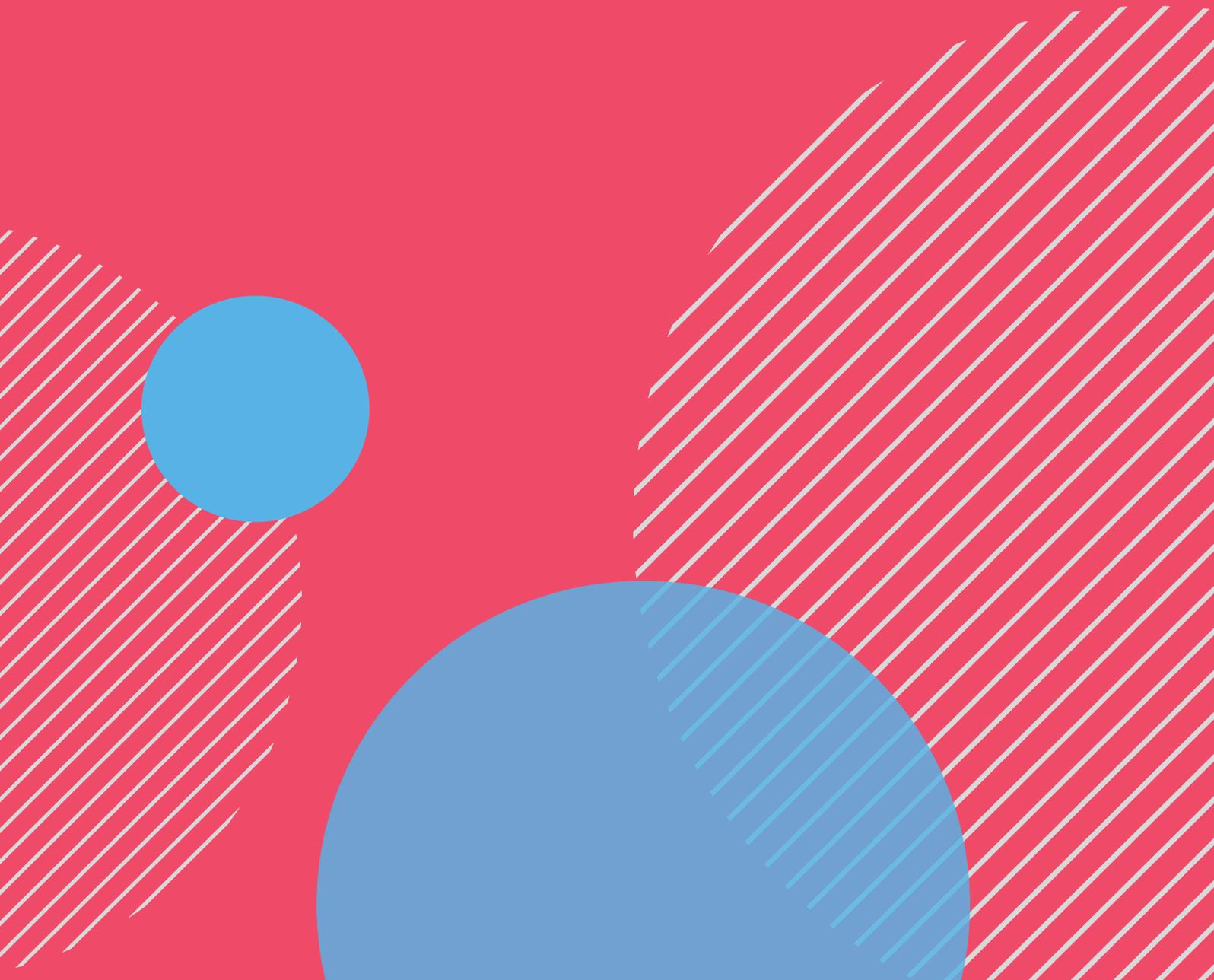


COMMUNITY ACTION SUTTON

ANNUAL REPORT
2020/21



INTRODUCTION

2020/21 has been another busy year for Community Action Sutton, we have continued to work with our partners and stakeholders and continued to support our 267 members.

