

Local Community Partnership in Croydon Central East - 11th January Notes

Kay Rhodes <Kay.Rhodes@cvalive.org.uk>

Wed 01/02/2023 16:30

To: Kay Rhodes <Kay.Rhodes@cvalive.org.uk>

Dear Croydon Central East Colleagues,

It was wonderful to meet with you all and hear from people across Woodside, Shirley, Addiscombe East, & Park Hill. Special thanks to our wonderful host Steve Calder and all at [Woodside Baptist Church \(woodsidechurch.org.uk\)](http://Woodside Baptist Church (woodsidechurch.org.uk)).

Our partnership event was Chaired by Celestina Oniye-Thomas and Lynda Graham. For more information on our Co-Chairs see here: [New Co-Chairs for the Local Community Partnership in Croydon Central East \(mailchi.mp\)](http://New Co-Chairs for the Local Community Partnership in Croydon Central East (mailchi.mp)).

Please find a record of our meeting below.

Apologies from Edwina Morris, Independent Chair of One Croydon LVP Board.

**Updates on One Croydon Locality Operating Model** within context of Croydon Council's financial situation. Re-cap on The King's Fund 'Healthy Communities Together' programme, join up with borough wide strategies and the new Local Commissioning Model. Localities are to be awarded some funds in the first half of 2023, our priority setting and action groups will provide the recommendations for how this funding is best used.

**Central East Locality webpages** Find out 'What's On?' (activities/events in Central East) notes from previous events and your Community Plan: [Croydon Central East - Local Community Partnership - Croydon Voluntary Action \(cvalive.org.uk\)](http://Croydon Central East - Local Community Partnership - Croydon Voluntary Action (cvalive.org.uk)). Let us know if you have content to share, Sarah.Burns@cvalive.org.uk.

**Simply Connect Croydon - connecting you to your local community services** - brings together information on activities and services across Croydon that is accessible to the public, charities, Social Prescribers, health and social care professionals etc. There are currently 884 listings by 733 organisations. If you want to list your activities and/or services, free of charge, please [register](http://register) and once you have submitted your form, a volunteer will upload your information to the website. Contact Karen.Chillman@cvalive.org.uk.

**Croydon Central East LCP Community Plan 'Action groups':**

With so much information and so many ideas being captured in the locality's Community Plan, the group was asked to form smaller 'Action Groups' to work on specific priorities of: Mental Health, Transport, Cost of Living/Heating and Eating, Community Champions and Digital Inclusion. The actions and recommendations have been added to the attached Community Plan.

Croydon Central East Local Community Plan - as at January 2023				
	Outcome	Actions	Who?	Funding proposals & Sources of funding agreed (in consultation with Council/NHS Commissioners)
1.	<p><b>Community Hubs</b> - At Community Hubs, residents will be connected to local activities, groups and services. Outcomes identified at the Hubs and related Action Plans will enable residents to take next steps towards safer, healthier and happier lives.</p> <p>Over times, different Community Hubs will be set up in the different communities across the Central East Locality</p>	<ul style="list-style-type: none"> <li>Establish a network of 'close-to-home' Community Hubs across the locality where a team of Voluntary and Community Sector (VCS) workers, Council and Health staff will hold strength-based conversations with local residents to connect them to local activities, groups and services. The Hubs will celebrate existing assets/partnerships.</li> <li>Building upon it's extensive range of community connections, groups and opportunities already being provided, it was agreed at the LCP meeting in January 2023 that Woodside Baptist Church would be the first Croydon Central East Community Hub.</li> <li>Community Facilitators to co-ordinate the setting-up and running of Community Hubs</li> <li>Gather information from people on the local support they want at a Hub and use that intelligence to shape the Hub team</li> <li>Local Multi-Disciplinary Teams (MDTs) to consistently support and attend each Hub</li> </ul>	<ul style="list-style-type: none"> <li>Community Facilitator.</li> <li>VCS workers</li> <li>'One Croydon'.</li> <li>Multi-disciplinary Team (MDT) for the locality</li> <li>Library staff</li> <li>Local Community Partnership (LCP) Members</li> <li>Steve - Woodside Baptist Church</li> <li>Lynda – Social Prescribing Linkworker and Co-Chair</li> <li>Community Facilitator</li> <li>VCS workers</li> <li>'One Croydon'</li> <li>Community Facilitator.</li> <li>MDT</li> <li>VCS workers</li> <li>MDT.</li> <li>'One Croydon'.</li> <li>Community Facilitator.</li> <li>Council's 'Front Door' Team.</li> </ul>	<p>Locality funding for host VCS organisations to run and sustain Community Hubs, e.g. heating, lighting, Wifi, refreshments and printing costs.</p> <ul style="list-style-type: none"> <li>One Croydon Project Management Office (PMO) Team have agreed £25/hr x 3 hours/week</li> </ul> <p>Croydon Voluntary Action (CVA) awarded Woodside Baptist Church micro-funding to support it's work as a Community Hub</p> <p>Funding for the Community Facilitator to have enough capacity in the Central West locality to set-up, promote and co-ordinate the growing network of Community Hubs</p> <ul style="list-style-type: none"> <li>Healthy Communities Together.</li> <li>South-West London Integrated Care System (SWL ICS).</li> <li>CORE20</li> </ul> <p>Not Appropriate (N.A.)</p> <p>N.A.</p>
<b>Key Achievements (as at January 2023):</b>				
<ul style="list-style-type: none"> <li>Woodside Baptist Church agreed as the first Croydon Central East Community Hub at the LCP meeting in Jan 2023</li> <li>Croydon Voluntary Action (CVA) awarded Woodside Baptist Church micro-funding to work towards becoming a Community Hub</li> </ul>				
2.	<b>On poverty -</b>	<ul style="list-style-type: none"> <li>Support (storage, volunteers, donations etc) for local Food Banks,</li> </ul>	<ul style="list-style-type: none"> <li>VCS.</li> <li>CVA.</li> </ul>	Locality funding to promote, sustain and grow existing Food Hubs, Soup kitchens etc.

