricted Funds £	**Total Funds 2022 £**	Unrestricted Funds £	Total Funds 2021 £
Other interest receivable	9	9	24	24

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2022 £**
Management & admin costs	–	100,466	100,466
Project delivery & grant funding	–	42,668	42,668
Support costs	5,153	365,919	371,072
	5,153	509,053	514,206

	Unrestricted Funds £	Restricted Funds £	Total Funds 2021 £
Management & admin costs	–	53,934	53,934
Project delivery & grant funding	–	33,348	33,348
Support costs	4,536	307,305	311,841
	4,536	394,587	399,123

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2022 £**	Total fund 2021 £
Management & admin costs	100,466	–	345,694	446,160	313,296
Project delivery & grant funding	–	42,668	9,590	52,258	37,481
Legal & professional	–	–	12,236	12,236	44,814
Depreciation	–	–	1,418	1,418	1,418
Governance costs	–	–	2,134	2,134	2,114
	100,466	42,668	371,072	514,206	399,123

11. Net income

Net income is stated after charging/(crediting):

	2022 £	2021 £
Depreciation of tangible fixed assets	1,418	1,418

12. Auditors remuneration

	2022 £	2021 £
	–	**–**

13. Independent examination fees

	2022 £	2021 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	2,000	2,000

14. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2022 £	2021 £
Wages and salaries	316,935	235,304
Employer contributions to pension plans	7,576	8,020
	324,511	243,324

The average head count of employees during the year was 8 (2021: 6).

No employee received employee benefits of more than £60,000 during the year (2021: Nil).

15. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

16. Tangible fixed assets

	Equipment £
Cost	
At 1 April 2021	33,725
Additions	43
At 31 March 2022	33,768
Depreciation	
At 1 April 2021	29,472
Charge for the year	1,418
At 31 March 2022	30,890
Carrying amount	
At 31 March 2022	2,878
At 31 March 2021	4,253

17. Debtors

	2022 £	2021 £
Trade debtors	10,133	–
Other debtors	9,456	15,800
	19,589	15,800

18. Creditors: amounts falling due within one year

	2022 £	2021 £
Bank loans and overdrafts	2,980	1,046
Accruals and deferred income	2,000	2,000
Other creditors	6,594	3,616
	11,574	6,662

19. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £7,576 (2021: £8,020).

20. Analysis of charitable funds

Unrestricted funds

	At 1 April 2021 £	Income £	Expenditure £	Prior year adjustments £	**At 31 March 2022 £**
Unrestricted Fund	77,193	22,087	(5,153)	–	94,127

	At 1 April 2020 £	Income £	Expenditure £	Prior year adjustments £	At 31 March 2021 £
Unrestricted Fund	73,244	8,485	(4,536)	–	77,193

Restricted funds

	At 1 April 2021 £	Income £	Expenditure £	Prior year adjustments £	**At 31 March 2022 £**
Restricted Fund	185,133	600,029	(509,053)	–	276,109

	At 1 April 2020 £	Income £	Expenditure £	Prior year adjustments £	At 31 March 2021 £
Restricted Fund	117,043	489,151	(394,587)	(26,474)	185,133

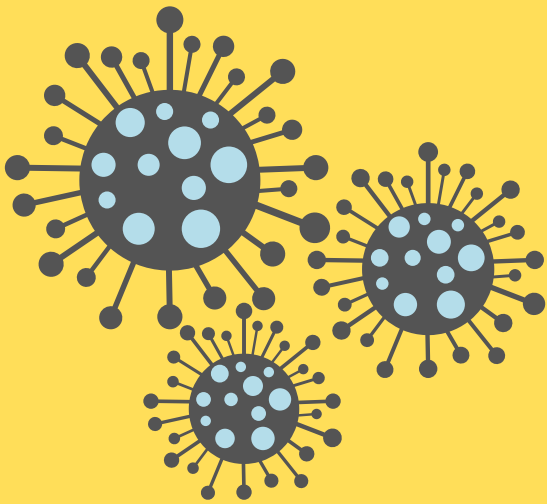
ASIAN RESOURCE CENTRE OF CROYDON LIMITED

