

Croydon Central East Local Community Partnership (LCP)

Community Plan

Introduction

This Community Plan for the Croydon Central East Local Community Partnership is a key element of the progressive and exciting partnership work being undertaken through the King's Fund's *'Healthy Communities Together'* initiative and the One Croydon Alliance**. As well as being 'place-based' with its focus on the Croydon Central East locality, it is strengths-based and outcomes-focused. It is also designed to tackle health inequalities* that are being increasingly compounded by the national 'cost of living' crisis.

In Croydon's successful funding application, the work was described as follows:

'We've got a vision to transform how we deliver care and our One Croydon Alliance has been working hard to do this – moving power to local people and communities, focusing on the wider determinants of health and being proactive in preventing ill-health – but we know we need to do more to help reduce local health inequalities.'

'We believe that the strong voluntary and community sector in Croydon is best placed to empower people to improve their wellbeing, and we have seen this in action in the collective local response to the Covid-19 pandemic. We want to build on and develop an even better quality of partnership for our borough. We want One Croydon to be part of a much broader coalition, connected to all sections of our community.'

'We have huge differences in financial inequality and health inequality, so we really need programmes that are locality based to meet the needs of people in different parts of the borough and we are starting to put these in place. Our focus over the first nine months, as we develop our locality approach, will be to hear from people locally and act on what they tell us; to develop a new way of commissioning that brings our budgets together across health and the care; and develop leadership that fully involves the voluntary and community sector as well as the statutory bodies.'

Locality Operating Model - One Croydon Alliance

The ambition for this work is to **shift power and authority to local people and localities**. The aim (stated in our HCT bid and confirmed with the LVP Board) is to create a new Locality Operating Model for Croydon that engages our local communities in co-producing services and activities that deliver transformational health outcomes. Croydon's localities operating model is designed to support the interdependency of statutory and Voluntary and Community Sector (VCS) staff in bringing about a transformation of health and social care that is underpinned by the empowerment and active engagement of local people in their communities. There are three key elements of the model:

1. **Local Community Partnerships (LCPs)** that reflect local civil societies and include active citizens, faith and community groups, and VCS organisations
2. **Multi-Disciplinary Teams (MDTs)** – statutory teams of professionals across health and social care
3. **Community Hubs** – physical locations or virtual networks facilitating access to joined-up services

The aim is to create an integrated model, with VCS involvement on the MDTs and statutory sector involvement in the LCPs – with all partners interacting and collaborating at the Community Hubs. Community Facilitator posts have been created to develop these integrated working relationships.



The Locality Operating Model was developed as part of the One Croydon Alliance Healthy Communities Together programme and approved by the Shadow Health and Care Board.

Local Community Partnerships

In alignment with One Croydon (Alliance) and as part of the Healthy Communities Together programme, Croydon Voluntary Action (CVA) and Croydon Council have set up six Local Community Partnerships (LCPs): Croydon North East, Croydon North West, Croydon Central East, Croydon Central West, Croydon South East and Croydon South West

<https://cvalive.org.uk/assets/documents/one-alliance-localities-profil> The LCPs hold meetings every quarter to bring active communities into the heart of Croydon's Localities Operating Model. Each LCP has two elected, voluntary Co-Chairs bringing local leadership, knowledge and expertise to the partnership and the emerging Community Plans.

The aims of the Local Community Partnership programme are to:

1. Make the LCPs representative of Croydon's civil society – from the larger charities to grassroots groups and BME organisations, faith communities, active citizens and local residents.
2. Nurture information-sharing, collaborative working and a strengths-based approach in the localities.
3. Put LCPs at the centre of developing local Community Plans that set priorities to inform One Croydon's localities commissioning process

See Local Community Partnerships Terms of Reference <https://cvalive.org.uk/assets/documents/terms-of-reference-lcps>

Locality Commissioning Model

One Croydon's Healthy Communities Together workstreams identified a need to collaborate on a new commissioning framework, at both a strategic and locality level. Key to the ambition is that local people and communities set the priorities and opportunities for their areas within Community Plans, which are also informed by data compiled by the Council and NHS, taking a Population Health Management approach. Croydon is transforming its commissioning approach so that Community Plans developed by local people and communities link directly to what is funded across each locality. The model is designed to bring greater transparency and accountability to local commissioning.