Our main focus was supporting communities and organisations through the COVID-19 pandemic, this included working closely with Sutton Council and other key voluntary sector partners to provide a coordinated response to ensure that vulnerable residents received the help and support they needed.

We were proud to be part of setting up a triage system, designed to assist residents in accessing services during the pandemic. We supported the Council run food hub and later established a community food hub at Hill House which we managed after the Council food hub ceased.

We secured funding and set up and administered the COVID-19 Crisis Fund and Rebuild Fund to enable local groups to apply for much needed funding.

Weekly meetings were established to address inequalities in the Black Asian and Minority Ethnic (BAME) Communities due to COVID-19 and death of George Floyd.

Like many organisations staff started to work from home on the 17th March 2020, we learnt to hold virtual meetings and quickly set up online forums and networks. We produced weekly e-bulletins to ensure the sector was kept up to date with all relevant local and national developments.

Promote

equality, diversity and positive change for communities in Sutton



Inspire

partnerships and collaboration across the Volunteer and Community Sector in Sutton



Represent

the voice of the Voluntary and Community Sector in Sutton



Support

growing and established organisations to reach their full potential



Develop

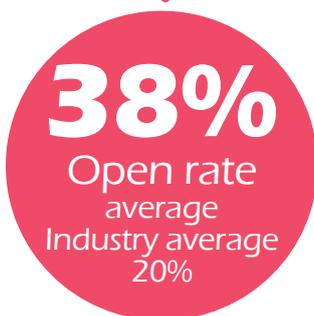
a diverse and vibrant Voluntary and Community Sector



KEEPING THE SECTOR INFORMED

This year we increased the frequency of our communications to ensure the sector was kept up to date on the frequently changing landscape of the COVID-19 pandemic.

We sent out weekly e-bulletins and added extra pages on our website along with increasing our presence on social media.



PROMOTE

equality, diversity and positive change for communities in Sutton

Race Equality

The COVID-19 pandemic highlighted that BAME communities were suffering disproportionately during this time.

We set up weekly meetings to bring together partners and residents to investigate the concerns further. Following the death of George Floyd in America this group started to look at racism locally and started to gather peoples views and experiences.

Younger residents were involved and shared their views and experiences through poems and storytelling.

Supporting Young People to have a voice

In January 2021 we set up a Youth Independent Advisory Group (IAG) which brings together young people and the police to address issues such as Stop and Search, local crime and community safety.

Supporting Faith Leaders in the community

We held 3 interfaith forums bringing together faith leaders to ensure they had the correct information about COVID-19 to continue to support their communities



Hate Crime

We facilitated a programme of online and physical events during National Hate Crime Awareness Week in October 2020. The online events focused on COVID-19 & Black Lives Matter and Protecting people from hate crime and cuckooing.

International Women's Day

We held an online event to celebrate the achievements of local women. Women from the Creative Writing Group read some of their poems and a tribute was made to one local women who had been instrumental in setting up the group. Colleagues, friends and partners also took part in a short video for the #ChooseToChallenge social media campaign.



Small Charity Week

Small Charities in Sutton were hit hard by the pandemic, to support local groups we shared a short video clip each day of the week, highlighting some of the amazing work they had been doing during the lockdown.



INSPIRE

partnerships / collaboration across the Volunteer and Community Sector

Working in partnership to support vulnerable communities

Setting up a triage service with Sutton Council

We worked in partnership with Sutton Council to set up a triage system to support residents and voluntary sector organisations in dealing with the pandemic.

The system provided a central point of contact for all residents and voluntary sector organisations to access support.

The triage system was supported by Volunteer Centre Sutton, Age UK Sutton, and Sutton Carers Centre.