England & Wales - Charity number 1120376

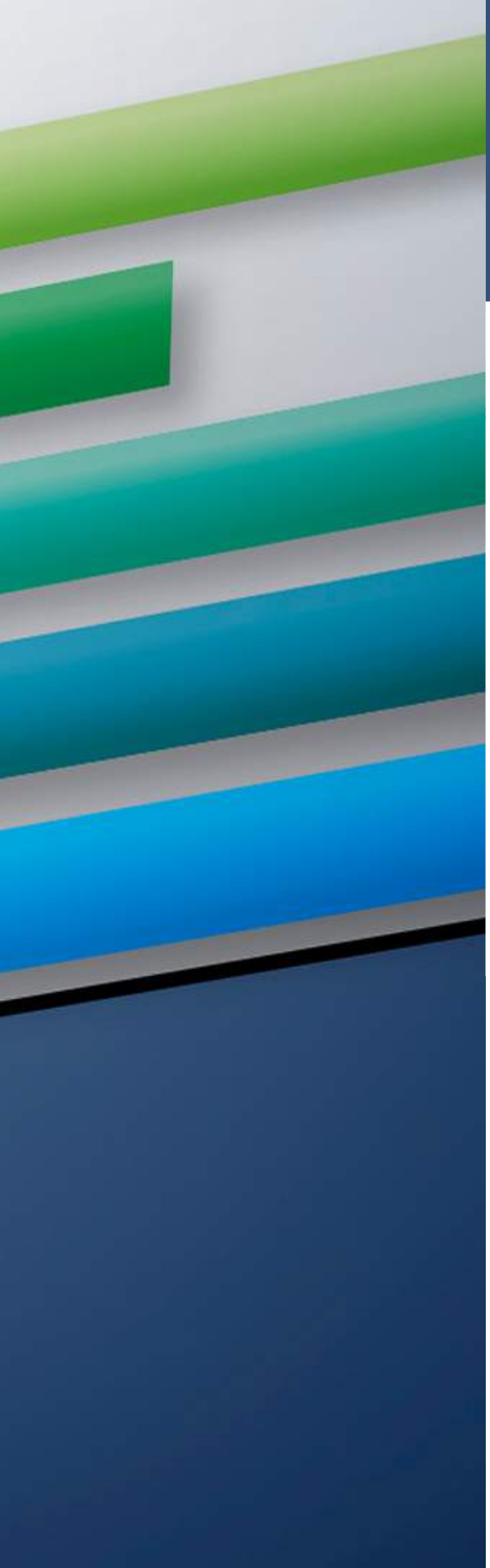
Accounts

Annual Report

2020/21



asian resource centre
croydon



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CONTACTS

Asian Resource Centre of Croydon Limited
CVA Resource Centre
82 London Road
Croydon
CR0 2TB

020 8684 3784
info@arccltd.com
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Registered Charity No: 1120376
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 obtrusive 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

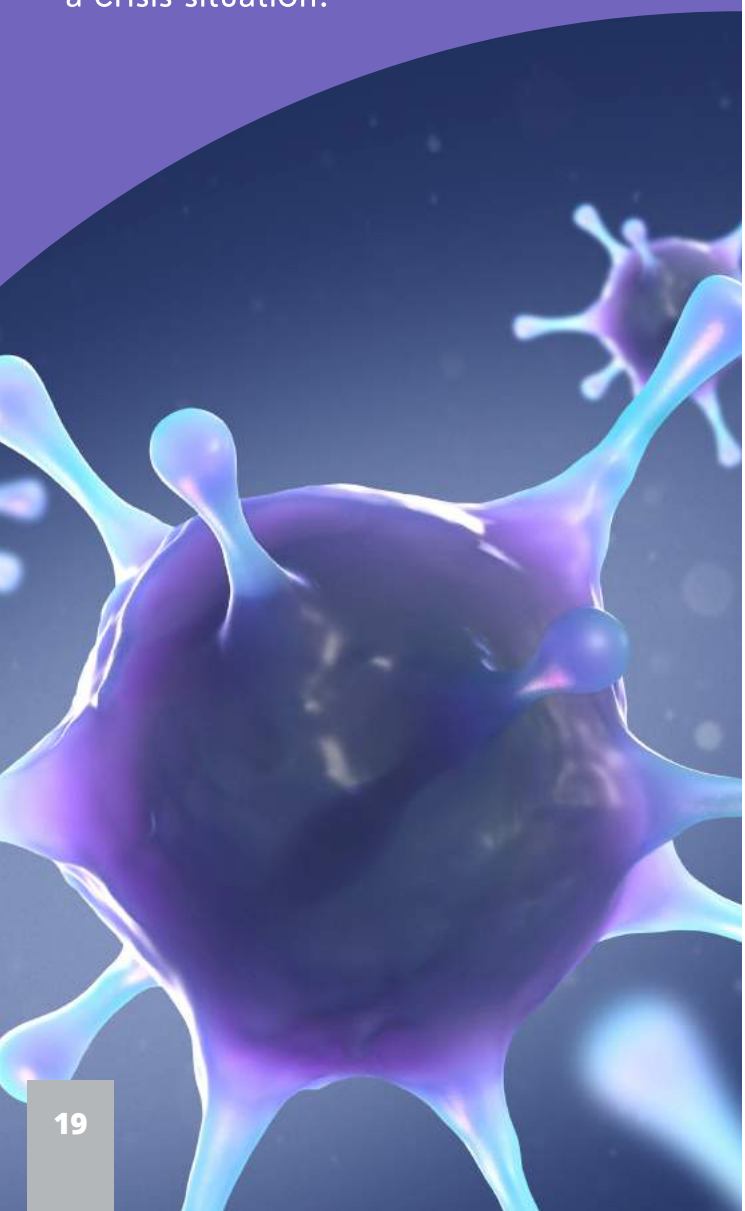
We have done several events around Covid-19 to raise awareness, mythbusting, mental health, seasonal infection and help with vaccination uptake of the Covid-19 Vaccine. The sessions were attended by members of the public, frontline staff and Council staff.

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.

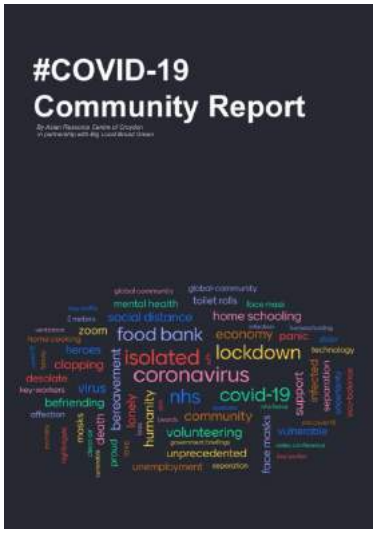


City Bridge Trust - Wave 4 - LCRF

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 Cornwell Visits St Paul's Thornton Heath

ARCC were selected to meet with the Duchess of Cornwall during her visit to St Paul's in Thronton 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.

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.