This was described in One Croydon's Framework for Commissioning with the VCS (May 2022) as follows:

'The proposal is that the current Local Voluntary Partnership (LVP) and Mental Health Local Voluntary Partnership (MHLVP) funds' grants will be devolved to support locality commissioning intentions where these meet Health & Care Plan priorities. Where locality commissioning intentions are identified that do not support Health & Care Plan priorities, external funding will be sought. The Locality Commissioning Model is not limited to the LVP and MHLVP funding streams, but will use these to test the concept in readiness for other funding streams as and when they become available.

The responsibility of establishing an outcomes-based grants programme will sit with the Local Community Partnerships. The LCP should deliver locality commissioning intentions and innovation in delivery. The Local Community Partnerships will monitor delivery of the requirements of the grant with the Local Voluntary Partnership Board, maintaining a strategic overview of the impact of the grant programmes across all the localities.'

One Croydon's Framework for Commissioning with the VCS May 2022

Croydon Central East Local Community Partnership - Co-creating the Community Plan

By June 2023, 10 'Local Community Partnership' events had been held in Croydon Central East (which includes the Woodside, Shirley, Addiscombe East and Park Hill communities) involving people and communities, including; 116 Voluntary and Community Sector staff from 74 different Voluntary and Community Sector organisations. Many of the phenomenal local assets in the area have been celebrated, the most valuable of which is the local people. A locally owned Community Plan has been initiated with input from 184 individuals living and working in the locality. For notes from previous meetings see the Locality Webpage: [Local Community Partnerships - Croydon Voluntary Action \(cvalive.org.uk\)](http://cvalive.org.uk)

This Community Plan is live and evolving in the sense that key partners are working on actions that can be taken forward and making recommendations when further resource is needed. Priorities for Croydon Central East have been summarised in the table below:

	Outcome	Actions	Lead partners	Funding proposals & Sources of funding (in consultation with Council/NHS Commissioners)
1.	Community Hubs - 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.	<ul style="list-style-type: none"> 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. 	Community Facilitator. VCS. One Croydon. Multi-disciplinary Team (MDT) for the locality Libraries	Locality funding for host VCS organisations to run and sustain Community Hubs, e.g. heating, lighting, Wifi, refreshments and printing costs One Croydon PMO agreed £25/hr x 3 hrs/wk

		<ul style="list-style-type: none"> • Community Facilitators to co-ordinate the setting-up and running of Community Hubs • Gather information from people on the local support they want at a Hub and use that intelligence to shape the Hub team • Local Multi-Disciplinary Teams (MDTs) to consistently support and attend each Hub 	<p>Community Facilitator VCS. One Croydon</p> <p>MDT. Community Facilitator. VCS</p> <p>MDT. One Croydon, Community Facilitator. Council's 'Front Door' Team. MDT</p>	<p>Funding for the Community Facilitator to have enough capacity in the CW locality to set-up, promote and co-ordinate the growing network of Community Hubs Healthy Communities Together, SWL ICS CORE20</p> <p>N.A.</p> <p>N.A.</p>
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Key Achievements

**CVA awarded Woodside Church Baptist Church micro-funding to work towards becoming a Community Hub
Woodside Baptist Church agreed as first One Croydon Community Hub at LCP in Jan 2023**

<p>2.</p>	<p>On poverty - Heating and Eating – 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>	<ul style="list-style-type: none"> • Support (storage, volunteers, donations etc) for local Food Banks, Soup Kitchens etc. so that they can make best use of donated food and essential • Summary of food support and warm spaces in this locality to be shared in Locality webpages and as flyer (in printable format) • Emergency fund • 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). <p>Electric Engineer trained in Winter Warm to accompany food parcel</p>	<p>VCS. CVA. One Croydon.</p> <p>CVA’s Volunteer Centre</p> <p>Community Facilitator</p> <p>Celestina- Floating Counselling Lynda- SPLW Malcolm Bell & team, Council to be invited</p> <p>VCS.</p>	<p>Locality funding to promote, sustain and grow existing Food Hubs, Soup kitchens etc. LVP grants</p> <p>N/A</p> <p>Funds for very small one-off contributions to struggling individual residents waiting for Universal Credit (UC)/benefits release. Household Support Fund</p> <p>Estimate at £2,000 LVP grants</p> <p>Estimate at £3,000</p>
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		<p>delivery/referrals and bleed radiators (1 day/wk x 10 wks)</p> <ul style="list-style-type: none"> • 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. • Ipad (kept at Community Hub) could be used by Community Champions to connect people to activities- intergenerational aspect with young people involved- expenses reimbursed, resources incl. ID badges and flyers • Provide advice on benefits, fuel and legal advice at Community Hubs (see 'On Cost of Living' below) 	<p>Community Builders. Community Facilitator.</p> <p>DWP. Croydon Healthy Homes. Other Benefits Advisors incl. Citizens Advice Croydon.</p> <p>Reaching Higher</p>	<p>LVP grants</p> <p>To fund a partnership project with expressions of interest being invited from existing VCS organisations working collaboratively and with local people</p> <p>LVP grants. Household Support Fund</p> <p>Estimated £2,000 LVP Grants</p>
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Key Achievements