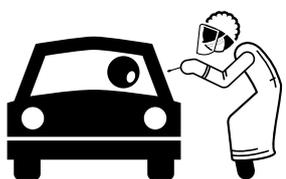


Over 5,000 Sutton residents were supported through the triage system during the lockdown.



150 Local residents accessed support groups at Hill House during lockdown

These services were delivered by partners including, Home-Start Sutton support group for vulnerable parents, Xray Wellness Hub delivered by London Ambulance Service Paramedics, Freedom Programme delivered Sutton Domestic Violence One Stop Shop (Sutton Women's Centre), Time Out Youth Outreach Project by Riverside Centre and a work placement for vulnerable young people supported by Sutton District College.



Hill House became a Rapid Test Centre as part of Sutton Council's effort to control the local spread of COVID-19

12,000 Covid-19 Lateral Flow Tests were carried out

INSPIRE

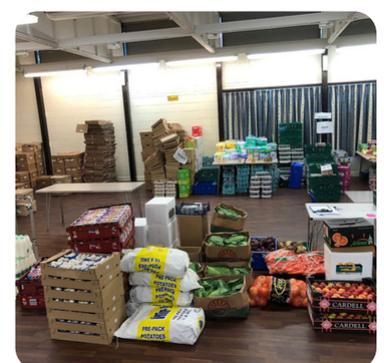
partnerships / collaboration across the Volunteer and Community Sector

A Food Hub was set up at Hill House in partnership with Sutton Council.

The food hub at Hill House was set up in partnership with Sutton Council in April 2020 with the aim of supporting residents within St. Helier and Carshalton area affected by the lockdown with food parcels and other essentials they needed, including cooked meals.

Following the closure of the larger scale Council run food hub, Hill House took over the coordination and distribution of food parcels and essential supplies to residents in Sutton with support from Volunteer Centre Sutton who provided volunteer packers and drivers.

This piece of work was later incorporated into a Community Food Shop at Hill House in partnership with Sutton Housing Partnership where we converted a space within Hill House into a local food shop to address food poverty in the local area.



2,000

Food parcels



950

Cooked meals



40

Vulnerable families



30

Volunteer drivers



60

Volunteer packers

INSPIRE

partnerships / collaboration across the Volunteer and Community Sector



'Giving Tuesday' saw the launch of the Sutton Giving Christmas COVID-19 Voluntary and Community Sector Appeal.

We were proud to work in partnership with Sutton Carers Centre, Volunteer Centre Sutton, Age UK Sutton and Home-Start Sutton to ensure vulnerable residents received care packages over the Christmas period.

Sutton residents, local groups, and businesses donated hundreds of toys and books, plus a large selection of Christmas treats and seasonal essentials. Volunteers prepared the Christmas hampers which were delivered to individuals and families throughout the Borough.



SUTTON'S

COMMUNITY



Once again we were proud to work in partnership to organise the Sutton Community Awards. The Community Awards celebrate the individuals, volunteers and community groups that made an exceptional contribution to making Sutton a better place to live, work and raise a family.

This year took on an even more special theme of celebration and commemoration in light of the challenges faced due to COVID-19. There were two additional awards in honour of colleagues that had passed away during the year.

Over 100 people tuned in to watch the awards virtually as it was streamed on You Tube due to the restrictions in place at the time.

Big congratulations goes to the Time Out Youth Project who won Outstanding Voluntary and Community Sector Organisation of the Year and Veronica Fritzon who won the Sue Robson Trustee of the Year award.



REPRESENT

the voice of the Voluntary and Community Sector

During the past year some of our regular meetings, forums and networks were replaced with ad-hoc meetings in response to the COVID-19 pandemic the majority of these were adapted and took place online.