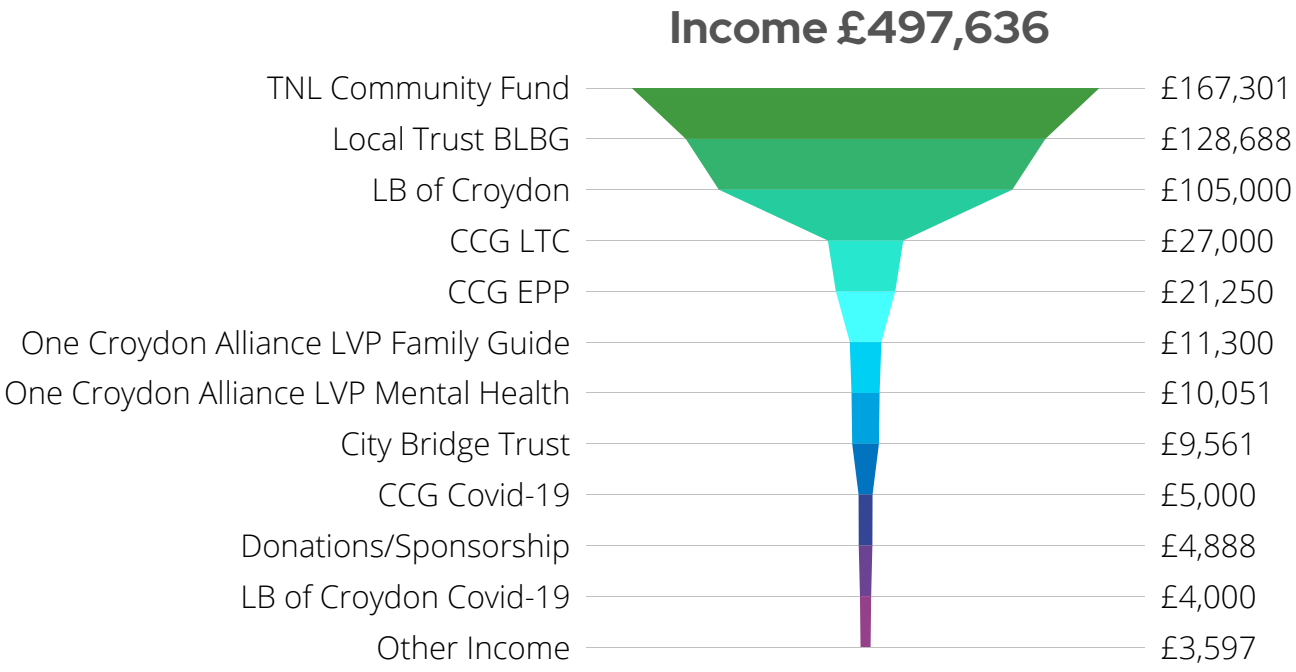
I am very thankful to all the funders who trusted us to deliver, all the stakeholders, members, delivery partners, board of trustees and the amazing Staff and Volunteer team for all their hard work and dedication and look forward to achieving well in the year ahead.