<p><b>Heating and Eating</b> – Residents are warm and have enough food to eat through inclusive support for all who are in need of basic essentials. This includes food, heating and hygiene products.</p> <p>This work will effectively tackle the effects of the 'cost of living crisis' and post-pandemic Social Isolation</p>	<p>Soup Kitchens etc. so that they can make best use of donated food and essential</p> <ul style="list-style-type: none"> <li>• Summary of food support and warm spaces in this locality to be shared in Locality Webpages and as flyer (in printable format)</li> </ul> <ul style="list-style-type: none"> <li>• Emergency Fund</li> </ul> <ul style="list-style-type: none"> <li>• Winter packs/ radiator heater bleeder keys, water bottles, flasks, gloves etc to help residents be warm in their home to be given out at the Community Hub with events to raise awareness on how to keep warm and reduce bills (advocacy for residents).</li> </ul> <p>Electric Engineer trained in Winter Warm to accompany food parcel delivery/referrals and bleed radiators (1 day/wk x 10 wks)</p> <ul style="list-style-type: none"> <li>• Community Champions - Mutual Aid/Door-knocking project: extending existing community connecting where, on a street-by-street basis, VCS workers and Active Citizens offer direct, door-step support to fellow residents living in their neighbourhood, connecting people, safely and sensitively into local support, establishing trust and strengthening compassionate communities.</li> <li>• Ipads (kept at Community Hub) could be used by Community Champions to connect people to activities - intergenerational aspect with young people involved - expenses reimbursed, resources including ID badges and flyers</li> <li>• Provide advice on benefits, fuel and legal advice at Community Hubs (see 'On Cost of Living' below)</li> </ul>	<ul style="list-style-type: none"> <li>• 'One Croydon'.</li> <li>• CVA's Volunteer Centre</li> <li>• Community Facilitator</li> <li>• Celestina - Floating Counselling.</li> <li>• Lynda – Social Prescribing Link Worker (SPLW)</li> <li>• <i>Malcolm Bell &amp; team, Council to be invited</i></li> <li>• VCS.</li> <li>• Community Builders.</li> <li>• Community Facilitator.</li> <li>• Department of Work and Pensions (DWP)</li> <li>• Croydon Healthy Homes.</li> <li>• Other Benefits Advisors incl. Citizens Advice Croydon.</li> <li>• Reaching Higher</li> </ul>	<ul style="list-style-type: none"> <li>• LVP grants</li> </ul> <p>N/A</p> <p>Funds for very small one-off contributions to struggling individual residents waiting for Universal Credit (UC)/benefits release.</p> <ul style="list-style-type: none"> <li>• Household Support Fund</li> <li>• LVP grants</li> </ul> <p><b>Estimated cost: £2,000</b></p> <ul style="list-style-type: none"> <li>• LVP Grants</li> </ul> <p><b>Estimate cost: £3,000</b></p> <ul style="list-style-type: none"> <li>• LVP Grants</li> </ul> <p>To fund a partnership project with expressions of interest being invited from existing VCS organisations working collaboratively and with local people</p> <ul style="list-style-type: none"> <li>• LVP grants.</li> <li>• Household Support Fund</li> </ul> <p><b>Estimated cost: £2,000</b></p> <ul style="list-style-type: none"> <li>• LVP Grants</li> </ul>
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**Key Achievements (as at January 2023):**