The voluntary sector-led forums and networks which took place during 2020/21:

- **Voluntary Sector Forum**
- **Children & Young Peoples Forum**
- **BME Forum**
- **Dementia Friendly Communities (formerly Dementia Action Alliance)**
- **DV Provider Forum**
- **Young Sutton**
- **Faith & Belief Forum**
- **Small Groups Forum**
- **Anti-Poverty Forum**

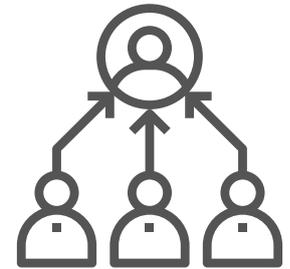


18

meetings held throughout the year

The main topics / themes for the forums and networks included:

- **An overview of the pandemic**
- **Updates and news exchange**
- **Advice and support**
- **Funding information**



61

representatives from local organisations

We represent the voice of the voluntary and community sector on a range of different boards and committees including:

- **Borough Resilience Forum**
- **Sutton Operational Leadership Group**
- **Sutton Systems Leaders Group**
- **Local Safeguarding Children's Board**
- **Sutton Safeguarding Adults Board**
- **Safeguarding Adults Communications and Engagement Subgroup (Chair)**
- **Health and Wellbeing Board**
- **Domestic Abuse Transformation Board**
- **Safer Sutton Partnership**
- **Reducing Reoffending Board**
- **Local Transformation Board**
- **Safer Neighbourhood Board (Chair)**
- **Local Area Committees**
- **Independent Advisory Group (Chair)**

SUPPORT

growing and established organisations to reach their full potential

We regularly provide development support to voluntary and community organisations covering every aspect of running a charity or small community group.

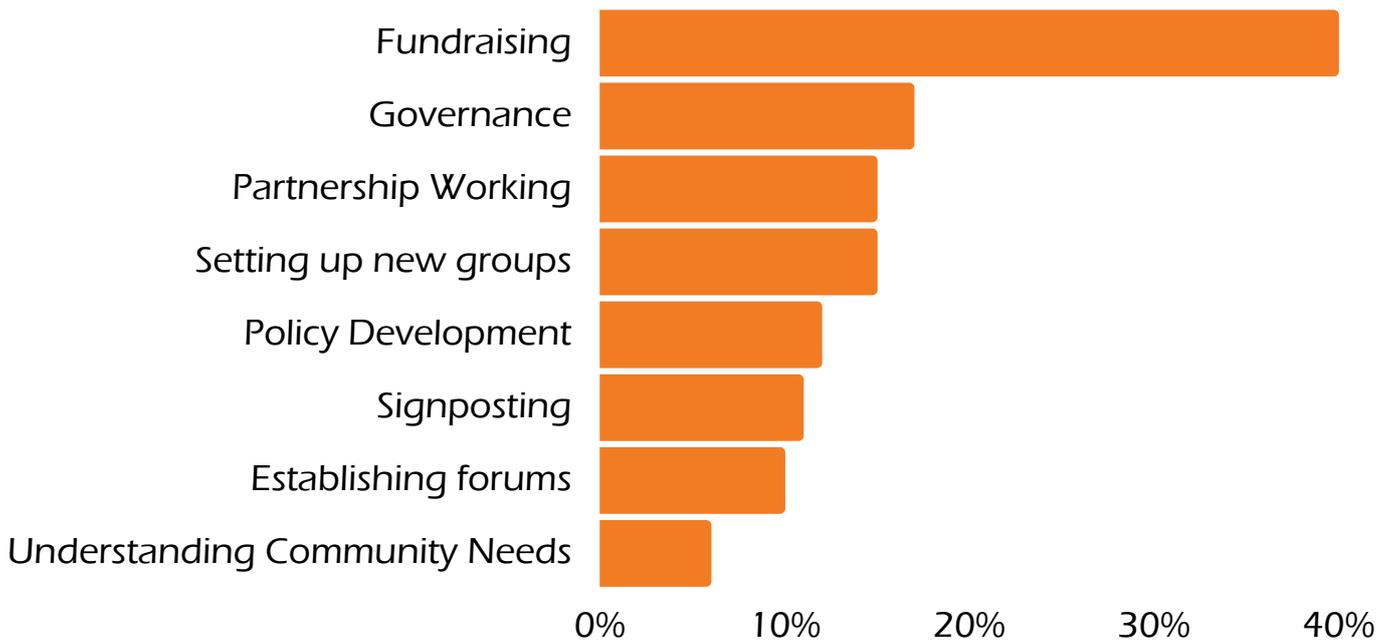
During the COVID-19 pandemic the greatest demand from organisations was in relation to funding and changes to their service delivery models, with many groups switching to online service delivery.