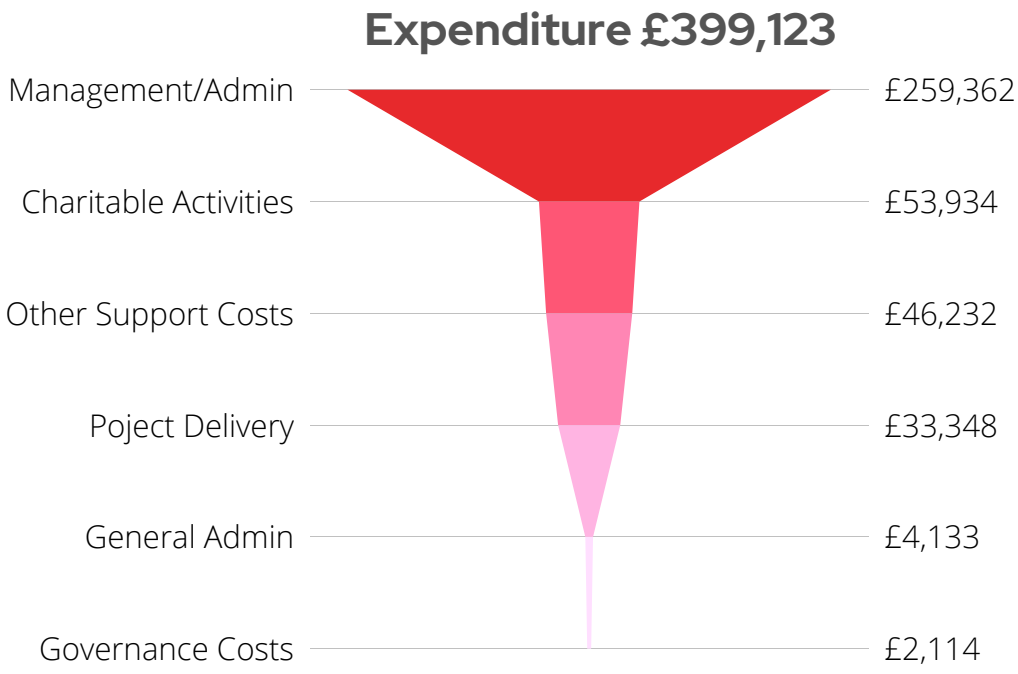


Rumel Jahur
Treasurer | ARCC

FINANCIAL SUMMARY

1st APRIL 2020 - 31st MARCH 2021



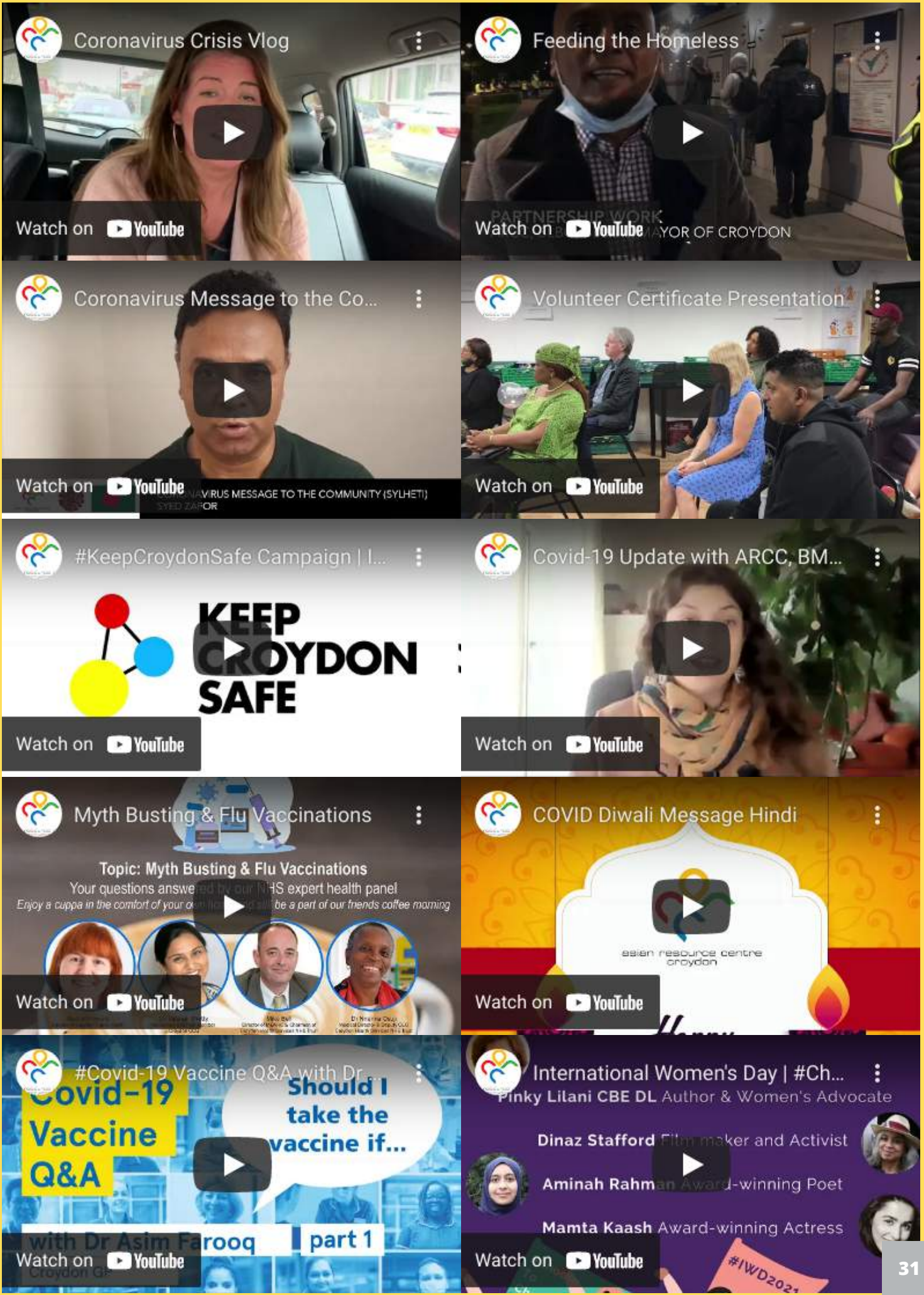


*Please note the full accounts are available to view on the Charity Commission portal

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


Coronavirus Crisis Vlog
Watch on YouTube
Feeding the Homeless
Watch on YouTube
Coronavirus Message to the Co...
Watch on YouTube
Volunteer Certificate Presentation
Watch on YouTube
#KeepCroydonSafe Campaign | I...
KEEP CROYDON SAFE
Watch on YouTube
Covid-19 Update with ARCC, BM...
Watch on YouTube
Myth Busting & Flu Vaccinations
Topic: Myth Busting & Flu Vaccinations
Watch on YouTube
COVID Diwali Message Hindi
asian resource centre croydon
Watch on YouTube
#Covid-19 Vaccine Q&A with Dr...
Covid-19 Vaccine Q&A
Should I take the vaccine if...
with Dr Asim Farooq
part 1
Watch on YouTube
International Women's Day | #Ch...
Pinky Lilani CBE DL Author & Women's Advocate
Dinaz Stafford
Aminah Rahman
Award-winning Poet
Mamta Kaash Award-winning Actress
#IWD2021
Watch on YouTube

asian resource centre
croydon

Asian Resource Centre of Croydon Limited
CVA Resource Centre, 82 London Road, Croydon, CR0 2TB
020 8684 3784 - info@arccltd.com - www.arccltd.com - Twitter/Facebook/Instagram/YouTube: @arccltd
Registered Company No: 6250781 - Registered Charity No: 1120376

COMPANY REGISTRATION NUMBER: 06250781
CHARITY REGISTRATION NUMBER: 1120376

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

31 March 2021

BEGG, WILLIAMSON & CO
Chartered Certified Accountants
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Financial Statements

Year ended 31 March 2021

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Independent examiner's report to the trustees	**20**
Statement of financial activities (including income and expenditure account)	**21**
Statement of financial position	**22**
Notes to the financial statements	**23-30**

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Trustees' Annual Report (Incorporating the Director's Report)

Year ended 31 March 2021

The trustees, who are also the directors for the purposes of company law, present their report and the unaudited financial statements of the charity for the year ended 31 March 2021.