- **Known groups responding to food poverty working in partnership (incl. Floating Counselling) see Simply Connect Croydon - connecting you to your local community services**

<p>On Cost of Living - Social, Welfare and Legal Advice (SWLA) and health collaboration – 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"> • Early specialist and accredited legal advice is readily available at Community Hubs and other places/ways to access • Help filling in benefit forms with volunteers at Community Hubs (Pathfinders survey) 	<p>Citizen’s Advice Croydon. Mind in Croydon. DWP. Trussell Trust. Clarion Futures. Community Facilitator. Community Hubs. Volunteers.</p> <p>Community Facilitator. DWP. Other Benefits Advisors. LCP members.</p>	<p>Invite proposals from the LCP for social, welfare and legal advice connected to local Community Hubs. MH LVP grants. Household Support Fund.</p> <p>N/A</p>
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Key Achievements

<p>Outcomes for older people include:</p> <ul style="list-style-type: none"> • To be more connected to others (not left out e.g. digital exclusion) 	<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</p>	<p>Floating Counselling Support. Shirley Neighbourhood Care (SNC).</p>	<p>LVP grants</p>
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	<ul style="list-style-type: none"> • To have better mental and physical wellbeing through joining activities (positive inclusion in life) • To be warm enough at home • To have enough to heat and eat well (incl. essentials such as credit for the internet) • To have dignity preserved 	<p>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>Extension of existing visiting schemes run by Neighbourhood Care Groups to cover DBS £225, staff coordination £3,000, paid drivers £1,000, petrol reimbursement £2,000, volunteer driver campaign and WhatsApp grp coordination</p> <p>Second hand car that will accommodate wheel chairs/walkers- £3,000, MOT, taxes, insurance £2,000.</p> <p>DBS volunteers checked to assist with transport is being looked into, along with the need for ULEZ exemptions for volunteer community drivers</p> <p>Croydon Vision offering their van to community</p>	<p>Residents Associations. MHA Communities South London</p> <p>Celestina- Co-Chair Neighbourhood Care Groups Volunteers CVA Volunteer Centre</p> <p>Celestina, Co-Chair</p> <p>Celestina, Co-Chair</p> <p>Croydon Vision</p>	<p>Estimate £6,225 LVP Grants</p> <p>Estimate £5,000 LVP Grants</p>
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Digital Inclusion increase independence and connection, enable confidence and self-management.
 Actions incl:

- Campaign for inclusivity- access to NHS appointments, banks etc.
- Intergenerational activities

Two laptops for public use/training at the hub (£600)

Street 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 (such as grief relief), establishing trust and strengthening compassionate communities. (See Heating and Eating)

Also:

- See 'Cost of Living' above

See 'Heat and Eat' above

Social Prescribing Link Worker (Lynda).
 Clear Community Web (Casper).

Resident Associations.
 Age UK Croydon.
 MHA Communities South London.
'Churches Together in Croydon' to be invited.
 Floating Counselling.
 Neighbourhood Watch.
 St Christopher's.
 Age UK Croydon
 CVA.

Faith groups. Croydon
 Mutual Aid.