59 Organisations supported throughout the year

21 Organisations received bespoke support for fundraising

87 One to one advice sessions provided virtually, by phone or by e-mail

Advice given by topic



SUPPORT

growing and established organisations to reach their full potential

Training and Workshops

This year we moved our training programme online and offered free accredited training, we found the accredited training to be the most popular closely followed by our Unconscious Bias sessions.

337

**Individuals
attended our
training sessions**

29

**Training
sessions
were held**

**Thank you Joseph for your
exceptional training today.
This is the second training I've
attended where your insight
has been very motivating.**

Coach Lord

**I loved the training.
I would definitely
recommend this
to others.**

Juliana

Supporting groups through funding opportunities

The Sutton Community Fund was paused as a result of COVID-19.

Sutton Giving in partnership with Sutton Clinical Commissioning Group and Sutton Council set up a Crisis and Rebuild Fund to assist groups and organisations providing services and support to individuals and families, whether singly or collectively, affected by COVID-19.

Funding was awarded to groups for projects such as delivery of hot meals to vulnerable people over 70, bereavement services to children for 3 months, and then towards supporting groups to rebuild their services including purchasing equipment and training to enable some services to be delivered online.

FUND TOTAL

£167,000

NUMBER OF ORGANISATIONS FUNDED

27

AVERAGE VALUE OF GRANT AWARDED

£4,920.41



SUPPORT

growing and established organisations to reach their full potential

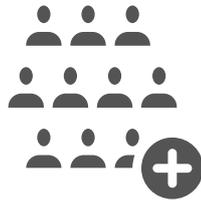
CPS Payroll Ltd is a trading arm of Community Action Sutton. There are over 150 organisations that use the payroll service ranging from groups with just a single part time employee to 80 plus employees. Pension contributions are submitted on behalf of over 50 clients to their pension providers.

During the pandemic furlough claims were submitted on behalf of around 30 clients who were unable to access the system themselves, however at least another 20 clients required calculations to enable them to submit claims.



150

Organisations



377

New employees



15,275

Payslips issued



396

P45's issued



Community Accountancy

2020/21 has been another very successful year for our community accountancy team. Organisations continue to report that we provided them with high quality services – 96% rate our services as excellent or good. Our accounts preparation /examination, one to one support, remedial work/ bookkeeping, group training and management accounts services were the most highly valued services this year.

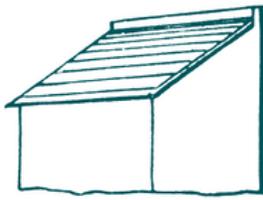
70.1% of organisations said that we had been very helpful in improving their financial management and funder reporting arrangements.

This included support in the following:

- planning and budgeting;
- financial management and control;
- record keeping and procedures;
- costing fundraising bids and reporting to funders
- Independent examination
- Accounting software support and training

DEVELOP

a diverse and vibrant Voluntary & Community Sector



**Sutton
Men in Sheds**

Supporting Mental Health and
Wellbeing for Men

Sutton Men in Sheds was set up in July 2020 to provide a community space/place for men to connect, engage in conversation, create and pursue practical interest and get the support they needed.

The project prioritised engaging vulnerable men dealing with mental health issues and will make referrals when specific need for further support is identified. Advice, support and signposting was facilitated by professionals and incorporated in group sessions.



DEVELOP

a diverse and vibrant Voluntary & Community Sector

Projects based at Hill House to help support the local community

Community Learning

Hill House hosted a range of training workshops facilitated by partner organisations including Sutton Women's Aid and Home-Start Sutton.