Reference and administrative details

Registered charity name	ASIAN RESOURCE CENTRE OF CROYDON LIMITED
Charity registration number	1120376
Company registration number	06250781
Principal office and registered office	CVA Resource Centre 82 London Road CROYDON CR0 2TB ENGLAND

The trustees

J. Patel (Chair)
D.Surelia (Vice-Chair)
S.Moreau (Secretary)
R.A Jahur - Treasurer

S. Kanagasundaram – Director
Dr. S Paudel - Director
U. Patel – Director
B. Ahmed - Director
A. Balakrishnan - Director
B. Bhardwaj - Co-opted Member
D. Siddhpura - Co-opted Member
S. Hossain - Co-opted Member
S. Chaudhry - Co-opted Member
R. Shetty - Chair (Resigned 15 March 2021)
A. Arain – Director (Resigned 20 October 2020)

Company secretary	Sophia Moreau
Independent examiner	Z F Begg - FCCA 24 Church Road Crystal Palace London SE19 2ET

Structure, governance and management

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
- A 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.

GOVERNANCE:-

ARCC works on a three-year business strategy which is reviewed every year which helps us to set our objectives and remain on track. This strategy is intended to: -

1. Set short- and medium-term goals for the organisation;

2. Provide the Trustees/Directors with a longer-term framework within which to plan, at corporate level, those programmes that contribute to the ARCC's aims and objectives.

3. Provide the ARCC committees and sub groups with strategic guidance and longer-term plans within which to organise their activities;

4. Give the Board of Trustees/Directors a benchmark against which to monitor progress and performance of programmes.

5. Day to day management and implementation of the strategic plan is the task of the Chief Executive who reports to the Trustees/Directors at regular intervals about performance set against set goals.

6. Trustees and staff attend business planning day where sustainability and scope of the organisation is discussed in depth to decide upon the future direction of the organisation in terms of strategy and project delivery.

OUR VALUES

4E's; Empathy, Equality, Excellence, 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;

1. **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.

2. **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.

3. **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.

4. **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. 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 have been a grave concern to all of us. With long periods of lockdowns and government restriction, I would be lying if I did not mention that every individual in the UK – children, parents, elderly or the most vulnerable in society have not been affected through the lockdown or the restrictions. Every human activity has suffered in one way or another – some harder 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 several 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 recognize 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

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. Our Annual Report is a true reflection of the outstanding achievement we made in the past year.

In the Annual Accounts you can see that our Income has nearly reached half a million. We are still trying to generate income through training, consultancy, and lots of in-house service delivery. 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 for Health and Wellbeing Projects including our Long Term Condition Project, Expert Patient Programme and Mental Health Project. Our Community work has branched out and diversified benefiting the community.

We have passed another significant year as the local trusted organisation for BLBG (Big Local Broad Green). The project has made an amazing contribution to the lives of the Broad Green residents. During the pandemic majority of our operations shifted to The Hub Broad Green as it was the more safer and secure place than our registered office. The Hub has undergone major change to make it a Covid secure space where the staff can work from a safe and comfortable space.

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

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' 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

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 over 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. Majority of these events have been held online attracting over 500 people for larger events, 80-100 people for medium size events and an average of 30 people for the smaller events and activities.

ARCC staff has found innovative ways to continue our services and adapt to emerging needs during the pandemic. Having called individuals and organisations on our database to find out the most essential needs and we have shaped our services accordingly to meet the evolving and changing environment. We delivered three crucial services to meet the identified needs of the community.

We have adapted our communications to focus on coronavirus messages, IAG (Information Advice & Guidance) and video v-logs of the work we did to keep the community and members informed and connected with us. We have updated our website on a regular basis with the latest information on coronavirus matters including community health information videos in different languages including in Bengali, Hindi, Urdu, Punjabi, Gujrati, Farsi, Creole, Spanish, German, Chinese, Luganda, Tamil and English.

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. The food packs generally contained a wide variety of foods including fresh fruit and vegetables, frozen food and dairy. They also contained South Asian ingredients such as grains, pulses, spices as well as halal and vegetarian options to cater for the majority of our members.

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 suited 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

Corona virus remains a serious threat across the country during 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. BBSC (British Bangladeshi Society of Croydon)
2. Eastern Oasis
3. Elmwood Community Centre works
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 has been the locally trusted organisation for Broad green big local since 2017 and our role is to manage the staff, finance and premises 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 here. The project is funded by Local Trust for 10 years.

The project is led by a Steering Group made up of local residents who live, work or study in the area. The 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

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.

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.

The 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.

There will be a positive impact on the community by 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

This year we were funded to set up the programme and the following 2 years will see the delivery phases.

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 obtrusive 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 Southwest 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, myth busting, 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.

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.

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 communities. Our delivery model also provides good practice for other organisations that find themselves operating during a crisis.

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.

Small Grant Launch by BLBG - A small grant pot ranging from £500 to £2,000 for groups based in or delivering projects in the Broad Green area specifically to improve the lives of local people by Big local Broad Green for whom we are the LTO.

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

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

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

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 practice's 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.

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.

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: We have continued to work 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 BME Forum - ARCC & C BME Forum 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.

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.

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.

EPP Programme - ARCC's Expert Patient Programme is a very innovative way to help individuals to self-manage their long term health conditions by healthy Eating, Action Planning, Problem Solving and Effective Communication.

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 several 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.

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.

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 Cornwell Visits St Paul's Thornton Heath - ARCC were selected to meet with the Duchess of Cornwall during her visit to St Paul's in Thronton 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 company provisions

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

The trustees' annual report was approved on 8th November 2021 and signed on behalf of the board of trustees by:

J. Patel - Chair
Trustee

S. Moreau - Secretary
Director

R. Jahur - Treasurer
Director

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination: or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report to enable a proper understanding of the accounts to be reached.