Estimate £600
LVP grants

Locality funds to be available for small activity costs (Identity badges, volunteer expenses)

LVP grants/
 Household Support Fund **LVP grants**

Key Achievements

- Research on current transport provision- Celestina
- Borough wide approach on Community Champions

<p>Communication - greater knowledge of local support/activities available</p>	<ul style="list-style-type: none"> • Central East Locality Webpages - including database of free/low cost community activities: Local Community Partnerships - Croydon Voluntary Action (cvalive.org.uk) • Produce, distribute and display posters/flyers publicising LCP events, Community Hubs, Community Fayres and other community assets, opportunities and events • Central East Locality Webpages – including a database of free/low cost community activities • Resident Voice 	<p>LCP members, CVA, Community Facilitator</p> <p>CVA VCS Neighbourhood Care Groups, Croydon Neighbourhood Watch Health watch Croydon (£100 comms charge)</p> <p>CVA Community Facilitator</p> <p>Lynda to invite PTA members to join LCP</p>	<p>Funds to sustain and update webpages</p> <p>Locality funds to be available for event costs (refreshments, venue hire etc.) Community Fund LVP grants</p> <p style="text-align: center;">Achieved</p>
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Key Achievements

- **Central East webpages active on CVA's website**
- **Engagement Action Plan**

<p>On Mental Health – 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>VCS, Active Citizens, Mental Health First Aid Training Providers, LCP members</p>	<p>Funding for early intervention support/activities and key mental health support services MH LVP funds</p>
	<p>Transparency over what mental health support has been commissioned in this locality</p>	<p>CVA to ask VCS Leadership Board- awaiting info from BME Forum</p>	
	<p>Access to counselling for residents who can't physically get to appointments</p>	<p>Floating Counselling Support Christian Family Concern MH Alliance Commissioned MH providers?</p>	<p>MH LVP funds</p>

Key Achievements

- **Local join up with Croydon's Mental Health Alliance**
- **CVA have put together [a directory](#) of mental health services in the borough, listing all the local organisations supporting residents**

Conclusion

This first iteration of a Community Plan for Croydon Central East will be sent to One Croydon's Funding and Commissioning Work Stream and presented to the Local Voluntary Partnership Board. The Community Plan will be presented back to the Local Community Partnership Croydon Central East for further input and development

****One Croydon Alliance**

The One Croydon Alliance is a health and care partnership created from a shared ambition to improve the lives of people in Croydon. The partners in this Alliance are: Age UK Croydon, Croydon GP Collaborative, Croydon Council, Croydon Health Services NHS Trust, the Croydon Clinical Commissioning Group and South London and Maudsley Mental Health NHS Trust. The Alliance vision is to support the people in Croydon to be independent and live healthy and fulfilling lives and be able to access high quality care, in the right place and at the right time, reducing health inequality in Croydon. Key to that ambition is the vision of Integrated Community Partnerships within each locality of Croydon working collaboratively with the VCS, people and communities.

***Health Inequalities**

The King's Fund describes health inequalities as 'avoidable, unfair and systematic differences in health between different groups of people. Health inequalities can be analysed looking across 4 main categories: socio-economic, geography, specific characteristics and socially excluded groups' (2021).

CORE20 - South West London ICS Health Inequalities Data

South West London (SWL) has a CORE20 population of approximately 340,000 people who are slightly younger, disproportionately black, live on average 6 years shorter with a significant proportion (50%) living in the Borough of Croydon. In England, more than 15 million people have a long-term condition (LTC). This group tend to be heavy users of the health service, taking up 50% of GP appointments and 70% of all bed days. Their treatment and care absorb approximately 70% of acute and primary care budgets.

Our CORE20 population are more likely to have depression, hypertension, type 2 diabetes, Chronic Obstructive Pulmonary Disease (COPD) and Learning Disabilities. Additionally, the number of people with two or more LTCs is increasing rapidly. For example, in Croydon there was a 10% increase in people with 2 or more LTCs. Based on our experience of working with local communities across SWL and the feedback provided from them, the under representation in preventative services is often due to a lack of trust and confidence in public institutions including preventative and early intervention services and the support provided not being culturally sensitive or tailored to their specific needs causing serious language, cultural and social barriers.

COVID has further impacted the poorer health outcomes experienced and highlighted the need to consider the wider determinants of health (Public Health:2020) such as income and housing. Many people with LTCs also develop mental health issues and vice versa which can lead to further poorer health outcomes, reduced quality of life and increasing costs for the system (Naylor et al:2012).

South West London ICS recognises the current medicalised care model and over reliance on our health services is not sustainable and that a reset is required, focusing on personalised care and meeting the physical, mental and social needs of our Core20 communities.