Work placement opportunities

Students and young people through Sutton District College were offered the chance to help do some renovation work at Hill House including the painting of several rooms and offices and ground maintenance.

Hill House Wellness Sessions

Hill House worked in partnership with X-ray Wellness paramedic volunteers to co-deliver wellbeing activities to local residents

Anti-Poverty Forum

This forum was established in November 2020, following the trends that came out of the COVID-19 Crisis and Rebuild funds. The forum aims to bring together partners to reduce poverty in Sutton through practical action and partnership.



Healthwatch Sutton

We are a key partner of Healthwatch Sutton and we provide management and operational support.

This year Healthwatch Sutton has:

- Embarked on a new project to find out the experiences of care home staff, residents and their family and friends during COVID-19.
- Published their report on the mental health needs of primary school children before COVID-19. They are currently investigating the potential to repeat their survey, possibly with additional questions that reflect the pandemic's impact, in order to publish a comparative report of pupil's mental health prior to and following the COVID-19 pandemic.
- Undertaken research to understand local residents' experiences of COVID-19 and new services, such as Test and Trace and the vaccine rollout programme.
- Continued to support Patient Participation Groups (PPGs) at local GP surgeries, as well as the Patient Reference Group (PRG) to communicate with local commissioners. This work is funded by NHS Sutton.
- Provided support to Primary Care Networks to enable them to identify the needs of specific groups within their local communities. This work is based around population health management.

STAFF TEAM

on 31st March 2022



Community Action Sutton
Building Stronger Communities

Alison Navarro - Chief Executive Officer (to 31st December 2020)

Simon Breeze - Chief Executive Officer (from 1st January 2021)

Jackie Parr - Executive Support Manager

Sara Thomas - Marketing & Events Officer

Lorraine Davies - Team Administrator

Razia Sattar - Head of Partnerships, Impact and Equality

Daniel Ayeni - St Helier Community Development Lead

Helena Yaourtoglou - Project Assistant, Hill House

Dunstanette Kuti - Finance Manager

James Poon - Community Accountancy Officer



CPS Payroll

Karen Adorjan - Payroll Officer

Tina Green - Payroll Assistant

Owen Williams - Payroll Assistant (to 6th October 2020)