Z F Begg - FCCA
Independent Examiner

Begg Williamson & Co.
24 Church Road
Crystal Palace
London
SE19 2ET

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Activities
(including income and expenditure account)

Year ended 31 March 2021

	Note	2021 Unrestricted funds £	2021 Restricted funds £	2021 **Total funds** £	2020 Total funds £
Income and endowments					
Donations and legacies	**5**	4,888	489,151	**494,039**	341,932
Charitable activities	**6**	222	–	**222**	263
Other trading activities	**7**	3,351	–	**3,351**	2,631
Investment income	**8**	24	–	**24**	78
Total income		8,485	489,151	**497,636**	344,904
Expenditure					
Expenditure on charitable activities	**9,10**	4,536	394,587	**399,123**	354,594
Total expenditure		4,536	394,587	**399,123**	354,594
Net income/(expenditure) and net movement in funds		3,949	94,564	**98,513**	(9,690)
Reconciliation of funds					
Total funds brought forward as previously reported		73,244	117,043	**190,287**	242,602
Prior year adjustment		–	(26,474)	**(26,474)**	(42,624)
Total funds brought forward as restated		73,244	90,569	**163,813**	199,978
Total funds carried forward		77,193	185,133	**262,326**	190,287

The statement of financial activities includes all gains and losses recognised in the year.
All income and expenditure derive from continuing activities.

The notes on pages 23 to 30 form part of these financial statements.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Statement of Financial Position *(continued)*

31 March 2021

	Note	2021 £	£	2020 £
Fixed assets				
Tangible fixed assets	**15**		**4,253**	5,671
Current assets				
Debtors	**16**	**15,800**		5,138
Cash at bank and in hand		**248,935**		186,802
		264,735		191,940
Creditors: amounts falling due within one year	**17**	**6,662**		7,323
Net current assets			**258,073**	184,617
Total assets less current liabilities			**262,326**	190,288
Net assets			**262,326**	190,288
Funds of the charity				
Restricted funds			**185,133**	117,043
Unrestricted funds			**77,193**	73,244
Total charity funds	**19**		**262,326**	190,287

For the year ending 31 March 2021 the charity was entitled to exemption from audit under section 477 of the Companies Act 2006 relating to small companies.

Directors' responsibilities:

- The members have not required the company to obtain an audit of its financial statements for the year in question in accordance with section 476;
- The directors acknowledge their responsibilities for complying with the requirements of the Act with respect to accounting records and the preparation of financial statements.

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies' regime.

These financial statements were approved by the board of trustees and authorised for issue on 4 September 2020, and are signed on behalf of the board by:

J. Patel - Chair
Trustee

S. Moreau - Secretary
Director

R. Jahur - Treasurer
Director

The notes on pages 23 to 30 form part of these financial statements.

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Notes to the Financial Statements

Year ended 31 March 2021

1. General information

The charity is a public benefit entity and a private company limited by guarantee, registered in England and Wales and a registered charity in England and Wales. The address of the registered office is CVA Resource Centre, 82 London Road, CROYDON, CR0 2TB, ENGLAND.

2. Statement of compliance

These financial statements have been prepared in compliance with FRS 102, 'The Financial Reporting Standard applicable in the UK and the Republic of Ireland', the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (Charities SORP (FRS 102)) and the Companies Act 2006.

3. Accounting policies

Basis of preparation

The financial statements have been prepared on the historical cost basis, as modified by the revaluation of certain financial assets and liabilities and investment properties measured at fair value through income or expenditure.

The financial statements are prepared in sterling, which is the functional currency of the entity.

Going concern

There are no material uncertainties about the charity's ability to continue.

Disclosure exemptions

The entity satisfies the criteria of being a qualifying entity as defined in FRS 102. As such, advantage has been taken of the following disclosure exemptions available under paragraph 1.12 of FRS 102:

(a) No cash flow statement has been presented for the company.
(b) Disclosures in respect of financial instruments have not been presented.

Judgements and key sources of estimation uncertainty

The preparation of the financial statements requires management to make judgements, estimates and assumptions that affect the amounts reported. These estimates and judgements are continually reviewed and are based on experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

3. Accounting policies *(continued)*

Fund accounting

Unrestricted funds are available for use at the discretion of the trustees to further any of the charity's purposes.

Designated funds are unrestricted funds earmarked by the trustees for particular future project or commitment.

Restricted funds are subjected to restrictions on their expenditure declared by the donor or through the terms of an appeal and fall into one of two sub-classes: restricted income funds or endowment funds.

Incoming resources

Income
All income is included in the statement of financial activities when the charity is entitled to the income, any performance related conditions attached have been met or are fully within the control of the charity, the income is considered probable and the amount can be quantified with reasonable accuracy. The following specific policies are applied to categories of income:

- Donations and legacy income is received by way of donations, legacies, grants and gifts and is included in full in the Statement of Financial Activities when receivable. Where legacies have been notified to the charity but the criteria for income recognition have not been met, the legacy is treated as a contingent asset and disclosed if material. Grants, where entitlement is not conditional on the delivery of a specific performance by the charity, are recognised when the charity becomes unconditionally entitled to the grant
- Investment income is included when receivable.
- Income from grants, where related to performance and specific deliverables, are accounted for as the charity earns the right to consideration by its performance.

Resources expended

Expenditure
Expenditure is recognised on an accruals basis as a liability is incurred. Expenditure includes any VAT which cannot be fully recovered and is reported as part of the expenditure to which it relates:

- Charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.
- Other expenditure includes all expenditure that is neither related to raising funds for the charity nor part of its expenditure on charitable activities.
- All costs are allocated between the expenditure categories of the SOFA on a basis designed to reflect the use of the resource. Costs relating to a particular activity are allocated directly, others are apportioned on an appropriate basis, as set out in the notes to the accounts.