- Known groups responding to food poverty working in partnership (incl. Floating Counselling) - [connecting you to your local community services](#)

see [Simply Connect Croydon -](#)

<p><b>On Cost of Living - Social, Welfare and Legal Advice (SWLA) and health collaboration</b> – Residents are debt-free and live safely, healthily and happily in their homes through having early access to advice.</p> <p><i>(About 40% of Social Prescribing referrals have SWLA problems which are mostly debt and housing related - Robust Safety Net Recovery Mission)</i></p>	<ul style="list-style-type: none"> <li>• Early specialist and accredited legal advice is readily available at Community Hubs and other places/ways to access</li> <li>• Help filling in benefit forms with volunteers at Community Hubs (Pathfinders survey)</li> </ul>	<ul style="list-style-type: none"> <li>• Citizen's Advice Croydon.</li> <li>• Mind in Croydon.</li> <li>• DWP.</li> <li>• Trussell Trust.</li> <li>• Clarion Futures.</li> <li>• Community Facilitator.</li> <li>• Community Hubs.</li> <li>• Volunteers.</li> <li>• Community Facilitator.</li> <li>• DWP.</li> <li>• Other Benefits Advisors.</li> <li>• LCP members.</li> </ul>	<p>Invite proposals from the LCP for social, welfare and legal advice connected to local Community Hubs.</p> <ul style="list-style-type: none"> <li>• MH LVP grants.</li> <li>• Household Support Fund.</li> </ul> <p>N/A</p>
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**Key Achievements**