healthwatch
Sutton

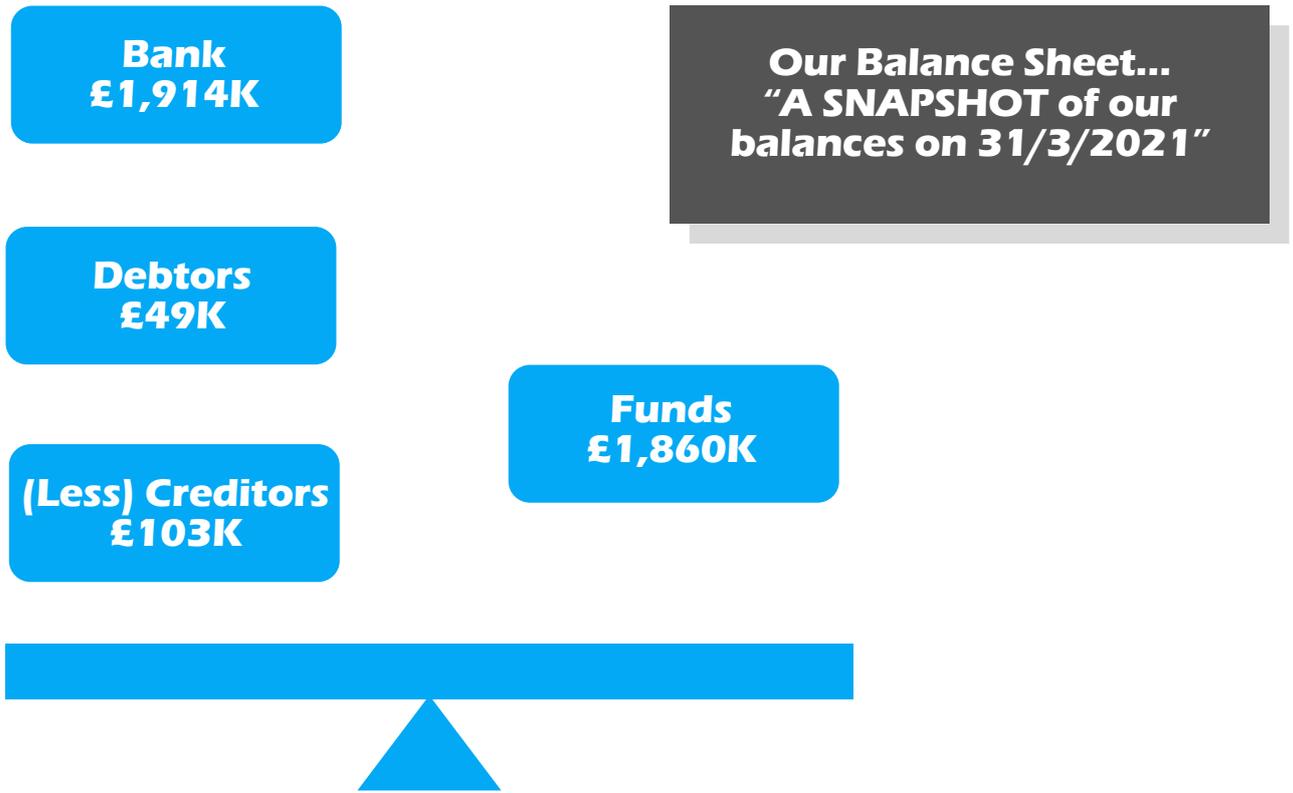
Pete Flavel - Chief Executive Officer

Gemma Thatcher - Communications, Engagement & Projects Officer

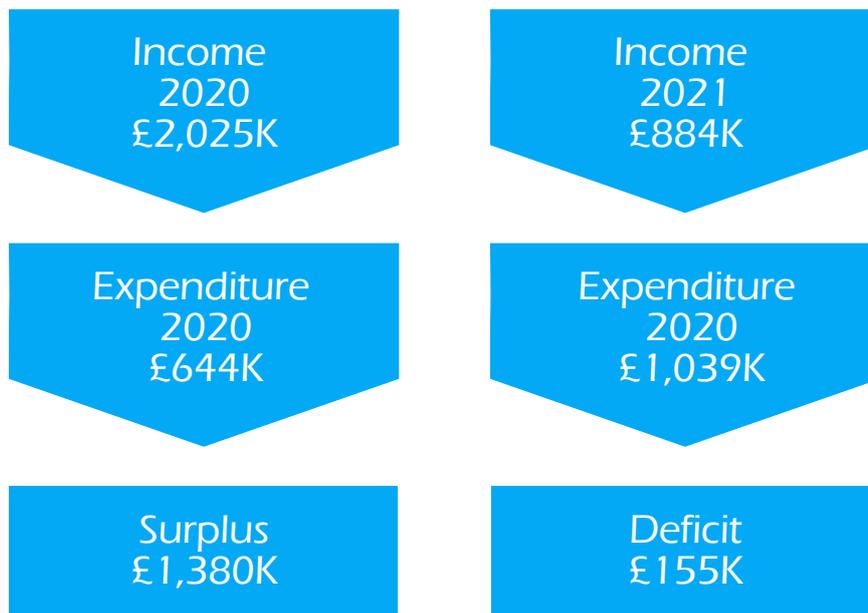
Pam Howe - Patient Engagement Officer (to 10th November 2020)

Andrew McDonald - Health Engagement & Projects Officer (from 1st March 2021)

FINANCIAL INFORMATION



Our SOFA... "A SUMMARY of our finances for the **WHOLE** year up to 31/3/2021"



COMMUNITY ACTION SUTTON

Annual Report 2020/21



@CommunityActionSutton



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