Tangible assets

All fixed assets are initially recorded at cost.

Depreciation

Depreciation is calculated to write off the cost or valuation of an asset, less its residual value, over the useful economic life of that asset as follows:

- 25% reducing balance

3. Accounting policies *(continued)*

Impairment of fixed assets

A review for indicators of impairment is carried out at each reporting date, with the recoverable amount being estimated where such indicators exist. Where the carrying value exceeds the recoverable amount, the asset is impaired accordingly. Prior impairments are also reviewed for possible reversal at each reporting date.

For the purposes of impairment testing, when it is not possible to estimate the recoverable amount of an individual asset, an estimate is made of the recoverable amount of the cash-generating unit to which the asset belongs. The cash-generating unit is the smallest identifiable group of assets that includes the asset and generates cash inflows that largely independent of the cash inflows from other assets or groups of assets.

For impairment testing of goodwill, the goodwill acquired in a business combination is, from the acquisition date, allocated to each of the cash-generating units that are expected to benefit from the synergies of the combination, irrespective of whether other assets or liabilities of the charity are assigned to those units.

Financial instruments

A financial asset or a financial liability is recognised only when the charity becomes a party to the contractual provisions of the instrument.

Basic financial instruments are initially recognised at the amount receivable or payable including any related transaction costs.

Current assets and current liabilities are subsequently measured at the cash or other consideration expected to be paid or received and not discounted.

Debt instruments are subsequently measured at amortised cost.

Where investments in shares are publicly traded or their fair value can otherwise be measured reliably, the investment is subsequently measured at fair value with changes in fair value recognised in income and expenditure. All other such investments are subsequently measured at cost less impairment.

Other financial instruments, including derivatives, are initially recognised at fair value, unless payment for an asset is deferred beyond normal business terms or financed at a rate of interest that is not a market rate, in which case the asset is measured at the present value of the future payments discounted at a market rate of interest for a similar debt instrument.

Other financial instruments are subsequently measured at fair value, with any changes recognised in the statement of financial activities, except for hedging instruments in a designated hedging relationship.

Financial assets that are measured at cost or amortised cost are reviewed for objective evidence of impairment at the end of each reporting date. If there is objective evidence of impairment, an impairment loss is recognised under the appropriate heading in the statement of financial activities in which the initial gain was recognised.

3. Accounting policies *(continued)*

Financial instruments *(continued)*

For all equity instruments regardless of significance, and other financial assets that are individually significant, these are assessed individually for impairment. Other financial assets are either assessed individually or grouped based on similar credit risk characteristics.

Any reversals of impairment are recognised immediately, to the extent that the reversal does not result in a carrying amount of the financial asset that exceeds what the carrying amount would have been had the impairment not previously been recognised.

Defined contribution plans

Contributions to defined contribution plans are recognised as an expense in the period in which the related service is provided. Prepaid contributions are recognised as an asset to the extent that the prepayment will lead to a reduction in future payments or a cash refund.

When contributions are not expected to be settled wholly within 12 months of the end of the reporting date in which the employees render the related service, the liability is measured on a discounted present value basis. The unwinding of the discount is recognised as an expense in the period in which it arises.

4. Limited by guarantee

The Company is limited by guarantee without having any share capital.

5. Donations and legacies

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Grants			
LB of Croydon Community fund	–	105,000	**105,000**
LB of Croydon Covid 19 fund	–	4,000	**4,000**
City Bridge Trust - Wave4 - LCRF	–	9,561	**9,561**
One Croydon Alliance LVP fund - Family Guide Coordinator	–	11,300	**11,300**
One Croydon Alliance LVP fund - Mental Health	–	10,051	**10,051**
Peoples Health Trust	–	–	**–**
The National Lottery Community Fund	–	167,301	**167,301**
Local Trust - BLBG Grant	–	128,688	**128,688**
CCG - Expert Patient Grant	–	21,250	**21,250**
CCG - Long Term Condition Comm Outreach Project	–	27,000	**27,000**
CCG - Covid 19 Vaccine Session	–	5,000	**5,000**
Other donations and legacies			
Donations and sponsorships	4,888	–	**4,888**
	4,888	489,151	**494,039**

5. Donations and legacies *(continued)*

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Grants			
LB of Croydon Community fund	–	140,000	140,000
LB of Croydon Covid 19 fund	–	–	–
City Bridge Trust - Wave4 - LCRF	–	–	–
One Croydon Alliance LVP fund - Family Guide Coordinator	–	–	–
One Croydon Alliance LVP fund - Mental Health	–	–	–
Peoples Health Trust	–	1,945	1,945
The National Lottery Community Fund	–	84,651	84,651
Local Trust - BLBG Grant	–	113,865	113,865
CCG - Expert Patient Grant	–	–	–
CCG - Long Term Condition Comm Outreach Project	–	–	–
CCG - Covid 19 Vaccine Session	–	–	–
Other donations and legacies			
Donations and sponsorships	1,471	–	1,471
	1,471	340,461	341,932

6. Charitable activities

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Gift Aid	222	**222**	263	263

7. Other trading activities

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Hub hiring Income	442	**442**	1,435	1,435
Other income	2,909	**2,909**	1,196	1,196
	3,351	**3,351**	2,631	2,631

8. Investment income

	Unrestricted Funds £	**Total Funds 2021 £**	Unrestricted Funds £	Total Funds 2020 £
Other interest receivable	24	**24**	78	78