<p><b>Outcomes for older people include:</b></p> <ul style="list-style-type: none"> <li>• To be more connected to others (not left out e.g. digital exclusion)</li> <li>• To have better mental and physical wellbeing through joining activities (positive inclusion in life)</li> <li>• To be warm enough at home</li> <li>• To have enough to heat and eat well (incl. essentials such as credit for the internet)</li> <li>• To have dignity preserved</li> </ul>	<p>Transport costs are escalating and health appointments are being missed, not all neighbourhoods have drivers and some parts of this locality are being overlooked. Promote existing schemes that provide transport support (incl. Dial a Ride) and look at where additional transport support could help people later in life achieve the outcomes that they have identified.</p> <p>Following research on current transport provision, there will be an extension of existing visiting schemes run by Neighbourhood Care Groups. Costs will be to cover DBS checks: £225, staff</p>	<ul style="list-style-type: none"> <li>• Floating Counselling Support.</li> <li>• Shirley Neighbourhood Care (SNC).</li> <li>• Residents Associations.</li> <li>• Methodist Homes Association (MHA) Communities South London</li> <li>• Celestina - Co-Chair</li> <li>• Neighbourhood Care Groups</li> <li>• Volunteers</li> <li>• CVA Volunteer Centre</li> </ul>	<p>LVP grants</p> <p><b>Estimated cost: £6,225</b></p> <p>LVP Grants</p>
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		<p>coordination: £3,000, paid drivers: £1,000, petrol costs:£2,000. Volunteer driver campaign and WhatsApp group coordination also to be arranged</p> <p>Also, a second-hand car that will accommodate wheel chairs/walkers will be purchased at a cost of £3,000, with MOT, taxes and insurance costing a further £2,000.</p> <p><b>Digital Inclusion</b> increase independence and connection, enable confidence and self-management. Actions incl:</p> <ul style="list-style-type: none"> <li>• Campaign for inclusivity- access to NHS appointments, banks etc.</li> <li>• Intergenerational activities</li> </ul> <p>Two laptops for public use/training at the hub (Total cost of £600)</p> <p><b>Street Champions</b> - Mutual Aid/Door-knocking project: extending existing community connecting where, on a street-by-street basis, VCS workers and Active Citizens offer direct, door-step support to fellow residents living in their neighbourhood, connecting people, safely and sensitively into local support (such as grief relief), establishing trust and strengthening compassionate communities.</p> <p>Also:</p> <ul style="list-style-type: none"> <li>• See 'Cost of Living' above</li> <li>• See 'Heat and Eat' above</li> </ul> <p>Street Champions Working Party holding first meeting on 2/2/23</p>	<ul style="list-style-type: none"> <li>• Celestina, Co-Chair</li> <li>• Social Prescribing Link Worker (Lynda).</li> <li>• Clear Community Web (Casper).</li> <li>• Ben – Mutual Aid/CVA</li> <li>• Jarmila – St Christophers</li> <li>• Barbara – Active Citizen</li> <li>• Carol – Emmanuel Church</li> <li>• Paul – Croydon Neighbourhood Watch</li> <li>• Celestina – Floating Counselling Support</li> <li>• Lynda – Social Prescribing Link Worker</li> <li>• Andrew – Community Led Support (CLS)</li> </ul> <p>'Churches Together in Croydon', Age UK and MHA Communities South London to be invited.</p>	<p><b>Estimated cost £5,000</b> LVP Grants</p> <p><b>Estimated cost £600</b> LVP grants</p> <p>Locality funds to be available for small activity costs (Identity badges, volunteer expenses)</p> <ul style="list-style-type: none"> <li>• LVP grants</li> <li>• Household Support Fund</li> </ul>
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<p align="center"><b>Key Achievements (as at January 2023)</b></p> <ul style="list-style-type: none"> <li>• Research on current transport provision - Celestina</li> <li>• Borough-wide meeting on Street Champions arranged for 2<sup>nd</sup> Feb 2023</li> </ul>			
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<p><b>Communication</b> - greater knowledge of local support/activities available</p>	<ul style="list-style-type: none"> <li>• Central East Locality Webpages - including database of free/low cost community activities: <a href="#">Local Community Partnerships - Croydon Voluntary Action (cvalive.org.uk)</a></li> <li>• Produce, distribute and display posters/flyers publicising LCP events, Community Hubs, Community Fayres and other community assets, opportunities and events</li> <li>• Central East Locality Webpages – including a database of free/low-cost community activities</li> </ul>	<ul style="list-style-type: none"> <li>• LCP members,</li> <li>• CVA,</li> <li>• Community Facilitator</li> <li>• CVA</li> <li>• VCS</li> <li>• Neighbourhood Care Groups, Croydon Neighbourhood Watch</li> <li>• Healthwatch Croydon (£100 comms. charge)</li> <li>• CVA</li> <li>• Community Facilitator</li> </ul>	<p>Funds to sustain and update webpages</p> <p>Locality funds to be available for event costs (refreshments, venue hire etc.) Community Fund</p> <ul style="list-style-type: none"> <li>• LVP grants</li> </ul> <p>Achieved</p>
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<p align="center"><b>Key Achievements (as at January 2023)</b></p> <ul style="list-style-type: none"> <li>• <b>Central East webpages active on CVA's website</b></li> </ul>			
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<p><b>On Mental Health</b> – To empower local residents to have better mental health, well-being and overall quality of life.</p>	<p>Training for all on Mental Health First Aid and Trauma. Identify a 'Mental Health First Aid/ Trauma Champion' to liaise with training providers to promote Mental Health First Aid workshops and making best use of those trained</p> <p>Access to counselling for residents who can't physically get to appointments</p>	<ul style="list-style-type: none"> <li>• VCS,</li> <li>• Active Citizens,</li> <li>• Mental Health First Aid Training Providers,</li> <li>• LCP members</li> <li>• Floating Counselling Support</li> <li>• Christian Family Concern</li> <li>• Mental Health (MH) Alliance</li> <li>• Commissioned MH providers?</li> </ul>	<p>Funding for early intervention support/activities and key mental health support services</p> <ul style="list-style-type: none"> <li>• MH LVP funds</li> <li>• MH LVP funds</li> </ul>
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<p align="center"><b>Key Achievements(as at January 2023)</b></p> <ul style="list-style-type: none"> <li>• Local join up with Croydon's Mental Health Alliance</li> </ul>			
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Many thanks to each of you for your valuable contributions, please spread the word on our Local Community Partnership events and save the date for the next event on **Wednesday 5th April 2023** at Woodside Baptist Church.  
With warm wishes- Celestina, Lynda, Andrew and Sarah

Sarah Burns  
Director of Communities  
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