9. Expenditure on charitable activities by fund type

	Unrestricted Funds £	Restricted Funds £	**Total Funds 2021 £**
Management & admin costs	–	53,934	**53,934**
Project delivery & grant funding	–	33,348	**33,348**
Support costs	4,536	307,305	**311,841**
	4,536	394,587	**399,123**

	Unrestricted Funds £	Restricted Funds £	Total Funds 2020 £
Management & admin costs	–	54,205	54,205
Project delivery & grant funding	–	69,900	69,900
Support costs	2,434	228,056	230,489
	2,434	352,161	354,594

10. Expenditure on charitable activities by activity type

	Activities undertaken directly £	Grant funding of activities £	Support costs £	**Total funds 2021 £**	Total fund 2020 £
Management & admin costs	53,934	–	259,362	**313,296**	255,594
Project delivery & grant funding	–	33,348	4,133	**37,481**	77,810
Legal & professional	–	–	44,814	**44,814**	17,013
Depreciation	–	–	1,418	**1,418**	1,890
Governance costs	–	–	2,114	**2,114**	2,287
	53,934	33,348	311,841	**399,123**	354,594

11. Net income/(expenditure)

Net income/(expenditure) is stated after charging/(crediting):

	2021 £	2020 £
Depreciation of tangible fixed assets	**1,418**	1,890
Fees payable for the audit of the financial statements	**2,000**	2,000

12. Independent examination fees

	2021 £	2020 £
Fees payable to the independent examiner for:		
Independent examination of the financial statements	**2,000**	2,000

13. Staff costs

The total staff costs and employee benefits for the reporting period are analysed as follows:

	2021	2020
	£	£
Wages and salaries	**235,304**	182,413
Employer contributions to pension plans	**8,020**	3,460
	243,324	185,873

The average head count of employees during the year was 6 (2020: 6).

No employee received employee benefits of more than £60,000 during the year (2020: Nil).

14. Trustee remuneration and expenses

No remuneration or other benefits from employment with the charity or a related entity were received by the trustees;

15. Tangible fixed assets

	Equipment	**Total**
	£	**£**
Cost		
At 1 April 2020 and 31 March 2021	33,725	**33,725**
Depreciation		
At 1 April 2020	28,054	**28,054**
Charge for the year	1,418	**1,418**
At 31 March 2021	29,472	**29,472**
Carrying amount		
At 31 March 2021	4,253	**4,253**
At 31 March 2020	5,671	5,671

16. Debtors

	2021	2020
	£	£
Other debtors	**15,800**	5,138

17. Creditors: amounts falling due within one year

	2021	2020
	£	£
Bank loans and overdrafts	**1,046**	2,445
Accruals and deferred income	**2,000**	2,000
Other creditors	**3,616**	2,878
	6,662	7,323

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Notes to the Detailed Statement of Financial Activities

Year ended 31 March 2021

18. Pensions and other post retirement benefits

Defined contribution plans

The amount recognised in income or expenditure as an expense in relation to defined contribution plans was £8,020 (2020: £3,460).

19. Analysis of charitable funds

Unrestricted funds

	At 1 April 2020	Income	Expenditure	Prior year adjustments	**At 31 March 2021**
	£	£	£	£	**£**
Unrestricted Fund	73,244	8,485	(4,536)	–	**77,193**

	At 1 April 2019	Income	Expenditure	Prior year adjustments	At 31 March 2020
	£	£	£	£	£
Unrestricted Fund	71,235	4,443	(2,434)	–	73,244

Restricted funds

	At 1 April 2020	Income	Expenditure	Prior year adjustments	**At 31 March 2021**
	£	£	£	£	**£**
Restricted Fund	117,043	489,151	(394,587)	(26,474)	**185,133**

	At 1 April 2019	Income	Expenditure	Prior year adjustments	At 31 March 2020
	£	£	£	£	£
Restricted Fund	171,367	340,461	(352,161)	(42,624)	117,043

ASIAN RESOURCE CENTRE OF CROYDON LIMITED

Company Limited by Guarantee

Independent Examiner's Report to the Trustees of ASIAN RESOURCE CENTRE OF CROYDON LIMITED *(continued)*

Year ended 31 March 2021

I report to the trustees on my examination of the financial statements of ASIAN RESOURCE CENTRE OF CROYDON LIMITED ('the charity') for the year ended 31 March 2021.

Responsibilities and basis of report

As the trustees of the company (and its directors for the purposes of company law) you are responsible for the preparation of the financial statements in accordance with the requirements of the Companies Act 2006 ('the 2006 Act').

Having satisfied myself that the accounts of the company are not required to be audited under Part 16 of the 2006 Act and are eligible for independent examination, I report in respect of my examination of the charity's accounts as carried out under section 145 of the Charities Act 2011 ('the 2011 Act'). In carrying out my examination I have followed the Directions given by the Charity Commission under section 145(5)(b) of the 2011 Act.

Independent examiner's statement

Since the charity's gross income exceeded £250,000 your examiner must be a member of a body listed in section 145 of the 2011 Act. I confirm that I am qualified to undertake the examination because I am a member of the Association of Chartered Certified Accountants, which is one of the listed bodies.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe:

1. accounting records were not kept in respect of the charity as required by section 386 of the 2006 Act; or

2. the financial statements do not accord with those records; or

3. the financial statements do not comply with the accounting requirements of section 396 of the 2006 Act other than any requirement that the accounts give a 'true and fair' view which is not a matter considered as part of an independent examination: or

4. the financial statements have not been prepared in accordance with the methods and principles of the Statement of Recommended Practice for accounting and reporting by charities applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102).

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report to enable a proper understanding of the accounts to be reached.

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